

1. Purpose

Perth College of Business & Technology is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (SRTOs 2015). As such, Perth College of Business & Technology is required to comply with relevant Commonwealth, State and Territory laws regarding and including anti-discrimination and equal opportunity. Perth College of Business & Technology is committed to providing the best practice, professional products and services to its clients and acknowledges it can only succeed in this with effective and efficient quality processes.

The purpose of this policy is to provide fair and equitable processes for client enrolment and ensure clients are provided with accurate and sufficient information to make an informed choice about their enrolment and chosen course.

Compliance

This policy relates to the following Standards:

- Standard 1.7 Learner Support
- Standard 4 Accessible information about services
- Standard 5 Informed and protected learners

This policy is related to the following standards from National Code:

- Standard 2 Student engagement before enrolment
- Standard 3 Formalisation of enrolment

This policy should be read in conjunction with **Learner Support & Genuine Temporary Entrant Assessment Policy and Procedure**.

2. Policy Statement

Perth College of Business & Technology is committed to ensuring all clients enrolling in courses are treated fairly and equitably, and are clearly informed of the enrolment process, conditions, details regarding their chosen course, their rights and obligations.

Perth College of Business & Technology will provide prospective and current clients with advice regarding relevant training products to meet their needs, taking into account the individual existing skills and competencies.

3. Definitions

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

Educational and support services may include, but are not limited to:

- a) pre-enrolment materials;
- b) study support and study skills programs;
- c) language, literacy and numeracy (LLN) programs or referrals to these programs;
- d) equipment, resources and/or programs to increase access for learners with disabilities and other learners in accordance with access and equity;

- e) learning resource centres;
- f) mediation services or referrals to these services;
- g) flexible scheduling and delivery of training and assessment;
- h) counselling services or referrals to these services;
- i) information and communications technology (ICT) support;
- j) learning materials in alternative formats, for example, large print;
- k) learning and assessment programs contextualised to the workplace; and
- l) any other services that the RTO considers necessary to support learners to achieve competency.

Student Identifier has the meaning given in the *Student Identifiers Act 2014*.

4. Policy Principles

4.1 Information to Clients

- a) Prior to enrolment each client is provided with access to a Student Handbook, Course Information, and Client Policies via the website.
- b) **International Students Admissions Requirements:**
 - i. **Age:** Minimum age of 18 is required at the time of the course commencement date to all PCBT courses.
 - ii. **English Proficiency and Academic Requirements:**
 - **General English- ELICOS stand-alone courses (Course Level: Non-AQF Award):**
Those students who wish to undertake English courses offered at PCBT should meet the following academic and English language requirements:
 - Academic: No qualification is required.
 - English Language Proficiency:
 - PCBT Placement TEST (Students must demonstrate that they possess the appropriate level of English to enter the course level they are applying to enrol in. Based on the test results, students will be offered a place at Elementary or Pre-Intermediate or Intermediate Level.) or evidence of
 - Previous ELICOS studies
 - IELTS Test (General or Academic) or
 - TOEFL iBT Test or
 - PTE Academic Test or
 - Cambridge English Advanced (CAE) Test or
 - OET
 - **Certificate level courses (Course Level: AQF 3 and 4):**
Those students who wish to undertake certificate 3 and 4 level courses offered at PCBT should meet the following academic and English language requirements:
 - Academic: Completion of Australian year 11 or equivalent OR demonstrated knowledge, skills, and experience in the business.
 - English Language Proficiency:
 - Intermediate Level of English or
 - IELTS Test Score of 5.0 overall (General or Academic) or
 - TOEFL iBT Test Score of 35 or
 - PTE Academic Test Score of 36 or

- Cambridge English Advanced (CAE) Test Score of 154 or
- OET Pass Grade B or
- Completion of General English Intermediate Level (ELICOS)
- 10 weeks ELICOS plus (IELTS test score of 4.5 or PTE Academic Test Score of 30-35 or TOEFL iBT Test Score of 32-34 or equivalent)
- You may be exempted to provide evidence of English Language competence if:
 - you have studied for 5 years in an English speaking country.
 - you have completed at least 6 months of a Certificate IV level course in an Australian RTO.
 - you have successfully completed a foundation course in Australia
 - you have successfully completed the PCBT College English Placement Test.
 - you have successfully completed your High School or higher tertiary qualification in English Language.
- *Please note that you are required to meet the Department of Home Affairs English language requirements for student visa applications, which may differ from the aforementioned course entry requirements. Please refer to <https://www.homeaffairs.gov.au/> to find out the assessment level for your country and to determine the required level of English that you should possess.*

