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# HAWK INSTITUTE ENROLMENT KIT



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## About this recruitment, selection and enrolment kit

Hawk Institute manages and conducts its recruitment process in a fair, responsible and detailed manner.

Hawk Institute ensures that recruitment, selection and enrolment process is conducted according to Standards of National Code 2018, Standards of RTO 2015 and ELICOS Standards.

At Hawk Institute, we make sure that recruitment is done in a responsible manner by ensuring that students are appropriately qualified for the course for which they seek enrolment, including having the necessary English language proficiency, educational qualifications and work experience. Students must have sufficient information to enable them to make informed decisions about studying with their chosen course at Hawk Institute in Australia.

The kit has been developed to provide important information in order to manage recruitment, selection and pre training review effectively. It contains information about legislation, policy and procedures at Hawk Institute and other vital information.

## Legislation on Recruitment of overseas students

### Standards of RTO 2015

#### *(Applicable to Hawk institute)*

Clause 5.1 Prior to enrolment or the commencement of training and assessment, whichever comes first, the RTO provides advice to the prospective learner about the training product appropriate to meeting the learner's needs, taking into account the individual's existing skills and competencies.

Clause 5.2 Prior to enrolment or the commencement of training and assessment, whichever comes first, the RTO provides, in print or through referral to an electronic copy, current and accurate information that enables the learner to make informed decisions about undertaking training with the RTO and at a minimum includes the following content:

- a) the code, title and currency of the training product to which the learner is to be enrolled, as published on the national register
- b) the training and assessment, and related educational and support services the RTO will provide to the learner including the:
  - i) estimated duration
  - ii) expected locations at which it will be provided
  - iii) expected modes of delivery
  - iv) name and contact details of any third party that will provide training and/or assessment, and related educational and support services to the learner on the RTO's behalf
  - v) any work placement arrangements.
- c) the RTO's obligations to the learner, including that the RTO is responsible for the quality of the training and assessment in compliance with these Standards, and for the issuance of the AQF [Australian Qualifications Framework] certification documentation
- d) the learner's rights, including:
  - i) details of the RTO's complaints and appeals process required by Standard 6

- ii) if the RTO closes or ceases to deliver any part of the training product that the learner is enrolled in.

Clause 5.3 Where the RTO collects fees from the individual learner directly, the RTO provides or directs the learner to information prior to enrolment or the commencement of training and assessment, whichever comes first, specifying:

- a) all relevant fee information including:
  - i) fees that must be paid to the RTO
  - ii) payment terms and conditions including deposits and refunds.
- c) the learner's right to obtain a refund for services not provided by the RTO in the event the:
  - i) arrangement is terminated early
  - ii) the RTO fails to provide the agreed services.

## **National Code 2018**

### **Standard 2**

#### **Recruitment of an overseas student**

2.1 Prior to accepting an overseas student or intending overseas student for enrolment in a course, the registered provider must make comprehensive, current and plain English information available to the overseas student or intending overseas student on:

2.1.1 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

2.1.2 the CRICOS course code, course content, modes of study for the course including compulsory online and/or work-based training, placements, other community-based learning and collaborative research training arrangements, and assessment methods

2.1.3 course duration and holiday breaks.

2.1.4 the course qualification, award or other outcomes

2.1.5 campus locations and facilities, equipment and learning resources available to students.

2.1.6 the details of any arrangements with another provider, person or business who will provide the course or part of the course

2.1.7 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

2.1.8 the grounds on which the overseas student's enrolment may be deferred, suspended or cancelled

2.1.9 the ESOS framework, including official Australian Government material or links to this material online.

2.1.10 where relevant, the policy and process the registered provider has in place for approving the accommodation, support and general welfare arrangements for younger overseas students (in accordance with Standard 5).

2.1.11. Accommodation options and indicative costs of living in Australia.

2.2 The registered provider must have and implement a 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.

2.3 The registered provider must have and implement a 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.

2.4 If the registered provider grants RPL or course credit to an overseas student, the registered provider must give a written record of the decision to the overseas student to accept and retain the written record of acceptance for two years after the overseas student ceases to be an accepted student.

