

Student Information Policy and Procedures

POLICY CODE: QA2.1

RELATED OUTCOME STANDARD: 2.1

NATIONAL CODE OF PRACTICE FOR PROVIDERS OF EDUCATION AND TRAINING TO OVERSEAS STUDENTS 2018 (CTH). STANDARD 2, 3 AND 9

1. Purpose

The purpose of this policy is to ensure that City College provides VET students with clear, accurate, and timely information about the RTO, its training products, associated fees, support services, third party arrangement and any changes that may affect them. This promotes informed decision-making and supports fairness and transparency in student engagement. City College implements robust mechanisms for the provision, communication, and ongoing management of such information.

2. Legislative Background

Outcome 2 – VET Student Support, Division 1 – Information, Standard 2.1, National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025 (Cth).

National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Cth) Standard 2, 3 and 9.

3. Scope

This policy applies to all:

- All current and prospective VET students.
- All staff involved in student recruitment, marketing, enrolment, and training delivery.
- Third parties delivering services on behalf of City College.

4. Policy Statement

City College is committed to providing clear, accurate, current and accessible information to all prospective and enrolled VET students prior to enrolment and throughout their training journey. The information includes essential details about training products, delivery arrangements, support services, fees and charges, third-party involvement, licensing requirements, and any obligations that may affect the student as well as their training.

This City College ensures that such information is easily accessible, timely and communicated via multiple channels including the student handbook, website, enrolment documentation, and all information materials to promote effective and informed decision-making.

5. Procedures

1.1. Information Material Development and Accuracy

The City College ensures that:

- All information material created for student access (e.g. training product brochures, website content, student handbooks, other marketing material) is developed by the Business Development Manager in consultation with the Academic Manager and reviewed by the Compliance Manager.

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- The Marketing Officer completes a Marketing Materials Checklist for every information and marketing material and / or document created to conform the accuracy of information and compliance to all regulatory requirements. The Business Development Manager (BDM) then authorises the information for **publication**.
- Once authorised, the BDM ensures the **Marketing Website Update Register** is updated.
- A quarterly review is conducted by the BDM with a Marketing Information Online Content Review Tool - Marketing Website Update Register, to ensure all City College information published on the various online platforms and the information being distributed or published by any third parties is up to date, accurate and compliant.

1.2. Identifying and Communicating Pre-Enrolment Information

City College ensures the pre-enrolment information listed below is communicated to all prospective students, in plain English via Training Product Brochures/Guides on City College Website and via Pre-Enrolment Pack at the enquiry and application stage.

This aligns with Performance Indicator 2.1(a), which requires students to be provided with accurate and complete course information prior to enrolment.

- **Training Product Details:**
 - Code and title.
 - Duration and delivery mode.
 - Training location and commencement dates.
 - Scheduling and assessment requirements.
 - Entry requirements including English language proficiency and licensing implications.
 - Work placement requirements.
 - Third party delivery arrangements.
- **Support Services:**
 - Academic support, LLN support, digital literacy support.
 - Mental health and wellbeing referrals.
 - Contact details and access pathways.
 - Overseas Student Transfer Process
 - Language, Literacy, Numeracy and Digital (LLND) skills support, including pre-enrolment assessment tools (**City College Suitability Advice form and Suitability Assessment Rubric**) aligned with QA2.2.
- **Fees and Charges:**
 - Full list of fees and charges.
 - Fee and Refund policy and payment terms.
 - Student Information Policy and Procedure
- **Student Obligations and Liabilities:**

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- Equipment/materials required.
- USI requirements.
- Work placement obligations.
- Visa conditions and obligations
- Updates on contact details within 7 days of change.

The **Pre-Enrolment Pack** includes:

- **Student Handbook** - It is the primary comprehensive guide or information instrument for the students that outlines essential information about their rights, responsibilities, and the services and policies of the City College . It supports students to make informed decisions and understand what is expected of them throughout their training journey. The purpose of providing the Student Handbook prior to enrolment is to keep the students well informed and to promote transparency. It contains information on the following topics for the student, but is not limited to:
 - Introduction to City College.
 - Location of City College and Public Transport options.
 - Step by Step Application Process.
 - Introduction to Australia.
 - Visa conditions (applicable to overseas students).
 - Cost of living in Australia
 - Financial capacity requirements, as of current DoHA Legislation.
 - City College obligations and student expectations.
 - Fees and refund policy.
 - Student Support & Wellbeing services (academic, wellbeing, LLN support, etc.).
 - Equity and diversity support arrangements.
 - Health, safety and emergency procedures.
 - Privacy and confidentiality obligations and arrangements.
 - Access and equity, including reasonable adjustments and disability support.
 - Student responsibilities (attendance, behaviour, academic integrity).
 - Training safety arrangements.
 - Training Product information (structure, duration, assessment methods).
 - Recognition of Prior Learning (RPL) and Credit Transfer.
 - Work placement requirements (if applicable).
 - Training and assessment policies and arrangements.
 - Academic Misconduct.
 - Complaints and appeals procedures.
- **Training Product Brochures/ Guides** - The brochure/ guide is the primary means of informing prospective students about the details of the training product leading to a qualification or units of competency. This information is displayed on the website and is made available in a downloadable PDF for the student to print and review. A training product brochure/ guide is also sent to the student via email as pre-enrolment information. The brochure/ guide contains the following minimum information:
 - The nationally endorsed training product by code and title.
 - The expected duration of study for the qualification.
 - The entry requirements or prerequisites.

