

# Student Information Policy & Procedure

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## 1. Policy

- 1.1 Gippsland Institute of Technology implements an effective Student information policy and procedure to inform all potential students about the training, assessment, support services and their rights and responsibilities prior to enrolment.
- 1.2 This policy and procedure applies to all international students applying to and/ or undertaking a course at Gippsland Institute of Technology.
- 1.3 Gippsland Institute of Technology ensures that the information provided accurately represents facilities, practices and resources.
- 1.4 The CEO is responsible for implementing this policy and reviewing its effectiveness.
- 1.5 This policy is implemented in compliance with the requirements of the Standards for Registered Training Organisations (RTO's) 2015 Standards 4 and 5 and the National code of practice 2018 Standards 1, 2 and 6.

## Procedure

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### 2. Enquiries

- 2.1 Pre enrolment information is provided to all potential students via the International student handbook, Enrolment form, Written agreement through discussion and the Gippsland Institute of Technology website before they complete the enrolment process.
- 2.2 On enquiry students are directed to Gippsland Institute of Technology website, e-mailed a copy or posted a copy of the International student handbook.
- 2.3 Students may also be sent course information flyers.
- 2.4 The enrolment process is also outlined in the International student handbook.
- 2.5 Student applications are assessed to ensure they meet the course entry requirements and they are offered a place in an appropriate course/ delivery mode.
- 2.6 International students either enroll directly with Gippsland Institute of Technology or via a student recruitment agent.
- 2.7 International students who enroll directly with Gippsland Institute of Technology are counselled by Gippsland Institute of Technology staff and provided the course information including study requirements verbally. International students are also issued an enrolment form at this point and the International student handbook including instructions on how to apply. The enrolment process is also outlined in the International student handbook and on Gippsland Institute of Technology website.
- 2.8 International students who enroll via an education agent are supplied with pre enrolment information by the agent.
- 2.9 The Gippsland Institute of Technology ensures agent material is current and conducts agent reviews to monitor practice in accordance with our Education Agent policy and procedure.
- 2.10 Further details on the enrolment process is located in the Enrolment policy and procedure.
- 2.11 The information provided in marketing materials, International student handbook, Gippsland Institute of Technology website and discussions provide advice to the student on whether the course is suitable for the student.
- 2.12 Students are forwarded an Enrolment form at this point along with instructions on how to apply.
- 2.13 Applications are assessed along with evidence that demonstrates the entry requirements have been satisfied and ensure the course is appropriate for addressing the applicant's learning needs.

