

Enrolments Policies and Procedures

Purpose

At Unity Skills College of Hospitality, we are committed to ensuring that all prospective learners and clients receive clear, accurate, and easily understandable information regarding course offerings, entry requirements, support services, fees and refunds policies, and other relevant enrolment information. This policy enables learners to make informed decisions about their training and assessment options.

Scope

This policy applies to:

- All current and prospective learners and clients; and
- All of our enrolment processes, marketing activities and related administrative functions.

Software

- RTO Advantage

Responsibilities

CEO

- Ensures compliance with legislation, regulations and Standards for RTOs.
- Reviews and approves of pre-enrolment materials to maintain accuracy and compliance.

Administrative & Support Staff

- Responds to learner enquiries and provides pre-enrolment materials to course enquiries.
- Undertakes enrolment interviews to determine learner suitability and to learn more about them.
- Completes administrative enrolment processes.

Trainers & Assessors

- Administers and assesses Core Skills Indicator Assessments.
- Conducts learner induction programs.

General Principles

Unity Skills College of Hospitality will be guided by the following principles:

- Ensure that all marketing materials and our pre-enrolment information are clear, accurate and easy to understand.
- Provide prospective learners and clients with comprehensive pre-enrolment information in efforts to help them assess the suitability of our training programs for their goals.

Course Brochure

- The course code and title, as published on the National Training Register.
- The requirements for acceptance into a course, such as age, prior educational experience, previous and current work experience and core skills requirements.
- The course content and duration – including any breaks, commencement dates and scheduling.
- The modes of delivery available and location.
- The assessment methods.
- Information on any relevant work placements, including whether they are to seek out their own work placement arrangements (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.
- How the student can contact the admin team and their Trainers & Assessors – i.e. via phone or e-mail, and what the response turnaround time would be.
- Details of any arrangements with a third-party to market or deliver the course, or part of the course (if applicable).
- Total fees and charges – such as tuition fees, materials fees, course extension fees, and RPL fees.
- Refund information.
- **International Students only:** The course code and title as published on the CRICOS Register.
- **International Students only:** Any English Language Proficiency Test requirements – learners from certain countries are required to sit an IELTS test and achieve a minimum score of 6.0 (or its equivalent – a table detailing the

equivalent scores can be found below). Refer to the Department of Home Affairs' website to ascertain which nationalities this applies to.

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.
- Continuous improvement processes.
- Our complaints and appeals policy.
- 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.
- Student support, including:
 - Study skills support, including time management, help-seeking, coping with assessment-related anxiety;
 - Financial wellbeing support;
 - Counselling and mental health resources;
 - Culture-specific or demographic-specific supports in their local community, such as youth support networks; and
 - Support available if they are experiencing abuse, harassment or violence.
- Reasonable adjustments.
- 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, fees and options for school-aged dependants of intending students.
- Provide timely and effective enrolment processing and support.

- Identify and accommodate reasonable adjustments to remove unnecessary barriers to training participation – refer to our Individual Learner Needs policy for more information on reasonable adjustments.
- Where we are not able to provide the required course or services to the learner or where we do not believe our training program is suitable for the learner, we are to direct local students to the Australian Government's Your Career platform: <https://yourcareer.gov.au>, and international students to the Australian Government's CRICOS register: <https://cricos.education.gov.au>.
- Unity Skills College of Hospitality 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.

International Students only – English Language Proficiency Test Scores

It is a policy of Unity Skills College of Hospitality to ensure that prior to enrolment, the prospective international student is advised of the English Language Proficiency requirement in our Student Prospectus. 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)	6.0	5.5	5
Test of English as a Foreign Language (TOEFL) PBT	498	453	417
Pearson Test of English Academic	46	36	29

International Students only – Written Agreements

In accordance with Standard 3, Unity Skills College of Hospitality respects and observes the rights of our international students to be clearly informed of our and their obligations and responsibilities when it comes to the course they have enrolled into. A written acceptance of enrolment agreement is sent together with their letter of offer for their enrolment. The student is to review the document, and either accept, defer or decline this offer of enrolment and they are to send the completed and signed document back to Unity Skills College of Hospitality.

CRICOS providers must have a written agreement under the National Code with each international student and it must be signed by the learner. Whilst it is not a policy of Unity Skills College of Hospitality to accept those under 18 years old, if there are special circumstances that exist where we do accept an enrolment of a student under 18, their parent or legal guardian are to sign this agreement.

Where an international student is enrolled in a number of consecutive courses, we do not have to issue out a separate agreement for each course, provided the terms and conditions of the enrolment is the same across all courses. If they are not the same, a separate agreement must be entered into and signed by the student.

