

Student Engagement before Enrolment Policy & Procedure

Purpose

The purpose of this policy is to ensure that the potential students are receiving sufficient information that will enable them to make informed decision.

Scope

This policy and procedure apply to all students seeking information about the courses available at HTI for further education. The registered providers must recruit responsibly and ensure that overseas students are appropriately qualified for the course they are seeking to enrol in. Overseas students must have sufficient information to enable them to make informed decisions about studying with their chosen registered provider.

Policy and Procedure

1. The Institute recruit students in an ethical and responsible manner and provides information in plain English that enables students to make informed decisions about studying in Australia. The Institute ensures students' qualifications, experience and English language proficiency are appropriate for the course for which enrolment is sought.
2. It is the responsibility of the Admissions Officer to assess applications as per the Institute's Application, Enrolment and Selection Policy and Procedure.
3. Prior to accepting a student, or an intending student, for enrolment in a course, the Institute provides, in print or through referral to an electronic copy, current and accurate information regarding the enrolment conditions at the Institute. This information will be provided through following:
 - a) Student Handbook
 - b) Letter of Offer
 - c) Enrolment Acceptance Agreement
 - d) The Institute's website
4. The above information will ensure that the intending applicant is fully aware of:
 - the pre-requisite 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
 - the course content and duration and holiday breaks, qualification offered if applicable, modes of study including classroom, online (if any) and/or work based training and assessment methods
 - the campus locations and a general description of facilities, equipment, and learning and library resources available to students
 - details of any arrangements with another registered provider, person or business to provide the course or part of the course (if any)
 - course-related fees including tuition fee, material fee and advice on the potential for fees to change during the student's course
 - and applicable refund policies
 - information about the grounds on which the student's enrolment may be deferred, suspended or cancelled
 - a link to the ESOS framework made available electronically by Federal Department of Education
 - relevant information on living in Australia, including:

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- indicative costs of living
- accommodation options, and
- where relevant, schooling obligations and options for school-aged dependants of intending students, including that school fees may be incurred

5. The institute will also provide following policies to the prospective students prior to enrolment:

- Refunds
- Fee and Charges
- Course Conduct
- Monitoring Course Progress
- Assessment / Reassessment
- Transfers
- Complaints and Appeals
- Communication

6. Students will also be advised that

- All certificates and academic testimonials must be provided in English or with a certified English translation – these will be verified as authentic either by the Education Agent acting on the Institute behalf, or by the student showing the originals at Enrolment
- Students must be at least 18 years of age on enrolment for domestic students and must be at least 18 years of age on arrival in Australia for international students
- Except for students joining to study English, those students who do not have English as their first language must demonstrate English competency to at least IELTS 5.5 or its equivalent

Coverage:

This policy addresses the following clauses fully or in part from the Standards for RTOs 2015 – 5.1, 5.2, 5.3 & 7.2 and the following clauses of the National Code 2018 – 2.1 & 2.2