

SNR: 15.3, 15.4, 17.1, 18.1, 19.1, 20.1, 20.2, 21.1, 22.1, 25.1, 25.2**SRTO: 1.7, 4.1, 5.1, 5.2**

Clause 1.7 The RTO determines the support needs of individual learners and provides access to the educational and support services necessary for the individual learner to meet the requirements of the training product as specified in training packages or VET accredited courses.

Clause 4.1 Information, whether disseminated directly by the RTO or on its behalf, is both accurate and factual, and:

- accurately represents the services it provides and the training products on its scope of registration
- includes its RTO Code
- refers to another person or organisation in its marketing material only if the consent of that person or organisation has been obtained
- uses the NRT Logo only in accordance with the conditions of use specified in Schedule 4
- makes clear where a third party is recruiting prospective learners for the RTO on its behalf
- distinguishes where it is delivering training and assessment on behalf of another RTO or where training and assessment is being delivered on its behalf by a third party
- distinguishes between nationally recognised training and assessment leading to the issuance of AQF certification documentation from any other training or assessment delivered by the RTO
- includes the title and code of any training product, as published on the National Register, referred to in that information
- only advertises or markets a non-current training product while it remains on the RTO's scope of registration
- only advertises or markets that a training product it delivers will enable learners to obtain a licensed or regulated outcome where this has been confirmed by the industry regulator in the jurisdiction in which it is being advertised
- includes details about any VET FEE-HELP, government funded subsidy or other financial support arrangements associated with the RTO's provision of training and assessment, and
- does not guarantee that:
 - a learner will successfully complete a training product on its scope of registration, or
 - a training product can be completed in a manner which does not meet the requirements of Clause 1.1 and 1.2, or
 - a learner will obtain a particular employment outcome where this is outside the control of the RTO

Clause 5.1 Prior to enrolment or the commencement of training and assessment, whichever comes first, the RTO provides advice to the prospective learner about the training product appropriate to meeting the learner's needs, taking into account the individual's existing skills and competencies.

Clause 5.2 Prior to enrolment or the commencement of training and assessment, whichever comes first, the RTO provides, in print or through referral to an electronic copy, current and accurate information that enables the learner to make informed decisions about undertaking training with the RTO and at a minimum includes the following content:

- the code, title and currency of the training product to which the learner is to be enrolled, as published on the National Register
- the training and assessment, and related educational and support services the RTO will provide to the

learner including the:

- 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 and support services to the learner on the RTO's behalf, and
- any work placement arrangements.
- the RTO's obligations to the learner, including that the RTO is responsible for the quality of the training and assessment in compliance with these Standards, and for the issuance of the AQF certification documentation.
- the learner's rights, including:
 - details of the RTO's complaints and appeals process required by Standard 6, and
 - if the RTO, 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
- the learner's obligations:
 - in relation to the repayment of any debt to be incurred under the VET FEE-HELP scheme arising from the provision of services
 - any requirements the RTO requires the learner to meet to enter and successfully complete their chosen training product, and
 - any materials and equipment that the learner must provide, and
- information on the implications for the learner of government training entitlements and subsidy arrangements in relation to the delivery of the services

Enable College policies

- Training and assessment policy
- Issuance of qualifications policy
- Financial management policy
- Records and information management policy
- Access and Equity policy
- RPL (Recognition of Prior Learning) policy
- Stakeholder feedback policy
- Access and Equity(Individual Needs) policy
- Provision of information policy
- Marketing policy
- Complaints and Appeals policy
- Industry Engagement policy
- Legislative Compliance policy

Enable College Code of Practice	
This code of practice provides the basis for good practice in marketing, client support, engagement with industry, quality assurance and the administration of education and training services to clients by Enable Consultation Services Pty Ltd trading as Enable College(RTO No. 4849)	
Training and Assessment services	Enable College (Enable) has policies and management practices that maintain high professional standards in the delivery of education, training and assessment services, which safeguard the interests and welfare of clients. These standards are set and regulated by the National VET Regulator, Australian Skills Quality Authority (ASQA) conducts outcome focused audits against these standards. Enable staff are committed to providing Training and Assessment services, resources, support and equipment in a condition and environment that is conducive with achieving competency in the units of study undertaken. Client details are maintained with strictest confidentiality.
Issuance of Qualifications	Enable will promptly provide copies of all qualification and statements of attainment achieved by enrolled students and provide ongoing assistance to enquiring students with regard to their record of achievements and statements of attainment.
Financial Management	Enable applies sound and accountable financial practices within its day-to-day operations and maintains its adherence to equitable refund policies.
Records and Information Management	Enable College is committed to implementing best practice in its records management practices and systems, responding in a timely manner to all requests of information from present and past students. All staff employed by Enable College will be required to apply themselves to the provisions of the Privacy Act 1988.
Access and Equity, Student Protection	Enable is committed to the principles of access and equity in the delivery of services. The obligations we place on our staff and students to protect their health, safety and welfare, and ensure as far as possible that learning experiences are positive and free of discrimination or harassment. Our policies and procedures ensure that clients are treated fairly and receive all reasonable assistance to successfully complete courses once accepted for enrolment. Enable Management and staff provide assistance to all clients to identify and achieve their desired outcomes. Enable is committed to providing training and assessment services to all clients regardless of race, religion, sex, socio-economic status, disability, language, literacy or numeracy and upholds the principles of equal opportunity and to maximizing the outcomes for students.
RPL (Recognition of Prior Learning)	Enable College management and staff are committed to supporting The RPL enquiries and requests from potential and enrolled students. Enrolling students are supplied with relevant RPL information at initial contact and orientation events prior to undertaking studies. Further support is provided with relevant RPL tools following RPL application.
Stakeholder feedback	Enable College is committed to securing and reviewing advice and feedback from all its stakeholders involved in the delivery of its Training and Assessment services.
Individual Needs	Enable does all it can to meet the individual needs of students. This includes, but is not limited to, assessing student's current skills and knowledge prior to the commencement of training.
Provision of information	Clear and accurate advice is provided to all enrolling students at Enable College. Initial contact, orientation and the commencement of studies is supported by the provision of timely information concerning enrolment procedures, vocational outcomes, fees, access and equity, guidance and support, complaints and appeals procedures and RPL arrangements or credit transfer.
Marketing Accuracy	Enable College Management and staff are committed to marketing its training and assessment services in an accurate, ethical and responsible manner ensuring that all clients are provided with timely and necessary information.

Complaints and Appeals	The complaints and appeals policies of Enable ensure that all complaints are dealt with in a constructive and timely manner. All complaints and appeals shall be reported in the fortnightly management meeting and corrective solution forms shall be raised detailing the actions required to arrive at satisfactory resolve of each complaint and grievance.
Industry Engagement	Enable regularly engages with industry to evaluate and validate our training and assessment strategies and the services provided. Where training or assessment occurs in a workplace, evidence of performance contributes to assessment. Our staff engage with industry partners to ensure they maintain their own knowledge and skills, and that training methodologies reflect industry practice. Staff are not only suitably qualified but are also sensitive to the cultural and learning needs of clients. Professional development is provided for staff as required. Our graduates hold the required skills and knowledge to the standards required by industry.
Legislative Compliance	Enable management and staff conducts periodic reviews to ensure that it is compliant with all state and federal legislative requirements for RTO's including but not limited to WH&S, Harassment, Discrimination, Equal Opportunity and Vocational Education and Training legislation.