

Learner & Client Obligation Policy

POLICY NUMBER:	RC-DSNR-PO-0004	VERSION:	1
DATE ADOPTED/APPROVED:	12.08.2015	DATE LAST REVIEWED:	12.08.2015
DATE OF NEXT REVIEW:	12.08.2017	REVIEW FREQUENCY:	2 years
AUTHORISED BY:	David Donovan	REVIEWED BY:	Robyn Dupuis
POLICY OWNER:	Training Manager		
REVIEW PROCESS:	Training Manager, Compliance and Courseware Coordinator, Marketing Manager		
DOCUMENT MANAGEMENT:	K:\RTO\Compliance\ASQA\SNR Policies 2015\SNR 4		
COMMUNICATION:	Relevant staff will be notified by email when the policy has been authorised.		
POLICY CONTEXT: This policy relates to:			
NVR STANDARDS:	SNR 4		
LEGISLATION OR OTHER REQUIREMENTS	<ul style="list-style-type: none"> • National Vocational Training and Regulator Act 2011 • AQTF 		
OTHER POLICIES	All DTEC overarching and Supplementary Policies		
FORMS AND OTHER DOCUMENTS	Learner Agreement		
DEFINITIONS	NRT Third party Scope of registration AQF VET FEE-HELP		
POLICY INFORMATION:			
POLICY	i) Information, whether disseminated directly by DTEC or on its behalf, is both accurate and factual, and; <ul style="list-style-type: none"> a) Accurately represents the services it provides and the training products on its scope of registration; b) Includes its RTO code (7043) c) Refers to another person or organisation in its marketing material only if the consent of that person or organisation has been obtained; 		

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	<ul style="list-style-type: none"> d) Uses the NRT logo only in accordance with the conditions of use specified in Schedule 4; e) Makes clear where a third party is recruiting prospective learners for DTEC on its behalf; f) Distinguishes where it is delivering training and assessment on behalf of another RTO or where training and assessment is being delivered on its behalf by a third party; g) Distinguishes between nationally recognised training and assessment leading to the issuance of AQF certification documentation from any other training or assessment delivered by DTEC. h) Includes the code and title of any training product, as published on the National Register, referred to in that information; i) Only advertises or markets a non-current training product while it remains on DTEC’s scope of registration; j) Only advertises or markets that a training product it delivers will enable learners to obtain a licensed or regulated outcome where this has been confirmed by the industry regulator in the jurisdiction in which it is being advertised; k) Includes details about any VET FEE-HELP, government funded subsidy or other financial support arrangements associated with DTEC’s provision of training and assessment; and l) Does not guarantee that: <ul style="list-style-type: none"> 1) A learner will successfully complete a training product on its scope of registration; or 2) A training product can be completed in a manner which does not meet the requirements of SNR Clause 1.1 and 1.2; or 3) A learner will obtain a particular employment outcome where this is outside the control of DTEC.
SCOPE	This policy applies to all staff and third parties.
PROCEDURES	<p>DTEC will achieve this policy by:</p> <ul style="list-style-type: none"> • Ensuring its scope on www.training.gov.au is always current and correct. • Ensuring that marketing materials clearly identify the issuing RTO and clearly delineate between accredited and non-accredited training.