

LATROBE COLLEGE OF ART AND DESIGN

POLICY

Outcome Standards for RTOs 2025

RTO Standard 2.1 - 2.2

INFORMATION FOR STUDENTS

POLICY

Standard 2.1

LCAD students have access to clear and accurate information about the college and courses and are aware of any changes that may affect them.

- (a) All information provided to students by LCAD, or any third parties is clear, accurate and current.

Information provided to students includes website course and policy and information details; , enrolment and orientation information including Acceptance Forms, brochures.

- (b) How it identifies which information students require prior to their enrolment and how it will be communicated to them.

LCAD has clear procedures on specific information given to students at particular times.
See: Student Enrolling Procedure.

- (c) The following information is easily accessible to students:

- (i) The training product code and title, duration, modes of delivery, training delivery location, training commencement dates, scheduling, any requirements to commence or complete the training product, including assessment requirements, whether any licencing or occupational licence requirements apply, and details of any third party arrangements that apply to the delivery of the training.

A prospective student is given a Letter of Offer and a Confirmation Letter as part of their application and enrolment process which will include the above information.

Assessment and study information is disseminated to students through study unit outlines, which they receive an individual copy of at the beginning of each study unit.

- (ii) The training and wellbeing support services available to the student and how the student can access those services are

Students are advised and given links to Student Support Services within their Acceptance Form and also in the Student Orientation Info handout.

ENC 6 Overseas Student Support
RTO 2.3-2.4 Training Support
Student Support Services

- (iii) All fees, costs and charges associated with providing a course which students may incur, including payment terms and conditions, any applicable refund policies and the availability of relevant government training entitlements and subsidies.
Students are advised of all fees and costs within their Acceptance Form. They are also given links for further details about college policies.

- (iv) Any **conditions imposed on students** undertaking LCAD training, including obligations to acquire any materials, equipment or IT, any costs and processes associated with withdrawing,

cancelling, suspending study, and any requirements for students to undertake work placements.

Students are advised that there will be separate costs for some material consumables, locker keys, and changing their study before and after they start, all within their Acceptance Form. They are also given links for further details about college policies.

All details regarding suspending, withdrawing, and deferring their study is available on the college's website with links provided.

- (d) The organisation provides all students with documentation before their enrolment or before any fees are required to be paid, which sets out:
- (i) The training provided by LCAD or a third party to the student.

The Letter of Offer given to a prospective student will provide details of the course for which the student has applied and any third-party arrangements, if applicable. This is reiterated in the student's Enrolment Confirmation letter once they confirm enrolment.
 - (ii) All **fees, costs and charges** that the student must pay.

The Acceptance Form which the student signs and both the student keep copies, has full details of tuition costs the student must pay.
 - (iii) Any **obligations or liabilities** which the organisation or third parties may impose on the student

Conditions of enrolment are detailed with the student's Acceptance Form.
- (e) That it informs students, as soon as practicable, of any changes to training products or the organisation's operations that may affect students, including any changes relating to the **transition of superseded, deleted, or expired training products**.

The college informs students through Changes to College Owner or Location PP and Ensuring Quality Training Policy

Standard 2.2

Students are advised, prior to enrolment, about the suitability of the training product for them, considering the student's existing skills and competencies.

- (a) LCAD has procedures to review prospective students' skills and competencies, including their LLND, before a student is enrolled. This is clarified in the below policy, procedures and forms.
- Interview Form
 - Student Enrolling Procedure
 - RTO 1.6-1.7 RPL and CT
 - .RPL-CT Procedures
 - .LLND
- (b) Based upon the outcome of the review – it provides advice to each prospective student about whether the training product suits them.

The student is assessed during the interview process and advised if the course will suit them.

See Interview Form
Student Enrolling Procedure