

Marketing Information Policy and Procedure

Purpose

The purpose of this policy and procedure is to outline GET Education Australia's approach to ensuring it markets and advertises its courses ethically and accurately, in compliance with Standards 4 and 5 of the Standards, as well as the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018, Standard 1 and 2.

Policy

1. Marketing information

- GET Education Australia ensures the information provided to students about its services, courses, units and qualifications delivered is accurate and factual, regardless of whether the information is provided by the RTO, its brokers, online directories, agents or other third parties. All information clearly distinguishes between non-recognised training and nationally recognised training.
- GET Education Australia's marketing information will enable informed choice for students by ensuring the information is detailed, accurate and complies with the requirements of the Standards and the National Code.
- All marketing information for nationally recognised training:
 - Identifies GET Education Australia with its National RTO Code, as well as its CRICOS Code.
 - Will only include the Nationally Recognised Training logo in accordance with its Conditions of Use outlined in Schedule 4 of the Standards.
 - Includes the full name and code of the relevant Training Product whether it is a unit, module, qualification, skill set or accredited course so there is no confusion for students about the outcome.
 - Will be consistent with GET Education Australia's training and assessment strategies.
 - Include relevant cost information including all costs, any debts that may be occurred, or any loss of entitlement from the student undertaking the course (such as loss of entitlement for further government funded programs or student loan schemes).

2. Protection of consumer rights

- By complying with the Standards, GET Education Australia ensures consumer protection laws are adhered to.
- GET Education Australia, nor any of its agents or other third parties, will not:
 - Guarantee that a student will be issued with a qualification or statement of attainment.
 - Guarantee any employment outcome as a result of training and/or assessment unless guaranteed employment has been arranged.
 - Guarantee any migration outcome.
 - Guarantee that a student will be automatically accepted into another course.
 - Claim that a student will be eligible for any license or accreditation as a result of training and/or assessment unless it is a license outcome guaranteed by the issuer of the license or accreditation.