



Before Enrolment

NSWHE will recruit students in an ethical and responsible manner and provide information that enables students to make informed decisions about studying with the registered training provider. NSWHE will ensure students' qualifications and experience are appropriate for the course for which enrolment is sought.

Prior to accepting a student, or an intending student, for enrolment in a course, NSWHE will provide, in print and by a website, current and accurate information regarding the following:

- The requirements for acceptance into a course, including educational qualifications or work experience required and whether course credit may be applicable in addition to;
- An international standard test result for English language proficiency that is equivalent to the course entry requirement; and
- All evidence documents must be endorsed by an appropriate authority from within their country of origin.
- The course content and duration, qualification offered if applicable, modes of study and assessment methods;
- Campus locations and a general description of facilities, equipment, and learning and library resources available to students;
- Details of any arrangements with another registered provider, person or business to provide the course or part of the course; and
- Indicative course-related fees including advice on the potential for fees to change during the student's course and applicable refund policies.

Formalisation of Enrolment

NSWHE will enter into a written agreement with each student, signed or otherwise accepted by that student, concurrently with or prior to accepting course money from the student. The agreement will:

- Identify the course or courses in which the student is to be enrolled and any conditions on his or her enrolment;
- Provide an itemised list of course money payable by the student;
- Provide information in relation to refunds of course money; and
- Set out the circumstances in which personal information about the student may be shared between the registered provider and the Australian government and designated authorities and, if relevant, the tuition assurance scheme. This information includes personal and contact details, course enrolment details and changes, and the circumstance of any suspected breach by the student of a student visa condition.



NSWHE will include in the written agreement the following information in relation to refunds of course money in the case of student and provider default:

- Amounts that may or may not be repaid to the student;
- Processes for claiming a refund;
- A plain English explanation of what happens in the event of a course not being delivered; and
- 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”.

NSWHE will provide a copy of the Student Handbook and copies of our course outcome sheets to each student prior to, or at enrolling into a nationally accredited training program.

The Student Handbook will contain clear information on each of the following areas and will be revised annually or as required:

- Student’s rights and responsibilities
- Enrolment
- Induction
- Access and equity
- Course withdrawals
- Issuing of qualifications
- Recognition of prior learning
- Credit transfer
- Mutual recognition
- Fees and refunds
- Harassment and discrimination
- Work health and safety
- Competency based training and assessment
- Complaints, grievances and appeals
- Language, literacy and numeracy
- Student training records
- Access to student training records
- Student welfare and guidance
- Privacy
- Training staff
- Vocational outcomes
- Code of practice – RTO
- Code of Practice – Students
- Code of practice – Assessor; and
- Acknowledgement declaration

Procedure

Refer to the following Enrolment Process flowchart.



Enrolment Process

Applicant referral and research to NSWHE – Website, Agent, Advertisement, Student or Other

