

<b>Name</b>	<b>Pre-Enrolment Engagement of Students</b>		
<b>What is the purpose of this policy?</b>	To outline Sydney Film School's (SFS) approach to student recruitment, the provision of information to students and the assessment of a student's language proficiency, experience, suitability and qualifications.		
<b>Version</b>	#4	<b>Next review</b>	July 2018
<b>What law applies?</b>	The National Code (ESOS) 2007: Standard 2.1. The RTO Standards 2015: Standard 5 - Clause 5.1, 5.2 and 5.3.		
<b>Who is affected by this policy?</b>	<b>Who has rights?</b>	<b>Who has responsibilities?</b>	
	Students	Marketing Manager (Owner) Registrar	

## Policy

SFS will recruit students, directly and indirectly, in an ethical and responsible way.

SFS will ensure that the content of its advertising and promotional material (including its website) is true, accurate and complete.

In order to enable a student to make an informed decision before enrolling, SFS will ensure that it provides students with information about:

- tuition fees, living costs and other similar factors;
- support services available to students;
- accommodation and transport in Sydney;
- course content, including the training and assessment involved; and
- their rights and obligations including grounds on which a student may defer, suspend or cancel their enrolment.

Additionally, SFS will check a student's language proficiency, experience, suitability and qualifications (where relevant), to ensure that these are appropriate for the course in which they wish to enrol.

## Procedure

### Recruitment

SFS will notify prospective students of its course program through its website, enquiry correspondence, other marketing materials, school events (including onsite and external exhibitions) and appointed agents.

Recruitment practices will follow principles set out in SFS' *Ethical Marketing Policy and Procedure* and *Education Agents Policy and Procedure*.

### **Information content**

SFS will provide the following information to its prospective students:

- the code, title and currency of the training product to which the student is to be enrolled, as published on the National Register;
- the requirements for acceptance into a course, including the minimum level of English language proficiency (if applicable), refer to SFS' *Application and Enrolment Policy and Procedure*;
- the training and assessment including:
  - course content
  - assessment methods
  - the estimated duration
  - the qualification offered
  - expected locations at which it will be provided
  - expected modes of delivery
  - general description of facilities, equipment and library resources available to students
  - name and contact details of any third party that will provide training and/or assessment
  - course-related fees (including information on the potential for fees to change during the student's enrolment and applicable refund policies)
  - a description of the ESOS framework (relevant for International students)
  - relevant information on living in Australia, including costs of living and accommodation options;
- the related educational and support services SFS provides to students including the provision of learning, literacy and numeracy assistance and flexible learning and assessment procedures;
- any work placement arrangements;
- SFS' obligations to students, including that SFS is responsible for:
  - the quality of the training and assessment
  - the issuance of the AQF certification documentation
- the student's rights, including details regarding:
  - SFS' complaints and appeals process
  - if SFS, or a third party delivering training and assessment on its behalf, closes or ceases to deliver any part of the training product that the student is enrolled in
  - SFS' recognition of course credit and prior learning
  - the grounds on which the student's enrolment may be deferred, suspended or cancelled;
- the student's obligations in relation to:
  - the repayment of any debt to be incurred arising from the provision of services (applicable for Local students)
  - any requirements SFS requires the student to meet to enter and successfully complete their chosen training product
  - any materials and equipment that the student must provide
- information on the implications for the student of government training entitlements and subsidy arrangements in relation to the delivery of the services;
- all relevant fee information including fees that must be paid to SFS and payment terms and conditions including deposits and refunds;
- the student's rights as a consumer; and
- the student's rights to obtain a refund for services not provided by SFS in the event the arrangement is terminated early or SFS fails to provide the agreed services.

**Information delivery**

This information will be:

- provided in print and electronic format to students;
- available through the SFS website; and/or
- in the SFS Student Handbook.

**Information accuracy**

SFS will ensure the accuracy of this information by:

- having content checked by relevant stakeholders prior to publication; and
- reviewing its website twice yearly.

**Version Control**

Approved by	Version #	Date
Policy and Procedure Committee	1	18 March 2015
Education Operations Interface	2	1 July 2015
Policy and Procedure Committee	3	11 July 2016
Senior Management Meetings	4	22 September 2017