UNITED INSTITUTE

Enrolments Policy and Procedure

At United Institute, we endeavour to present information about our courses, support services, fees and charges clearly and in an easy to understand format to enable prospective learners and clients make informed decisions about their training and assessment options and pathways.

General Enrolment Principles

In accordance with Clauses 5.1 to 5.3 of the Standards for RTOs 2015, we will strive to identify a learner's needs during the enrolment process, taking into account their existing skills and competencies to ensure that our services to each individual learner can be appropriately adjusted to allow for their unique requirements.

To achieve this, we will be guided by the following:

- Ensure our marketing materials and our pre-enrolment information is clear and easy to understand.
- Provide prospective learners and clients with accurate and ethical marketing and pre-enrolment information.
- Inform the learner of the following:

  Course Brochure

  - The course code and title, as published on the National Register of VET
  - The requirements for acceptance into a course, including the core skills requirements;
  - The course content and duration;
  - The modes of delivery available and location;
  - The assessment methods;
  - Information on any relevant work placements (if applicable);
  - Information on credit transfers and recognition of prior learning processes available;
  - Any special requirements or resources required for the course;
  - The occupational outcomes produced by the relevant course;
  - Campus locations and a general description of the facilities, equipment and learning resources available to the learners;
  - Details of any arrangements with a third-party to provide the course, or part of the course (if applicable);
  - Total fees and charges; and

- Any English Language Proficiency Test requirements – learners from certain countries are required to sit an IELTS test and achieve a minimum score of 5.5 (or its equivalent). Refer to the Department of Home Affairs' website to ascertain nationals of which countries are affected.

Student Handbook

- The Student Code of Conduct;
- Our obligations and responsibilities to the learner,
- The learner's rights and obligations;
- Privacy information;
- Fees and refund policy and procedure;
- Continuous improvement processes;
- Our complaints and appeals policy and procedure;
- Academic integrity matters;
- Information on assessments, credit transfer and recognition of prior learning;
- Monitoring and tracking of course completion;
- Intervention strategies;
- Information about the grounds on which the learner's enrolment may be transferred, deferred, suspended or cancelled; and
- A description of the ESOS framework.

Infosheets

- 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 learners, including the school fees that may be incurred.

- Determine if the learner has any need for reasonable adjustments and ensure that there are no unnecessary barriers for the learners to participate in the training program at the point of enrolment (where possible). If there are any reasonable adjustments to be made, this is to be recorded on the student's file on RTO Advantage and in the student's Training Plan.
- Provide comprehensive administrative support that enables the learner to complete the enrolment process efficiently.

- Where we are not able to provide the required course or services to the learner, we are to direct them to the Australian Government's MySkills platform: https://myskills.gov.au, or to the Australian Government's CRICOS platform: https://cricos.education.gov.au.
- United Institute and our approved Education Agents will not knowingly recruit or enrol learners wanting to transfer from another registered provider's course prior to the learner completing 6-months of their principal course of study in accordance with Standard 7 of the National Code 2018, except where:
  - The learner's original training provider or course has ceased to be registered;
  - The learner's original training provider has provided a written letter of release;
  - The learner's original registered provider has had a sanctioned imposed on its registration by ASQA that prevents the learner from continuing their principal course; or
  - The government sponsor of the learner considers the change to be in the learner's best interest and has provided written support for that change.

English Language Proficiency – International Students Only

It is a policy of GITE to ensure that prior to enrolment, the prospective international student is advised of the English Language Proficiency requirement in our Course Brochure. The student is to submit evidence (no more than 2-years old) that they have attained one of the following during the enrolment process:

English language test provider	Minimum test score	Minimum test score (with at least 10 weeks of ELICOS)	Minimum test score (with at least 20 weeks of ELICOS)
International English Language Testing System (IELTS)	5.5	5	4.5
Test of English as a Foreign Language (TOEFL) paper-based	527	500	450
TOEFL internet-based test	46	35	32
Cambridge English: Advanced (Certificate in Advanced English)	162	154	147
Pearson Test of English Academic	42	36	30
Occupational English Test	Pass	N/A	N/A

Changes

In accordance with Clause 5.4 of the Standards for RTOs 2015, where there is a change to the agreed services to be provided, policies relating to the learner's rights and the payment of fees and charges, or to the conditions of a learner's enrolment at any time, United Institute is to inform current learners prior to any of these changes coming into effect. This includes changes to any third-party arrangements or the ownership of United Institute.