2.5 If the registered provider grants the overseas student RPL or course credit that reduces the overseas student's course length, the provider must:

2.5.1 inform the student of the reduced course duration following granting of RPL and ensure the confirmation of enrolment (CoE) is issued only for the reduced duration of the course

2.5.2 report any change in course duration in PRISMS if RPL or course credit is granted after the overseas student's visa is granted.

## Step by Step Enrolment Process

Expression of interest from student

Providing student prospectus/handbook  
and other marketing material for  
accurate, latest and detailed information

Enrolment form

Conduct Pre-Training Review

Entry requirements and enrolment  
practices

Verifications of Documents

Offer Letter and Agreement

Issuance of CoE

## Enrolment Policy

### 1. Purpose

Hawk Institute implements this enrolment policy and procedures to ensure that:

- Students selected to study at Hawk Institute are capable of succeeding in their chosen course of study once selected,
- the selection process is conducted in an ethical, fair and equitable manner,
- appropriate access and equity principles are considered in selection criteria,
- the application and selection process is consistent and compliant with relevant standards and legislation.

This policy is created to ensure that prospective learners are advised and aware about the training products that are appropriate to meet the learner's needs, taking into account the individual's existing skills and competencies.

This policy has been implemented to assess the sufficiency of overseas student's English Language proficiency, educational qualifications, or work experience prior to enrolling in the course through Pre-Training review.

### 2. Responsibility

CEO is responsible for the implementation of this policy and ensuring that relevant staff members are aware about this policy and procedure.

### 3. Scope

This procedure applies to the admission, selection and processing of applications received from prospective overseas students who wish to study the courses offered by the institute.

### 4. Definitions

**Admission:** the process by which a prospective student applies for a place in a course offered by the institute is considered and either selected or rejected.

**Australian Qualifications Framework (AQF):** a nationally consistent set of qualifications for all post-secondary education and training in Australia.

**Department of Home Affairs (DHA):** DHA's Student Visa Program provides student visas to international students to allow them to study on campus onshore with an accredited provider.

**ESOS Act (2000):** Federal Government act that regulates the provision of education and training services to international students in Australia and which stipulates student VISA conditions.

**Confirmation of Enrolment (COE):** This is a proof of student enrolment and acceptance of the offer letter and student agreement provided from the institute. The DHA requires the CoE for visa processing for international students. This is generated through PRISMS for international students.

**IELTS:** a comprehensive test of English language proficiency designed to assess the

ability of non-native speakers of English who intend to study or train in the medium of English.

**Letter of Offer:** a formal invitation to a prospective student to commence study at the institute in the course offered.

**International Student:** a student studying in Australia who is the holder of a student visa granted by the Australian Government.

**Pre Training Review (PTR):** a review conducted prior to the enrolment into your course of studies to ensure that the training and assessment provided by Hawk Institute is able to meet the student's individual needs and their host workplace requirements (if applicable).

**PRISMS:** Acronym for Provider Registration and International Students Management System (PRISMS). This site provides Australian education providers with the Confirmation-of-Enrolment (CoE) facilities required for compliance with the Education Services for Overseas Students (ESOS) legislation.

**Selection Process:** process undertaken to assess the suitability of the applicants for a program according to specified selection criteria, and subsequent notification of applicant's eligibility to enrol.

**SMS:** Student Management System.

## 5. Policy Requirement

- Application procedures will be student-focused, consistently applied and equitable.
- All applications will be treated fairly, with respect and sensitivity, and in accordance with the Hawk Institute's Privacy Policy.
- Applications for admission will be lodged according to the relevant guidelines provided to the applicants in the Student handbook.
- The Institute shall reserve the right to request additional information from applicants which may be relevant to their application, including documentation of previous academic records, medical certificates, or other supporting documentation in case of Special Consideration applications on any of the established grounds for Special Consideration.
- The Institute reserves the right to request applicants' authorisation to obtain further information from relevant third parties, where necessary, regarding their application.
- Applicant's personal information will remain confidential, protected and will only be utilized as per the Privacy Policy the Data Provision Requirements 2012.

