

How to select a training provider (RTO)

Choosing a quality training provider for the course you want can be daunting. Why? Because RTOs pretty much look the same. Their accreditation and registration are the same; they advertise frequently, often with confusing claims or misleading information, such as super low prices, super quick training. The possibility of receiving a near worthless qualification is very real. So how can you find a competent training provider? Use this checklist to make an informed decision, in order to choose a course that meets your needs before you enrol and/or make a financial commitment.

We compiled this checklist to help you better investigate the providers available to you. By asking relevant questions and comparing 'apples with apples', you will be able to rest easy, knowing you can make an informed, intelligent decision. We've dedicated our organisation to providing quality education for students and we're happy to help you in every way. We invite you to use this checklist, and wish you all the best on your learning pathway.

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Course or Qualification Name & Code:

	RTO Name	RTO Number
RTO 1		
RTO 2		
RTO 3		

Questions	RTO 1	RTO 2	RTO 3
Quality and experience			
How long has the RTO been in operation?			
How long has the RTO offered this course?			
Is the course or qualification current? (Check whether it has been superseded)			
Who are the trainers?			
What industry experience do they have?			
Are they licenced/registered with an industry or professional association?			
Do graduates find work after the course? (Ask where and what success rate)			
Do graduates need to have a minimum English literacy standard to get a job or a career in the industry? If so, is there a test and do you meet it?			
Are there additional certifications, courses or training required in addition to the course to get a job or a career in the industry? If so, is this included?			
Who are the top 3-5 employers in the industry? What do they think of the RTO?			
Does the RTO have a relationship with an employer? (Ask for details)			
How are the classrooms, facilities and practical areas set up? Are they in good condition?			
If disability access is a concern, can the RTO accommodate your needs?			
How far away is the class? (Consider travel time and transportation method)			
Is there any other way to study other than in the classroom? (Check for workplace training and distance education availability)			
What types of support are available throughout the course?			
Has the RTO provided references from industry partners or graduates?			
Does the RTO give its students an opportunity to provide feedback while training?			
In most states, there is a government Education Department – What do they say about the RTO?			
Go to www.myskills.gov.au and look up the RTO – What does it tell you?			

Questions	RTO 1	RTO 2	RTO 3
Practicalities			
How long is the course? (Consider actual training hours)			
How many hours a week, and how many weeks, do you need to spend in class?			
Is there a minimum attendance requirement?			
How many students are in each class?			
How much homework, and what type, will be required?			
When can you start your course?			
What assessments will you need to do?			
What is the standard of English language skills required?			
Will you need additional English language tuition? If so, is this provided, and at what cost?			
Does the course include paid, or unpaid, practical placement or work-experience? If so, who is it with, how is it structured, and how long?			
Is Recognition of Prior Learning (RPL) offered? (Your experience can reduce your course load)			
Do you need to know how to use a computer to do this course?			
What degree of computer competency is required?			
Do you need to have internet access? Will you have to download many files?			
If you lose your employment during the course, can you continue the program?			
Does the course lead to a nationally recognised qualification upon graduation?			
If you do not complete the course, can you apply for another? If so, what are the transferal criteria and costs? If not, what are the consequences of withdrawal?			
Does the RTO offer part-time/weekend/online study? (If applicable, enquire about flexible arrangements for rural students)			
Will the RTO provide a Student Handbook <i>before</i> enrolment? (We recommend you familiarise yourself with it)			
Does the RTO offer a graduation ceremony?			

Questions	RTO 1	RTO 2	RTO 3
Cost			
Can the RTO give a breakdown of all the costs for the training? Is it easy to understand?			
Does the RTO offer government-subsidised training?			
If you are eligible for a government-subsidised place, how much will the government contribute to tuition fees, and how much of the tuition fee will need to be paid by you?			
Are there other fees for services/amenities? If yes, how much do you need to pay?			
Do you have to pay for learning materials and books? If yes, how much?			
Are there additional fees if you don't complete assignments on time, or require a re-sit or re-mark or need to repeat a subject again?			
Does the RTO provide laptops or tools? If so, what is the cost? Do you own them at the end of the course? If you don't complete the course, will you own them?			
What is the RTOs refund policy?			
Does the RTO offer a Fee Payment Plan? If so, what are the payment amounts and frequency?			

Add your own questions here that are specific to your personal circumstances			

Based on checklists developed by the Victorian Government Skills Gateway and ASQA.

