

# Student Engagement Before Enrolment Policy and Procedure

## POLICY

### Purpose

Open Colleges School of Health (the School) provides clear information to prospective students to enable them to decide if we and the course are suitable for them, taking into account their existing skills and knowledge and any specific needs. Prior to enrolment or commencement of training or assessment students are informed about the services they are to receive, their rights and obligations, and our obligations in accordance with:

- the Australian Qualification Framework (AQF),
- the Standards for Registered Training Organisations (RTOs) 2015 (*the Standards*) as specified in Standards 4 and 5, and
- the National Code of Practice for Providers of Education and Training to Overseas Students 2017 (*the National Code*) as specified in Standard 2.

### Scope

This policy and procedures apply to both domestic and international student operations of the School.

This policy outlines information regarding:

- the School's obligations
- Student obligations
- Student rights
- Student support services
- Fee information.

### The School's Obligations

It is the School's responsibility to

- ensure that prospective students, are adequately informed about the services they are to receive, their rights and obligations, and the School's responsibilities under the Standards and National Code
- provide or make readily available to prospective students, information that outlines the services that we will provide to them

- provide prospective students with information prior to commencement of services including any third party arrangements affecting the delivery of training and/or assessment
- make available to prospective students, information describing any impact their enrolment may have on their entitlement and/or subsidy arrangements
- ensure the quality of training and assessment services we provide to students, or that are provided to them by a third party on our behalf
- issue AQF certification (or statement of attainment) documentation to students as relevant to their enrolment.

## Student Obligations

Student obligations are to:

- Read, understand and accept all policies as published on the School's website and referred to in pre-enrolment information
- Follow School procedures in relation to their enrolment
- Report any hazard or incident to one of our staff members as part of their duty of care as a student
- Provide the School with complete and accurate information about themselves
- Disclose before or at enrolment any disabilities, conditions or circumstances which may affect their participation in any of the School's training products
- Satisfy any pre-requisite criteria and provide adequate evidence to support their participation
- Meet all requirements in relation to any equipment or materials they are required to provide (as set out in the relevant Course Guide)
- Make any and all enquiries to satisfy themselves that our RTO and training product is appropriate for their needs, goals and objectives
- **For Domestic Students only:** Understand, accept and comply with any requirements for repayment of debts incurred under the VET Student Loans scheme arising from the School providing services to them (refer to **Fees and Refunds Policy for Domestic Students** for more information).

## Student Rights

### Access and Equity

The School applies access and equity principles through all of our policies and procedures to promote full and equal participation of all students in our training products, to foster an environment free of discrimination and harassment, and to assist students to identify and achieve their desired outcomes.

The School meets the fairness principles under the Competition and Consumer Act 2010 and the Standards by offering a 'cooling off' period as appropriate. Please refer to the **Fees and Refunds Policy for Domestic Students** or **Fees and Refunds Policy for International Students** (as applicable) for information.

Where there are any changes to agreed services, the School will advise students 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.

If due to unforeseen circumstances a student is unable to continue their training, they may wish to apply for a suspension of enrolment to recommence in a future scheduled training product (if available) according to the **Deferment, Suspension and Cancellation of Enrolment Policy and Procedures**. Note that deferment, suspension or cancellation of enrolment is not automatically granted and may have a financial impact and for international students, may impact their student visa (refer to the applicable **Fees and Refunds Policy**).

The School will provide clear information to each student, prior to enrolment in regards to:

### ***Fair Treatment***

As a provider approved to offer subsidised and / or Commonwealth Government funded (VET Student Loans) training the School will uphold the principles of procedural fairness to:

- All students who are, or would be eligible for VET Student Loans assistance
- All students seeking to enrol with the School in a VET Unit of Study that meets the course requirements who are, or would be, eligible for VET Student Loans assistance
- All students who are eligible to access State and/or Commonwealth funding
- All students who choose to pay fees in full, which includes all international students.

### ***Equal Benefits and Opportunities***

The School will uphold the principles of equal benefits and opportunities to:

- The selection, from among persons who are or would be eligible for VET Student Loans assistance and who seek to enrol with the School in a VET Unit of Study that meets the course requirements.
- The treatment of students who are or would be eligible for VET Student Loans assistance undertaking a VET course of study.
- All students who are eligible to access either State and/or Commonwealth funding.
- All students who choose to pay fees in full.

The above undertakings do not prevent the School taking into account or making decisions about the selection and treatment of students or persons seeking to enrol with the School, educational disadvantages that a particular student or person seeking to enrol with the School has experienced or the fact that the student or person seeking to enrol may be enrolled via a VET restricted access arrangement.