It is a policy of United Institute to inform current learners of the changes at least **7-days** prior to the changes coming into effect.

The information notice should include:

- What has prompted the change;
- Why we have made the change;
- How it affects them;
- The benefits of the change;
- When it will come into effect; and
- Any opt-out options (if applicable)

We will also endeavour to publish a newsletter with an updates and performance information relevant to our RTO on a quarterly basis.

Enrolment – Local Student Procedure

1. **Initial contact** – when a prospective learner initially contacts us, we should establish their training requirements. Establishing the needs of prospective learners or clients is important to ensure that they enrol in programs that meets their career goals and are able to make an informed decision on their training needs.

   We should always endeavour to answer all of their questions completely and accurately – from questions about the course, to the support services available, to the fees and charges applicable. Be active in providing solutions and build a positive and professional relationship from the first contact.

   You may be required to help the student complete a JobOutlook career quiz: https://joboutlook.gov.au/career-tools/career-quiz to help them ascertain whether our training program would align with their career goals.

   Where a prospective learner or client's needs are aligned with one of our training programs, we are to request for them to provide us with their e-mail address and provide them with our enrolment pack (where appropriate):

   - The relevant course enquiry response template;
   - Course brochure; and
   - Student Handbook.

   International students should also be provided with the relevant international student infosheets.

   Where we are unable to offer them the training program of their choice, we should direct them to the Australian Government's MySkills platform: https://myskills.gov.au.
2. **Follow up** – **3 business days** after sending out the enrolment pack to the prospective learner or client, we are to follow up with them to offer assistance and ask if they have any questions.
3. **Enrolment application** – where a prospective learner or client proceeds with enrolment, we are to first confirm that they meet the entry requirements. We are then to check their application has been completed correctly and completely. If there are any information that requires clarification or confirmation, note them down in the *Enrolment Interview Form* and clarify them with the learner during the Enrolment Interview process.
4. **Student file created on RTO Advantage** – when an application for enrolment is received, a student file is automatically created on RTO Advantage. We should update the *Notes* section at every stage of their enrolment, and every time we are in contact with the learner.

5. **Enrolment Interview** – the Student & Administration Support personnel is to contact the learner to undertake an enrolment interview within **1 business day** of receiving their application for enrolment. During the interview, the Student & Administration Support personnel is to listen out for any issues with listening and comprehension and with their speech and oral communication. They are to note down any detected deficiencies in these areas on the Enrolment Interview form. The Student & Administration Manager is also to find out more about the learner's education background. Has the learner completed a higher qualification in Australia previously? If yes, the learner will not be required to complete a Core Skills Indicator assessment as it is a reasonable assumption that the learner would have adequate core skills to undertake the training program as they have already completed a higher qualification. If no, the learner will need to be sent a Core Skills Indicator assessment to complete.
6. **Core Skills Indicator Assessment** – learner who are required to complete a Core Skills Indicator assessment will be provided with a link to complete the activities online. They are to complete it within **2 business days**. Once they have returned the completed assessment, the Trainer and Assessor for the training program is to assess their submission and provide feedback. Where we have identified the learner has minor deficiencies, the Trainer and Assessor is to develop a tailored support plan for the learner. Where major deficiencies are identified, the Trainer and Assessor is to explain to the learner that they do not have the requisite core skills required to undertake this training, and to refer them to an approved language, literacy and numeracy specialist service provider. Refer to our Core Skills Support policy for more information and guidance on core skills matters.
7. **Verify USI** – the learner's USI is to be verified on the Australian Government's USI platform: www.usi.gov.au and once verified, the notes are to be entered into the student's file on RTO Advantage.
8. **Credit Transfer** – where the learner has informed us that they would like to apply for credits, we should send them the *Credit Transfer Form* to complete. Ask for them to return it to us with a certified copy of their AQF certification documents – i.e. their testamur and record of results, or their statement of attainment, or their authenticated VET transcript; which evidences that they have successfully attained the unit(s) of competency they are applying credits for. Advise them that if they do not return the form together with the certified copy of their supporting evidences, we will not be able approve of their request for credits. Refer to

