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Purpose

To ensure that Australian Virtus Institute recruit students responsibly, ensuring recruits are appropriately qualified for the course for which they seek enrolment, with suitable English language proficiency, educational qualifications and experience. By providing sufficient information to students, this organisation endeavours to give recruits the best possible ability for informed decision making about studying in Australia.

Course objectives, costs and expectations are clearly communicated to participants prior to commencement. Prior to enrolment Australian Virtus Institute provides each individual current and accurate information that enables the individual to make informed decisions about undertaking training with Australian Virtus Institute.

Definitions

ASQA means Australian Skills Quality Authority

Standards means the Standards for Registered Training Organisations (RTOs) 2015 from the VET Quality Framework

National Code means National Code of Practice for Providers of Education and Training to Overseas Students 2018

ESOS means Education Services for Overseas Students

DESE means Department of Education, Skills and Employment

RPL means Recognition of Prior Learning

RTO means Registered Training Organisation

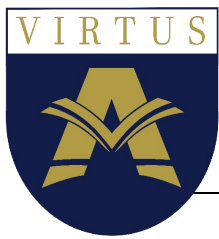
Policy

1. Recruitment Methods:

- Education Agents
- Website Advertising / Social Media
- Print Media
- Exhibitions and Events

2. Information Prior to Enrolment

- 2.1 **Marketing Material** - Australian Virtus Institute prior to accepting a student, or an intending student, for enrolment in a course, must provide, in print or through referral to an electronic copy, current and accurate information regarding the following:
- i) The requirements for acceptance into a course, including the minimum level of English language proficiency, educational qualifications or work experience required and whether course credit may be applicable.
 - ii) RPL and Credit Transfer options are detailed to the prospective student and options for these are explored during the recruiting pre-enrolment process (see SC2 – Credit P&P).



- iii) The course content and duration, holiday breaks, qualification offered if applicable, modes of study and assessment methods.
- iv) Any work-based training a student is required to undertake as part of the course.
- v) Campus locations and general description of facilities, equipment, and learning & library resources available to students.
- vi) Details of any arrangements with another registered provider, person or business to provide the course or part of the course (if applicable)
- vii) Indicative course-related fees including advice on the potential for fees to change during the student's course and applicable refund policies
- viii) Information about the grounds on which the student's enrolment may be deferred, suspended or cancelled
- ix) A description of the ESOS framework made available electronically by DESE, and
- x) Relevant information on living in Australia, including:
 - (a) Indicative costs of living
 - (b) Accommodation options, and
 - (c) Where relevant, schooling obligations and options for school-aged dependents of intending students, including that school fees may be incurred

2.2 Written Agreement - The following current and inclusive information will be made available in plain English prior to accepting an overseas student/intending overseas student for enrolment:

- i) All requirements for acceptance into a course, including qualifications, relevant work experience and the minimum level of English language proficiency.
 - ii) Details of course credit wherever applicable.
 - iii) All course details, including but not limited to:
 - (a) Course content
 - (b) Mode of study
 - (c) Methods of assessment
 - (d) Details of any work-based training requirements and/or placements
 - (e) Compulsory online requirements
 - (f) Other learning arrangements such as community-based learning and collaborative research
 - (g) Duration of course
 - (h) Award, qualification or other outcome of the course
 - (i) Details of refunds and under which circumstances
 - iv) Details of the RTO, including but not limited to:
 - (a) Campus location or locations
 - (b) Facilities, equipment and learning resources available to students
 - (c) Details of arrangements with other providers, persons or business providing the course or any part of the course if applicable.
- 2.2.1 Prior to accepting any overseas student for enrolment, Australian Virtus Institute will provide information pertaining to all fees both tuition and non-tuition.
- 2.2.2 Students will also be advised in writing of cancellation and refund policies as well as the potential for changes to fees over the duration of a course.
- 2.2.3 Potential students will receive clear and comprehensive written information outlining circumstances in which they might be suspended, deferred or cancelled (see SC10 – Deferral, Suspension and Cancellation P&P)



- 2.2.4 Description and how to access the ESOS framework, including Australian Government services. In particular, this information must be clear and comprehensible, with the assistance of student support services to further disseminate and offer explanation.
- 2.2.5 International student living information, including but not limited to:
 - (a) Accommodation options within reasonable distance from the campus
 - (b) Indicative cost of living, offering a typical range to inform and enable realistically informed student planning and budgeting in the region of study in Australia
- 2.2.6 Students will only be offered enrolment in courses for which they have been assessed as having appropriate qualifications, skills, experience and English language proficiency.

