

1. Policy

IH provides accurate and detailed information to all potential student applicants in order for them to make an informed decision on services and expected outcomes.

2. Organisational Scope

This policy and the associated procedures is applicable to all IH VET and ELICOS course enrolments

3. Regulation:

Standards for RTOs 2015

RTO Standard 5: Each learner is properly informed and protected

Clause 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.

Clause 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:

- the code, title and currency of the training product to which the learner 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 learner including the:
 - estimated duration
 - expected locations at which it will be provided
 - 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 learner on the RTO's behalf, and any work placement arrangements.
- the RTO's obligations to the learner, 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 learner's rights, including:
 - details of the RTO's complaints and appeals process required by Standard 6, and
 - 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
- the learner's obligations:
 - in relation to the repayment of any debt to be incurred under the VET FEE-HELP scheme arising from the provision of services
 - any requirements the RTO requires the learner to meet to enter and successfully complete their chosen training product, and
 - 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.

ESOS Act 2000: National Code 2017

Standard 2: Student engagement before enrolment

Registered providers recruit students in an ethical and responsible manner and provide information that enables students to make informed decisions about studying with the registered provider in Australia. Registered providers ensure students' qualifications, experience and English language proficiency are appropriate for the course for which enrolment is sought

- 2.1 Prior to accepting a student, or an intending student, for enrolment in a course, the registered provider must provide, in print or through referral to an electronic copy, current and accurate information regarding the following:
- a. 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
 - b. the course content and duration, qualification offered if applicable, modes of study and assessment methods
 - c. campus locations and a general description of facilities, equipment, and learning and library resources available to students
 - d. details of any arrangements with another registered provider, person or business to provide the course or part of the course
 - e. indicative course-related fees including advice on the potential for fees to change during the student's course and applicable refund policies
 - f. information about the grounds on which the student's enrolment may be deferred, suspended or cancelled
 - g. a description of the ESOS framework made available electronically by DET, and
 - h. relevant information on living in Australia, including:
 - i. indicative costs of living
 - ii. accommodation options, and
 - iii. where relevant, schooling obligations and options for school-aged dependants of intending students, including that school fees may be incurred.

4. General Principals

4.1 IH provides relevant and accurate information to students

4.2 Information will be updated and current

4.3 IH will ensure that all relevant information is accessible to students prior to enrolment

5. Procedure

5.1 All student information is to be checked and validated to ensure that pre-engagement information and advice provided to prospective students is accurate, factual, current and compliant with relevant regulations.

5.2 The Pre-Enrolment information is part of the marketing responsibilities and is overseen by the same organisational vetting and authorising requirements as other marketing material.

5.3 Student’s and applicants have access to the ihBC student Handbook in print or electronically

5.4 All pre enrolment information is to be checked against the **Pre Enrolment Checklist** to ensure all regulation required information is included

5.5 Training in the update, dissemination and provision of student information prior to enrolment is included in all Marketing and Administration staff information and any third parties IH engages

6. Associated Documents

Form	Current Version
IH Student Handbook	TBA
Pre Enrolment Information Checklist	V1 Sep 17