

# Policy & Procedure

## Pre-Enrolment

### Purpose

Pre-enrolment covers all functions that are designed to attract and recruit a prospective student to study with the RTO and the interactions that they will have with the RTO prior to the commencement of the formal enrolment process.

The purpose of this Policy & Procedure is to ensure consistency in the recruitment of students into courses offered by the RTO by providing guidance to staff to ensure the RTO recruits responsibly by ensuring students are appropriately qualified for the course for which they seek enrolment, including having the necessary English language proficiency, educational qualifications, and work experience.

It also ensures students are provided with sufficient information to enable them to make informed decisions about studying with their chosen registered provider in Australia.

### Definitions

Student - the participant in the training and assessment activity.

RTO Point of Contact - the person who responds to the initial enquiries from potential students. This could be the RTO Administrator, RTO Manager or Trainer & Assessor depending on staffing levels

### Inputs

#### Standards for RTOs 2015

#### Standard 5 - Each learner is properly informed and protected

- 5.1. Prior to enrolment or the commencement of training and assessment, whichever comes first, the RTO 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.
- 5.2. Prior to enrolment or the commencement of training and assessment, whichever comes first, the RTO 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 RTO 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 RTO 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 RTO's behalf; and
    - v) any work placement arrangements.

- d) the learner's rights, including:
    - i) details of the RTO's complaints and appeals process required by Standard 6; and
    - ii) 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 learner is enrolled in;
  - e) the learner's obligations:
    - i) in relation to the repayment of any debt to be incurred under the VET FEE-HELP scheme arising from the provision of services;
    - ii) any requirements the RTO requires the learner to meet to enter and successfully complete their chosen training product; and
    - iii) any materials and equipment that the learner must provide; and
    - f) information on the implications for the learner of government training entitlements and subsidy arrangements in relation to the delivery of the services.
- 5.3. Where the RTO collects fees from the individual learner, either directly or through a third party, the RTO 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 RTO; 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 RTO in the event the:
    - i) arrangement is terminated early; or
    - ii) the RTO fails to provide the agreed services.

## **National Code 2018 Standard 2 - Recruitment of an overseas student**

**2.1 Prior to accepting an overseas student or intending overseas student for enrolment in a course, the registered provider must make comprehensive, current and plain English information available to the overseas student or intending overseas student on:**

- 2.1.1 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
- 2.1.2 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
- 2.1.3 course duration and holiday breaks
- 2.1.4 the course qualification, award or other outcomes
- 2.1.5 campus locations and facilities, equipment and learning resources available to students
- 2.1.6 the details of any arrangements with another provider, person or business who will provide the course or part of the course

- 2.1.7 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
  - 2.1.8 the grounds on which the overseas student's enrolment may be deferred, suspended or cancelled
  - 2.1.9 the ESOS framework, including official Australian Government material or links to this material online
  - 2.1.10 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)
  - 2.1.11 accommodation options and indicative costs of living in Australia.
- 2.2 The registered provider must have and implement a documented policy and process for assessing whether the overseas student's English language proficiency, educational qualifications or work experience is sufficient to enable them to enter the course.**

### Requirement

Registered providers must recruit responsibly by ensuring students are appropriately qualified for the course for which they seek enrolment, including having the necessary English language proficiency, educational qualifications, and work experience.

The RTO is to provide accurate and complete information to each learner to enable them to decide if the RTO and course is suitable for them, taking into account their existing skills and knowledge and any specific needs.

Prior to enrolment or commencement of training or assessment activities the RTO must provide clear information to learners about the areas identified in the Standards for RTOs 2015 and the National Code 2018.

### Reference Documentation

Other reference documentation which relates to this P&P.

### Tools & Templates

This P&P is supported by the Tools & Templates identified at each stage in the process.

### Policy

IIA uses a systematic approach to recruit students that ensures each student will be provided with accurate and complete information to enable them to decide if the organisation and course is suitable for them, considering their existing skills and knowledge and any specific needs.

This process determines whether students are appropriately qualified for the course for which they seek enrolment, including having the necessary English language proficiency, educational qualifications, and work experience.

### Provide information to prospective students

Students provided with information about studying with IIA must at a minimum be provided with clear information about the areas identified in:

- The Standard 5 of the Standards for RTOs 2015
- The relevant standards of the National Code 2018.

Information must be provided in a documented format prior to students accepting an offer or enrolling. This information can be in written or electronic and will include:

- IIA Student Handbook
- IIA Prospectus
- IIA Website.

The students are to acknowledge that they have been provided with this information in the *Application Form*.

