

Marketing Information and Practices Policy and Procedure

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Date	01/07/2025
Developer	Elaine Wang
Approver	Austin Tan
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Version History

Version Number	Author	Purpose/Change	Date of implementation
1.0	Elaine Wang (Developer) Austin Tan (Approver)	Insert the Version History and Document Control Page	21/11/2022
2.0	Austin Tan	Annual Review	10/10/2023
3.0	Austin Tan	Annual Review	08/10/2024
4.0	Austin Tan	Rewrite to ensure compliance to Standards 2.1 and 2.2 of the Outcome Standards for RTOs, as well as marketing and advertising requirements in Compliance Requirements, the National Code of Practice for Providers of Education and Training to Overseas Students 2018, Standards 1, 2 and 8.	01/07/2025

Supporting Resources

ACCHS Student Consent Form_Social Media
Marketing Checklist – Domestic Students
Marketing Checklist – VET Courses
Marketing Checklist – ELICOS Courses
International Student Handbook
Domestic Student Handbook

1. Introduction

1. ACCHS is committed to ensuring that we engage and monitor third parties, including education agents as this directly impact the quality of the delivery and the student experience. This is to ensure we act ethically, honestly and in the best interest of overseas students and uphold the reputation of Australia's international education sector.
2. ACCHS must comply with Standards 2.1 and 2.2 of the Outcome Standards for RTOs, as well as marketing and advertising requirements in Compliance Requirements, the National Code of Practice for Providers of Education and Training to Overseas Students 2018, Standards 1, 2 and 8.

2. Compliance

1. This is a compliance requirement under the:
 - a. Standards 2.1 and 2.2 of the Outcome Standards for RTOs, as well as marketing and advertising requirements in Compliance Requirements; and
 - b. National Code of Practice for Providers of Education and Training to Overseas Students 2018 (<https://www.legislation.gov.au/Details/F2017L01182>).

3. Intent

ACCHS will ensure our marketing is always conducted in a professional, accurate and ethical manner ensuring the integrity and reputation of the international education industry in Australia.

ACCHS must ensure that the marketing and promotion of our courses and education services in connection with the recruitment of overseas students or intending overseas students, including through an education agent, is not false or misleading, and is consistent with Australian Consumer Law.

Information about training/teaching, assessment and support services provided by ACCHS or any third parties contracted by ACCHS, enables learners to make informed decisions about enrolling into a course with ACCHS and that is relevant to their needs and takes into account their existing skills and competencies.

This information is provided prior to commencement and is accessible in both electronic and print form.

ACCHS identifies the information that is needed by VET students prior to enrolment and how that information is communicated.

Information provided by ACCHS to prospective and current students:

- provides current, clear and accurate information regarding services offered.
- is sufficient to allow students to make an informed choice.
- distinguishes between nationally recognised training and assessment leading to the issuance of AQF certification and any non-accredited training offered (VET courses only).
- includes all the information required under the relevant standards of the Outcome Standards

for RTOs and Compliance Requirements, as well as the National Code 2018 as follows:

- Legal entity and/or trading name and RTO Code or links to this information.
- CRICOS Registered Name, Registration Number and CRICOS course code/s.
- The code, title and currency of the Training Product or accredited course (as published on the National Register) or links to this information. A non-current Training Product will only be advertised or marketed while it remains on ACCHS's scope of registration. Any other outcomes of the course will also be provided (for example, option to apply for a licence). This applies to VET courses only.
- Includes information about any third parties who are recruiting students on behalf of ACCHS, and their names and contact details.
- Outlines where ACCHS is delivering training and assessment on behalf of another Registered Training Organisation or where training and assessment is being delivered on behalf of a third party and includes names and contact details of such. This applies to VET courses only.
- Outlines any work-based training and associated arrangements a student is required to undertake as part of the course. This applies to VET courses only.
- Outlines entry requirements (including English language proficiency, educational qualifications or work experience) for entry to the course.
- Provides information on course credit (credit transfer and RPL). This applies to VET courses only.
- Includes information on the duration (including holiday breaks), as well as the date of commencement, scheduling, location and mode/s of delivery.
- Includes information on facilities, equipment and other resources available to students.
- Includes information on materials and equipment, including IT equipment, that the student is expected to provide as part of their course.
- Includes information on support services available, including training support services, as well as wellbeing support services.
- Includes information about obtaining a USI.
- Includes details about VET Student Loans, entitlements and subsidies available through government funding or any other financial support arrangements as applicable. This applies to VET courses only. Currently ACCHS does not have VET Student Loans.
- Includes links to information on the ESOS framework.
- Outlines any other information relevant to the registered provider, its courses or outcomes associated with those courses.
- Includes all relevant cost information including all tuition and non-tuition fees, payment

terms and conditions, and the potential for fees to change over the duration of a course.

