

## Compliance Checklist for Marketing S&S/CSO Programs

Area:	✓ or ✗	Notes
<b>1.1 Marketing:</b> We:		
➔ develop and implement strategies to effectively market and promote the S&S/CSO Programs	<input type="checkbox"/>	You must have strategies beyond what the Department does - so you can't rely on just the S&S website, for example.
➔ ensure all our marketing materials display our organisation's legal name and code as listed on the national register, training.gov.au	<input type="checkbox"/>	Remember to include this on all marketing, promotional, communication and information materials. This includes all your hard copy brochures and course guides, information packages, social media posts, radio and TV announcements, and emails between you and students about S&S/CSO courses. It may be easier for you to include your RTO code in your email footer or signature.
➔ retain copies of all marketing and promotional material and marketing strategies	<input type="checkbox"/>	Keep copies of both your strategies and your marketing material for evidence purposes.
➔ inform all prospective students who may be eligible for the CSO program about the funded training	<input type="checkbox"/>	The key here is to take steps to inform all students who you 'reasonably consider' may be eligible for subsidised training about the S&S/CSO opportunities.
➔ ensure our marketing materials acknowledge the funding source using the following statement <i>"This training is subsidised by the NSW Government."</i>	<input type="checkbox"/>	
➔ have no prohibited inducement strategies	<input type="checkbox"/>	Avoid linking anything to the enrolment of a student that is an inducement to enroll – so no free items, early bird specials, refer a friend discounts or anything of that nature. The focus is on students enrolling with you for the quality of training you provide, not any financial benefit the students may receive.
<b>1.4 Website:</b> Our website includes:		
➔ a direct link to the Smart and Skilled website on the home page	<input type="checkbox"/>	Your homepage must contain a direct link to the S&S website so that any person who accesses your website should be able to easily and directly navigate to the S&S website
➔ details of all our approved S&S/CSO approved qualifications	<input type="checkbox"/>	

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➡ details of enrolment processes	<input type="checkbox"/>	Include details of the Notification of Enrolment process and your College's enrolment process.
➡ information and evidence that the student must provide (consents/declarations/when required)	<input type="checkbox"/>	Include the information and evidence that a student must provide (such as all consents and declarations). Include information on the timeframe for providing information.
➡ the process for obtaining a Unique Student Identifier	<input type="checkbox"/>	
➡ our Fee Policy/Procedures	<input type="checkbox"/>	These must include information relevant to the S&S/CSO contracts
➡ RPL, Credit Transfer, deferral and withdrawal information	<input type="checkbox"/>	Ensure you include information that identifies: <ul style="list-style-type: none"> <li>what the student should do if they want to defer or discontinue training</li> <li>any implication there is on fees if a student defers or withdraws from study</li> </ul>
➡ VET FEE Help Information (if applicable)	<input type="checkbox"/>	Ensure you inform all students you are a VET FEE-HELP approved provider, that VET FEE-HELP is available and provide details on how to access VET FEE-HELP
➡ our Consumer Protection Policy	<input type="checkbox"/>	Your Consumer Protection Policy may be part of your Complaints Policy – providing it meets all the requirements. Specifically, it needs to : <ul style="list-style-type: none"> <li>comply with ASQA requirements</li> <li>identify a dedicated consumer protection officer and his/her contact details</li> <li>provide students with details of your complaints handling processes and pathways for resolving or escalating complaints</li> </ul> You also need to obtain a signed declaration from each student to confirm receipt of the consumer protection information
➡ the Consumer Protection Strategy	<input type="checkbox"/>	Provide a copy of State Training Service's Consumer Protection Strategy. Note: You are also required to include the S&S website details and 1300 number on <b>all public information, enrolment forms and student induction materials</b> so that all students are aware of their rights and options for making a complaint or providing feedback about their training.

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➤ contact details for the Department's Customer Support Centre	<input type="checkbox"/>	You are also required to include the 1300 number on <b>all public information, enrolment forms and student induction materials</b>
➤ Subcontractor information (if applicable)	<input type="checkbox"/>	If you are subcontracting any part of a qualification, include information on your website that identifies: <ul style="list-style-type: none"> <li>• details of the subcontractor, including the Department's subcontracting approval number</li> <li>• which units of competency the subcontractor will deliver</li> <li>• the RTO's responsibilities for quality, fees, training plans and issuing qualifications/statements of attainment</li> <li>• the roles of both the subcontractor and the RTO for student support and assistance</li> </ul>
➤ information on how to access support and assistance during training	<input type="checkbox"/>	Include contact details for various support services within your RTO, such as LLN support, interpreter services, pathway planning etc

*This resource is from the Cooperative Learning Limited Admin CSO Webinar – Marketing; selling the CSO opportunity. If you require further information, please contact the project facilitator by email – [mallory@gleeson.com.au](mailto:mallory@gleeson.com.au)*