3. Responsibilities

- Australian Virtus Institute must retain records of all written agreements as well as receipts of payments made by students under the written agreement for at least 2 years after the person ceases to be an accepted student.
- All enquiries from prospective students are responded to by the Student Support Officer.
- All enquiries from prospective students regardless of the subclass of temporary visa or how they contacted Australian Virtus Institute will be directed to the Student Support Officer.
- Prospective overseas students will be directed to the description of the ESOS legislative framework available on the Australian Government’s Department of Education and Training website:
<https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx>

Procedure

1. Publish student facing policies to the website

Procedure	Responsibility
A. Publish policies to the website <ul style="list-style-type: none"> • Once approved publish policy wording and definitions to the website (without procedures) for: <ul style="list-style-type: none"> ○ Complaints and Appeals Policy ○ AQF Issuance Policy ○ Privacy Policy ○ Fees and Refunds Policy • Record version numbers on page for reference. 	CEO
B. Update as required <ul style="list-style-type: none"> • Whenever the above policies are updated or revised, ensure updated versions are added to the website. • Current students should also be advised in writing (via email or letter) if any of these policies differ from what they accepted prior to enrolment. 	RTO Manager

2. Pre-enrolment course information/ course outlines

Refer

- SRTOs: Clauses 5.1, 5.2 and 5.3



- National Code: Standard 2 and 3

Procedure	Responsibility
<p>A. Develop course outlines</p> <ul style="list-style-type: none"> • Refer to Clause 5.2 of the SRTOs and Standard 2 and 3 of the National Code for the requirements that must be included on all course information prior to enrolment or commencement of training, whichever is first. • Information on course outlines should include: <ul style="list-style-type: none"> - the code, title and currency of the training product to which the student is to be enrolled, as published on the National Register - the training and assessment, and related educational and support services the RTO will provide to the student including the: <ul style="list-style-type: none"> - estimated duration - expected locations at which the course will be provided, as well as a general description of facilities, equipment and learning and library resource available to students at each location. - expected modes of delivery - name and contact details of any third party that will provide training and/or assessment, and related educational and support services to the student on the RTO's behalf, and - any work placement arrangements. - the student's obligations: <ul style="list-style-type: none"> - any requirements, including visa requirements, that the RTO requires the student to meet to enter and successfully complete their chosen training product, and - any materials and equipment that the student must provide. - information on the implications for the student of government training entitlements and subsidy arrangements in relation to the delivery of the services. • The following is provided in the Student Handbook: <ul style="list-style-type: none"> - the RTO's obligations to the student, including that the RTO is responsible for the quality of the training and assessment in compliance with these Standards, and for the issuance of the AQF certification documentation. - the student's rights, including: <ul style="list-style-type: none"> - details of the RTO's complaints and appeals process required by Standard 6 • The following is to be provided in the Student Agreement: <ul style="list-style-type: none"> - if the RTO, or a third-party delivering training and assessment on its behalf, closes or ceases to deliver any part of the training product that the student is enrolled in 	<p>RTO manager/CEO</p>
<p>B. Fee information</p> <ul style="list-style-type: none"> • Refer to Clause 5.3 of the Standards for the requirements of what fee information must be provided to a student. Include this information for each course on the Course Outline and Student Agreement. • Fee information for international students should include: 	<p>Student Support/ RTO Manager</p>



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| <ul style="list-style-type: none">- Details of all fees that must be paid to the RTO and any other fees such as OSHC- Payment terms and conditions, including deposits and refunds- The potential for fees to change during the course as applicable- the learner's rights as a consumer- the learner's right to obtain a refund for services not provided by the RTO, being all of the circumstances related to provider default. | |
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3. Advertising materials

Refer SRTOs: Clause 4.1

Procedure	Responsibility
<p>A. Develop accurate advertising materials</p> <ul style="list-style-type: none">• Refer to the <i>Marketing Materials Checklist</i> to ensure that information included in an advertisement is compliant with the Standards.• Ensure advertising materials are approved by the CEO.• Keep a register of approved advertisements on the <i>Marketing Materials Register</i>.• Advertisements made by third parties must also be approved and recorded on the register.• Keep a copy of all advertising materials.	CEO

Document Control

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