- Includes information about withdrawing from a course, including refund policies.
- Outlines the grounds on which a student's enrolment may be deferred, suspended or cancelled.

The Nationally Recognised Training (NRT) logo is used in accordance with the NRT Conditions of Use Policy. This applies to VET courses only.

ACCHS 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. This applies to VET courses only.

An ACCHS Student Consent Form_Social Media is used to seek consent from any individual or organisation that is referred to in ACCHS's marketing, promotions and advertising material.

ACCHS or any associated third party will not:

- guarantee that a student will successfully complete a course and will be issued with a qualification or statement of attainment. This applies to VET courses only.
- state that a course can be completed such that it will not meet the requirements of the Standards. This applies to VET courses only.
- guarantee a successful education assessment outcome.
- guarantee any employment outcome arising from the completion of the training product.
- claim to secure any migration outcomes based on completing a course with ACCHS.
- claim that a student will be eligible for any license or accreditation unless the license outcome is guaranteed by the issuer of the license or accreditation. This applies to VET courses only.
- give any other false or misleading information or advice in relation to itself, its course or outcomes associated with the course.
- knowingly recruit or seek to enrol an international student before they have completed six months of their principal course of study.

Students will be provided with information on the ESOS Framework and links to official Australian Government material in the International Student Handbook.

ACCHS will publish a list of education agents on its website, including names and contact details. The education agent list will be updated every 3 months, in our website, PRISM and ASQAnet.

All Course Brochures are developed according to information from ACCHS's training and assessment strategies. Marketing information will not in any way advise that the training can be completed in any other way than as described in each training and assessment strategy. This applies to VET courses only.

The obligations of ACCHS including that ACCHS is responsible for the quality of training and assessment

in accordance with the Standards for RTOs and for the issuance of AQF certification documentation are fully described in the International Student Handbook. The Handbook also includes information about accommodation and indicative costs of living in Australia.

ACCHS will abide by all marketing, promotion and advertising requirements under the Australian Consumer Law.

4. Procedures

4.1 Develop Marketing Material

- Access this policy when planning marketing materials.
- Use information about pre-enrolment information and communication methods to determine the type of marketing materials that need to be developed. See the Quality Assurance Policy and Associated Procedures regarding how this information is collected.
- Access the course information from the Training and Assessment Strategy (TAS) for VET courses and course curriculum for ELICOS courses.
- Develop the marketing materials (course brochure, flyer, etc).
- Review materials developed with the Marketing Checklist, TAS or course curriculum and approved course fees.
- Provide the materials for CEO or/and Marketing Manager's approval.
- Upon approval, publish the information (print or website) and file approvals.

4.2 Review Marketing Material

- Follow the above procedure where there are changes to a course.
- Have materials reapproved by the CEO or/and Marketing Manager.

4.3 Review Website

- Upload education agent details to website, PRISM and ASQAnet once agreements are signed.
- Complete a check of the website at least every 3 months, or upon a change, for accuracy and completeness according to this policy.
- Make changes accordingly.

4.4 Develop Marketing Plan

- Develop a marketing plan for marketing communications based on business objectives.
- Implement and monitor the marketing plan.
- Adjust the marketing plan based on effectiveness of marketing strategies or otherwise.

4.5 Seek Marketing Consent

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- Seek consent to use details and images for marketing communications using the ACCHS Student Consent Form_Social Media by providing the form to students at orientation.
 - File completed form in the Student Learning Management System Axcelerate.

5. Responsibilities

The CEO is responsible for the approval of marketing materials, updates changes in ASQAnet and PRISM. The CEO will also inform the IT to update the ACCHS's website.

The Marketing Manager is responsible for developing marketing plan and reviewing marketing materials and implementing and monitoring marketing strategies as per the marketing plan.