## Step by Step Hawk Institute's Enrolment policy

### 1.Expression of Interest from Student.

Expression of interest will be highly regarded at Hawk Institute. We will make sure that student receives all the necessary information about their courses provided by Hawk Institute. We respect student's decision in showing interest at Hawk Institute and ensure that students will be provided with all the support they might need.



## 2. Student handbook and other relevant marketing material

Once a student shows interest to study at Hawk Institute, they will be provided with handbook and other relevant marketing materials like prospectus, which contains accurate, latest and all the vital information including

- Course offered at Hawk Institute, duration of the course including holiday breaks, study requirements and assessments.
- Modes of delivery, location of the course available
- Fees payable, fee refund policy, all the cost included in fee payable.
- Details of complaints and appeals policy

## 3. Enrolment Forms

Application procedures shall be applicant-focused, consistently applied and equitable. All applications shall be treated fairly, with respect and sensitivity.

Once all the enquiring students have received marketing materials like handbook or prospectus, which contains relevant policies and procedures in line with relevant government regulations before enrolment, they will be provided with student application/Enrolment form.

Prospective applicants from overseas are required to submit an Application/Enrolment Form prior to course commencement date to allow adequate time to institute to assess the application and to lodge student visa application with Department of Home Affairs (DHA).

Applicants must sign and date the application form and attach all supporting documents including:

- Certified academic transcripts,
- Evidence of English language level (e.g. IELTS, TOEFL),
- Certified educational or academic certificates (in both the original language and in English),
- Certified copy of passport/photo ID,
- Pre-Training Review Form,
- Other relevant documents (as mentioned in the prospectus)

Other documents that may be required include:

- English translations of all documents
- Academic transcripts from previous educational institutions (if applying for advanced standing/credits), Letter of Release from another provider for the relevant study period.

Applications can be made by email, fax or in person or through an authorised representative. Upon receipt of the application, a student file is created and relevant details recorded.

Applicant information shall remain confidential between the designated parties.

## Enrolment Information

Hawk Institute's enrolment requirements for the courses are:

- A completed application form and signed agreement.
- Identification documents, one of which is a photo of the student such as a passport and a drivers license.

#### **4.Pre-Training Review (PTR) and conducting LLN test**

##### **Undertake Pre-Training Review (PTR)**

Hawk institute will assess the learners needs by conducting PTR. Hawk Institute will conduct a review of student's current competencies, student needs, English level, and support requirements including their oral communication skills, in order to enrol them in the most appropriate course to achieve their intended outcomes. This will be done by conducting a PTR interview over phone or through skype. Applicants are required to answer the questions in a true and correct manner.

Depending on the circumstances, the applicant's answers may be verified to ensure that they meet the minimum entry requirements. Any competencies previously acquired are identified during PTR and the most appropriate qualification for that student to enrol in will be ascertained, including consideration of the likely job outcomes from the development of new competencies and skills (Recognition of Prior Learning (RPL) or Credit Transfer).

*Note: Hawk Institute does not claim any job guarantees or employment with its programs.*

Applicants shall be provided with information on the following prior to the enrolment:

- Course details (contact hours per week, recommended text books, etc.)
- fee structures
- Institute requirements
- recognition of other AQF qualifications, Recognition of Prior Learning & Credit Transfer information
- Legislative and regulatory education guidelines and requirements.

Students are encouraged to call the institute to ask any doubts they may have.

##### **Undertake Language, Literacy and Numeracy (LLN) Test**

All students wanting to study at Hawk Institute are required to undertake LLN Test prior to the commencement of the course. The LLN test will be conducted on campus by using an ACSF mapped online LLN assessment tool - LLN Robot (<https://tlrg.com.au>), under supervision of qualified LLN assessor.

*Education agents or any third party will not be authorised to conduct PTR or LLN test on behalf of Hawk Institute. LLN will be conducted under supervision of qualified assessors at the institute.*

Students are required to bring their photo ID such as passport or driver's license to authenticate their identification.