our Credit Transfer policy for more information on the credit transfer requirements and process.

9. **Recognition of Prior Learning** – where a learner has expressed interest in applying for an RPL assessment, they are to be provided with the *Recognition of Prior Learning Application Form* and briefed about the process. Refer to our Recognition of Prior Learning policy for more information.
10. **Invoice fees** – once we have ascertained that the learner meets all of the training program requirements and they have completed the enrolment process, the Accounts department is to issue an invoice for the applicable fees.
11. **Confirmation of Enrolment** – once the learner has been formally accepted into the training program, the Student & Administration Support personnel is to generate the *Confirmation of Enrolment* document on RTO Advantage and issue it to the learner, together with their log-in information to the learning management platform and issue learning materials.
12. **Conduct induction and commence training** – the learner will now undergo induction and commence their training program.

Enrolment – International Student Procedure

1. **Initial contact** – when a prospective learner initially contacts us, we should establish their training requirements. Establishing the needs of prospective learners or clients is important to ensure that they enrol in programs that meets their career goals and are able to make an informed decision on their training needs.

   We should always endeavour to answer all of their questions completely and accurately – from questions about the course, to the support services available, to the fees and charges applicable. Be active in providing solutions and build a positive and professional relationship from the first contact.

   You may be required to help the student complete a JobOutlook career quiz: https://joboutlook.gov.au/career-tools/career-quiz to help them ascertain whether our training program would align with their career goals.

   Where a prospective learner or client's needs are aligned with one of our training programs, we are to request for them to provide us with their e-mail address and provide them with our enrolment pack (where appropriate):

   - The relevant course enquiry response template;
   - Course brochure;
   - Student Handbook; and
   - Infosheets.

   Where we are unable to offer them the training program of their choice, we should direct them to the Australian Government's CRICOS platform: https://cricos.education.gov.au.
2. **Follow up** – **3 business days** after sending out the enrolment pack to the prospective learner or client, we are to follow up with them to offer assistance and ask if they have any questions.
3. **Enrolment application** – where a prospective learner or client proceeds with enrolment, we are to first confirm that they meet the entry requirements. We are then to check their application has been completed correctly and completely. If there are any information that requires clarification or confirmation, note them down in the *Enrolment Interview Form* and clarify them with the learner during the Enrolment Interview process. If there are any evidences to be attached, such as the learner's passport information or IELTS certificate, ensure that they are able to be opened and they have attached the correct evidences.
4. **Student file created on RTO Advantage** – when an application for enrolment is received, a student file is automatically created on RTO Advantage. We should update the *Notes* section at every stage of their enrolment, and every time we are in contact with the learner.

