REGISTERED TRAINING ORGANISATION No. 45698

POLICY & PROCEDURE

Client Information

Pre-enrolment and post-enrolment information provided to clients

DOCUMENT CONTROL

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Client Information Policy & Procedure

1. Policy

1.1 Gippsland Institute of Technology implements an effective Client information policy and procedure to inform all potential clients about the training, assessment, support services and their rights and responsibilities prior to enrolment.

1.2 Gippsland Institute of Technology ensures that the information provided to prospective and enrolled clients accurately represents courses, services, facilities, practices and resources.

1.3 Gippsland Institute of Technology ensures that the information provided to prospective and enrolled clients is clear, accurate and current.

1.4 Prospective and enrolled clients are encouraged to provide feedback to Gippsland Institute of Technology about any area of Gippsland Institute of Technology practice or operations, any third parties providing services on our behalf, and any person employed or contracted by Gippsland Institute of Technology.

1.5 The CEO is responsible for implementing this policy and reviewing its effectiveness.

1.6 This policy is implemented in compliance with the requirements of the Outcome Standards for NVR Registered Training Organisations 2025 standards 2.1 to 2.8, Compliance Standards for NVR Registered Training Organisations 2025 Standards 7, 8, 12, 20, and NRT Logo Conditions of Use policy.

Procedure

2. Enquiries

2.1 Queries from prospective and enrolled clients are responded to within 5 working days of receipt.

2.2 Pre-enrolment information is provided to all potential clients via the Client information handbook, through discussion before they complete the enrolment process. People with disabilities may be provided access to course information in alternative formats in order to make an informed decision about their studies.

2.3 The information provided in marketing materials, Client information handbook and discussions provide advice to the client on whether the course is suitable for the client.

2.4 On informing Gippsland Institute of Technology that they wish to apply for a course, clients are emailed or posted a copy of the Client information handbook.

2.5 Clients are forwarded an Enrolment form and Pre-training review form at this point along with instructions on how to apply. The enrolment process is also outlined in the Client information handbook.

2.6 Clients pre-training review form and enrolment form is assessed with evidence to satisfy entry requirements.

2.7 Further details on the enrolment process are located in the Enrolment policy and procedure.

3. Pre-enrolment information

3.1 All clients are provided with the following information (contained in the Client information handbook) pre-enrolment:

- Introduction
- Location, Transport & staff contacts
- Recognition of Prior Learning (RPL) and Credit Transfer
- Enrolment process including USI information
- Language, literacy, numeracy and digital literacy/ pre-training review
- Training guarantee
- Orientation
- Training and assessment process
- Client feedback
- Certificates
- Code of conduct
- Support services and contacts
- Occupational Health and Safety
- Client safety
- Monitoring course progress
- Attendance and participation
- Equal opportunities
- Privacy
- Access to records
- Academic misconduct
- Complaints and appeals
- Course information
- Workplace and/or work placement facilities, equipment, materials and operating context requirements
- Course fees and payment terms
- Materials/ equipment fees
- Course refund terms
- Learning styles/ strategies

3.2 Staff provide information on course requirements, knowledge and skills required to undertake the course to potential clients over the phone, via email and face to face.

3.3 Meetings take place with prospective clients prior to enrolment, where the clients' learning requirements are discussed.

3.3 Clients are encouraged to seek clarification on all information prior to enrolment.

3.4 On completion of the enrolment process clients are informed of the course commencement date and time.

3.5 Prior to the commencement of training, an orientation is provided to clients covering the following areas:

- Introduction

- Location, Transport & staff contacts
- Recognition of Prior Learning (RPL) and Credit Transfer
- Enrolment process including USI information
- Language, literacy and numeracy and digital literacy / Pre-training review
- Training guarantee
- Orientation
- Training and assessment process
- Client feedback
- Certificates
- Code of conduct
- Support services and contacts
- Occupational Health and Safety
- Client safety
- Monitoring course progress
- Attendance and participation
- Equal opportunities
- Privacy
- Access to records
- Academic misconduct
- Complaints and appeals
- Course information
- Workplace and/or work placement facilities, equipment, materials and operating context requirements
- Course fees and payment terms
- Materials/ equipment fees
- Course refund terms
- Learning styles/ strategies

3.6 Clients are provided opportunities during orientation to seek clarification relating to any area of the orientation information or related topics.

3.7 Clients are provided with an orientation checklist covering the topics identified in 3.5 of this policy.

3.8 Clients are also informed to bring their Client information handbook to the orientation.

3.9 Copies of the client information handbook are made available to clients' who have not brought their own copy.

3.10 Prospective clients are encouraged to approach staff or contact Gippsland Institute of Technology via email at any time pre enrolment to provide feedback about any issue or area of practice or operations at Gippsland Institute of Technology. Prospective clients may request assistance with providing feedback to Gippsland Institute of Technology. Gippsland Institute of Technology will support

3.11 Prospective clients may also provide feedback about a third party providing services on Gippsland Institute of Technology's behalf, its trainers, assessors (whether employed or contracted by RTO name), fellow students or others.

3.12 Feedback received will be passed onto management at team meetings, via email or discussions with the Training manager. Feedback received will be processed in accordance with the Continuous improvement policy and procedure.

3.13 All client information materials and processes are reviewed annually and improvements made as part of the Continuous improvement policy.

3.14 Client information materials and processes may be amended at any time in response to stakeholder feedback.

4. Post enrolment information

4.1 Clients are communicated all post enrolment information through their trainers, notice boards, emails, scheduled classes, meetings and letters.

4.2 The nature of the communication will determine the communication medium chosen.

4.3 Appropriate notice periods for communications are employed, including response times.

4.4 Where there are any changes to agreed services, Gippsland Institute of Technology advises the learner as soon as practicable, including concerning any new or existing third party arrangements or a change in ownership or changes to existing third party arrangements. Notification of changes will be communicated to clients in writing.

4.5 If Gippsland Institute of Technology or a third party delivering training and assessment on its behalf, closes or ceases to deliver any part of the training product that the learner is enrolled in Gippsland Institute of Technology will inform the client of their rights.

4.6 Gippsland Institute of Technology will inform the client in writing of changes in items 4.4 and 4.5. Written communications will be provided to clients as soon as practicably possible.

4.7 Clients are encouraged to approach their trainer or other staff at any time during pre or post enrolment to provide feedback about any issue or area of practice or operations at Gippsland Institute of Technology. Feedback may also be provided via email. Clients may also raise any issue impacting their studies with any member of Gippsland Institute of Technology staff.

4.8 Clients may also provide feedback about a third party providing services on Gippsland Institute of Technology's behalf, its trainers, assessors (whether employed or contracted by RTO name), fellow students or others.

4.9 Feedback received and issues raised will be passed onto management at team meetings, via email or discussions with the Training manager. Feedback received and issues raised will also be processed in accordance with the Continuous improvement policy and procedure.

Documents to be employed when implementing this policy and procedure:

- Client information handbook
- Enrolment form
- Pre-training review document
- All policies and procedures

- Client orientation form

Revision history

Creation/ Revision Date	Comment	Created/ Revised by
28/04/25	Policy and procedure created	CEO
4/8/25	Policy and procedure updated	CEO