

## **P\_V1 Entry Requirements and Student Information**

### **1. Policy**

- This policy supports the Clause 1.2, 1.7, 1.12, 4.1, 5.1, 5.2, 5.3, 5.4 of the Standards for Registered Training Organisations (RTOs) 2015 and the National Code Standard 2.2.
- Milestones International College (MIC) is committed to ensuring all students enrolling into courses/qualifications are treated fairly and equitable, and are clearly informed of the enrolment process, terms and conditions, rights and obligations and all relevant information regarding their chosen course.

### **2. Definitions**

The following words and expressions have the following specific meaning, as in the Standards for Registered Training Organisations (RTOs) 2015.

- Student Identifier has the meaning given in the Student Identifiers Act 2014
- Mode of delivery means the method adopted to deliver training and assessment, including online, distance, or blended methods
- Scope of registration means the training products for which an RTO is registered to issue AQF certification documentation. It allows the RTO to:
  - both provide training delivery and assessment resulting in the issuance of AQF certification documentation by the RTO; or
  - Provide assessment resulting in the issuance of AQF certification documentation by the RTO

### **3. Policy Requirements**

- MIC will provide accurate, relevant and up-to-date information to students and prospective students, prior to enrolment or commencement of training and assessment at the college.
- MIC will maintain the college website with current student information
- Course flyers have been developed for each training product and are available to all current and prospective students.
- All information provided to current and prospective students is valid, reliable and accurate.
- MIC's marketing accurately represents the services being provided and training products on scope of registration;
- MIC does NOT guarantee that:
  - A student will successfully complete a training product;
  - A training product can be completed in a manner which does not meet the requirements of the learning and assessment strategy and training package;

- A student will obtain a particular employment outcome where this is outside the control of MIC.
- Information may be provided to current and prospective students in (but not limited to) (See Marketing Policy):
  - Website
  - Training product flyers
  - Student handbook
  - Course confirmation letters
  - Assessment resources
  - Learning Journals
- Prior to enrolment or the commencement of training and assessment, whichever comes first, MIC provides, in print or through referral to an electronic copy, current and accurate information that enables the learner to make informed decisions about undertaking training with MIC and at a minimum information provided to students and prospective students will include, but is not limited to:
  - RTO identification including TOID;
  - Course outcomes and pathways;
  - Training products offered; including services, course content and vocational outcomes, as per scope of registration;
  - Full code, title and currency of training product, as published in the national register;
  - Estimated duration of the course;
  - Expected course location;
  - Training and assessment arrangement, including modes of delivery available;
  - Enrolment and selection processes;
  - Name and contact details for third party providers; if applicable
  - obligations to the student, including quality assurance;
  - Certification;
  - Fees and charges, including deposits, payment options and obligations and financial support arrangements [as applicable] and exemptions (where applicable);
  - Refund policy and processes;
  - Provision for language, literacy and numeracy assistance and support;
  - Educational and support services;
  - Legislative and occupational licensing requirements (as relevant), Industry licences or regulated outcomes (relevant to course offerings);
  - Flexible learning and assessment options;

- Appeals and complaints procedures;
- Recognition of prior learning and Credit transfer arrangements;
- Participant responsibilities and expected standards of behaviour;
- Third party provider obligations and assurances;
- Materials and resources to be provided by the student.
- any requirements MIC requires the learner to meet to enter and successfully complete their chosen training product, and
- any materials and equipment that the learner must provide, and
- RTO obligations, student obligations.
- Course resource requirements (additional or supplied).
- Educational and support services may include, but are not limited to:
  - pre-enrolment materials;
  - study support and study skills programs;
  - language, literacy and numeracy (LLN) programs or referrals to these programs;
  - equipment, resources and/or programs to increase access for learners with disabilities and other learners in accordance with access and equity;
  - mediation services or referrals to these services;
  - flexible scheduling and delivery of training and assessment;
  - learning materials in alternative formats, for example, in large print;
  - learning and assessment programs contextualised to the Industry; and
  - any other services that the RTO considers necessary to support learners to achieve competency

#### **4. Entry Requirements**

- Academic: Completion of at least the equivalent of Year 12
- Age: 18 years and over
- English Language Proficiency: IELTS band score of 5.5 or equivalent

In addition, all students will be required to undertake a pre-training review including an LLN assessment, in order to assess their existing skills, knowledge and experience to undertake the course.

#### **5. Pre-Training Review & LLN Assessment**

- At enrolment, all Students will be required to complete a Pre-Training Review (PTR). At a minimum the pre training review including an interview will:
  - ascertain the individual's aspirations and interests with due consideration of the likely job outcomes from the development of new competencies and skills;

- consider the individual’s existing educational attainment and capabilities;
- include assessment of literacy and numeracy skills
- identify any competencies previously acquired (RPL, recognition of current competency (RCC) or credit transfer);
- ascertain that the proposed learning strategies and materials are appropriate for that individual; where the proposed learning includes portions delivered online, identify the individual learner’s digital capability, including access to necessary technology, and where necessary identify steps to overcome any barriers in this regard;
- Students enrolling at MIC will be required to undertake an LLN assessment using the LLN Robot System. uses a purpose-built diagnostic tool to determine the required ACSF/core skill levels of a unit of competency. The system uses a series of language analysis algorithms to scan the content of a unit of competency to identify trigger words and phrases and their associated values based on the training package, ACSF performance indicators and the AQF (certificate) level of the unit. This data is used to generate a training profile that reflects the core skills required to understand and perform the criteria outlined in the unit.