● **Diploma and Advanced Diploma level courses (Course Level: AQF 5 and 6):**

Those students wishing to undertake diploma or advanced diploma level courses offered at PCBT should meet the following academic and English language requirements:

- Academic: Completion of Australian Year 12 or equivalent OR demonstrated knowledge, skills, and experience in the business.
- English Language Proficiency:
 - Upper-intermediate Level of English or
 - IELTS Test Score of 5.5 overall (General or Academic) or
 - TOEFL iBT Test Score of 46 or
 - PTE Academic Test Score of 42 or
 - Cambridge English Advanced (CAE) 162 or
 - OET Pass Grade B or
 - 10 weeks ELICOS plus (IELTS test score of 5 or PTE Academic Test Score of 36-41 or TOEFL iBT Test Score of 35-45 or equivalent)
 - 20 weeks ELICOS plus (IELTS test score of 4.5 or PTE Academic Test Score of 30-35 or TOEFL iBT Test Score of 32-34 or equivalent)
 - You may be exempted to provide evidence of English Language competence if:
 - you have studied for 5 years in an English speaking country.
 - you have completed at least 6 months of a Certificate IV level course in an Australian RTO.
 - you have successfully completed a foundation course in Australia
 - you have successfully completed the PCBT College English Placement Test.
 - you have successfully completed your High School or higher tertiary qualification in English Language.
- *Please note that you are required to meet the Department of Home Affairs English language requirements for student visa applications, which may differ from the aforementioned course entry requirements. Please refer to <https://www.homeaffairs.gov.au/> to find out the assessment level for your country and to determine the required level of English that you should possess.*

- c) Prior to commencement, all students are provided with an induction where they are given an overview of the key policies, provided with a timetable of their training, a tour of the college and the RTO ensures that all information has been correctly recorded. Induction is also a further checkpoint to ensure that the student is suitable, informed and has an opportunity to have credit recognised from previous studies.

4.2 Enrolment of Individual Clients

- a) Enrolment into training programs will be conducted at all times in an ethical and responsible manner, ensuring fairness and compliance with Perth College of Business & Technology's Access & Equity Policy.
- b) Enrolments are subject to availability of places on the training program, based on the maximum number of clients who can be accommodated under the particular circumstances (e.g. safety, capacity of training venue, type of course, learning structures etc within program).
- c) All prospective clients will be provided with information including:
 - i. the code, title and currency of the training product to which the learner is to be enrolled, as published in the National Register
 - ii. the training and assessment, and related educational and support services the RTO will provide to the learner including the:
 - estimated duration & CoE duration
 - expected locations at which it will be provided
 - expected modes of delivery
 - name and contact details of any third party that will provide training and/or assessment, and related educational and support services to the learner on the RTO's behalf (Not applicable to PCBT in relation to training and assessment, the form does outline where students are referred through agents)
 - any work placement arrangements (refer Industry Placement Policy and Procedure).
 - the RTO's obligations to the learner, including that the RTO is responsible for the quality of the training and assessment in compliance with these Standards, and for the issuance of the AQF certification documentation.
 - iii. the learner's rights, including:
 - details of the RTO's complaints and appeals process required by Standard 6, and
 - Plain English explanation of Provider Default, including information about the Tuition Protection Scheme
 - a statement that "This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws".
 - iv. the learner's obligations:
 - any requirements the RTO requires the learner to meet to enter and successfully complete their chosen training product, and
 - any material and equipment that the learner must provide, and
 - v. all relevant fee information including: (Refer to Fees, Charges and Refunds Policy for more information)
 - fees that must be paid to the RTO, 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 applicable
 - itemised list of fees and charges that may be applicable

- vi. the learner's right to obtain a refund for services not provided by the RTO in the event the:
 - arrangement is terminated early, or
 - RTO fails to provide the agreed services.
 - RTO, 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
- d) Perth College of Business & Technology will review the individual needs of each prospective client, taking into account their existing skills and competencies, advising them of the most appropriate training product to meet their needs. Refer to the Learner Support Policy for more information
- e) Enrolments will be considered tentative until payment and written agreement has been received. Should enrolment numbers reach maximum, and should another person wish to enrol in a course where there is a tentative enrolment. The tentative booking will be contacted to confirm payment. If payment is not made the place will be given to the new client.
- f) All Clients enrolled in courses are advised in writing, upon receipt of their enrolment form and payment, that their place on the course is confirmed. For International Students, this is confirmed through a Confirmation of Enrolment produced by PRISMS.