Kindly refer to LLN policy for more details which can be made available from the institute.

## 6. Entry Requirements and Policy

Based on the selection and entry requirements for the course, Administration Manager will review and assess the application and determine whether a Letter of Offer should be made. To be accepted, the applicant must meet the following:

### English language requirements for International students:

International students applying for Hawk Institute courses either off-shore or on-shore will require: An English language proficiency level of one of the following:

- Minimum of IELTS band score of 5.5 or equivalent,
- For Assessment Level 1 countries – LLN will be administered internally by Hawk Institute as English Requirement at the time of commencement
- Minimum secondary studies equivalent to an Australian Year 11.

If learners wish to discuss any of their matter relevant to their entry and study requirements further, they are free to contact the institute



The test must have been taken no more than two years before you apply to study at Hawk Institute.

### **Academic requirements**

Hawk Institute requires successful completion of studies equivalent to Australian Year 11 education as the minimum level of entry into courses.

### **Computer literacy requirements**

All students enrolling into Hawk Institute programs must have basic computer skills. Hawk Institute courses requires students to make reports, graphs and analyse data. Students those who do not possess basic computing skills will be referred to take basic computer skills course e.g. International computer driving license (ICDL) which can be taken at any center in student's home country or students can choose to take course with other institutes. Please find link for more information on ICDL and test centers <http://www.icdlasia.org/find-a-test-centre>.

### **Minimum age requirements**

All students must be of the age of 18 years or over at the time of applying for admission

### **Additional Requirements**

#### **Pre-training Review (PTR)**

As mentioned above, the Pre-Training Review (PTR) will be conducted prior to the enrolment into your course of studies to ensure that the training and assessment provided by Hawk Institute is able to meet the student's individual needs.

The pre-training review will ensure that Hawk Institute:

- understands the student's reasons for undertaking the course
- ensures the suitability of the training to the student's
- understands the student's current competencies and therefore provides opportunities for these to be assessed through Recognition of Prior Learning (RPL), Recognised Current Competency (RCC) and/or Credit Transfer (CT)
- ensures the student's English level, communication skills suit the training and assessment strategies employed to deliver the course, and
- Provides the relevant support required for the student to succeed in the course.

The Administration Manager will ensure that all required documents are received at the time of application assessment.

All application details will be entered into the Institute's Student Management System (SMS) and all documents will be filed.

### **Language, Literacy and Numeracy (LLN) Test**

Students undertaking courses at Hawk Institute must possess sound Language, Literacy and Numeracy skills to satisfactorily undertake their course work. To determine this, all students wanting to study at Hawk Institute are required to undertake LLN Test prior to commencement of the course. Based on the test outcome students may be identified as requiring internal support and/or external support.

LLN test will be conducted on campus by using an ACSF mapped online LLN assessment tool - LLN Robot - under supervision of qualified LLN assessor.

The recommended ACSF levels required for the Hawk Institute courses as following:



Certificate IV in Business Administration ACSF	Level 3
Diploma of Business Administration ACSF	Level 3
Advanced Diploma of Business ACSF	Level 4

If students do not meet the recommended LLN requirements, students will be referred for additional support to be provided by the institute with ACSF Support plan or students will be asked to take further Language, literacy and numeracy training, such as ELICOS programs.

### **Materials and Equipment Required**

Although Hawk Institute will provide access to computers/laptops with required resources including access to internet during classroom hours, however, to work on assignments and tasks for self-study, all learners are expected to have access to laptop. Students must have an active email address for communication and be contactable by phone (mobile or landline) and by mail (postal address). All learners are expected to have access to MS office application such as Microsoft Word, an email platform.

## 1.Verification of Documents

### Verifying English requirements

Hawk Institute's Administration Manager may check the authenticity of documents submitted along with application and admission team may take following procedures as minimum to verify the authenticity of the documents.

### Verifying English language requirements:

Most test administrators have provisions of checking authenticity of score and test online on their site. Hawk Institute may check authenticity of submitted test score by logging into relevant test site if required.