## 6. Inform and Protect Learners

Where MIC collects fees from the individual learner, either directly or through a third party, MIC provides or directs the learner to information prior to enrolment, specifying all relevant fee information including:

- fees that must be paid to MIC, and
- payment terms and conditions including deposits and refunds
- the learner’s rights as a consumer, including but not limited to any statutory cooling-off period, if one applies
- the learner’s right to obtain a refund for services not provided by MIC in the event the:
  - arrangement is terminated early, or
  - MIC fails to provide the agreed services.

## 4. International Agents

MIC will utilise services of international agents in recruiting and enrolling offshore students. The agents will be managed by the Managing Agents Policy and applicable Agent Agreements including the relevant code of ethics.

MIC will ensure that its education agents have access to up-to-date and accurate marketing information. All Education agents will receive training form the Marketing Manager prior to commencing marketing activities for MIC.

As per the applicable agent agreement, International Agents will:

- Interview, counsel and screen prospective students, who are interested in applying for courses at MIC;

- Guarantee that all information supplied to prospective students is true and accurate,
- Recommend only genuine and suitable applicants for consideration and acceptance to the Provider.
- Facilitate completion of the official Provider application form, including complete documentation and certification of copies of original documents to support the application. Ensure that all forms and documents are promptly and quickly transmitted to the Provider.
- Provides assurance that any/all documents supplied as part of the enrolment process are true and genuine.
- Guarantees MIC that the assistance or support provided to the applicant in completing the application documentation doesn't compromise the integrity of the enrolment process in any, explicit or implicit, manner.

## 5. Communication

Enrolment related information is communicated using a range of media including email, website information, leaflets, booklets and flyers. This information is consistent with government policy requirements to ensure students receive current and accurate information regarding their enrolment and desired course of study.

## 6. Procedure

### Step 1 - Application for expression of interest and Pre-training review

- Student applies for enrolment using the enrolment form and submit the required documentation along with. (academic transcripts, proof of ID, proof of residence) either directly via email or post or via an agent
- Admissions department screens the enrolment form for eligibility.
- Admissions department invites the applicant for pre training review and provide them with pre-enrolment information via email
- MIC will review the individual needs of each prospective student, taking into account their existing skills and competencies, advising them of the most appropriate training product to meet their needs. This is done using the Pre-Training Review
- Students intending to enrol for training are assessed on their language, literacy and numeracy abilities to determine their capability to successfully undertake the training and determine whether any additional support is needed.
- The student is also required to provide information regarding any current or previous work experience and qualifications.
- The program manager finalises the outcome of the pre training review and LLN assessment including any applicable support strategies.
- send the letter of offer and student agreement
- The offer and agreement must include the following:

- Code, title, currency of training product
- Duration
- Location and mode of delivery
- Fees Obligation
- Refund Procedures
- Complaints and Appeals

### **Step 2 – Acceptance of Offer by the student**

- The applicant accepts the terms and conditions on the written agreement and pays the initial deposit as per the fees and charges policy. The applicant returns the signed agreement along with proof of payment
- Admissions Manager then confirms and issues an eCOE via PRISMS. A copy of this eCOE is emailed to the student and their agent, if applicable, and another copy is retained on student file
- The administration team sends an email to the applicant with details of the orientation session prior to course commencement

### **Step 3: Orientation Day**

- Student attends Orientation Session. The session is guided by the induction checklist. At the end of the session the checklist is required to be completed and signed
- The Orientation Session involves;
  - Welcoming presentation to Australia
  - Discussion of how study life works in Australia (Melbourne)
  - Campus facilities etc.
  - Orientation to Melbourne and a tour of the campus
  - Details of the course, timetable, Staff members contact details
  - Welfare and Academic Support
  - Details of other Student Services and Support available
  - Information provided about the first point of contact (contact officer) for Student support.
  - Information on other external support available e.g. Legal, emergency and health services available
- Unique Student Identifier - All students are required to provide their unique Student Identifier, in accordance with requirements of Student Identifier Act. Students will be advised on the process of obtaining a Student Identifier if they do not already have one, via <http://www.usi.gov.au/Pages/default.aspx>. Alternatively, on the enrolment form there is provision to authorise MIC for application of USI on their behalf. Students are informed of the consequences of not having a USI. MIC will verify and

maintain all Student Identifier numbers in its Student Management System (SMS), Wisenet.

- Recognition - Credit Transfer and Recognition of Prior Learning are acknowledged and accepted as per applicable RPL policy and procedure.

#### **Step 4 – Post Orientation**

When orientation information has been presented, the Student will initial the relevant information to indicate that it is understood. The person conducting the orientation is then required to sign off on information that they have delivered by indicating it is understood by the Student. This completed induction checklist is to be placed on the student file.

- Each student receives a copy of the Student Handbook (if they do not have one already) which outlines key information including their rights and responsibilities as a learner.
- The student signs the orientation form/checklist.
- Results of the Pre-Training Review and Timetable is handed over to the student
- Student commences studies

#### **Changes to Training and Assessment**

Any changes to a training program, services or third-party provider will be advised to students, as soon as possible prior to the date the change is to occur. This will be in writing by mail or email within 30 days of the change.

#### **Student Records of Enrolment**

- MIC is obligated to report all enrolments, in compliance with national reporting requirements.
- Individual student records are created for each enrolment and maintained for a period of 30 years. (See Records Policy)
- All individual students have access to their own records, and the progress of their learning. This is enabled through the student management system, Wisenet. (See Records Policy)

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END

Related documents:

- P. V1 Pre-Enrolment Requirements Policy and Procedure
- P.V1 Pre- Training Review and LLN Test Policy and Procedure