International Students only – Induction Program

Unity Skills College of Hospitality delivers an Induction Program for all international students on their first day. This program is designed to help them get acquainted with our expectations, facilities, the course structure, as well as social and cultural norms in Australia.

Each Induction Program will cover:

- Ice breaker activities
- Trainer & Assessor and Administrative & Support Staff contact details
- ESOS Act
- USI information
- Course information and structure
- Replacement of any text and training workbooks
- Assessments
- Academic integrity – including plagiarism and cheating, artificial intelligence, and referencing
- Course attendance
- Course completion
- Deferral, suspension and enrolment cancellation policies
- Intervention strategies
- Complaints and appeals

- Visa conditions
- Our expectations
- Student safety
- Student equity
- Student support and services
- Student welfare
- Misbehaviour
- Critical incident information
- What to do in an emergency
- Fire evacuation plan(s)
- Assembly area
- Campus facilities
- Australian customs and law
- Australian slang
- About the city
- Smoking laws
- Transportation options
- Medal centres nearby
- Legal services
- Job seeking platforms
- Information about banks
- Contact details of fitness centres
- Accommodation options
- Food choices
- Internet and telephone service providers
- Living expenses
- Entertainment and recreation

Changes to enrolment

Where there is a change, Unity Skills College of Hospitality will undertake the following:

- Inform learners at least **5 business days** prior to the changes coming into effect.
- Where this is not possible – such as when there are training product updates or when legislation is assented, our learners and clients will be notified of the change within **5 business days** of the changes being published.
- Send out an information notice which includes:
 - 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).

Changes can include:

- The agreed services to be provided,
- Policies relating to the learner's rights and the payment of fees and charges,
- Changes to the conditions of a learner's enrolment at any time,
- Contact details for our RTO,
- Course details, cost or duration,
- Ownership of the RTO,
- Changes to third-party arrangements, and
- Unexpected events impacting delivery.

Compliance

This policy aligns with:

- **Standards for RTOs 2025:**
 - **Standard 2.1** – VET students have access to clear and accurate information, including to make informed decisions about the training product and the RTO, and are made aware of changes that affect them.
 - **Standard 2.2** – VET students are advised, prior to enrolment, about the suitability of the training product for them, taking into account their skills and competencies.
 - **Standard 2.7** – Reasonable adjustments are made to support VET students with disability to access and participate in training and assessment on an equal basis.

- **Standard 4.1** – The RTO operates with integrity and is accountable for the delivery of quality services.
- **Standard 4.2** – Roles and responsibilities are clearly defined and understood.
- **Standard 4.3** – Risks to VET students, staff and the RTO are identified and managed.
- **Standard 4.4** – The RTO undertakes systematic monitoring and evaluation to support the delivery of quality services and continuous improvement.
- **National Code 2018:**
 - **Standard 1** – Marketing Information and Practices.
 - **Standard 2** – Recruitment of an Overseas Student.
 - **Standard 3** – Formalisation of Enrolment and Written Agreements.
 - **Standard 6** – Student Support Services.
 - **Standard 7** – Overseas Student Transfers.

Failure to comply with this policy can have serious consequences, including but not limited to:

- **For the RTO** – breaches of legislation or regulatory requirements may result in financial penalties, loss of registration, reputation damage, or regulatory enforcement actions.
- **For Staff Members** – staff found to have knowingly or negligently failed to comply with this policy and any associated legislative or regulatory requirements may face disciplinary actions, up to and including termination of employment.
- **For Learners and Clients** – incorrect enrolment and pre-enrolment information or practices could lead to financial loss, training disruptions or a poor learning experience.

Continuous Improvement

- Feedback from staff, learners, clients and industry stakeholders will be used to inform improvements to compliance processes and the effectiveness of our operations.
- An internal audit is to be conducted at least once per year to assess our compliance with this policy and the relevant legislative and regulatory requirements. The audit schedule is outlined in our *Continuous Improvement Schedule* and areas for improvements are documented in our *Continuous Improvement Register*.
- Internal audit review questions for self-assurance purposes should include:
 - Are the students aware of the resources or equipment they have to supply?
 - Are the students aware they are to secure their own work placement, if applicable?
 - Are the students aware they have to travel and/or pay for accommodation to attend their work placement, if applicable?
 - What mechanisms are in place to ensure students are promptly informed of changes?
 - How do you identify the requirements, skills and required to participate in training?

- What systems are in place to review the skills and competencies of prospective students and advising them about the suitability of the courses prior to enrolment?

