

Student Engagement and Contractual Requirements

1. Purpose

Envirotech Education in compliance with all the relevant standards, and legislation in the VET sector and the National Code has established the Student Engagement and Contractual Requirements Policy, to ensure clarity of information provided to prospective students and transparency of business expectations to ensure the student is able to make an informed choice.

2. Scope

This Student Engagement and Contractual Requirements Policy applies to:

- 2.1 International students studying off and on shore
- 2.2 Domestic students studying either Fee for Service or supported via a Government funded/assisted program.

3. Relevant Standards

- 3.1. Standards for Registered Training Organisation's 2015
- 3.2. National Code of Practice for Providers of Education and Training to Overseas Student 2018
- 3.3. ELICOS Standards 2018
- 3.4. VET Student Loans Rules 2016 Part 6, Division 1, Section 52-55

4. Associated policies and procedures

- 4.1. Marketing Standards
- 4.2. Quality Assurance Policy

5. Associated documents

- 5.1. Letter of Offer and Statement of Covered Fees
- 5.2. Terms and Conditions of Enrolment
- 5.3. Confirmation of Enrolment – CoE
- 5.4. C3G Fact Sheet
- 5.5. eCAF

6. Procedures

6.1. Prior to Enrolment

- 6.1.1. Envirotech will make available to all students enquiring via any format, including but not limited to, Website, brochures and fliers, events and expos, and pricing guides, current and compliant information which meets the Marketing Standards Policy and has been approved by Envirotech Management Team.
- 6.1.2. Prospective students will be provided with a link to the Student Handbook which includes information regarding the expectations when undertaking study as an International or Domestic student. Some of the content included, but not limited to is:
 - 6.1.2.1. Living Standards and Costs in Australia
 - 6.1.2.2. Accommodation options including homestay
 - 6.1.2.3. Details of the campus facilities and services provided
 - 6.1.2.4. An Overview of the relevant legislation applicable to the student
 - 6.1.2.5. Information regarding relevant policies and procedures
 - 6.1.2.6. Courses' entry requirements and eligibility criteria to the different programs Envirotech offers
- 6.1.3. All students will have explained either verbally with electronic confirmation or electronic communication, entry requirements for the relevant qualification or training program. Depending on the qualification or training program, students will have explained the need to demonstrate the following requirements:
 - 6.1.3.1.1. English language proficiency to the required level
 - 6.1.3.1.2. Completion of a Literacy and Numeracy assessment where applicable
 - 6.1.3.1.3. Education and Vocational qualifications and experience
 - 6.1.3.1.4. Technology – access to a computer and a minimal level of digital competency.

6.2. Application Process

- 6.2.1. Students and/or their agent can access and submit an application via the website's online application portal. They will be required to support their application with evidence which may include:
 - 6.2.1.1.1. Copy of Passport – current
 - 6.2.1.1.2. Copy of Australian Visa – if applicable
 - 6.2.1.1.3. Certified copies of all transcripts where applicable
 - 6.2.1.1.4. English placement tests and certified copies of English Proficiency testing
 - 6.2.1.1.5. Colour copy of Drivers licence
 - 6.2.1.1.6. Colour copy of Medicare card
 - 6.2.1.1.7. Certified copy of Birth Certificate or Citizenship Certificate
 - 6.2.1.1.8. Any other evidence to support their enrolment process and / or eligibility criteria

- 6.2.2. Depending on the qualification or training program and subsequent method of payment being applied, will depend on the additional documentation and processes which may be required. Each requirement will be communicated directly with the prospective student to ensure transparency and understanding. These may include but are not limited to:
 - 6.2.2.1. Fee for service Students
 - 6.2.2.2. Government assisted programs such as VET Student Loans or Certificate 3 Guarantee
 - 6.2.2.3. Traineeship or Apprenticeship
- 6.2.3. Once the relevant criteria have been met and agreed upon, formalisation of the application will proceed.

6.3. Enrolment

- 6.3.1. Students meeting all the entry criteria will be issued with a Formal Letter of Offer, or a Letter of Offer and Statement of Scheduled Fees. Each offer will detail the key criteria and agreed details for the student to review and return to Envirotech, signed within the 28 days offer period. Offer letters are subject to eligibility criteria when specific requirements must be met.
- 6.3.2. The Letter of Offer includes information for International Students which ensures they understand their financial and Immigration requirements while undertaking a qualification. These requirements are, but not limited to:
 - 6.3.2.1. Payment of Fees and agreed payment plan if applicable
 - 6.3.2.2. OSHC
 - 6.3.2.3. CoE – Confirmation of Enrolment
 - 6.3.2.4. Refunds and Cancellation Policy
 - 6.3.2.5. Complaints and Appeals Policy
 - 6.3.2.6. Academic requirements – Attendance and Course Progress
 - 6.3.2.7. Additional fees and charges- i.e. Late Submission Fees
 - 6.3.2.8. Induction date
 - 6.3.2.9. Privacy Declaration
 - 6.3.2.10. Statement of Declaration
- 6.3.3. The Letter of Offer includes information for Domestic Students which ensures they understand their financial and HELP DEBT requirements where applicable, while undertaking a qualification. These requirements may include, but are not limited to:
 - 6.3.3.1. Payment of Fees and agreed payment plan if applicable
 - 6.3.3.2. CHESSEN if applicable
 - 6.3.3.3. Census dates
 - 6.3.3.4. Reference to Refunds and Cancellation Policy
 - 6.3.3.5. Reference to Complaints and Appeals Policy
 - 6.3.3.6. Academic requirements – Attendance and Course Progress
 - 6.3.3.7. Additional fees and charges if applicable
 - 6.3.3.8. Induction date
 - 6.3.3.9. Privacy Declaration
 - 6.3.3.10. Statement of Declaration