4.3 Special Needs of Clients

- a) Clients intending to enrol for training are requested, to advise of any physical or other impairments/ needs (e.g. English language difficulties, dyslexia) which may adversely affect their ability to successfully undertake the training. (See Access & Equity Policy & Learner Support Policy and Procedure)

4.4 Language, Literacy and Numeracy Abilities of Clients

- a) Clients 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. Student must provide evidence supporting their LLN levels such as IELTS, PTE, etc. (See Access & Equity Policy, Learner Support and GTE Assessment Policy and Procedure)

4.5 Student Identifier

- a) All clients are required to provide their unique Student Identifier, in accordance with requirements of the Student Identifier Act.
- b) 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>
- c) Perth College of Business & Technology will verify and maintain all Student Identifier numbers in its Student Management System (SMS).
- d) The USI is confirmed as part of the Induction Process

4.6 Group Enrolments (Corporate Client / Employer)

- a) Director of Perth negotiates course requirements with relevant company client representatives.
- b) Written confirmation is required to confirm course booking with names of individual clients included.

- c) Individual enrolment forms are required for all individual clients to secure a place.

4.7 Recognition

- a) Mutual Recognition, Credit Transfer and Recognition of Prior Learning are acknowledged and accepted as a standard practice of Perth College of Business & Technology. (See Recognition policy). Opportunities for students to apply for Recognition are provided at Enrolment and Induction.

4.8 Confirmation of Enrolment

- a) Upon acceptance of enrolment the client is provided with written confirmation of their enrolment, including a schedule for training and assessment dates, times and location of training (as relevant to the mode of learning).

4.9 Changes to Training and Assessment

- a) Any changes to a training program, services or third party provider will be advised to clients, as soon as possible in writing, via email, prior to the date the change is to occur.

4.10 Cancellation of Courses

- a) It is NOT the normal policy of Perth College of Business & Technology ,to cancel scheduled training programs.
- b) However, if for some unforeseen reason a course is cancelled or postponed, all clients will be offered the opportunity to attend the training program on another date, at another location (if available) or in another delivery mode.
- c) If, in the event that the client does not accept the offer, or for some reason the offer cannot be made, the course fees will be refunded in full within 28 days of the date of the cancellation of the course. (See Fees, Charges and Refund Policy)

4.11 Refund for Cancellation of Enrolment by Client

- a) Refunds can be provided, in accordance with Perth College of Business & Technology Fees, Charges & Refunds Policy& Procedure. (See Fees, Charges & Refunds Policy & Procedure)

4.12 Transfer of Enrolment

There are limited circumstances where a student may transfer providers, in the case of International Students, this must be done in accordance with Standard 7 of the ESOS National Code Part D

<https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/nationalcodepartd/Pages/ExplanatoryguideD7.aspx#sixmonths>

Refer to Transfer of Provider Policy and Procedure

4.13 Client Records of Enrolment

- a) Perth College of Business & Technology is obligated to record all enrolments, in compliance with national recording requirements. (See Management of RTO Policy)
- b) Individual client records are created for each enrolment and maintained for a period of 30 years. (See Records Policy)
- c) All individual clients have access to their own records, and the progress of their learning. This is enabled through the student management system. (See Records Policy)

