

PRE-ENROLMENT CONSULTATION CHECKLIST

1. Purpose

This Pre-Enrolment Consultation Checklist is designed for use during the mandatory pre-consultation session to ensure that the Student Support Officer and/or authorised Education Agent 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.	☐
	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).	☐
Visa Condition 8533	The student must inform the college of their residential address and contact details within 7 DAYS of arriving in Australia.	☐
	If a student changes their address/contact details while studying in Australia, they are expected to notify the college within 7 DAYS.	☐
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.	☐
	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.	☐
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: • Name of the college • RTO Code • CRICOS Code • College office and campus and training facility addresses • Contact details	
	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.	☐
	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	☐
	Not guarantee that: • 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	☐

CHECKLIST		CHECKBOX
	instrument made under section 185 of the National Vocational Education and Training Regulator Act 2011, or 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.	☐
	The student understands that College's qualifications only fulfil the academic requirement, not a licensed trade qualification, traineeship or apprenticeship.	☐
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.	☐
	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.	☐
	Entry requirements and/or specific requirements students need to meet to successfully complete the program, including LLND assessment taken prior to enrolment.	☐
	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: a) the code, title and currency of the training product to which the student is to be enrolled, as published on the National Register.	☐
	The Student Support Officer and/or authorised Education Agent has explained the prospective students about the relevant information contained in the Training and Assessment Strategy (TAS), including course duration, units of competency, mode of delivery, entry requirements and prerequisite requirements.	☐
	The training and assessment and related educational and support services the college will provide to the student including the: a) estimated duration; b) expected locations at which it will be provided; c) expected modes of delivery; d) the student on the college's behalf; and	☐
	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.	☐
	The student's rights, including: a) details of the college's complaints and appeals process required by Outcome Standard 2.7 and 2.8.	☐
	The student's right to obtain a refund for services not provided by the college in the event the: a) arrangement is terminated early; or b) the college fails to provide the agreed services.	☐

CHECKLIST		CHECKBOX
	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.	☐
	Prerequisites—including English language proficiency for entry to the course.	☐
	The college does not: - 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.	☐
	All relevant fee information, including fees that must be paid to the college and payment terms and conditions, including deposits and refunds.	☐
	Refund Policy, including conditions under which a refund would be provided and how to request a refund.	☐
	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.	☐
	Materials and equipment provided and required by the student.	☐
	Support and wellbeing services available to students.	☐
	The prospective students' rights as a consumer.	☐
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.	☐
	Any prerequisites, including English language proficiency, for entry to the course, including educational qualifications or work experience.	☐
	Not promise overseas students any possible migration outcomes from undertaking any courses or guarantee successful education assessment outcomes for overseas or intending overseas student.	☐
Standard 2.1 Student engagement before enrolment	Prospective students enrolling in BSB80120 Graduate Diploma of Management (Learning) must attend an additional pre-enrolment consultation interview to assess their suitability for the course.	☐
	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.	☐
	Students applying for course credit via credit transfer or RPL, the student will require verified certificates and supporting evidence.	☐
	The CRICOS course code, course content, and modes of study for the course, including compulsory online and assessment methods.	☐
	Course duration and holiday breaks.	☐
	The course qualification, award, or other outcomes.	☐

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	Campus locations and facilities, equipment and learning resources available to students.	☐
	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.	☐
	The grounds for the overseas student's enrolment may be deferred, suspended, or cancelled.	☐
	The ESOS framework, including official Australian Government material or links to this material online.	☐
	Accommodation options and indicative costs of living in Australia and support services to adjust to study and life in Australia.	☐
Standard 2.2 Student engagement before enrolment	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.	☐
	The expected duration of study specified in the overseas student's CoE must not exceed the CRICOS registered duration.	☐
Standard 3 Formalisation of enrolment and written agreements	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.	☐
	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).	☐
	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.	☐
Standard 6 Overseas student support services	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.	☐
	English language and study assistance programs.	☐

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	Services students can access information on their employment rights and conditions and how to resolve workplace issues, such as through the Fair Work Ombudsman.	☐
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?	☐
Standard 8 Overseas student visa requirements	The course progress requirement is clearly informed to the overseas students. The course requirements are as follows: • 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.	☐
Standard 11.1 Additional registration requirements	The course duration, including holiday breaks.	☐
	Modes of study, including face to face (physical) and face to face (virtual).	☐
	Overseas students are required to be enrolled in a full-time registered course to undertake study.	☐
	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.	☐
	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).	☐
	The expected duration of the course includes any holiday periods or any breaks.	☐
	Any required practical training or workplace-based activities relevant to the enrolled qualification will be explained to the student prior to enrolment, including supervision, assessment requirements and delivery arrangements (where applicable)	☐
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: 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	☐

CHECKLIST		CHECKBOX
	e) any form of changes in enrolment	
	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.	☐
College System		
Student Handbook		
Ensure students have received, read, and understood the information within the Student Handbook.		☐
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).		☐
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.		☐
Other requirements from the student		
The student must confirm that he/she is 18 years or above.		☐
The student must provide relevant identification		☐
The student must provide academic requirements ¹ relevant to the qualification		☐
The student must provide employment history ² as required by the qualification		☐
Finance Requirements ³		☐
Overseas Student Health Cover ⁴ (OSHC) - Insurance		☐
Disclose relationship - spouse, de facto partner (if applicable)		☐
Evidence of school enrolment for dependents (if applicable)		☐
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.		☐

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.

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.

CHECKLIST	CHECKBOX
Entry requirements , including Academic and English Requirements (i.e., IELTS or equivalent), including prerequisites. (if applicable).	☐
Students are required to undertake a compulsory Language, Literacy, Numeracy and Digital (LLND) assessment.	☐
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).	☐
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.	☐
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.	☐
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: - 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.	☐
Duration , including breaks holidays.	☐
Advise Student visa holders that they are required to attend a minimum of 20 scheduled course contact hours per week.	☐
Delivery locations of the course, including campus locations and all practical locations.	☐
Delivery Mode – Face-to-face and Online – review on individual TAS.	☐
Course Credit - Advised of the process for Course Credit- Recognition of Prior Learning (RPL) and Credit Transfer.	☐
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.	☐
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: - 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 - changes to ownership of the RTO - unexpected events impacting delivery (e.g. natural disasters) The student understands that notifications will be provided via approved communication channels (e.g. email, LMS, website notices).	☐
Complaints and Appeals Process - advised students of their rights, including details of the college complaints and appeals process.	☐
Accommodation & Student Welfare - Student Support will arrange accommodation, support, and welfare.	☐
Clear information about student academic outcomes.	☐
Course Outline flyers providing information about each course.	☐
College Policies and Procedures	☐
Critical incidents/Health services	☐

CHECKLIST	CHECKBOX
Support/Legal services	☐
Student code of conduct	☐
College Contact details	☐