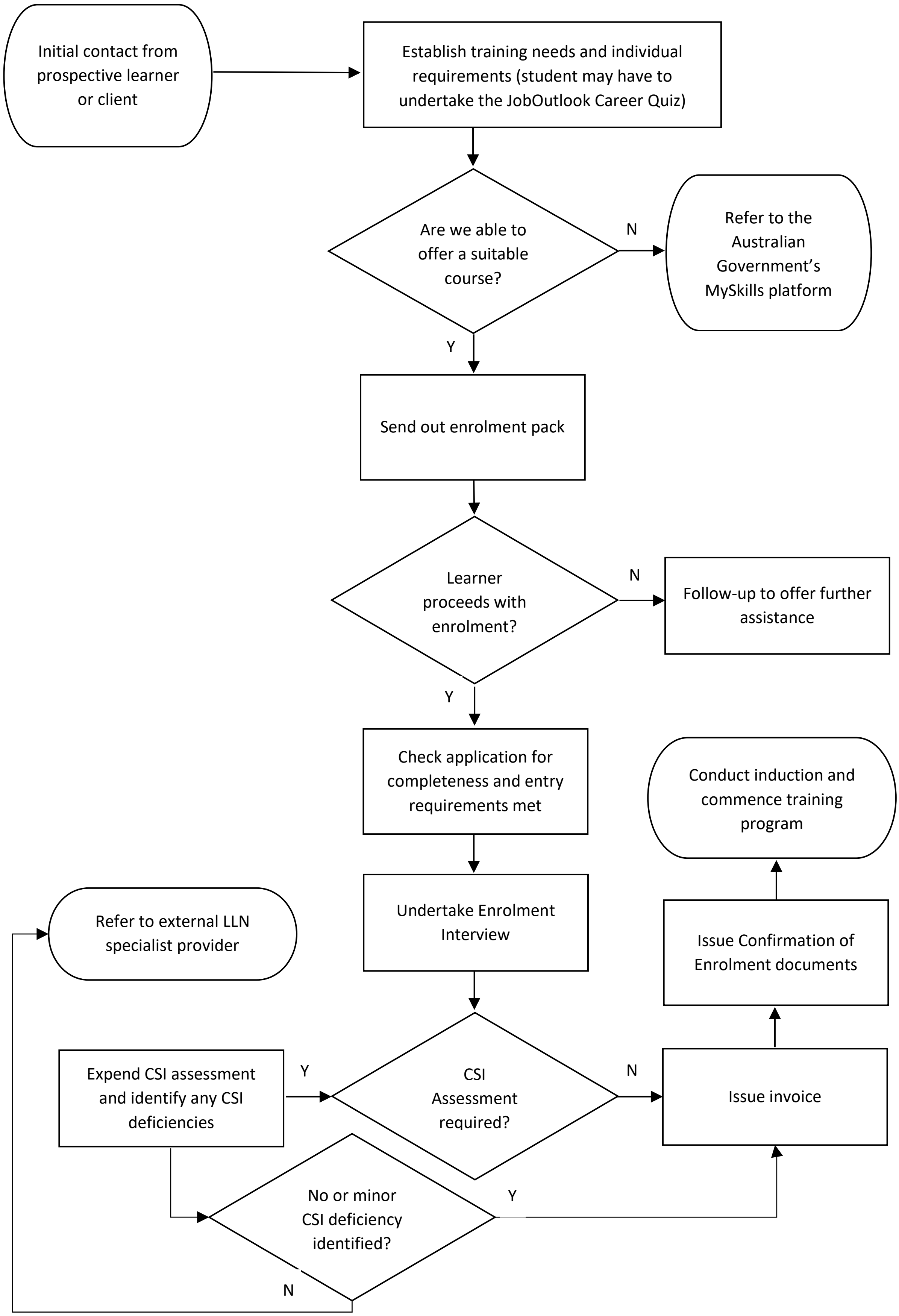
5. **Enrolment Interview** – the Student & Administration Support personnel is to contact the learner to undertake an enrolment interview within **1 business day** of receiving their application for enrolment. During the interview, the Student & Administration Support personnel is to listen out for any issues with listening and comprehension and with their speech and oral communication. They are to note down any detected deficiencies in these areas on the Enrolment Interview form. The Student & Administration Manager is also to find out more about the learner's education background. Has the learner completed a higher qualification in Australia previously? If yes, the learner will not be required to complete a Core Skills Indicator assessment as it is a reasonable assumption that the learner would have adequate core skills to undertake the training program as they have already completed a higher qualification. If no, the learner will need to be sent a Core Skills Indicator assessment to complete.
6. **Core Skills Indicator Assessment** – learner who are required to complete a Core Skills Indicator assessment will be provided with a link to complete the activities online. They are to complete it within **2 business days**. Once they have returned the completed assessment, the Trainer and Assessor for the training program is to assess their submission and provide feedback. Where we have identified the learner has minor deficiencies, the Trainer and Assessor is to develop a tailored support plan for the learner. Where major deficiencies are identified, the Trainer and Assessor is to explain to the learner that they do not have the requisite core skills required to undertake this training, and to refer them to an approved language, literacy and numeracy specialist service provider. Refer to our Core Skills Support policy for more information and guidance on core skills matters.
7. **Credit Transfer** – where the learner has informed us that they would like to apply for credits, we should send them the *Credit Transfer Form* to complete. Ask for them to return it to us with a certified copy of their AQF certification documents – i.e. their testamur and record of results, or their statement of attainment, or their authenticated VET transcript; which evidences that they have successfully attained the unit(s) of competency they are applying credits for. Advise them that if they do not return the form together with the certified copy of their supporting evidences, we will not be able approve of their request for credits. Refer to our Credit Transfer policy for more information on the credit transfer requirements and process.
8. **Recognition of Prior Learning** – where a learner has expressed interest in applying for an RPL assessment, they are to be provided with the *Recognition of Prior Learning Application Form*

