

# Engagement Prior to Enrolment Policy

## 1 PURPOSE

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To ensure that Ultimate Institute of Australia recruit students responsibly, ensuring recruits are appropriately qualified for the course for which they seek enrolment, with suitable English language proficiency, educational qualifications and experience. By providing sufficient information to students, this organisation endeavours to give recruits the best possible ability for informed decision making about studying in Australia.

- Course objectives, costs and expectations are clearly communicated to participants prior to commencement (2.1.3)
- Prior to enrolment Ultimate Institute of Australia provides to each individual current and accurate information that enables the individual to make informed decisions about undertaking training with Ultimate Institute of Australia (see Course Information below, also refer to Marketing Policy and Procedures, as well as Admissions Criteria for Enrolment Policy ).

Course information provided prior to enrolment will provide the individual with detailed information about fees in line with Clause 5.3 of the Standards for Registered Training Organisations (RTOs) 2015, as well as standard 2 of the National Code 2018.

## 2 SCOPE

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This policy applies to all prospective overseas students interested in studying at this Registered Training Organisation

## 3 POLICY STATEMENT

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Ultimate Institute of Australia recruit international students through methods including but not limited to:

- Education Agents
- Website Advertising
- Print Media
- Exhibitions and Events

Ultimate Institute of Australia prior to accepting a student, or an intending student, for enrolment in a course, 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 (1.2.3)
- b) Recognition of Prior Learning (RPL) and Credit Transfer options are detailed to the prospective student and options for these are explored during the recruiting pre-enrolment process (see Recognition and Credit Transfer Policy) (2.1.1)
- c) The course content and duration, holiday breaks, qualification offered if applicable, modes of study and assessment methods (2.1.3)

- d) any work-based training a student is required to undertake as part of the course <sup>(1.2.2)</sup>
- e) Campus locations and a general description of facilities, equipment, and learning and library resources available to students
- f) Details of any arrangements with another registered provider, person or business to provide the course or part of the course
- g) Indicative course-related fees including advice on the potential for fees to change during the student's course and applicable refund policies
- h) Information about the grounds on which the student's enrolment may be deferred, suspended or cancelled
- i) A description of the ESOS framework made available electronically
- j) Relevant information on living in Australia, including:
  - 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

### 3.1 INFORMATION PRIOR TO ENROLMENT (WRITTEN AGREEMENT)

The following current and inclusive information will be made available in plain English prior to accepting an overseas student/intending overseas student for enrolment: <sup>(2.1)</sup>

1. All requirements for acceptance into a course, including qualifications, relevant work experience and the minimum level of English language proficiency <sup>(2.1.1)</sup>
  2. Details of course credit wherever applicable. <sup>(2.1.1)</sup>
  3. All course details, including but not limited to: <sup>(2.1.2, 2.1.4)</sup>
    - Course content
    - Mode of study
    - Methods of assessment
    - Details of any work based training requirements and/or placements
    - Compulsory online requirements
    - Other learning arrangements such as community-based learning and collaborative research
    - Duration of course
    - Holidays and course break dates
    - Award, qualification or other outcome of the course
    - Details of refunds such as clearly state who receives refund and under which circumstances
  4. Details of the provider Registered Training Organisation, including but not limited to:
    - Campus location or locations <sup>(2.1.5)</sup>
    - Facilities, equipment and learning resources available to students <sup>(2.1.5)</sup>
    - Details of arrangements with other providers, persons or businesses providing the course or any part of the course <sup>(2.1.6)</sup>
- 3.1.1 Prior to accepting any overseas student for enrolment, Ultimate Institute of Australia will provide information pertaining to all fees both tuition and non-tuition. <sup>(2.1.7)</sup>
- 3.1.2 Students will also be advised in writing of cancellation and refund policies as well as the potential for changes to fees over the duration of a course. <sup>(2.1.7)</sup>

- 3.1.3 Potential students will receive clear and comprehensive written information outlining circumstances in which they might be suspended, deferred or cancelled (see Deferral Suspension Cancellation Policy). (2.1.8)
- 3.1.4 International student living information, including but not limited to: (2.1.2, 2.1.4)
- Accommodation options within reasonable distance from the campus
  - Indicative cost of living, offering a typical range to inform and enable realistically informed student planning and budgeting in the region of study in Australia (2.1.9)
- 3.1.5 Description and how to access the ESOS framework, including Australian Government services, links to materials online are to be supplied. In particular, this information must be clear and comprehensible, with the assistance of student support services to further disseminate and offer explanation. (2.1.9)
- 3.1.6 Any relevant policy and process the registered provider has in place for approving the accommodation, support and general welfare arrangements for younger overseas students. Refer to Younger Overseas Student Policy. (2.1.10)
- 3.1.7 Students will only be offered enrolment in courses for which they have been assessed as having appropriate qualifications, skills, experience and English language proficiency.

## 4 RESPONSIBILITIES

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All enquiries from prospective students are responded to by SSO.

All enquiries from prospective students regardless of the subclass of temporary visa or how they contacted Ultimate Institute of Australia will be directed to SSO.

Prospective overseas students will be directed to the description of the ESOS legislative framework available on the Australian Government's Department of Education and Training website:

<https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx>

## 5 RELATED LEGISLATION AND REGULATIONS

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- The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018, known as 'the National Code 2018' Standard 2
- Standards for Registered Training Organisations (RTOs) 2015 – Standard 5
- Education Services for Overseas Students Act 2000
- Education Services for Overseas Students Regulations 2001

## 6 RELATED POLICIES, PROCEDURES AND DOCUMENTS

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- Marketing Policy
- Younger Overseas Student Policy
- Admissions Policy and Procedure
- Recognition and Credit Transfer Policy and Procedure
- Deferral Suspension Cancellation Policy
- Letter of Offer and Acceptance (Written Agreement)