### IELTS

Test evidence must be checked online if submitted test evidence is genuine.

IELTS website has free; secure IELTS Results Verification Service allows organizations to quickly verify that an applicant is presenting a genuine Test Report Form by checking that the results you receive matches with the results held on the IELTS database. Click in link below

<https://www.ielts.org/ielts-for-organisations/processing-and-verifying-ielts-results>

**TOEFL:** Test evidence must be checked online if submitted test evidence is genuine.

<https://portal.ets.org/instport/public/signin>

**Pearson Test of English (PTE):** Test evidence must be checked online if submitted test evidence is genuine.

<https://www8.pearsonvue.com/affiliate/reporting/plt/LoginPage.htm>

## 2.Letter of Offer

Hawk Institute will issue Letter of Offer to successful applicants after all the documents have been verified. The offer letter will include all detailed instructions and conditions for accepting the student agreement (student agreement is incorporated in the offer letter itself). The Administration Manager will be responsible to sign the Letter of Offer and/or the Student Agreement to be sent to the applicants.

- Applicants who do not meet the entry requirements will be notified in writing. Where applicable, unsuccessful applicants shall be offered alternative study options.
- The Letter of Offer and Student Agreement letter are sent via email to the students or their nominated representative.
- A copy of the Letter of Offer and Student Agreement are kept in the student file/profile.

### Acceptance of offer letter

Applicants must accept a Letter of Offer by the due date and by returning the signed Student Agreement, accompanied by payment of tuition fees and Overseas Student Health Cover

(OSHC), as outlined in the Letter of Offer. The Department of Home Affairs (DHA) requires you to maintain OSHC for the duration of your time on a student visa in Australia. If student does not have an OSHC, Hawk Institute can assist you in arranging OSHC from amongst several providers of OSHC in Australia, for the duration of your study.

### **Cancellation of offer letter**

Hawk Institute reserves the right to withdraw and offer of admission and cancel the enrolment of any student where/when the institute identifies such an offer was made on the basis of incomplete or inaccurate information supplied by the applicant or an applicant's representative.

## **8. Issuance of Confirmation of Enrolment (COE) Letter**

- Hawk Institute will send CoE letter once the signed Student Agreement along with the confirmation of the payment of the fees is received,
- There is a condition of Language, Literacy and Numeracy Test (LLN) before commencement.
- The Administration Manager will confirm receipt of tuition fees and will approve the issuance of CoE.
- CoE will be prepared and generated as per the PRISMS User Guide for international students,
- Prior to the issuance of CoE, the student's application file will be checked to ensure all requirements are met. This will be done using the student application checklist.
- A copy of CoE will be then sent to the student, or the authorised representative, via email,
- A copy of the CoE will be filed in the student's file and the SMS is updated, and
- The CoE will be used by the students to apply for a student visa (where applicable).

### **Deferment and Suspension**

This standard sets out that registered provider i.e. Hawk Institute will appropriately manage the enrolment of their overseas students and ensure all necessary information about enrolments has been provided to the relevant government department by maintaining updated information in the Provider Registration and International Student Management System (PRISMS) database. Under compassionate or compelling circumstances, Students will be able to defer, suspend or cancel their enrolment. Hawk Institute may suspend or cancel a student's enrolment including, but not limited to, on the basis of misbehavior by the student, student's failure to pay an amount he or she was required to pay the institute to undertake or continue the course as stated in the written agreement. Kindly refer to Deferral, suspension and cancellation policy of Hawk Institute for more details.

### **Transfer between Registered Providers**

Hawk Institute will not knowingly enrol an overseas student seeking to transfer from another registered provider's course prior to the overseas student completing six months of his/her principal course, except where any of the following apply:

- Releasing registered provider, or the course in which the overseas student is enrolled, has ceased to be registered.
- The releasing registered provider has had a sanction imposed on its registration by the ESOS agency that prevents the overseas students from continuing his/her course at that registered provider.
- Releasing registered provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS.
- Any government sponsor of the overseas students considers the change to be in the overseas students best interests and has provided written support for the change.

