

PRE-ENROLMENT CONSULTATION CHECKLIST

1. Purpose

This Pre-Enrolment Consultation Checklist is designed for use during the mandatory pre-consultation session to ensure that an authorised Education Agent and/or a college staff provide prospective students with current and accurate information. The purpose of this checklist is to ensure that prior to enrolment or the commencement of training and assessment, prospective students receive, either in print or through referral to an electronic copy, current and accurate information and advice about the course that is suitable for meeting their needs, taking into account their existing skills and competencies. This process enables prospective students to make an informed decision about undertaking training with the college before enrolment.

A Pre-Enrolment Consultation session may be provided to a prospective student on one or more occasions, as the prospective students may request additional time and/or information prior to making an informed decision. Furthermore, the communication channels used for conducting mandatory Pre-Enrolment Consultation sessions can take various forms, including face-to-face, video conference, telephone calls, and email.

Prospective students are shown how to navigate training.gov.au and our website, which contain important information about their intended course of study, including course information, student work placement (unpaid work-based training), the Student Handbook, policies and procedures, support services, and contact information.

The following websites, including standards and legislation, are to be used in conjunction with this checklist:

- College website link – <https://matic.vic.edu.au/>
- College national register link – <https://training.gov.au/Organisation/Details/46253/summary>
- College CRICOS link – <https://cricos.education.gov.au/Institution/InstitutionDetails.aspx?ProviderCode=04269E>
- [Standards for Registered Training Organisations \(RTOs\) 2025](#)
- [Australian Qualifications Framework \(AQF\)](#)
- [National Code of Practice for Providers of Education and Training to Overseas Students 2018](#) (For International Students only)
- [Education Services for Overseas Students \(ESOS\) Framework](#) (For International Students only)
- [The Department of Home Affairs](#) (Visa details and conditions for International Students only)

Note:

Prior to signing an Enrolment Form or Full Letter of Offer with the college, prospective students must acknowledge that they have attended a pre-enrolment consultation session and have been provided with

the information in the pre-enrolment checklist by signing the declaration section of the Enrolment Application.

2. Pre-Enrolment Consultation Checklist

Please ensure that the prospective student has received in print or through referral an electronic copy of all relevant information relating to their course and has read and understood each of the following:

CHECKLIST		CHECKBOX
Visa Conditions (Overseas students)		
Visa Condition 8105	Students cannot work in Australia before their course starts unless, at the time of applying for their visa, they hold another visa that permits them to work in Australia.	<input type="checkbox"/>
	While studying in Australia as a Student visa (subclass 500) holder, students are permitted to work a maximum of 48 hours per fortnight while studying (or, as advised by the Australian government).	<input type="checkbox"/>
Visa Condition 8533	The student must inform the college of their residential address and contact details within 7 DAYS of arriving in Australia.	<input type="checkbox"/>
	If a student changes their address/contact details while studying in Australia, they are expected to notify the college within 7 DAYS.	<input type="checkbox"/>
Visa Condition 8202	Students must maintain satisfactory attendance and course progression for each study period, as required by the college. If students do not attend scheduled course contact hours and maintain appropriate course progress and/or attendance, they will be in breach of a condition of their visa conditions and be reported to the Department of Home Affairs, which may impact their student visa as per the college's Monitoring Course Progress and Student Attendance Policy and Procedure.	<input type="checkbox"/>
	A student must maintain enrolment in a registered course at the same Australian Qualifications Framework (AQF) level as or higher than the course for which they were granted their visa.	<input type="checkbox"/>
Standards for RTO, 2025		
Compliance Standard 7 Marketing and advertising Compliance Standard 8 Guarantees and inducements	Provided the prospective student with accurate details about the college, including but not limited to: <ul style="list-style-type: none"> Name of the college RTO Code CRICOS Code College office and campus and training facility addresses Contact details 	<input type="checkbox"/>
	Provided the prospective student with clear and accurate information about the training product appropriate to meeting their needs, taking into account their existing skills and competencies, allowing the prospective student to make an informed decision.	<input type="checkbox"/>
	Provided the code, title and currency of the course to which the student is to be enrolled, as published on the National Register - training.gov.au	<input type="checkbox"/>
	Not guarantee that: <ul style="list-style-type: none"> a student will successfully complete a training product on our scope of registration, or a training product can be completed in a manner that does not meet the relevant requirements set out in an instrument made under section 185 of the National Vocational Education and Training Regulator Act 2011, or 	<input type="checkbox"/>

