

## Pre-Enrolment Engagement Policy and Procedures

### Purpose

This policy supports the ESOS National Code 2018 - Standard 2.1 and Standards for Registered Training Organisations (RTOs) 2015 – Standard 1.2 and 5.

The College endeavours to provide relevant information to all students prior to enrolment enabling them to make an informed decision to study at the Institute.

### Policy

Prior to enrolment or the commencement of training and assessment, whichever comes first, the Institute provides advice to the prospective learner about the training product appropriate to meeting the learner's needs, taking into account the individual's existing skills and competencies.

Prior to enrolment or the commencement of training and assessment, whichever comes first, the College provides, in print or through referral to an electronic copy, current and accurate information that enables the learner to make informed decisions about undertaking training with the College and at a minimum includes the following content:

- a. the code, title and currency of the training product to which the learner is to be enrolled, as published on the National Register;
- b. the training and assessment, and related educational and support services the College will provide to the learner including the:
  - i. estimated duration;
  - ii. expected locations at which it will be provided;
  - iii. expected modes of delivery;
  - iv. name and contact details of any third party that will provide training and/or assessment, and related educational and support services to the learner on the College's behalf (if applicable) and
  - v. any work placement arrangements.
- c. the College's obligations to the learner, including that the College is responsible for the quality of the training and assessment in compliance with these Standards, and for the issuance of the AQF certification documentation.
- d. the learner's rights, including:
  - i. details of the College's complaints and appeals process required by Standard 6;and
  - ii. if the College, or a third party delivering training and assessment on its behalf (if applicable), closes or ceases to deliver any part of the training product that the learner is enrolled in;

- e. the learner's obligations:
  - i. any requirements the College requires the learner to meet to enter and successfully complete their chosen training product; and
  - ii. Any materials and equipment that the learner must provide; and information on the implications for the learner of government training entitlements and subsidy arrangements in relation to the delivery of the services (if applicable).
- 5. Where the College collects fees from the individual learner, either directly or through a third party, the College provides or directs the learner to information prior to enrolment or the commencement of training and assessment, whichever comes first, specifying:
  - a. all relevant fee information including:
    - i. fees that must be paid to the College; and
    - ii. Payment terms and conditions including deposits and refunds;
  - b. the learner's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies;
  - c. the learner's right to obtain a refund for services not provided by the College in the event the:
    - i. arrangement is terminated early; or
    - ii. The College fails to provide the agreed services.
- 6. Where there are any changes to agreed services, the College advises the learner as soon as practicable, including in relation to any new third party arrangements or a change in ownership or changes to existing third party arrangements.

#### **7. For International Students:**

Prior to accepting an overseas/ international student or intending overseas student for enrolment in a course, the College must make comprehensive, current and plain English information available to the overseas student or intending overseas student on:

- a. the requirements for an overseas student's acceptance into a course, including the minimum level of English language proficiency, educational qualifications or work experience required, and course credit if applicable
- b. the CRICOS course code, course content, modes of study for the course including compulsory online and/or work-based training, placements, other community-based learning and collaborative research training arrangements, and assessment methods
- c. course duration and holiday breaks
- d. the course qualification, award or other outcomes
- e. campus locations and facilities, equipment and learning resources available to students

- f. the details of any arrangements with another provider, person or business who will provide the course or part of the course
- g. indicative tuition and non-tuition fees, including advice on the potential for changes to fees over the duration of a course, and the registered provider's cancellation and refund policies
- h. the grounds on which the overseas student's enrolment may be deferred, suspended or cancelled
- i. the ESOS framework, including official Australian Government material or links to this material online
- j. where relevant, the policy and process the registered provider has in place for approving the accommodation, support and general welfare arrangements for younger overseas students (in accordance with Standard 5)
- k. accommodation options and indicative costs of living in Australia.

**Scope:** This policy applies to the College's students, staff and education agents (if any).

The CEO/ compliance officer / Training manager is responsible for the implementation of the policy and procedures and to ensure that students, staff and education agents (if any) are aware of its application and implement its requirements.

**Procedure:**

The College provides the relevant information (listed below) through the student prospectus, course brochures/ handbook, the College's website and through education agents (If any). The information provided is not just limited to the following:

- Course entry requirements including the minimum level of English language proficiency, educational qualifications or work experience required
- Information on course credits including credit transfer and recognition of prior learning
- Course content and duration, qualification offered if applicable
- Modes of study and assessment methods
- A general description of facilities, equipment, and learning and library resources available to students
- Indicative course-related fees including advice on the potential for fees to change during the student's course
- Information about the grounds on which the student's enrolment may be deferred, suspended or cancelled (for international students)
- Description of the ESOS framework (for international students)

- Relevant information on living in Australia (for international students)
- The College's Fees and Refund Policy and Procedures
- The College's Complaints and Appeals Policy and Procedures
- The College's Transfer between Registered Providers Policy and Procedures (for international students)
- The College's obligations
- Students' rights and obligations
- Other Policies and procedures