2.14 Further details on the enrolment process are located in the Enrolment policy and procedure.

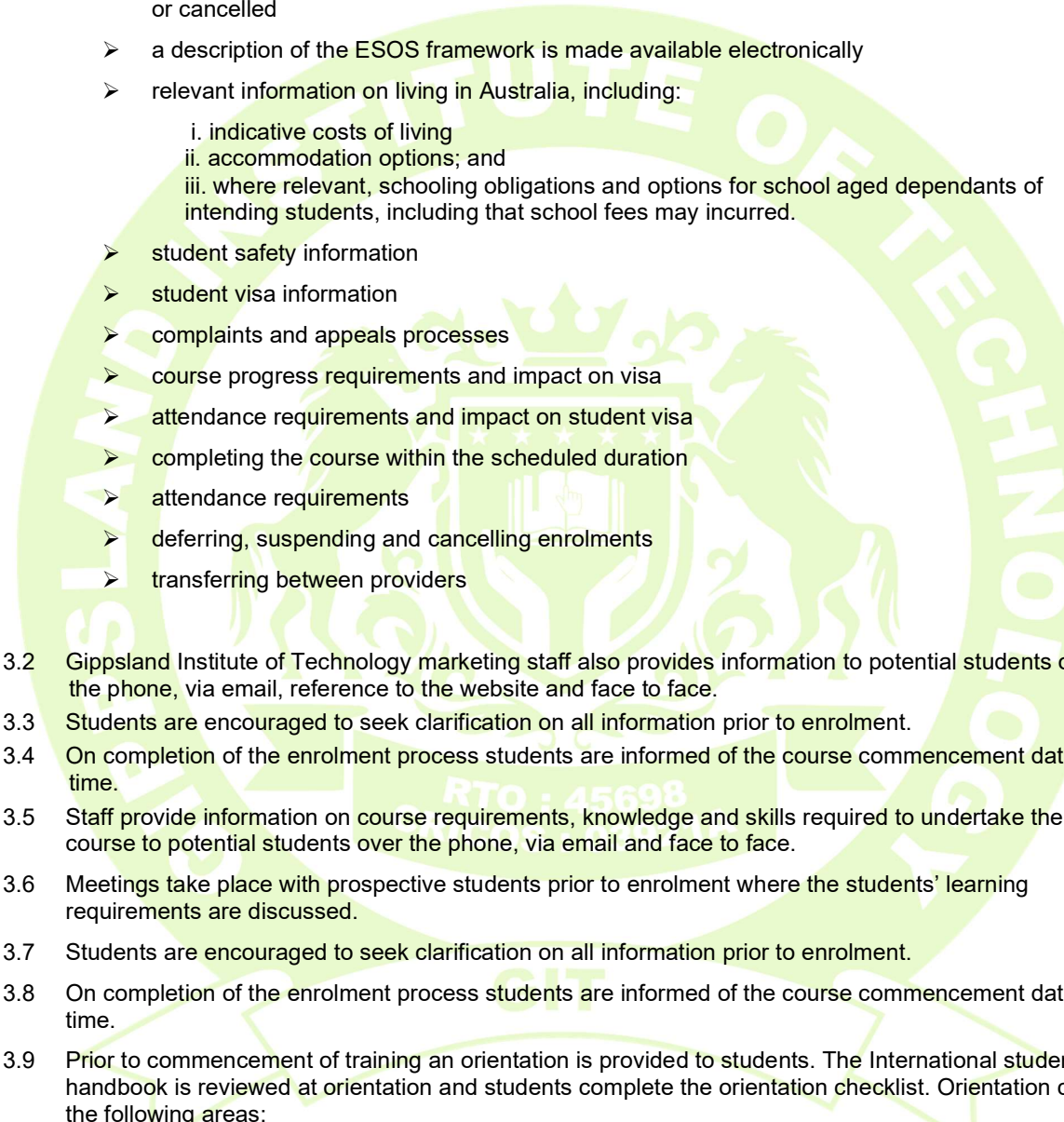
### 3. Pre enrolment information

3.1 All students are provided with the following information (contained in the International student handbook) pre enrolment:

- Introduction
- Location, Transport & staff contacts
- Recognition of Prior Learning (RPL) and Credit Transfer
- Enrolment process including USI information
- Training guarantee
- Orientation
- Training and assessment process
- Student feedback
- Certificates
- Code of conduct
- Support services and contacts
- Occupational Health and Safety
- Student safety
- Monitoring course progress
- Attendance and participation
- Equal opportunities
- Privacy
- Use of personal information
- Access to records
- Academic misconduct
- Complaints and appeals
- Course information
- Course fees and payment terms
- Materials/ equipment fees
- Course refund terms and conditions and process
- Learning strategies
- Work rights, tax, Fair work ombudsman

All International students are provided the following information pre enrolment (appropriate sections are also included in orientation):

- 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
- the course content and duration, qualification offered if applicable, modes of study and assessment methods
- 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