CHECKLIST		CHECKBOX
	<ul style="list-style-type: none"> a student will obtain a particular employment outcome that is outside the control of the college. 	
	Where applicable, any licensing or occupational registration requirements associated with this qualification have been explained, including relevant industry regulators and state or territory requirements.	<input type="checkbox"/>
	The student understands that College's qualifications only fulfil the academic requirement, not a licensed trade qualification, traineeship or apprenticeship.	<input type="checkbox"/>
Outcome Standard 2.1 and 2.2 Information	Course commencement date(s), expected study schedule, and key timetable requirements have been explained to the prospective student prior to enrolment.	<input type="checkbox"/>
	Provided advice to the prospective student about the training product appropriate to meeting the student's needs, taking into account the individual's existing skills and competencies.	<input type="checkbox"/>
	Entry requirements and/or specific requirements students need to meet to successfully complete the program, including LLND assessment taken prior to enrolment.	<input type="checkbox"/>
	Provided in print or through referral to an electronic copy, current and accurate information that enables the student to make informed decisions about undertaking training with the college and at a minimum includes the following content: <ul style="list-style-type: none"> a) the code, title and currency of the training product to which the student is to be enrolled, as published on the National Register. 	<input type="checkbox"/>
	Students have reviewed the Training and Assessment Strategy (TAS) and clearly understand the delivery of the qualification, including the units of competency, mode of delivery, and which units of competency will be delivered face-to-face and online. This includes, but is not limited to, entry requirements, pre-requisites, expected delivery duration, locations where the course will be delivered and which units will be delivered face-to-face and online.	<input type="checkbox"/>
	The training and assessment and related educational and support services the college will provide to the student including the: <ul style="list-style-type: none"> a) estimated duration; b) expected locations at which it will be provided; c) expected modes of delivery; d) name and contact details of any third party that will provide training and/or assessment, and related educational and support services to; e) the student on the college's behalf; and f) any student work placement arrangements (work-based training, if applicable). 	<input type="checkbox"/>
	The college's obligations to the student, including that the college is responsible for the quality of the training and assessment in compliance with these Standards, and for the issuance of the AQF certification documentation.	<input type="checkbox"/>
	The student's rights, including: <ul style="list-style-type: none"> a) details of the college's complaints and appeals process required by Outcome Standard 2.7 and 2.8. 	<input type="checkbox"/>
	The student's right to obtain a refund for services not provided by the college in the event the: <ul style="list-style-type: none"> a) arrangement is terminated early; or 	<input type="checkbox"/>

CHECKLIST		CHECKBOX
	b) the college fails to provide the agreed services.	
	Ensure that the marketing and promotion of its courses and education services in connection with the recruitment of overseas students or intending overseas students, including through an education agent (in accordance with Standard 4 of National Code 2018), is not false or misleading, and is consistent with Australian Consumer Law.	<input type="checkbox"/>
	Any student work placement (unpaid work-based training) a student is required to undertake as part of the course.	<input type="checkbox"/>
	Prerequisites—including English language proficiency for entry to the course.	<input type="checkbox"/>
	The college does not: <ul style="list-style-type: none"> • claim to commit to secure for, or on the student or intending student’s behalf, a migration outcome from undertaking any course offered by the registered provider • guarantee a successful education assessment outcome for the student or intending student. 	<input type="checkbox"/>
	All relevant fee information, including fees that must be paid to the college and payment terms and conditions, including deposits and refunds.	<input type="checkbox"/>
	Refund Policy, including conditions under which a refund would be provided and how to request a refund.	<input type="checkbox"/>
	The student’s right to obtain a refund for services not provided by the college if the arrangement is terminated early or the college fails to provide the agreed services.	<input type="checkbox"/>
	Materials and equipment provided and required by the student.	<input type="checkbox"/>
	Support and wellbeing services available to students.	<input type="checkbox"/>
	The prospective students’ rights as a consumer.	<input type="checkbox"/>
National Code 2018 (overseas students)		
Standard 1 Marketing information and practices	The college is not false or misleading and is consistent with Australian Consumer Law.	<input type="checkbox"/>
	Any student work placement (unpaid work-based training) a student is required to undertake as part of the course (if applicable).	<input type="checkbox"/>
	Any prerequisites, including English language proficiency, for entry to the course, including educational qualifications or work experience.	<input type="checkbox"/>
	Not promise overseas students any possible migration outcomes from undertaking any courses or guarantee successful education assessment outcomes for overseas or intending overseas student.	<input type="checkbox"/>
Standard 2.1 Student engagement before enrolment	Prospective students must attend an additional pre-consultation interview before enrolling in any graduate qualification. This interview is conducted to assess their suitability for the course.	<input type="checkbox"/>
	The requirements for an overseas student’s acceptance into a course including, the minimum level of English language proficiency, educational qualifications or work experience required, and course credit, if applicable.	<input type="checkbox"/>
	Students applying for course credit via credit transfer or RPL, the student will require verified certificates and supporting evidence.	<input type="checkbox"/>
	The CRICOS course code, course content, and modes of study for the course, including compulsory online and/or student work placement (unpaid work-based training) and assessment methods.	<input type="checkbox"/>
	Course duration and holiday breaks.	<input type="checkbox"/>