The School reserves all rights to adapt or modify our student selection and treatment policies and procedures to satisfy our statutory and regulatory obligations as may change from time to time, remaining mindful of the principles set out above.

## Student Support Services

Student support includes any educational and support services that a student may need to assist them in their training. This may include:

- The School will provide students with access to the necessary support to meet the requirements of the training product as specified in training packages or VET accredited courses. In some cases, this may include referring students to third party specialist providers of support.
- The School uses a variety of methods to identify student support needs (e.g. a pre-entrance test) as part of the selection process. The aim is to identify any additional assistance a student may require in areas such as literacy, numeracy, English language or physical capabilities to complete each course. If a student is identified as requiring additional support a Support Plan will be developed to help address identified needs.
- Any additional external student support services for Domestic Students will be at their own cost. Additional support for International Students will be provided at no cost to the student in accordance with Standard 6 of the National Code.

## Recognition of Prior Learning (RPL) and Credit Transfer (CT)

- RPL is an assessment process that assesses competency/s a student has that may have been acquired through formal and informal learning, to determine the extent to which a student meets the requirements specified in the training package or VET accredited course.
- Where assessment is completed via RPL, the requirements of the Standards do not change, although the variety of evidence gathered and considered in making an assessment decision may be greater than when assessment is completed through 'traditional' assessment activities.
- CT will be granted where recognised units of competency or qualifications have been achieved from Australian RTOs. Evidence of verified statements of attainment and qualifications must be provided.
- Where a Competency Achieved result is demonstrated in a unit of competency with the same code as being assessed, a direct Credit Transfer will be granted.
- Should the updated unit of competency not be equivalent, an applicant may seek RPL or enrol in the unit(s).

Students wishing to apply for either RPL or CT should refer to the **RPL and CT Policy and Procedure**. Charges will apply for RPL applications.

## Fee Information

Fee information for the School's products and services is published on the School's website and/or provided to students in pre-enrolment information.

The opportunities and benefits of Commonwealth assistance will be made equally available to all eligible domestic students upon enrolment. Visit [www.studyassist.gov.au](http://www.studyassist.gov.au) for further information on VET Student Loans.

In the event the School cancels a planned product or service students will be refunded 100% of any fees they have paid in advance in relation to that service.

In the event the School terminates a service early, we will calculate any refund of fees paid in advance (less fees for services already provided up to and including the date of termination) in accordance with the applicable **Fees and Refunds Policy**.

In the event the School becomes unable to provide any services, the Tuition Assurance Scheme (TAS) for domestic students and the Tuition Protection Service (TPS) for international students will respond to protect fees paid in advance and minimise disadvantage to impacted students.

For further information see the applicable **Fees and Refund Policy** as published on the School's website.

## PROCEDURE

### Domestic Students

- All prospective students enquiring (either via website, external referral agencies or telephone) about a course/s offered by the School will initially be provided with an electronic copy of the relevant Course Guide/s and link to the School's website.
- The prospective student will be contacted by an Educator Advisor to discuss their enquiry, the options for study with the School and to answer any queries. Telephone conversations with Educator Advisor's will be recorded for training and quality assurance purposes.
- If a student wishes to be considered for a place in a course they need to complete an Application for Enrolment and submit electronically via email to the Educator Advisor.
- The School's **Student Selection and Admissions Policy and Procedures** outline the process for determining student eligibility and enrolment steps.

### International Students

- All prospective international students must direct their enquiries through an Education Agent approved by the School.
- Education Agents will counsel the student on their options for studying in Australia and with the School.
- Education Agents will as a minimum provide the prospective student with an electronic copy of the relevant Course Guide/s and link to the School's website.

- The Education Agent will submit a student's Application for Enrolment, including uploading all required documentation.
- The School's **Student Selection and Admissions Policy and Procedures** outline the process for determining international student eligibility and enrolment.

YourLife Health & Learning Inc t/a **Open Colleges School of Health**

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This Policy and Procedure should be read in conjunction with the following:

- Standards for Registered Training Organisations (RTOs) 2015 – Standards 4 and 5
- National Code of Practice for Providers of Education and Training to Overseas Students 2018 – Standards 1 and 2
- Course Guide (as applicable)
- Deferral, Suspension and Cancellation of Enrolment Policy and Procedure
- Fees and Refunds Policy for Domestic Students
- Fees and Refunds Policy for International Students
- RPL and CT Policy and Procedure

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