


PROCEDURE		
<p>Ref. to Legislative Frameworks:</p> <p>HESF2015: Standard 1.1.1 /1.1.2 / 1.1.3 / 1.2.1 / 1.2.2 / 1.3.1 / 1.3.2 / 1.3.3 / 2.4.1 / 7.2.1 /7.2.2 / 7.2.3 / 7.2.4</p> <p>SRTO2015: Standard 3.6 /4.1/5.1/5.2/5.3</p> <p>National Code 2007: Standard 1.1-1.3/2.1-2.2/4.1-4.5</p>	Pre-enrolment Information	
Version: 1.0	Procedure Owner: Chief Executive Officer (CEO)	Issued on: 28/04/2017 Review by: 28/04/2020

Revision History

Current Version	Description of Change	Procedure Developer	Effective Date
1.0	N/A (New)	Head of Student Services Quality Assurance Support Officer	20/09/2016

PURPOSE

Academies Australasia Polytechnic (AAPoly) aims to provide prospective students in Australia and overseas with accurate, relevant and timely information about the course conducted by AAPoly in order to enable the prospective students to make informed decisions.

SCOPE

This policy applies to the Student Handbook, and Marketing activities of AAPoly whether online, in print or event-based.

RESPONSIBILITIES

- The CEO is responsible for the development and overseeing the implementation of this set of policy and procedure. The responsibility for reviewing the effectiveness of this policy and the related procedure also sits with the CEO.
- The Marketing Managers and staff are responsible for understanding this set of policy and procedure and implementing it in the development, dissemination and review of marketing and promotional materials.
- The Head of Student Services and staff are responsible for understanding this policy and implementing it in the development, dissemination and review of the Student Handbook
- Feedback from the Marketing and Student Services team form a part of continuous improvement on this set of policy and procedure.

PROCEDURE

1. The Marketing team conducts formal reviews the marketing and promotional materials at least once a year around October - November to ensure accuracy in preparation for the following year's publication.
2. The Student Services team formally reviews the Student Handbook twice a year as a minimum (end of May and end of November) to check for necessary updates or correction.
3. In the review of marketing and promotional material, the Marketing team ensures that the contents cover, as a minimum, the following:
 - The official logo, Australian Business Number, Australian Company Number and company and trading names of AAPoly, the registration numbers (with ASQA, TEQSA and CRICOS), head office and teaching locations, contact phone numbers, emails for admissions inquiries and website addresses of AAPoly www.aapoly.edu.au and of the Academies Australasia Group www.academies.edu.au
 - information to assist in decisions about courses or units of study, including the course design, prerequisites, assumed knowledge, when and where courses/units are offered, application dates, arrangements for recognition of prior learning, standing

credit transfer arrangements, pathways to employment and eligibility for registration to practise where applicable

- information to give access to current academic governance policies and requirements including admission, recognition of prior learning, transition, progression, qualifications, appeals, equity and diversity, intellectual property and withdrawal from or cancellation of enrolment
 - information to facilitate access to services and support including the types of services available such as educational resources including English language support, personal support services, cultural support and ancillary services
 - information to assist in resolution of grievances, including an explanation of processes for resolution of grievances and complaints and internal and external appeals processes,
 - information to assist international students studying in Australia if applicable, including indicative costs of living and studying in Australia, accommodation options, arrangements for health care and, where applicable, schooling obligations related to school-aged dependants (including the possibility that school fees may be incurred).
4. The Head of Student Services and staff ensure that their review of the Student Handbook ensures the document contains, as a minimum, the following:
- The official logo, Australian Business Number, Australian Company Number and company and trading names of AAPoly, the registration numbers (with ASQA, TEQSA and CRICOS), head office and teaching locations, contact phone numbers, emails for admissions inquiries and website addresses of AAPoly www.aapoly.edu.au and of the Academies Australasia Group www.academies.edu.au
 - A page or two of Welcome Remark or Introduction by the CEO of AAPoly
 - Organisation Structure of AAPoly
 - information to assist in decisions about courses or units of study, including the course design, prerequisites, assumed knowledge, when and where courses/units are offered, application dates, arrangements for recognition of prior learning, standing credit transfer arrangements, pathways to employment and eligibility for registration to practise where applicable
 - information to assist in planning for and participation in educational and other activities, including contact points, advice about orientation and induction, delivery arrangements, technical requirements for access to IT systems for online activities, timetables, access to learning resources, avenues to participate in decision making and opportunities to participate in student representative bodies
 - information to outline the obligations of students and their liabilities to the higher education provider including expected standards of behaviour, financial obligations to

the higher education provider, critical deadlines, policies for deferral, change of preference/enrolment and leave of absence, particular obligations of international students, disciplinary procedures, misconduct and grounds for suspension or exclusion