and briefed about the process. It is important to note that international students can only apply for RPL where they have adequate and current Australian experience. International experience will not be considered. Refer to our Recognition of Prior Learning policy for more information.

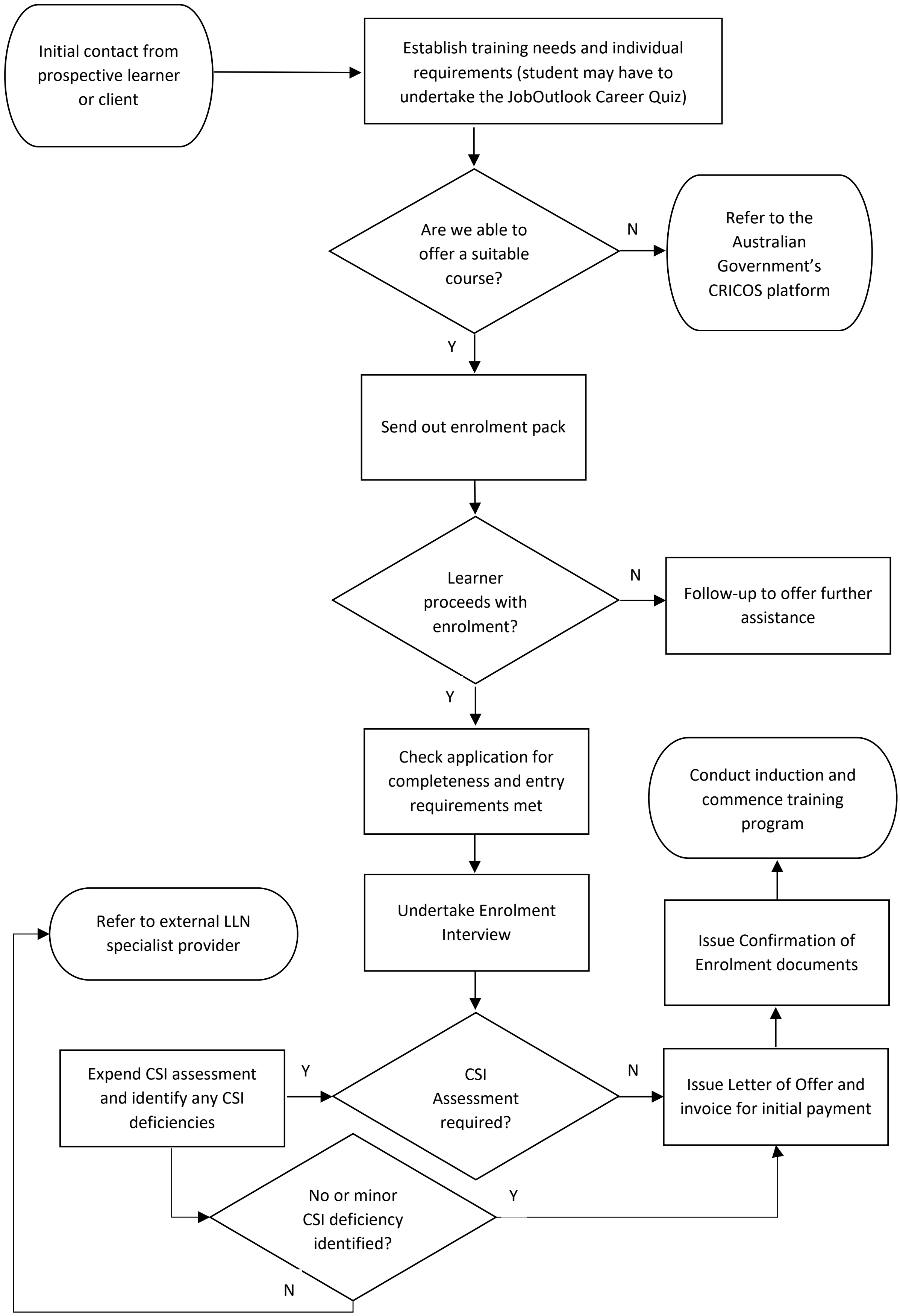
9. **Issue Letter of Offer** – once we have ascertained that the learner meets all of the training program requirements, we are to issue the learner with a Letter of Offer and Acceptance of Offer documents together with an invoice for the relevant fees.
10. **Confirmation of Enrolment** – once the learner has formally accepted their position in the training program and the initial payment has been received, the Student & Administration Support personnel is to generate the *Confirmation of Enrolment* document on PRISMS and issue it to the learner.
11. **Conduct induction and commence training** – on the day of induction, we are to:
    - Organise the learner's USI
    - Print the learner's Student ID
    - Issue the learning materials and log-in information to our learning management platform
    - Inform learner of:
        - All required contact details
        - USI requirements
        - ESOS Act
        - Student code of conduct
        - Student support services
        - Course information
        - Term dates and breaks
        - Course attendance
        - Training and assessment information
        - Training and assessment expectations
        - Re-assessment information
        - Academic integrity
        - Deferral, suspension and withdrawal
        - Intervention strategies
        - Complaints and appeals policy and process
        - Compliance with visa conditions

