

# PP10 – Student Information Management Policy

## 1. Purpose

This policy ensures that all VET students have access to clear, accurate, and timely information about AEATS, training products, support services, fees, and any relevant student obligations. It guarantees transparency, protects student rights, and supports informed decision-making, in line with the Standards for RTOs 2025.

## 2. Scope

This policy applies to:

- All prospective and current VET students
- All marketing, admin, compliance, and support staff
- Any third parties acting on behalf of AEATS to deliver training, support, or recruitment services

## 3. Definitions

Term	Definition
Training Product	A course, qualification, unit of competency or skill set listed on AEATS scope of registration.
Third Party	Any person or organisation delivering services on behalf of AEATS (including training, marketing or enrolment).
Course Entry Interview (CEI)	The student induction process and declaration form confirming a student understands all the pre-enrolment information that was provided to them as part of the enrolment process.
Pre-Enrolment Disclosure	The process of communicating critical information such as course fees, obligations, credit transfer, RPL, complaints, and appeals.

## 4. Legislative Reference

- Standards for RTOs 2025 – Outcome Standard 2.1
- National Vocational Education and Training Regulator Act 2011
- Privacy Act 1988
- Australian Consumer Law (Schedule 2 of the Competition and Consumer Act 2010)

## 5. Policy Statement

AEATS ensures all information provided to VET students is:

- Clear, accurate, current, and consistent across platforms and documents
- Delivered prior to enrolment and before any fees are paid
- Communicated via the course guide, website, student handbook, pre-enrolment discussions and the induction process, which confirms student understanding and retention.
- Regularly updated via an annual audit of all student information channels (website, course guides, student handbook)
- Direct from AEATS and not third-party organisations.

## 6. Procedure – Step by Step

### 1. Ensure All Student Information Is Clear, Accurate and Current [Clause 2.1(2)(a)]

Step	Action	Responsible
1.1	Draft or update online content (website, course guide, handbook) using the most recent training package and TAS.	Compliance Manager
1.2	Apply version control and record the approval of each item before release	Compliance Manager / Managing Director
1.3	Translate technical terms into plain English and ensure readability for the intended audience	Compliance Manager / Managing Director
1.4	Check that all communications (brochures, digital ads) use only AEATS-approved content	Compliance Manager
1.5	Store master versions of all current student information documents in the version control register	Compliance Manager / Managing Director