- information on financial obligations including:
 - all charges associated with their proposed studies as known at the time and advice on the potential for changes in charges during their studies
 - information on the timeline to give students a notice of changes to AAPoly's operations including information about increases in fees and associated costs and any consequences that may affect their choice of, or ability to participate in, an intended course(s) of study
 - policies, arrangements and potential eligibility for credit for prior learning, and
 - policies on changes to or withdrawal from offers, acceptance and enrolment, tuition protection and refunds of charges.
 - information to give access to current academic governance policies and requirements including admission, recognition of prior learning, transition, progression, assessment, grading, completion, qualifications, appeals, academic integrity, equity and diversity, intellectual property and withdrawal from or cancellation of enrolment
 - information to facilitate access to services and support including the types of services available such as educational resources including English language support, personal support services, cultural support and ancillary services, hours of availability, how to access services and emergency contact details where applicable
 - information to assist in resolution of grievances, including an explanation of processes for resolution of grievances and complaints and internal and external appeals processes, guidance on how to participate in the processes and sources of assistance including advocacy, and
 - information to assist international students studying in Australia if applicable, including indicative costs of living and studying in Australia, accommodation options and arrangements for health care
 - information and advice given to international students holding or applying for an Australian student visa and decisions taken in relation to such students meet statutory requirements
5. The Marketing team updates the marketing and promotional material including the relevant parts of the AAPoly website, brochures, flyers, course guides and enrolment documentation, as necessary. The Student Handbook is the responsibility of Student Services team. New version control number should be applied to both marketing and promotional material, as well as the Student Handbook as they are amended.

6. A designated Marketing Manager and the Head of Student Services send the updated marketing and promotional material, as well as the Student Handbook, to the CEO for approval prior to publication.
7. The CEO reviews the updated Student Handbook and the marketing and promotional material as soon as possible. Within a fortnight, the CEO gives feedback or approval to the Student Services and Marketing teams, which leads to the publication of the final version within two weeks from the time of CEO's approval.
8. The CEO appoints a designated Marketing Manager to coordinate the publication of the updated pre-enrolment information.
9. A designated Marketing Manager passes on the updated Student Handbook and the marketing and promotional material to the IT department for uploading onto the AAPoly website. The Marketing Manager also organises the printing of updated marketing and promotional materials.
10. The Head of Student Services appoints a team member to insert the updated Student Handbook into the Orientation and Induction pack including the USB device given to new students.
11. Within a month from the first review date or prior to the mandatory annual leave for Year End break, all updated pre-enrolment information should be ready for perusal and public viewing.
12. Translation into another language is allowed for marketing and promotional materials only. The Student Handbook remains in English language to reflect the level of expected English language proficiency students must have prior to enrolling at AAPoly.

FEEDBACK

Please email the CEO through enquiries@aapoly.edu.au if you have any question or feedback about this Procedure. The CEO will respond to your written question or feedback within 2 (two) weeks after the receipt, unless extenuating circumstances require an urgent response. The query or feedback will be recorded in the Continuous Improvement or Corrective Action register for quality assurance purposes.

References

Source	Document Title	Version/Date
Internal	AAPoly Academic Credit and RPL Policy and Procedure	v. 4.1/12052016
	AAPoly Complaint and Appeals Policy and Procedure	v. 3.1/01032016
	AAPoly Internal Articulation Arrangements Policy and Procedure	v. 3.1/2810/2016
	AAPoly Marketing Information and Practices Policy and Procedure	v. 2.3/01032016
	AAPoly Student Selection and Admission Policy and Procedure	v. 2.1/01/03/2016
External	Higher Education Standards Framework	2015
	TEQSA Guidance Note: Academic Governance	N/A (accessed 29 April 2016)
	TEQSA Guidance Note: Third Party Arrangement	N/A (accessed 29 April 2016)
	ASQA Standards for Registered Training Organisations	2015
	Australian Government's National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students	2007