

# Obligations to Students Policy and Procedure

RTO #40936 | Version 6.0 | Date: March 2026 | Review Date: March 2027

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## 1. Purpose

This policy outlines the obligations of the RTO toward all students, ensuring transparency, fairness, and compliance with the **Standards for RTOs 2025 (SRTOs 2025)**, the **Skills First Contract v3.0**, and relevant legislation. It aims to safeguard student rights and provide a consistent framework for the delivery of quality training and assessment.

### Linked Clauses:

- SRTOs 2025: Clauses 5.1–5.4 (information to learners), 6.1–6.6 (complaints/appeals), 7.5 (records), 8.2 (systematic monitoring)
  - Skills First v3.0: Sections 6.2 (WHS), 7.1 (PD), 8.2 (student support), 9.3 (records & reporting)
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## 2. Scope

Applies to all:

- Current and prospective students of the RTO.
  - All staff and contractors delivering training, assessment, or student support services.
  - Third parties engaged in providing services on behalf of the RTO.
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## 3. Policy Statement

The RTO is committed to:

- Providing accurate information before, during, and after enrolment.
- Delivering high-quality training and assessment that is compliant and nationally recognised.
- Supporting students to complete their training, including providing access to resources, placement, and reasonable adjustments.

- Maintaining accurate student records and ensuring privacy and confidentiality.
  - Offering fair and transparent grievance and appeal mechanisms.
  - Ensuring a safe, respectful, and inclusive learning environment free from bullying, harassment, or discrimination.
  - Recognising prior learning and granting credit transfer where applicable.
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- Issuing AQF certification (testamurs (certificates), transcripts, statements of attainment) in a timely and compliant manner.
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## 4. Definitions

- **Student Rights** – Entitlements afforded under SRTOs 2025, Skills First, and consumer law.
  - **Credit Transfer (CT)** – Formal recognition of a unit previously completed with another RTO.
  - **Recognition of Prior Learning (RPL)** – Assessment of prior skills and knowledge against unit requirements.
  - **Student Agreement** – The enrolment acceptance agreement signed by each student.
  - **Reasonable Adjustment** – Modifications to training or assessment for equity purposes.
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## 5. Procedures

### 5.1 Information to Students

- Provide accurate course information including fees, delivery mode, assessment methods, and support services.
- Inform students of any changes to course dates, times, or locations within 5 business days.

### 5.2 Training and Assessment Obligations

- Deliver training and assessment in line with endorsed training package requirements.
- Provide sufficient resources (learning materials, facilities, internet access, placement arrangements).
- Offer extra-curricular or catch-up sessions for students requiring additional support.

### 5.3 Record-Keeping and Confidentiality

- Maintain student records in the Student Management System (SMS).
- Restrict access to authorised staff only.
- Retain records in accordance with SRTOs 2025 and Skills First Section 9.3.

#### **5.4 Student Support**

- Provide academic support (trainer contact, extra sessions, feedback).
- Provide welfare support through referrals where appropriate.
- Make reasonable adjustments to accommodate special needs.

#### **5.5 Certification and Recognition**

- Issue AQF certification (testamurs, transcripts, SoAs) within **30 calendar days** of course completion.
- Apply Credit Transfer and RPL processes fairly and consistently, as per the RPL & CT Policy.

#### **5.6 Complaints and Appeals**

- Provide all students with access to the **Grievances, Complaints & Appeals Policy**.
- Ensure students are informed of their right to escalate matters internally and externally.

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### **6. Responsibilities & Authorities**

- **CEO** – Ensures organisational compliance with obligations.
- **RTO Manager** – Oversees student support services, training quality, and record-keeping.
- **Compliance Officer** – Monitors student obligations for alignment with funding and SRTO requirements.
- **Trainers/Assessors** – Deliver quality training and assessment, provide feedback and academic support.
- **Admissions/Student Services** – Maintain student records, inform students of updates, manage communication.

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### **7. Compliance References**

- **SRTOs 2025:** Clauses 5.1–5.4, 6.1–6.6, 7.5, 8.2

- **Skills First Contract v3.0:** Sections 6.2, 7.1, 8.2, 9.3
  - **Legislation:** Privacy Act 1988, Equal Opportunity Act 2010 (Vic), Australian Consumer Law
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## 8. Document Control

- **Version:** 6.0
- **Approval:** CEO
- **Approval Date:** March 2026
- **Next Review Date:** March 2027
- **History:**
  - v5.1 (Oct 2024) – Expanded list of student entitlements and facilities.
  - v6.0 (March 2026) – Restructured to universal template; aligned with SRTOs 2025 & Skills First v3.0.