- 6.3.4. Upon completion of the relevant data into the Letter of offer, this will be emailed to the student accompanied with the relevant course flier, student handbook and for those students seeking financial assistance via Government funding, fact sheets on the requirements for each funded program as required by the state and federal training departments.

6.4. Induction/ Orientation Day

- 6.4.1. As soon as is practical before commencing study, staff will email the students a welcome email with all relevant information regarding commencement of study. This communication will include details regarding attending the Induction/Orientation day to complete the compulsory session, and the eCAF completion for relevant students.

6.5. Continuation of Study

- 6.5.1. Students are expected to meet their study requirements while studying with Envirotech. Expectations are detailed in the Student Academic Course Progress Policy as well as the Monitoring of attendance shared as part of the induction and available on the Terms and Conditions.
- 6.5.2. Envirotech will review student's participation regularly and action intervention and monitoring processes as required to ensure students are meeting either their VISA conditions or progression requirements. Student must demonstrate they are genuine students at all times.
- 6.5.3. Domestic students who have commenced study with the assistance of VET Student Loans will be required to acknowledge their continuation of financial support in February, October and June each year. If this is not completed, the student might be defines as a non- genuine student which may lead to a course withdrawal, nevertheless, students might still be responsible for the accrued HELP Debt of that period.

6.6. Completion of Study

- 6.6.1. Students who have completed the course requirements and been assessed as achieving competency or demonstrating all course outcomes will be issued with Certificates and/or Statement of Attainments within 30 days from completion date.
- 6.6.2. If a student withdraws from a course and has not completed the program in full, they will be issued with a Statement of Attainment for the work completed.
- 6.6.3. Students will be asked to complete a survey detailing their experience at the end of each term throughout their course and until completion.

7. Students Contractual Obligations

- 7.1.** When a student accepts the Letter of Offer, this is considered as the student has entered into a contract for services as detailed in the letter of offer, and for International students, as shown in the CoE. However, if there are still pending assessment to ensure students' suitability to meet course requirements, the offer will remain conditional, until the time all criteria have been met in full.
- 7.2.** All fees, charges and accounts are payable at times specified in the Offer Letter Schedule of Fees. Unless Envirotech decides otherwise, students will not be permitted to commence any course or any term until such fees and charges are paid in accordance to the schedule.
- 7.3.** For International and Fee for Service students, at the course commencement, the student is responsible for the entire course fees as indicated on the agreement offer. In the case of a student leaving the course earlier than the course end date, the student is still obligated to complete the payment of the entire remaining course fee in full as part of the cancellation process.
- 7.4.** For Domestic students who are utilising Government assistance, VET Student Loans, to support the completion of the course, the HELP Debt will remain the student's responsibility unless a request for remittance is agreed and meets Envirotech's Compassionate or Compelling circumstances.
- 7.5.** Students who are absent from Envirotech are still required to pay fees due, unless students are granted special consideration for their remaining payments.
- 7.6.** Envirotech reserves the right to withhold academic results, certificates, services or materials when course fees are not paid in accordance to the Offer Letter schedule of fees. Envirotech may also take further action to recover the amount of outstanding tuition fees by placing the matter in the hands of a debt collection agency.
- 7.7.** All applicable refunds are in accordance with the Envirotech Refund Policy.
- 7.8.** International students must keep Envirotech and the Department of Home Affairs (DHA), informed immediately that they change their residential or postal address, and provide their current phone number.
- 7.9.** By accepting a student place at Envirotech, a student agrees to abide by the requirements of the National Code of Ethics as specified in the ESOS Act 2000, the Standards for Registered Training Organisations 2015 and Envirotech policies and procedures
- 7.10.** International students must have their OSHC current at all times during their entire stay in Australia. At least 15 days before the expiry, students are required to renew their health insurance, either by payment to the insuring company or through Envirotech arrangement. If student already hold an OSHC, they must inform Envirotech of their policy number, the insurer details and the covered period.
- 7.11.** Envirotech reserves the right to cancel or defer any course and to alter timetables and class locations without prior notice. If Envirotech is at default from the cancellation, termination or deferral of any course, and is unable to offer a suitable alternative course, fees will be refunded in full, or the student transferred to another education provider as appropriate and accepted by both parties.

- 7.12.** Envirotech reserves the right in every case at its discretion, and for any reason, to alter or not to offer any course prior to its scheduled commencement, any fees paid in advance will be refunded in full.
- 7.13.** Envirotech will notify the TPS within 3 days of any provider default, and within 7 days of the result of the default.
- 7.14.** Envirotech prefers any request made by any student must be in writing and signed and dated by the student.