- The mode of delivery of training and assessment.
- The units of competency.
- The assessment requirements.
- Student resource requirements.
- The expected locations for delivery.
- Identify any third-party providers (if applicable).
- Identify any work placement arrangements.
- The expected occupational outcomes.
- Contact details for City College.
- Identify the RTO by its legal name and national code and CRICOS Code.
- Fee Schedule
- Intake Calendar

Admissions/Admin Officers are trained to ensure this information is communicated clearly during the enquiry and application stages.

1.3. Orientation Information

The Orientation session reinforces responsibilities, assessment policies and student rights.

All information that is provided to prospective students prior to enrolment and during enquiries via the Student Handbook or the website etc. is disseminated in person at the Orientation or Induction session. During orientation students have an opportunity to interact with the City College (City College) team and discuss or clarify any concerns or queries they may have about the upcoming training.

During this session, the City College Team provides detailed information on the following:

Category	Details Provided
Welcome & Introduction	RTO overview, campus tour, key staff introductions.
Training Product Information	Code, title, duration, delivery mode, structure, assessment overview.
Student Responsibilities	Attendance, academic conduct and progress requirements.
Support Services	Academic support, LLND support, personal/wellbeing services, trainer access.
Assessment Policies	Assessment methods (LMS), submission guidelines, resubmission, RPL, Credit Transfer.
Fees & Refunds	Total fees, payment schedule, Fee and Refund Policy, withdrawal procedures.

Complaints & Appeals	How to lodge a complaint or appeal, timeframes, escalation process.
Health & Safety	WHS obligations, emergency procedures, first aid, evacuation points.
Student Handbook & Agreement	Distribution and explanation of Student Handbook and Student Agreement form.
Regulatory Obligations	ESOS obligations, visa conditions, maintaining enrolment and progress (for international students)

At the time of the orientation session, City College also provides students with specific, actionable, and training product-related information that builds on what was shared earlier. This ensures students are ready to engage in learning with a clear understanding of academic expectations for progression and conduct, available support and resources, as well as assessment requirements. This detailed information encourages early engagement with students and enables them to navigate the training and assessment with confidence.

Category	Information Provided
Welcome and Induction	Trainer introduction, student introductions, class norms, group communication channels (email, LMS, etc.)
Training Product Overview	Detailed explanation of the structure, packaging rules, units/modules, learning outcomes.
Schedule & Timetable	Weekly timetable, term/semester structure, key dates (assessment due dates, holidays, placements)
Assessment Requirements	Assessment types, due dates, submission procedures, rules (e.g. plagiarism, late submissions), re-submission
Learning Resources	Training materials, prescribed texts, equipment, LMS login instructions, digital tools access
Trainer Access & Support	Trainer/assessor contact details, consultation hours, support processes
Work Placement Info (if applicable)	Placement schedule, supervision requirements, workplace safety, logbook overview
Reasonable Adjustments	How to request adjustments for disability or learning support
Classroom Expectations	Attendance, participation, conduct, WHS protocols, respect and cultural safety expectations

Student Communication	Where and how students will receive training product updates and feedback (e.g. LMS announcements, email)
Reminder of Policies	Brief recap of key policies: Complaints, Appeals, Code of Conduct, Assessment, Academic Integrity

1.4. Information about changes

City College will promptly notify students of material changes as required including below:

- Any changes to training product content, delivery, Trainers and Assessors, or delivery locations.
- Transitions to superseded or discontinued training products.
- Changes to policies.
- Updates on third-party arrangements.
- Updates on ownership of the provider.
- A Continuous Improvement Register is maintained by the Head of the Departments and will be reviewed by the Compliance Manager to track changes and communication dates.

1.5. Deferment, Suspension, and Cancellation (DSC)

Students can only apply to City College for deferment or suspension of their studies for compassionate or compelling circumstances (defined as those beyond the control of the student and which have an impact on course progress or wellbeing).

Students may request a deferral prior to course commencement. The request must be in writing and addressed to the Student Support/Admin Officer. If the deferral is approved the student will receive a revised Letter of Offer and CoE. All applications for deferment or suspension will be considered and the decision provided in writing to the student within 10 working days from the date of application.

