INFORMATION PROVIDED TO APPLICANTS PRIOR TO ENROLMENT
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Policy Version Details

<table>
<thead>
<tr>
<th>Version Identifier</th>
<th>Last Updated</th>
<th>Author</th>
<th>Approved By</th>
</tr>
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<td>v1.0 February 2016</td>
<td>18 February 2016</td>
<td>RTO Manager</td>
<td>CEO</td>
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Please refer to the Policy Development and Review policy for details of the process for managing policy version details.

Statutory and regulatory compliance

- Standards for RTOs 2015
  - Clause 5.1
  - Clause 5.2 (a) (b) (c) (d) (e) (f)
  - Clause 5.3
  - Clause 5.4
- National Code 2007 Standards 1.1, 1.2, 1.3 2.1
- ESOS Act 2000 Section 15

Related Policies

- Teaching and Learning
- Assessment
- Reasonable Adjustment
- Credit transfer
- Recognition of Prior Learning
- Learner Support and Welfare Services
- Privacy
- Fees and Charges
- Refunds
- Ethical Marketing

Policy

PCBT will ensure that clear information is provided to prospective students to enable them to decide if PCBT and PCBT’s courses are suitable for them, taking into account their existing skills and knowledge and any specific needs.

PCBT will provide information about training products to prospective students that is ethical, accurate, and consistent with its scope of registration.

PCBT will ensure that all marketing of PCBT’s training and assessment services, including by third-parties with which PCBT has entered into an agreement, is undertaken in a professional manner and maintains the integrity and reputation of the industry and registered providers.
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PCBT will always ensure that before students enter into a contract, they will be informed about the training, assessment and support services to be provided, and about their rights and obligations.

This information includes:

- the full course title and name of the training product
- the venue, mode of delivery and how long the course will take to complete
- details, including contact details, of any third parties involved in the delivery and/or assessment of the course
- confirmation that PCBT is responsible for the quality of the training and assessment which is provided
- the fact that PCBT will be issuing all qualifications and statements of attainment
- the fact that any changes to the arrangements will be communicated to the learner
- how to lodge a complaint or appeal against PCBT or the third-party
- details of all entry requirements and any specific requirements that students need to meet in order to complete the program
- how any mandatory work placements will be arranged and managed
- support services which are available to students and the cost of them
- fees which are payable and how and when the fees are to be paid
- how to request a refund
- conditions under which a refund will be provided

If enrolment will be under a loan or delayed payment arrangement (including VET FEE-HELP), PCBT will clearly state the terms of the engagement, including any debt that may be incurred, when and under what conditions repayment is required and any associated fees, indexation or interest.

PCBT will inform students if they may be accessing any government funding entitlement that may reduce their ability to access such funding in the future.

PCBT’s provider name and CRICOS number is clearly identified in written marketing and other material for students, including electronic form.

PCBT does not give false or misleading information in relation to claims of association between providers, the employment outcomes associated with a course, automatic acceptance into another course, possible migration outcomes, or any other claims relating to PCBT, its course, or outcomes associated with the course.

PCBT will inform prospective students about their rights as a consumer, in accordance with the relevant state and/or territory laws.

If PCBT operates in a state or territory where the state or territory laws require that students are offered a cooling off period, students will be provided with relevant information.

Procedures

The Marketing Manager is responsible for ensuring that relevant brochures are made available to all of PCBT’s prospective students.

The following information is provided in PCBT’s Prospectus.

- Living in Perth (overseas students)
- The enrolment process
- Student visa requirements (overseas students)
- Overseas student health cover (overseas students)
- Accommodation and living expenses (overseas students)
INFORMATION PROVIDED TO APPLICANTS PRIOR TO ENROLMENT

- Useful websites
- Orientation (including the mandatory requirement to attend and to receive a copy of the student handbook)
- The ESOS framework (overseas students)
- Contact details (at PCBT, DOE and DIBP (overseas students))
- PCBT’s facilities
- PCBT’s CRICOS code (overseas students)
- PCBT’s location and contact details
- English language requirements for course entry
- Academic requirements for course entry
- Procedure for assessing entry requirements
- Deferment, suspension or cancellation of enrolment policy
- Program details and schedule of fees
- Credit transfer
- Course progress requirements
- Attendance requirements
- the full course title and name of the training product
- the venue, mode of delivery and how long the course will take to complete
- details, including contact details, of any third parties involved in the delivery and/or assessment of the course
- confirmation that PCBT is responsible for the quality of the training and assessment which is provided
- the fact that PCBT will be issuing all qualifications and statements of attainment
- the fact that any changes to the arrangements will be communicated to the learner
- how to lodge a complaint or appeal against PCBT or the third-party
- how any mandatory work placements will be arranged and managed
- support services which are available to students and the cost of them
- fees which are payable and how and when the fees are to be paid
- how to request a refund
- conditions under which a refund will be provided

Information supplied in course outline marketing flyers

The following information is contained in the marketing flyer for each of the training products offered by PCBT:

- qualification offered
- course tuition weeks and total duration including holidays
- CRICOS course code
- course summary information
- course structure
- assessment methods
- entry requirements
- credit transfer and recognition of prior learning
- campus location
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- course content

**Information on the website**

The following information is available from the PCBT website:

- Academic requirements for course entry
- Access and equity
- Accommodation and living expenses
- Accommodation options for students
- Admissions and enrolment policy
- Agent list
- Arrival information
- Attendance requirements
- Australian education system
- Complaints and appeals policy
- Contact details (at PCBT, DOE and DIBP)
- Counselling
- Course information (course outline marketing flyers)
- Credit transfer
- Deferment, suspension or cancellation of enrolment
- Emergency assistance and medical care
- Emergency contact details
- Employment opportunities whilst studying
- English language requirements for course entry
- Enrolment process
- ESOS framework
- Ethical marketing approach
- Facilities
- Fees and charges
- Glossary of terms
- Issue of qualifications and statements of attainment
- Language, literacy and numeracy assessment
- Legislative environment in which PCBT operates
- Living in Perth
- Managing critical incidents
- PCBT’s CRICOS code
- PCBT’s facilities
- PCBT’s location and contact details
- Monitoring course progress policy
- National recognition
INFORMATION PROVIDED TO APPLICANTS PRIOR TO ENROLMENT

- Occupational health and safety
- OHSC information
- Orientation
- Pre-departure information
- Privacy policy
- Procedure for assessing entry requirements
- Program details and schedule of fees
- Recognition of prior learning
- Refund policy
- Staff
- Learner support and welfare services
- Student visa requirements
- Training and assessment approaches
- Transfer between registered providers
- Useful websites