

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: This policy/procedure supports the following:

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.

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
 - i) 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.

5.4. Where there are any changes to agreed services, the RTO 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

4. General Principals

4.1 IH provides relevant and accurate information to students regarding fees and refunds

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-enrolment information and advice provided to prospective students is accurate, factual, current and compliant with relevant regulations.

5.2 Student fees and refund conditions and terms are to be included in the pre-enrolment material

5.3 Student's and applicants have access to accurate and up to date information 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