City College may choose to grant or decline any student's request for deferment or suspension of studies. All documentation including reasons are to be kept on the student file.

If students apply to suspend their studies the maximum allowable period of suspension is three (3) months extendable to maximum of six (6) months based on the circumstances. Students may be required to apply for a new student visa to continue their course.

Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:

- serious illness or injury, where a medical certificate states that the student was unable to attend classes
- bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided)
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or
 - a traumatic experience which could include involvement in, or witnessing of a serious accident; or witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports)

- where the registered provider was unable to offer a pre-requisite unit; or
- inability to begin studying on the course commencement date due to delay in receiving a student visa.

City College will use our professional judgement to assess each case on its merits. Documentary evidence will be required to support any compassionate/compelling application. All evidence/notes/comments must be kept on the student file.

1.6. College Initiated Deferments, Suspensions or Cancellations

• Suspension

The College may initiate a suspension of studies on the grounds of misbehaviour of a student, in accordance with the College's Student Code of Conduct / Behaviour / Rules.

Attendance will not be recorded during a period of suspension.

Course suspension will be recorded on PRISMS.

• Cancellation

- On the grounds of misbehaviour, in accordance with the College's Student Code of Conduct / Behaviour / Rules
- Due to the student no longer holding a Student Visa
- Due to the student's failure to pay course fees
- Students not being genuine / bonafide students, being, they do not commence the course or progress in their course.
- Course suspensions/cancellations will be recorded on PRISMS.

City College can suspend or cancel a student's enrolment against the student's wishes, provided that the suspension or cancellation is consistent with City College policies and/or Australian Law.

Before suspending or cancelling a student's enrolment City College must notify the student of its intention to take such action and allow the student 20 working days to access the complaints and appeals process. (See: **Complaints and Appeals Policy**).

If City College intends to cancel a student's enrolment and the cancellation was not requested by the student, the student must be advised of their right to access the complaints and appeals process (regardless of the reason for cancellation). Students are advised that a deferment or suspension of their studies may affect their visa.

City College is not required to wait for the outcome of any external appeals process (except cancellations based on unsatisfactory course progress) before notifying DESE (Department of Education, Skills, and Employment) of the cancellation of the student's enrolment.

Where City College has a reason for concern for the welfare of the student or those with whom the student may come into contact, City College will cancel the student's enrolment prior to completion of any appeals process.

Notification on PRISMS will not occur until the result of the internal appeals process is known, unless extenuating circumstances relating to the welfare of the student apply, such as:

- the student is at risk of committing a criminal offence or is the subject of an investigation relating to criminal matters
- the student's actual or threatened behaviour poses a threat to another staff/student/person
- the student has medical or psychological problems that may affect their wellbeing
- the student cannot be located

If City College cancels your COE, you must contact DoHA within 28 days to inform DoHA of your plans (to find another course, return home or access an external appeal process) and take all relevant paperwork (for example, new CoE) to DoHA. Operational Procedure Table: Deferment, Suspension, and Cancellation (DSC), Withdrawal, Transition / Transfer.

6. Responsibilities

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CEO: Provides strategic oversight and approves all critical updates to student information and major policy changes. Reviews and authorises the information to be published.

Quality Assurance Consultant: Provides strategic oversight for information dissemination at various stages and conducts quarterly quality review of all published information.

Business Development Manager: Provide guidance to the marketing team in the preparation of marketing information and content. Support the Compliance Manager to conduct the quarterly reviews.

Academic Manager: Reviews all information related to training products and the delivery prior to enrolment and at commencement.

Compliance Officer: Reviews the information to be published for accuracy and compliance to all relevant regulations.

Marketing Officer: Create information documents and other collaterals publication. Participates in structured induction and annual professional development covering obligations under Standard 2.1, including use of the Marketing Materials Checklist and correct handling of course information.

Admissions Officer: Provides clear and accurate information to all students at the enrolment and orientation.

All Staff: Completes induction on compliance obligations relating to accurate course advice, support service information, and suitability communication at enrolment.

Related Policies

- QA 1.1 Training and Assessment Strategy Policy and Procedures
- QA 1.4 Assessment Policy and Procedures
- QA 1.6 Recognition of Prior Learning (RPL) Policy & Procedures
- QA 1.7 Credit Transfer (CT) Policy & Procedures
- QA 2.3 & 2.4 Student Support and Intervention Policy and Procedures
- QA 2.5 Diversity, Inclusion and Cultural Safety Policy and Procedures
- QA 2.6 Student Wellbeing Support Policy and Procedures
- QA 2.7 & QA 2.8 Feedback, Complaints and Appeals Policy and Procedures
- CR 3.17 Third-Party Arrangements Policy and Procedures
- CR 2.9 – 2.11 AQF Certification Documentation and Records Policy and Procedures