CHECKLIST		CHECKBOX
	The course qualification, award, or other outcomes.	<input type="checkbox"/>
	Campus locations and facilities, equipment and learning resources available to students.	<input type="checkbox"/>
	Indicative tuition and non-tuition fees, including advice on the potential for changes to fees over the duration of a course and the registered provider's cancellation and refund policies.	<input type="checkbox"/>
	The grounds for the overseas student's enrolment may be deferred, suspended, or cancelled.	<input type="checkbox"/>
	The ESOS framework, including official Australian Government material or links to this material online.	<input type="checkbox"/>
	Accommodation options and indicative costs of living in Australia and support services to adjust to study and life in Australia.	<input type="checkbox"/>
Standard 2.2 <i>Student engagement before enrolment</i>	Documented policy and process for assessing whether the overseas student's English language proficiency, educational qualifications or work experience is sufficient to enable them to enter the course.	<input type="checkbox"/>
	Documented policy and process for assessing and recording recognition of prior learning (RPL), and granting and recording course credit, if it intends to assess RPL or grant course credit. The decision to assess prior learning or grant course credit must preserve the integrity of the award to which it applies and comply with requirements of the underpinning educational framework of the course.	<input type="checkbox"/>
	The expected duration of study specified in the overseas student's CoE must not exceed the CRICOS registered duration.	<input type="checkbox"/>
Standard 3 <i>Formalisation of enrolment and written agreements</i>	The student understands that the prospective written agreement (FLOO) must meet the requirements of the ESOS Act and the National Code to enable a student to make an informed decision. The FLOO will include details of non-tuition fees the student may incur, including as a result of having their study outcomes reassessed, deferral of study, fees for late payment of tuition fees, or other circumstances in which additional fees may apply.	<input type="checkbox"/>
	Circumstances in which personal information about the student may be disclosed by the registered provider, the Commonwealth, including the Tuition Protection Service (TPS), or state or territory agencies, in accordance with the Privacy Act 1988. The college will not release personal information unless required by law, or the student first provides approval. Information will never be sold to a third party. However, student information may be provided to a third-party provider who has entered into a legally binding agreement with the college to provide services to either the student or the college and who agrees in writing to keep the student's personal information confidential except as required by law. Student personal information will be collected and used to collect data for statistical information under the requirements of the Data Provision Requirements 2012 (Cth).	<input type="checkbox"/>
	The college must retain records of all written agreements and receipts of payments made by students under the written agreement for at least two years after the person ceases to be an accepted student.	<input type="checkbox"/>
Standard 6 <i>Overseas student support services</i>	Support services are available to assist overseas students in adjusting to study and life in Australia and with general or personal circumstances that adversely affect their education in Australia, including relevant legal services, emergency and health services, and managing critical incidents.	<input type="checkbox"/>

