

Document title:	Pre-Enrolment Information Policy	
Approving authority:	Board of Directors	
Related policies:	Branding and Logo Usage Policy Ethical Marketing and Advertising Policy Client Interaction and Service Excellence Policy Digital Communication Policy Access and Inclusion Policy for Students Application and Admissions Policy Course Extension and Adjustment Policy Course Fees Policy Credit Transfer Policy Exit Points Policy Language, Literacy, and Numeracy (LLN) Admissions Policy Pre-Admission Interview Policy Recognition of Prior Learning (RPL) Policy Refund Policy Student Code of Conduct Policy Student Complaints and Appeals Policy Student Data Privacy Policy Workplace Learning Policy	
Next review:	01/06/2026	
Version	Release date	Comment
V1.0	01/06/2023	Initial release

1. Introduction

The Pre-Enrolment Information Policy outlines the processes and procedures for providing accurate, comprehensive, and easily accessible information to prospective students before they enrol in any course or program offered by ITAC. This policy aims to ensure that prospective students have all the necessary information to make informed decisions regarding their education and training.

2. Purpose

The purpose of this policy is to ensure that ITAC meets its obligations under the Standards for Registered Training Organisations (RTOs) and ASQA regulations by providing prospective students with clear, accurate, and up-to-date information before enrolment.

3. Scope

This policy applies to all employees, contractors, and students of ITAC, as well as any other individuals involved in the delivery of ITAC's training and education services.

4. Policy Statement

ITAC is committed to providing prospective students with accurate and comprehensive pre-enrolment information that enables them to make informed decisions about their education and training. This information will be available in a variety of formats, including printed materials, online resources, and through direct consultation with ITAC staff.

5. Pre-Enrolment Information Requirements

ITAC will provide prospective students with the following information before enrolment:

- a. Course details, including course code, title, duration, and qualification level
- b. Entry requirements and prerequisites, if applicable
- c. Course outcomes, including potential career pathways and further study options
- d. Course structure, including units of competency, assessment methods, and delivery modes
- e. Fees, charges, and payment options, including any applicable concessions or discounts
- f. Refund policy and procedures
- g. Recognition of Prior Learning (RPL) and Credit Transfer processes
- h. Student support services available, including academic, career, and personal support
- i. Rights and responsibilities of students, including the Student Code of Conduct
- j. Complaints and appeals procedures
- k. Work placement requirements, if applicable

6. Accessibility and Distribution of Information

ITAC will ensure that pre-enrolment information is accessible to all prospective students by:

- a. Providing information in various formats, such as printed materials, online resources, and verbal communication
- b. Ensuring that information is available in plain English and, where possible, in languages other than English or in alternative formats upon request
- c. Providing prospective students with opportunities to discuss their specific needs and circumstances with ITAC staff before enrolment.

7. Responsibility

All ITAC staff involved in the delivery of training and education services are responsible for ensuring that accurate and up-to-date pre-enrolment information is provided to prospective students.

8. Policy Review

This Pre-Enrolment Information Policy will be reviewed periodically to ensure it remains current, effective, and compliant with relevant legislation and best practice guidelines. Any changes to the policy will be communicated to all employees, contractors, and students.