Related Documents

- Continuous Improvement Register
- Continuous Improvement Schedule
- Credit Transfer Form
- International Student Enrolment Checklist template
- International Student Enrolment Form
- International Student Enrolment Interview Form
- International Student Letter of Offer and Acceptance Agreement template
- Local Student CoE Training Plan templates
- Local Student Enrolment Checklist
- Local Student Enrolment Form
- Local Student Enrolment Interview Form
- Recognition of Prior Learning Application Form
- Student Handbook
- Support Plan

Enrolment Procedure

1. Initial contact

- i. 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.
- ii. 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.
- iii. Be active in providing solutions and build a positive and professional relationship from the first contact.
- iv. Where a prospective learner or client's needs are aligned with one of our training programs, we are to provide them with our enrolment pack (where appropriate):
 - Course brochure;
 - Student Handbook; and
 - **International Students only:** Infosheets.
- v. Where we are unable to offer them the training program of their choice or where we do not believe the learner is suitable for our training programs, we should direct the local students to the Australian Government's Your Career platform: <https://yourcareer.gov.au>, and the international students to the Australian Government's CRICOS register: <https://cricos.education.gov.au>.
- vi. It is important that the *Student Enrolment Checklist* is completed for each prospective learner for accountability purposes.

2. Follow-up

- i. **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

- i. Where a prospective learner or client proceeds with enrolment, we are to first confirm they meet the entry requirements.
- ii. Then, we are to check their application has been completed correctly and completely.
- iii. If there are any evidences to be attached, such as a copy of the learner's passport or IELTS certificate, ensure the files are able to be viewed and they have attached the correct evidences.

- iv. If there are any information that requires clarification or confirmation, note them down in the *Enrolment Interview Form*.
- v. Clarify them with the learner during the Enrolment Interview process.

4. Student file created on the Student Management System

- i. When an *Enrolment Form* is received, a student file is to be created on the Student Management System.
- ii. 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

- i. The Administrative & Support Staff is to contact the learner to undertake an enrolment interview within **1 business day** of receiving their application for enrolment using the *Enrolment Interview Form*.
- ii. During the interview, the Administrative & Support Staff is to confirm their understanding of the pre-enrolment materials provided, listen out for any issues with their listening, comprehension, speech and oral communication, and to find out more about the learner's education background and digital literacy.
- iii. It is important to document each learner's existing skills, experience and learning preference(s) on file so that the Trainer and Assessor are able to factor this into their delivery. This information should be saved on their file.

6. Core Skills Indicator Assessment

- i. Learners who have not completed a higher qualification in Australia previously are required to complete a Core Skills Indicator assessment. They are to complete it within **2 business days**.
- ii. Once they have returned the completed assessment, the Trainer & Assessor for the training program is to assess their submission within **5 business days** and provide feedback.
- iii. If the learner's *Enrolment Form* indicates that they have a disability, impairment or long-term condition, the Trainer & Assessor is to contact the learner to organise a time to undertake the assessment over Google Meets.
- iv. Where we have identified the learner has minor deficiencies, the Trainer & Assessor is to develop a tailored *Support Plan* for the learner.
- v. Where major deficiencies are identified, the Trainer & 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, numeracy and/or digital

literacy specialist service provider. Refer to our Core Skills Support policy for more information and guidance on core skills matters.

7. Verify USI

- i. A local student's USI is to be verified on the Student Management System.
- ii. An international student will only create their USI on Induction Day.

8. Credit Transfer

- i. Where the learner has informed us that they would like to apply for credit, we should send them the *Credit Transfer Form* to complete.
- ii. Request 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.
- iii. Advise them that if they do not return the form together with the certified copy of their supporting evidences, we will not be able to process their request for credit. Refer to our Credit Transfer policy for more information on the credit transfer requirements and process.

9. Recognition of Prior Learning

- i. Where a learner has expressed interest in applying for an RPL assessment as they have recent and relevant prior Australian work or study experience, they are to be provided with the *Recognition of Prior Learning Application Form* and briefed about the process. International experience will not be considered. Refer to our Recognition of Prior Learning policy for more information.

10. International Students only: Issue Letter of Offer and Acceptance Agreement

- i. Once we have ascertained that we have vacant spots in the intake of the training program they have applied for, the Administrative & Support Staff is to issue the international student with a *Letter of Offer and Acceptance Agreement* document. This document acts as the written agreement between the student and us.
- ii. The student is to sign the *Letter of Offer and Acceptance Agreement* document and return it to us for their enrolment to be valid and their spot in the training program confirmed.

11. Invoice fees

- i. **Local Students only:** Once we have ascertained that the local student 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.

- ii. **International Students only:** Once we have received the *Letter of Offer and Acceptance Agreement* document signed, the Accounts department is to issue an invoice for the applicable fees.

