

Student Information and Protection Policy

Relevant Standard/s

Standards for Registered Training Organisations (RTOs) 2015

- Standard 5 - Clauses 5.1, 5.2, 5.3

Purpose

Pivotal Education provides students with information prior to selection of Pivotal Education products and services including the protection of the student’s rights and the obligations of Pivotal Education to comply with *Standard 5 Clauses 5.1, 5.2, & 5.3 Standards for Registered Training Organisations (RTOs) 2015*

In order to ensure students are adequately informed about the services they are to receive, their rights and obligations and Pivotal Education’s responsibilities under these standards, Pivotal Education provides students with information prior to commencement of services including third party arrangements (if relevant) affecting the delivery of training and/or assessment. This is to occur regardless of the manner in which the student has been engaged and whether the student was initially engaged by Pivotal Education or a third party.

Compliance with Standards for Registered Training Organisations (RTO’s) 2015:

Pivotal Education ensures that information provided to students prior to or on commencement complies as follows:

- a. Pivotal Education provides advice to the prospective student about the training product appropriate to meeting the student’s needs, taking into account the individual’s existing skills and competencies
- b. Pivotal Education provides in print or through referral to an electronic copy, current and accurate information that enables the student to make informed decisions about undertaking training with Pivotal Education which includes the following content:
 - code, title and currency of the training product to which the student is to be enrolled, as published on the National Register;
 - training and assessment, and related educational and support services Pivotal Education will provide to the student including:
 - estimated duration
 - expected locations at which it will be provided
 - expected modes of delivery
 - name and contact details of any third party that will provide training and/or assessment, and related educational & support services to the student on Pivotal Education’s behalf (if relevant); and
 - any work place arrangement (if relevant)
 - Pivotal Education’s obligations to the student, including responsibility for the quality of training and assessment in compliance with these Standards, and the issuance of AQF certification documentation
 - the students’ rights including:

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- details of Pivotal Education’s complaints and appeals process required by Standard 6
 - if Pivotal Education closes or ceases to deliver any part of the training product that the student is enrolled in
 - the student’s obligations:
 - in relation to the repayment of any debt to be arising from the provision of services;
 - any requirements Pivotal Education requires the student to meet to enter and successfully complete their chosen training product;
 - any materials and equipment that the student must provide
 - information on the implications for the student of government training entitlements and subsidy arrangements in relation to the delivery of the service
- c. Where Pivotal Education collects fees from directly from the individual student, they are provided with information prior to enrolment or the commencement of training and assessment, whichever comes first specifying:
- All relevant fee information including:
 - fees that must be paid to Pivotal Education; and
 - payment terms and conditions including deposits and refunds
 - The student’s rights as consumers including but not limited to any statutory cooling off period if one applies
 - The student’s right to obtain a refund for services not provided by Pivotal Education in the event that:
 - arrangement is terminated early; or
 - Pivotal Education fails to provide the agreed services
- d. Where there are any changes to agreed services, Pivotal Education advises the student as soon as practicable, including in relation to any new third-party arrangements (if relevant) or a change in ownership or changes to existing third-party arrangements

Pivotal Education Information for Prospective Students

Pivotal Education provides clear information to prospective students to enable them to decide if a course is suitable for them, taking into account their existing skills and knowledge and any specific needs. Prior to enrolment or commencement of training and assessment activities (including RPL), Pivotal Education provides clear information to students about the following:

Full Course Code and Title	<ul style="list-style-type: none"> a. The code and full title of the relevant training product as listed on the National Register b. Includes relevant currency information such as whether a qualification has been superseded or removed from a training package
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Venue, Length & Modes of Delivery and/or Assessment	Provide the student with clear information about: <ol style="list-style-type: none"> Location of training and/or assessment Actual duration for completion Modes of delivery such as face to face, workplace, simulation environment
Third Party Arrangements (if applicable)	<ol style="list-style-type: none"> In the event a third party is involved in the training and assessment, students have a right to know who this is Students should be able to contact both Pivotal Education and the third party at any time Pivotal Education must confirm to prospective students that Pivotal Education is responsible for the quality of training and assessment provided and for the issuing of qualifications and statement(s) of attainment and that any changes to the arrangements will be communicated to them Pivotal Education provides information on how students can lodge a complaint or appeal against Pivotal Education or the third party
Entry Requirements	<ol style="list-style-type: none"> To ensure students fully understand their obligations, inform prospective students of any entry requirements and/or specific requirements they need to meet to successfully complete the program Pivotal Education must make it clear if the student needs to provide any materials/equipment Pivotal Education to make it clear whether the training package includes mandatory work placements.
Support Services	<ol style="list-style-type: none"> Pivotal Education provides information about support services available to students and any cost associated with them
Fee Information	If Pivotal Education requires individual students to pay fees (this requirement does not apply if Pivotal Education contracts with a company to deliver training to their employees, paid for by that company) provide fee information prior to enrolment or commencement of training/assessment (whichever is earliest) about: <ol style="list-style-type: none"> All fees payable to Pivotal Education, clearly describing all costs involved with the course How and when fees must be paid

	<p>d. How to request a refund, and</p> <p>e. Conditions under which a refund will be provided</p> <p>Where a student is being enrolled under any loan or delayed payment arrangement the terms of the arrangement must be clearly stated, including any debt that may be incurred; when repayment is required and under what conditions; and any associated fees, indexation or interest</p>
Funding Entitlements	<p>If students may be accessing any government funding entitlement that may reduce their ability to access funding in the future (such as arrangements that limit funding to one qualification for a person) provide this information prior to enrolment</p>
Consumer Rights	<p>a. Inform prospective students of their rights as a consumer, in accordance with state/territory laws</p> <p>b. If state/territory laws where the course is being offered require a cooling off period, Pivotal Education must provide information about this</p>

Student Fee Collection

Pivotal Education provides the following fee information to students prior to commencement:

- the total amount of all fees including course fees, resource fees and any other charges;
- payment terms, including the timing and amount of fees to be paid;
- the fees and charges for additional services, including such items as issuance of a replacement qualification testamur and the options available to students who are deemed not yet competent on completion of training and assessment; and
- Pivotal Education’s Fees and Refund Policy

Forms of Pivotal Education Information for Prospective Students

Pivotal Education provides consistent information to prospective students through the following documents:

- Marketing materials – hard copy & online
- Enrolment form
- Induction presentation
- Pivotal Education Student Handbook

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- Training plans
- Training contracts
- Pivotal Education Fees and Refund Policy

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