

# RTO Website Compliance Checklist

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*Use this checklist to audit your RTO website before publishing updates and at each quarterly review.*

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**RTO Name**

**RTO Code**

**Website URL**

**Audit Owner**

**Last Reviewed**

**Next Review Due**

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## Site-wide Identification & Footer

- ☐ RTO legal name and RTO code appear site-wide (footer) and on every course page.
- ☐ ABN displayed in footer or Contact/About page.
- ☐ CRICOS code (if applicable) clearly shown and only used where relevant.
- ☐ Contact details (phone, email, physical/registered address) are easy to find.
- ☐ Footer links include: Privacy, Complaints & Appeals, Student Handbook, Accessibility Statement, Terms.

## Course Pages (Accredited Training)

- ☐ Each course page displays the full training product code and title exactly as listed on training.gov.au.
- ☐ Currency status (current/superseded) is correct and updated promptly.
- ☐ Link provided to the training.gov.au record (or RTO scope profile).
- ☐ Nationally Recognised Training (NRT) logo usage follows conditions; placement is correct.
- ☐ Non-accredited courses are clearly distinguished from nationally recognised training.

## Pre-Enrolment Information (Key Course Facts)

- ☐ Delivery mode(s) (classroom, online, blended) and delivery location(s) are stated.
- ☐ Estimated duration and study load (including holidays) are provided.
- ☐ Entry requirements (LLN/IT needs, prerequisites, fitness/age/licensing where applicable) are clear.
- ☐ Work placement hours, provider responsibilities, and host requirements are explained (if applicable).

- ☐ Materials/equipment learners must supply are listed (e.g., PPE, laptop specs, software).
- ☐ Fees, funding, concessions, and any loan/debt implications are transparent (and up to date).
- ☐ RTO obligations (quality training/assessment, issuance of certification) and learner rights (complaints/appeals) are linked and summarised.
- ☐ Third-party involvement in marketing, training, assessment, or support is disclosed.

## **Marketing & Claims**

- ☐ No guarantees of completion or employment outcomes beyond RTO control.
- ☐ No misleading timeframes (e.g., unrealistic 'fast-track' promises).
- ☐ All testimonials/reviews used with permission and accurately represented.
- ☐ All imagery and statements reflect the real learning environment and outcomes.

## **Third-Party Arrangements**

- ☐ Third-party entities named where they market or deliver on behalf of the RTO.
- ☐ Website clarifies that the RTO is responsible for compliance and quality.
- ☐ All third-party marketing follows the RTO's brand and compliance rules.

## **Complaints & Appeals**

- ☐ Dedicated, easy-to-find Complaints & Appeals page exists (plain English).
- ☐ Process, timeframes, and forms are available and accessible.
- ☐ Page is linked from footer and the student hub (and referenced pre-enrolment).

## **Privacy & Data Protection (APPs)**

- ☐ Privacy Policy aligns with Australian Privacy Principles (APPs) and is up to date.
- ☐ At-collection notices on enquiry/enrolment forms explain purpose, use, and access/correction.
- ☐ If data is hosted overseas, cross-border disclosure (APP 8) is addressed and safeguarded.
- ☐ Reasonable security measures (APP 11) described at a high level for transparency.

## **USI & Certification**

- ☐ USI requirement explained before enrolment and at orientation.
- ☐ Secure USI collection/verification process in place (no emailing IDs).
- ☐ Policy clarifies issuing of AQF certification and timelines.

## **Enrolment Forms & AVETMISS/SMS**

- ☐ AVETMISS data elements captured correctly and validated at point of entry.
- ☐ Form fields map cleanly to the Student Management System (SMS).
- ☐ Consent wording for marketing, data usage, and third-party disclosures is explicit.
- ☐ ReCAPTCHA or anti-spam controls are enabled on public forms.

## **LMS/SMS Integration & SSO**

- ☐ Deep links to LMS orientation/samples are available (where appropriate).
- ☐ Single Sign-On (SSO) or consistent identity management used across website/LMS/SMS.
- ☐ Data flow from website to SMS/LMS is secure and minimises duplication.

## **Accessibility (WCAG)**

- ☐ WCAG 2.1/2.2 AA checks: colour contrast, keyboard navigation, focus states.
- ☐ Images include meaningful alt text; links have descriptive labels.
- ☐ Forms have labels, error messages, and logical tab order.
- ☐ Accessible HTML used for core content (avoid PDFs for essential info, or provide accessible versions).
- ☐ Accessibility Statement published with contact for assistance.

## **Security (Essential Eight Basics)**

- ☐ HTTPS enforced site-wide; HSTS configured where possible.
- ☐ Admin accounts protected with MFA; least-privilege permissions in the CMS/host.
- ☐ Regular patching of CMS, plugins, themes, and server stack.
- ☐ Scheduled off-site backups and tested restore procedures.
- ☐ Web Application Firewall (WAF)/CDN and basic monitoring/alerts in place.

## **CRICOS (if applicable)**

- ☐ CRICOS registration details are accurate and only used for CRICOS-approved courses.
- ☐ International student information meets National Code requirements.
- ☐ Clear distinction between domestic and CRICOS-eligible offerings.

## **Email/SMS (Spam Act)**

- ☐ Consent captured (opt-in) for all commercial messages.
- ☐ Every email/SMS identifies the sender (legal name, contact details).

- ☐ Functional one-click unsubscribe included and honoured promptly.
- ☐ Suppression lists maintained; consent records retained.

## **Governance & Content Operations**

- ☐ Content approval workflow in place (compliance sign-off before publishing course pages).
- ☐ Version control and update log maintained (codes/titles, fees, policies).
- ☐ Scheduled content reviews (at least quarterly) with responsibilities assigned.
- ☐ Change log includes triggers like training product updates/supersessions on training.gov.au.

## **SEO & Findability (Compliant)**

- ☐ Structured data used appropriately (Organisation, Course, FAQ) without misrepresentation.
- ☐ Local SEO pages reflect real delivery locations and services.
- ☐ No SEO content contradicts compliance (e.g., false outcomes or scope).

## **Optional Enhancers**

- ☐ Student Hub/Portal with key links (handbook, timetable, support, complaints).
- ☐ Plain-English glossary for common VET terms.
- ☐ Downloadable course factsheets that mirror web content and stay in sync.
- ☐ Clear 'Contact an Advisor' CTA with published response times.

## **Final Review & Sign-off**

- ☐ All broken links fixed; all policy links current.
- ☐ Proofread for plain English and consistency (dates, fees, codes).
- ☐ Legal/Compliance and the RTO CEO/Delegate have approved changes.
- ☐ Publish date and next review date added to footer or policy pages.

## **Disclaimer**

This checklist is provided for general information only and does not constitute legal advice. Regulatory requirements may change. Always confirm current obligations with ASQA, the National Regulator, and relevant legislation before implementation.

### **Need help?**

Yusatech specialises in RTO website development, LMS/SMS integration, and compliance-by-design. Get in touch to request a comprehensive audit and implementation plan.