CHECKLIST		CHECKBOX
	English language and study assistance programs.	<input type="checkbox"/>
	Services students can access information on their employment rights and conditions and how to resolve workplace issues, such as through the Fair Work Ombudsman.	<input type="checkbox"/>
Standard 7.2 Overseas student transfers	Provided the contents of the Overseas Student Transfer Policy and Procedure; specifically, has the student understood their obligation to seek a release if they wish to transfer prior to completing 6 months of their principal course?	<input type="checkbox"/>
Standard 8 Overseas student visa requirements	<p>The course progress requirement is clearly informed to the overseas students. The course requirements are as follows:</p> <ul style="list-style-type: none"> • The course progress monitoring will be conducted quarterly (every three (3) months). • To avoid being at risk of not meeting satisfactory course progress, the students must maintain 60% of all units of competency delivered in each quarter. • If the student failed to maintain 60% of all units of competency for two (2) consecutive quarters, the student will be classified as failure to meet satisfactory course progress. The student will also be provided with a Notice to Intention to Report. • The overseas student is provided with a copy of Monitoring Course Progress and Student Attendance Policy and Procedure. 	<input type="checkbox"/>
Standard 11.1 Additional registration requirements	The course duration, including holiday breaks.	<input type="checkbox"/>
	Modes of study, including online, face-to-face or student work placement (unpaid work-based training).	<input type="checkbox"/>
	Overseas students are required to be enrolled in a full-time registered course to undertake study.	<input type="checkbox"/>
	The college will not deliver more than one-third of the units in the qualification by online mode to international students. The college will ensure that for each compulsory study period international students are enrolled in, at least one unit is not delivered through online learning unless it is the final unit of their qualification.	<input type="checkbox"/>
	For VET courses, a full-time course is a minimum of 20 scheduled course contact hours per week unless otherwise specified by ASQA, i.e., during the COVID-19 pandemic).	<input type="checkbox"/>
	The expected duration of the course includes any holiday periods or any student work placement (unpaid work-based training).	<input type="checkbox"/>
	Any student work placement (unpaid work-based training) to be undertaken as part of the course is necessary for the student to gain the qualification, and there are appropriate arrangements for the supervision and assessment of students. For example: <ul style="list-style-type: none"> • SIT qualifications required to complete service periods either in a commercial kitchen or a simulated kitchen environment – student work placement (unpaid work-based training). • CHC qualifications required to complete student work placement (unpaid work-based training), as detailed in the assessment requirements of units of competency. 	<input type="checkbox"/>
	ELICOS courses must have a minimum of 20 hours of face-to-face scheduled course contact per week.	<input type="checkbox"/>
	ELICOS students must not be absent for more than 5 days without approval and must maintain 80 per cent attendance or at least 70 per cent of the scheduled course contact hours if they demonstrate and	<input type="checkbox"/>

CHECKLIST		CHECKBOX
	provide evidence of a genuine compassionate or compelling circumstance.	
ESOS LEGISLATIVE FRAMEWORK (only overseas students)		
Section 19	Provide the prospective students with the process of deferral, cancellation, and suspension of enrolment. The college must inform the regulator 31 days of the following details relating to student enrolment: <ul style="list-style-type: none"> a) the enrolled student's name b) starting day and expected duration of the course for which the student is accepted c) non-commencement of studies d) termination of enrolment e) any form of changes in enrolment 	<input type="checkbox"/>
	The college must give particulars of a breach of the student visa conditions even if the student has ceased to be an accepted student of the provider. The college must provide written notice if the student has breached a prescribed condition of a student visa.	<input type="checkbox"/>
College System		
Student Handbook		
Ensure students have received, read, and understood the information within the Student Handbook.		<input type="checkbox"/>
Student Equipment		
Students are required to have their own laptop prior to the commencement of the course and meet the student equipment requirement (software, hardware and internet) as outlined on the website (if applicable).		<input type="checkbox"/>
Census Cut-off Practice		
Enrolled students may join in the first unit of competency (UoC) currently being delivered as long as there is at least one (1) week left in the delivery. This is due to the uncertainty in the visa grant date. To minimise the impact on the student's learning progress, the college allows late enrolment in the first unit of competency, as long as there is at least one (1) week left in the delivery of that particular unit of competency. If the student's visa is granted later than four (4) weeks from the proposed commencement date, the student's enrolment will be deferred instead.		<input type="checkbox"/>
Other requirements from the student		
The student must confirm that he/she is 18 years or above.		<input type="checkbox"/>
The student must provide relevant identification		<input type="checkbox"/>
The student must provide academic requirements ¹ relevant to the qualification		<input type="checkbox"/>
The student must provide employment history ² as required by the qualification		<input type="checkbox"/>
Finance Requirements ³		<input type="checkbox"/>

¹ **Academic Requirements** - a prospective student is required to show that he or she meets the academic entry requirements.

² **Employment History** - Some qualifications require a prospective student to have existing working experience prior to enrolment. A student can demonstrate his or her employment history in several ways. For example, they can provide a resume, pay slips or an employment contract.