  - Learner’s safety
  - Learner’s equity
  - Learner’s welfare arrangements
  - Critical incident response
  - Emergency and evacuation procedures
  - Campus and nearby facilities
  - Australian customs and laws
- Once the induction program is completed, the training program will formally commence.

Enrolment – Local Student Process Flow-Chart


Initial contact from prospective learner or client
Establish training needs and individual requirements (student may have to undertake the JobOutlook Career Quiz)
Are we able to offer a suitable course?
N
Refer to the Australian Government's MySkills platform
Y
Send out enrolment pack
Learner proceeds with enrolment?
N
Follow-up to offer further assistance
Y
Check application for completeness and entry requirements met
Conduct induction and commence training program
Refer to external LLN specialist provider
Undertake Enrolment Interview
Issue Confirmation of Enrolment documents
Expend CSI assessment and identify any CSI deficiencies
Y
CSI Assessment required?
N
Issue invoice
No or minor CSI deficiency identified?
Y
N

Enrolment – International Student Process Flow-Chart


Initial contact from prospective learner or client
Establish training needs and individual requirements (student may have to undertake the JobOutlook Career Quiz)
Are we able to offer a suitable course?
N
Refer to the Australian Government's CRICOS platform
Y
Send out enrolment pack
Learner proceeds with enrolment?
N
Follow-up to offer further assistance
Y
Check application for completeness and entry requirements met
Conduct induction and commence training program
Undertake Enrolment Interview
Refer to external LLN specialist provider
Issue Confirmation of Enrolment documents
Expend CSI assessment and identify any CSI deficiencies
Y
CSI Assessment required?
N
Issue Letter of Offer and invoice for initial payment
No or minor CSI deficiency identified?
Y
N