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- indicative course-related fees including 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 description of the ESOS framework is made available electronically
  - 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.
  - student safety information
  - student visa information
  - complaints and appeals processes
  - course progress requirements and impact on visa
  - attendance requirements and impact on student visa
  - completing the course within the scheduled duration
  - attendance requirements
  - deferring, suspending and cancelling enrolments
  - transferring between providers
- 3.2 Gippsland Institute of Technology marketing staff also provides information to potential students over the phone, via email, reference to the website and face to face.
- 3.3 Students are encouraged to seek clarification on all information prior to enrolment.
- 3.4 On completion of the enrolment process students are informed of the course commencement date and time.
- 3.5 Staff provide information on course requirements, knowledge and skills required to undertake the course to potential students over the phone, via email and face to face.
- 3.6 Meetings take place with prospective students prior to enrolment where the students' learning requirements are discussed.
- 3.7 Students are encouraged to seek clarification on all information prior to enrolment.
- 3.8 On completion of the enrolment process students are informed of the course commencement date and time.
- 3.9 Prior to commencement of training an orientation is provided to students. The International student handbook is reviewed at orientation and students complete the orientation checklist. Orientation covers the following areas:
- Introduction
  - Location, Transport & staff contacts
  - Recognition of Prior Learning (RPL) and Credit Transfer
  - Enrolment process including USI information
  - Training guarantee
  - Training and assessment process
  - Student feedback

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- Certificates
  - Code of conduct
  - Support services and contacts
  - Occupational Health and Safety
  - Student safety
  - Monitoring course progress
  - Attendance and participation
  - Equal opportunities
  - Privacy
  - Use of personal information
  - Access to records
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  - Course refund terms and conditions and process
  - Learning strategies

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- 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
- indicative course-related fees including 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 description of the ESOS framework is made available electronically
- 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.
- student safety information
- student visa information
- complaints and appeals processes



- course progress requirements and impact on visa
  - attendance requirements and impact on visa
  - completing the course within the scheduled duration
  - attendance requirements
  - deferring, suspending and cancelling enrolments
  - transferring between providers
- 3.10 Students are provided opportunities during orientation to seek clarification relating to any area of the orientation information or related topics.
- 3.11 Students are provided with an orientation checklist covering the topics identified in 3.5 of this policy.
- 3.12 Students are also informed to bring their International student handbook to the orientation.
- 3.13 Copies of the International student handbook are made available to students' who have not brought their own copy.
- 3.14 Students are encouraged to approach their trainer or other staff at any time during their training if they have any questions, issues or are experiencing difficulties.
- 3.15 All student information materials and processes are reviewed annually, and improvements made as part of the Continuous improvement policy.
- 3.16 Student information materials and processes may be amended at any time in response to stakeholder feedback.
- 3.17 Gippsland Institute of Technology will provide the most recent Standards of Registered Training Organisations (RTOs) 2015 audit report to any person who requests a copy.
- 3.18 The Gippsland Institute of Technology will provide the most recent NVR audit report to any person who requests a copy.

#### **4. Post course commencement information**

- 4.1 Students are communicated all post course commencement information through their trainers, notice boards, e-mails, scheduled classes, meetings and letters.
- 4.2 The nature of the communication will determine the communication medium chosen.
- 4.3 Appropriate notice periods for communications are employed including response times.
- 4.4 Where there are any changes to agreed services, Gippsland Institute of Technology 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.
- 4.5 If Gippsland Institute of Technology 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 Gippsland Institute of Technology will inform the student of their rights
- 4.6 Gippsland Institute of Technology will notify all students of any intention to relocate premises by way of letter at least 20 working days before the relocation. Students (including those enrolled but not commenced at the time of the relocation decision) will be given the option to transfer to the new premises. If students decline the option to transfer, they will be provided a refund of fees paid and unused to date. Assistance will also be provided to students to source another suitably located provider. All communications will be kept in the students file.

### Documents to be employed when implementing this policy and procedure:

- International student handbook
- Enrolment form
- Written agreement
- Course information flyers
- Website
- Enrolment forms
- All policies and procedures
- Student orientation form
- Student Management System
- Notice boards
- Student files

### Revision history

Creation/ Revision Date	Comment	Created/ Revised by
1/11/20	Policy and procedure created	CEO