³ **Finance Requirements** - a prospective student must be able to demonstrate one of the following evidence:
(i) he or she has sufficient funds to cover the travel costs and 12 months of living and tuition fees for a student and his or her accompanying family members and school costs for any school-aged dependants, or
(ii) a student's spouse or parents are willing to support him or her and they have sufficient annual income.

CHECKLIST	CHECKBOX
Overseas Student Health Cover ⁴ (OSHC) - Insurance	<input type="checkbox"/>
Disclose relationship - spouse, de facto partner (if applicable)	<input type="checkbox"/>
Evidence of school enrolment for dependents (if applicable)	<input type="checkbox"/>
Verification of Fulfilment of Entry Requirements Procedure (English proficiency requirements): Ensure International students have read and understood the English Language entry requirements, including the commonly acceptable types of English language proficiency of different countries as listed in the procedure ⁵ , based on the evidence provided.	<input type="checkbox"/>
Entry requirements , including Academic and English Requirements (i.e., IELTS or equivalent), including prerequisites. (if applicable).	<input type="checkbox"/>
Students are required to undertake a compulsory Language, Literacy, Numeracy and Digital (LLND) assessment.	<input type="checkbox"/>
Course code, title and currency of the training product of the course that the student is interested in studying, as published on TGA website and the CRICOS website (CRICOS applies to international students only).	<input type="checkbox"/>
Training on how they can view the qualification and each unit of competency from TGA website for the course they are applying for, including but not limited to the Entry Requirements, Pre-Requisites (if applicable), Elements and Performance Criteria, etc.	<input type="checkbox"/>
Tuition and non-tuition fees All fees that must be paid to the college (including all relevant non-tuition fees). The student has been advised of what is included and not included in the course fees (e.g. uniforms, equipment, travel, textbooks, software, or additional assessment costs). Payment terms and conditions of the college, including deposits and how and when fees must be paid.	<input type="checkbox"/>
Refund Policy - The student has sighted the college's Refund Policy and has been advised of a student's right to obtain a refund for services not provided by the college, including TPS. including: <ul style="list-style-type: none"> • any specified person(s) who can receive a refund • an explanation of what happens in the event of a course not being delivered, including the role of the TPS. 	<input type="checkbox"/>
Duration , including breaks and student work placement arrangements (work-based training). (if applicable).	<input type="checkbox"/>
Advise Student visa holders that they are required to attend a minimum of 20 scheduled course contact hours per week.	<input type="checkbox"/>
Delivery locations of the course, including campus locations and all practical locations.	<input type="checkbox"/>
Delivery Mode – Face-to-face and Online – review on individual TAS.	<input type="checkbox"/>
Course Credit - Advised of the process for Course Credit- Recognition of Prior Learning (RPL) and Credit Transfer.	<input type="checkbox"/>
Advise students that if they have not completed 6 months of their primary course, they will be required to provide a release from their previous education provider.	<input type="checkbox"/>
Student Communication - The student has been informed of the college's process for notifying students, as soon as practicable, of any changes that may affect them, including: <ul style="list-style-type: none"> • contact details of the college • course details, fees, or duration • changes to training products or transition arrangements • changes to support services • changes to third-party arrangements 	<input type="checkbox"/>

⁴ **Overseas Student Health Cover (OSHC)** - It is a visa condition that a prospective student has Overseas Student Health Cover (OSHC) for the full duration of your student visa. OSHC is insurance to assist international students to meet the costs of medical and hospital care.

⁵ **Refer to Pre-Enrolment Policy and Procedure** for the details of English language proficiency.
Pre-Enrolment Consultation Checklist_V2.0

CHECKLIST	CHECKBOX
<ul style="list-style-type: none"> • changes to ownership of the RTO • unexpected events impacting delivery (e.g. natural disasters) <p>The student understands that notifications will be provided via approved communication channels (e.g. email, LMS, website notices).</p>	<input type="checkbox"/>
Complaints and Appeals Process - advised students of their rights, including details of the college complaints and appeals process.	<input type="checkbox"/>
Accommodation & Student Welfare - Student Support will arrange accommodation, support, and welfare.	<input type="checkbox"/>
Clear information about student academic outcomes.	<input type="checkbox"/>
Course Outline flyers providing information about each course.	<input type="checkbox"/>
College Policies and Procedures	<input type="checkbox"/>
Critical incidents/Health services	<input type="checkbox"/>
Support/Legal services	<input type="checkbox"/>
Student code of conduct	<input type="checkbox"/>
College Contact details	<input type="checkbox"/>