

1. Purpose

VEG Education is committed to providing high-quality training and assessment in compliance with the Standards for RTOs 2025. To achieve this, VEG Education must ensure accurate, accessible, and transparent information is available to prospective and current learners about its operations, services, and performance so learners can make informed decisions prior to enrolment and throughout their training.

2. Policy Statement

Velisha Education Group will ensure that all prospective and current learners are provided with clear, relevant, and up-to-date information about training and assessment products, support services, rights, and responsibilities.

We provide information regarding:

- Courses on scope of registration, including course content, vocational outcomes, and pathways.
 - Fees and charges, including payment terms, refund processes, and exemptions (where applicable).
 - Learner support services, including Language, Literacy, Numeracy and Digital (LLND) assistance.
 - Flexible learning and assessment options.
 - Complaints and appeals processes.
 - Recognition of Prior Learning (RPL) and Credit Transfer arrangements.
 - Arrangements with third-party providers (if applicable).
 - Government funding, subsidies, or incentive arrangements (where relevant).
 - Licensing, regulatory or industry requirements connected to specific training products.
 - Certification, including issuance timelines and replacement of records.
 - Course resource requirements (whether supplied by learners or included in course fees).
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3. Definitions

Educational and support services may include, but are not limited to:

- Pre-enrolment information sessions and resources.
- Study support and study skills programs.
- Language, Literacy, Numeracy and Digital (LLND) support or referral.

- Adaptive equipment and resources for learners with a disability (consistent with access and equity principles).
- Mediation, counselling, or well-being referral services.
- Flexible training schedules aligned to learner needs.
- ICT and digital learning support.
- Accessible learning formats (e.g., large print, screen-reader compatible resources).
- Contextualised workplace learning and assessment programs.

Mode of delivery: the method through which training and assessment is delivered, including in-person, online, blended, or workplace-based delivery.

Scope of registration: the training products the RTO is approved to deliver and assess, and for which it can issue AQF certification.

4. Policy Principles

4.1 Information Provision

Velisha Education Group will:

- Provide prospective and current learners with timely and accurate information prior to enrolment, and throughout their training.
- Maintain an up-to-date website and course materials with compliant marketing information.
- Make course brochures, learner handbooks, and confirmation letters available at all times.

4.2 Information Standards

All client information:

- Accurately reflects services and training products within our scope of registration.
- References external organisations only with written consent.
- Displays the NRT logo in accordance with the Standards for RTOs 2025.
- Clarifies any involvement of third-party training or recruitment arrangements.
- Clearly differentiates between nationally recognised training and non-accredited programs.
- Markets training products only while they remain current on the national register.
- Promotes licensed or regulated outcomes only where confirmed with relevant industry regulators.
- Does not falsely guarantee:
 - Successful completion of training.

Client Information Policy

- Completion in timeframes inconsistent with training package and assessment requirements.
- Specific employment outcomes outside VEG Education's control.

4.3 Minimum Information Provided

Information provided to learners will cover:

- RTO code and contact details.
- Full code, title, currency, and outcomes of the training product.
- Course duration and location.
- Training and assessment arrangements, including modes of delivery.
- Enrolment, selection, and work placement requirements (if relevant).
- Third-party arrangements and contact details.
- Rights and obligations of learners, including expected conduct standards.
- Fees, charges, deposits, refund policy, and government funding arrangements (where applicable).
- Learner support services (LLND, disability, wellbeing, study assistance).
- Complaints and appeals processes.
- Recognition of prior learning and credit transfer pathways.
- Materials or equipment learners are required to supply.
- Legislative, licensing, or occupational requirements relevant to the course.

4.4 Notification of Changes

Where agreed services change (e.g., new ownership, new third-party arrangements, or significant changes to delivery), VEG Education will advise learners as soon as practicable.

5. Responsibilities

The CEO is responsible for ensuring that all client information provided is:

- Current, accurate, and compliant with the Standards for RTOs 2025.
- Monitored and reviewed regularly to identify areas for improvement.

6. Legislative Compliance

This policy aligns with:

- Standards for RTOs 2025
- Competition and Consumer Act 2010
- Fair Trading Acts and Regulations
- Privacy legislation, anti-discrimination, and equal opportunity law (federal and state/territory)

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7. Access and Equity

This policy must be applied in conjunction with the Access and Equity Policy to ensure all learners are treated fairly and have equal opportunity to access information.

8. Records Management

All documentation relating to client information is maintained securely under the Records Management Policy, in compliance with legislation and Standards for RTOs 2025 requirements.

9. Monitoring & Continuous Improvement

The provision of client information is monitored regularly by the CEO, with feedback mechanisms in place to identify gaps or issues. Findings are actioned through the organisation's Continuous Improvement Policy.

Client Information Policy



Policy Section	Relevant SRTOs 2025 Clauses	Description
Purpose	Clause 1.2, Clause 5.1	Ensure accurate and accessible client information to support informed decisions prior to enrolment.
Policy Statement	Clauses 1.2, 3.3, 5.2	Clear information about training products, fees, support, and assessment services is provided.
Definitions	Supporting definitions align with SRTOs glossary and context requirements.	Defines educational services, delivery modes, and scope of registration according to standards.
Policy Principles - Information Provision	Clauses 1.2, 4.1, 5.1	Timely, accurate info is provided before enrolment and throughout training.
Policy Principles - Information Standards	Clause 5.1, Schedule 4	Information is accurate, transparent, uses NRT logo per condition, and clarifies third-party roles.
Policy Principles - Minimum Information Provided	Clause 1.2, 3.3, 5.1	Includes detailed course info, fees, support, recognition arrangements, and third-party details.
Notification of Changes	Clause 5.3	Clients are notified promptly of changes to services, ownership, or third-party arrangements.
Responsibilities	Clause 5.1	CEO ensures all information complies with RTO standards and is regularly monitored.
Legislation	All relevant federal and state legislation	Policy supports compliance with consumer protection and fair-trading laws.
Access and Equity	Clause 1.5	Ensures equitable access to information for all learners.
Records Management	Clause 7.5	Maintains documentation securely following policies and standards.
Monitoring and Continuous Improvement	Clause 8.2	Implementation of feedback and improvement cycles for client information practices.

Compliance mapping table showing how the revised Client Information Policy aligns with key clauses of the Standards for RTOs 2025.