No money, other than the Application Fee is to be accepted from an individual who is in the pre-enrolment stage of application process is to be paid until a formal offer is in place and the prospective student has been provided with details of fees to be paid.

#### Tools & Templates

- IIA Website
- IIA Student Handbook
- IIA Prospectus
- IIA - Overseas Student Application Form
- IIA - Domestic Student Application Form

**Output:** Course information provided to prospective students

**Responsibility:** Administrator

#### Responding to enquiries and providing advice

IIA employees and representatives must be responsive to requests for information from prospective students in a timely manner.

This includes information about their eligibility and assistance is to be given in order to determine if the prospective student meets these requirements, or if strategies are available that would assist them achieve requirements.

Persons representing IIA must only provide information that they are authorised or qualified to do so. For all enquiries that fall outside of these parameters the individual should be referred to the appropriate source. It is particularly important not to provide information about migration matters, unless approved to do so.

**Output:** Course information provided to potential students

**Responsibility:** Receptionists / Administrator

#### English Language Requirements for Overseas Students

Overseas students applying to study at IIA will require:

- i) Either a minimum IELTS (General) test score of 6.0 or equivalent for direct entry into a VET course, or IELTS score of 5.5 or equivalent with an ELICOS course (up to 30 weeks) to be taken (with other providers as IIA doesn't offer ELICOS courses) before the main VET course plus successful completion of IIA's Language and Numeracy Test on completion of ELICOS program.

Results older than two years are not acceptable.

OR

- ii) Evidence that they have studied in English for at least five years in Australia, Canada, New Zealand, Republic of Ireland, South Africa, United Kingdom or United States

OR

- iii) Evidence that, within two years of their application date, they have successfully completed in Australia a foundation course or a senior secondary certificate of education or a substantial part of a Certificate IV or higher-level qualification, from the Australian Qualifications Framework.

OR

- iv) Applicants originating from student's visa assessment levels 1 and 2 (countries) without the required IELTS score must undertake an English Placement Test conducted at IIA campus as part of the enrolment process.

If there are concerns about the applicants' English language proficiency, they will be required to undertake a suitable ELICOS or EAL program at extra cost to the student (with other providers as IIA does not offer ELICOS courses).

For further information on student visa assessment levels, refer to the Department of Home Affairs (DHA) website ([http:// www.homeaffairs.gov.au](http://www.homeaffairs.gov.au))

Please note:

IIA will also accept equivalent test results from the following specified English language tests - IELTS, TOEFL, iBT, PTE Academic, Cambridge English: Advanced (CAE) and TOEFL PBT.

English Language Test Evidence Table	English language test providers	Minimum test score	Minimum test score where combined with at least 10 weeks ELICOS	Minimum test score where combined with at least 20 weeks ELICOS
	International English Language Testing System	6.0	5.5	5
	TOEFL internet-based test	60	46	35
	Pearson Test of English Academic	46	42	36

**Output:** English Language Requirements for Overseas Students are identified

**Responsibility:** Administrator

## Interactions with overseas students transferring between providers

IIA is likely to receive enquiries from students who are already in Australia and have some form of study related visa. These contacts generally are made from an onshore position (personal visit, local phone call, or via an Agent). All enquiries for study with IIA should be referred to the Administrator who needs to obtain information to ascertain if the person has an existing student visa and if so what class. This can occur via VEVO.

The Administrator is to assess the information provided and if the student meets eligibility for study with IIA, paperwork should be completed as for all students and a conditional offer made subject to all required conditions being met:

- current and continuing visa,
- has completed 6 months of principal course of study in Australia,
- letter of release from principal course provider.

The process will then proceed as for all students enrolling with IIA.

**Output:** Transfer of student

**Responsibility:** Administrator

## Interactions with younger prospective students

IIA does not offer study places for overseas or domestic students under the age of 18 years. All under- aged applicants who submit an application are to be advised accordingly.

**Output:** Admission refused to under 18 students

**Responsibility:** Administrator

## Student visas requirements - overseas students

IIA can only enrol a student if they either hold or intend to apply for a valid visa that allows them to undertake study in Australia.

It is appropriate for IIA to engage with students who contact them directly to discuss study options and they must be advised of the requirements to hold the appropriate visa. IIA must not provide immigration advise to students other than to refer them to the DHA website and to the services of an approved Agent who can assist them.

**Output:** Student study rights noted

**Responsibility:** Administrator

## Key Performance Indicator:

Students are provided with sufficient information to enable them to make informed decisions about studying with IIA.

## Version history

Version	Date	Description of modifications
1.0	January 2024	Initial Draft
2.0	August 2024	Final