12. Confirmation of Enrolment

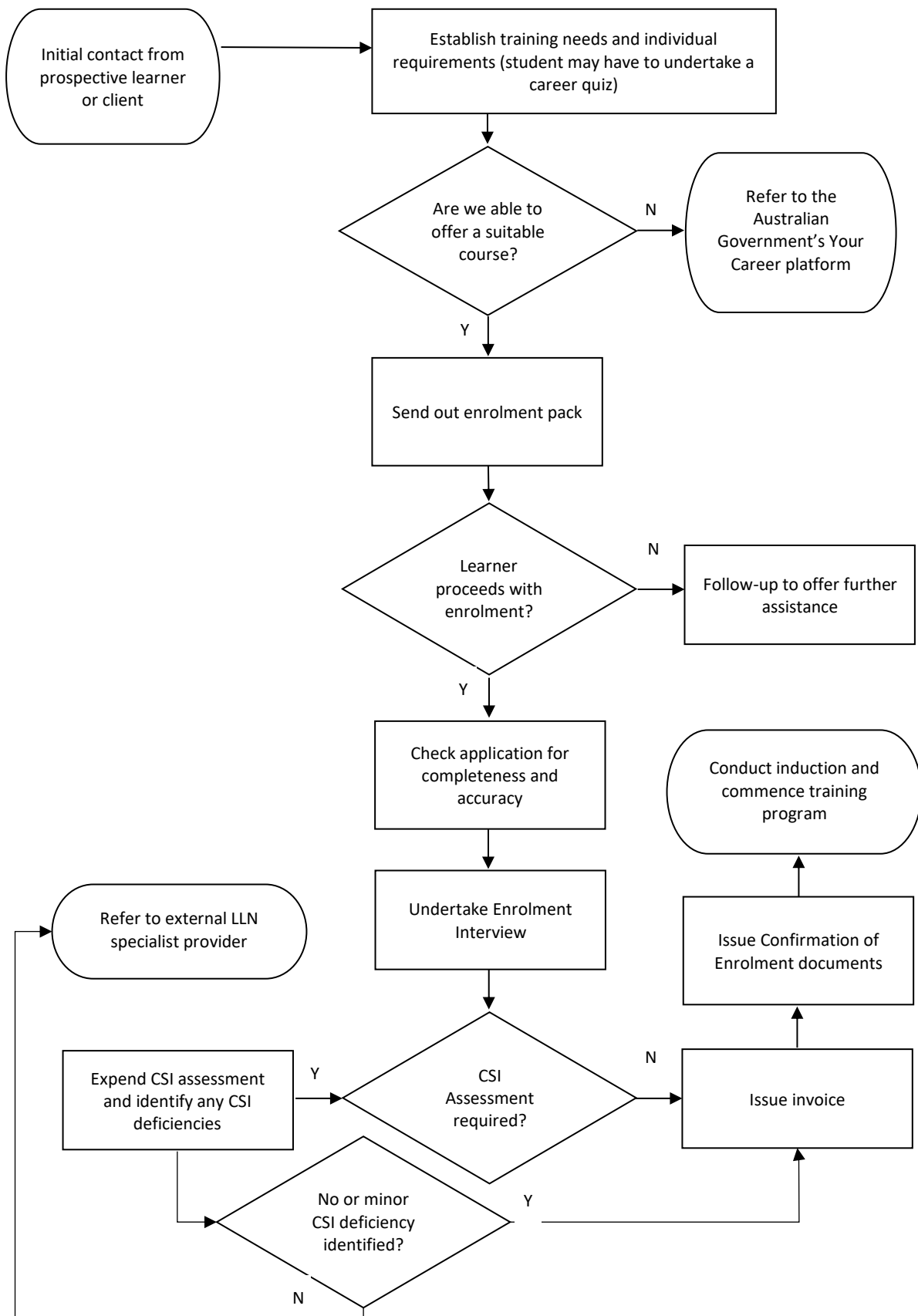
- i. **Local Students only:** Once the local student has been formally accepted into the training program and the invoiced fees are paid, the Administrative & Support Staff is to generate the *Confirmation of Enrolment* document and issue it to the learner, along with their log-in information to access their Student Portal.
- ii. **International Students only:** Once the international student has been formally accepted into the training program and the invoiced fees are paid, the Administrative & Support Staff is to generate the *Confirmation of Enrolment* document on PRISMS and issue it to the learner in order for them to be able to apply for their Australian Student Visa.

13. Conduct induction and commence training

- i. **Local Students only:** The learner will now undergo induction and commence their training program.
- ii. **International Students only:** On the day of induction, we are to:
 - Organise the learner's USI.
 - Issue the learning materials and log-in information to our online portal.
 - Go through *Induction Slides* and 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

Local Student Enrolment Process Flow-Chart



International Student Enrolment Process Flow-Char