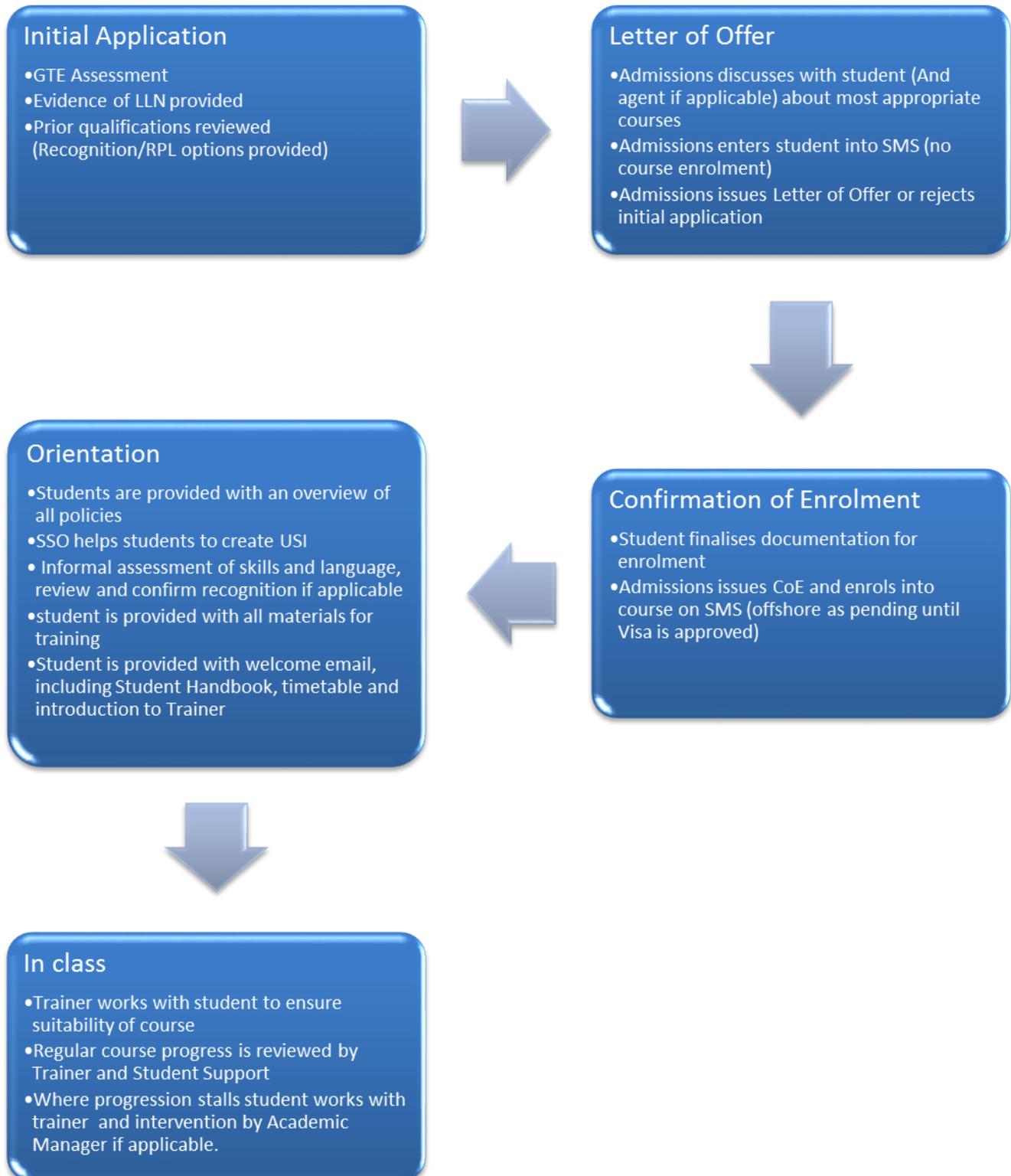
4.14 Fees

- a) Fees are collected in accordance with the Fees processes. (See Fees, Charges & Refunds Policy & Procedure)

4.15 Student Induction

- a) Perth College of Business & Technology provides clients with induction/orientation to ensure they have appropriate information to facilitate their interactions with Perth College of Business & Technology and their learning.
- b) Each client receives a copy of PCBT's Student Handbook which outlines key information including their rights and responsibilities as a learner.
- c) All clients sign an acknowledgment that they have received, read and understood Perth College of Business & Technologys' policies and details within the Student Handbook.

Process Overview



5. Perth College of Business & Technology Responsibilities

The Principle Executive Officer Perth is responsible for ensuring compliance with enrolment processes.

Administration and Admission staff are responsible for correct and accurate enrolments in accordance with this policy and procedures.

The Admissions Manager is responsible for ensuring that students are fully informed in line with this policy during the enrolment process up to the point of Induction.

6. Access & Equity

Perth College of Business & Technology Access & Equity Policy applies. (See Access & Equity Policy)

7. Records Management

All documentation from Enrolment processes are maintained in accordance with Records Management Policy. (See Records Management Policy)

8. Monitoring and Improvement

All enrolment practices are monitored by the PEO/CEO Perth College of Business & Technology and areas for improvement identified and acted upon. (See Continuous Improvement Policy)

Procedure