For more information on transfer between registered providers, Please refer to Hawk Institute's student transfer policy available on Hawk Institute's website.

**Attachments:**

Appendix 1: Pre-Training Review

Appendix 2: Enrolment Quality Checklist



## Appendix 1: Pre-Training Review

### PRE-TRAINING REVIEW (PTR)

The Pre-Training Review (PTR) is conducted prior to the enrolment into your course of studies to ensure that the training and assessment provided by Hawk Institute is able to meet the student's individual needs.

Before we make an offer, Hawk Institute is required to conduct a review of a student's current competencies, student needs, English level, oral communication skills and support requirements, in order to enrol them in the most appropriate course to achieve their intended outcomes.

The pre-training review ensures that Hawk Institute:

- understands the student's reasons for undertaking the course
- ensures the suitability of the training to the student's
- understands the student's current competencies and therefore provides opportunities for these to be assessed through Recognition of Prior Learning (RPL) and/or Credit Transfer (CT)
- ensures the student's English level and Language, oral communication skills suit the training and assessment strategies employed to deliver the course, and
- Provides the relevant support required for the student to succeed in the course.

As mentioned, Enrolment policy, Hawk Institute's Administration manager will conduct PTR prior to the enrolment. Through PTR, Hawk institute will assess the learners needs. Hawk Institute will conduct a phone or skype interview to conduct the pre training review. Applicants are required to answer the questions in a true and correct manner. Administration Manager may verify the answers provided by applicants.

## PRE-TRAINING REVIEW INTERVIEW

<b>Applicant Details</b>	
Course applying for:	
Student name:	
Date of Birth:	
PTR conducted via:	<input type="checkbox"/> Phone <input type="checkbox"/> Skype <input type="checkbox"/> Others; Please specify

### Pre-training questionnaires

*(Assessor is required to ask and complete all the questions below and circle where appropriate)*

1. Are you aware about all the course and unit information.	<ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul>
2. Do you think this course/qualification will improve your future career/ education prospects? (Comment on why do you think that this is the best course for you to satisfy future study &/or career paths)	<ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul>
3. Do you have any special needs, disability, impairment or long-term condition, or do they require additional assistance during your proposed training?  If Yes, please outline:  What kind of additional assistance will you be needing?	<ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul>
4. Are you willing to commit to minimum 20 hrs of study and related assessments, as this qualification requires minimum 20 hrs of study per week?	<ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul>
5. Have you been advised that, as part of a review or audit of your training, you may; <ul style="list-style-type: none"> <li>a. Receive a survey from the National Centre for Vocational Education Research (NCVER) and/or an invitation to take part in a project endorsed by a funding body</li> <li>b. Be contacted by someone authorised by the funding body and/or the Regulator to talk to you about your training.</li> </ul>	<ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul>

<p>6. Have you been asked to supply a USI or authorise the RTO to apply for one on your behalf? Has the USI exemption categories been explained to the you? <i>*It is to advise the students that if student gain an exemption from having a USI, then the results of the training will not appear on the authenticated VET transcript accessed through the student's USI account.</i></p>	<ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul>
<p>7. Are you aware that after verification of eligibility, an Award or Statement of Attainment will be prepared and issued to the learner. Only learners who have been assessed as meeting the requirements of the training product will be issued with AQF certification documents; which includes being assessed as competent in all assessment and all units of competency.</p>	<ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul>
<p>8. Have you been advised of Internal and External support provided by the Hawk Institute and external support services if required, and how to access these services if required?</p>	<ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul>
<p>9. Are you aware about the total fees payable, refund procedures, fee schedule, course progress and attendance requirements, and the policies and procedures of the Hawk Institute</p>	<ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul>
<p>10. Are you aware of the Recognition to Prior Learning (RPL), credit Transfer (CT)? If yes, do you want to apply for RPL/Credit transfer? If no, (provide the applicant with the information on RPL, Credit transfer).</p>	<ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul>
<p>11. Do you agree that you will notify Hawk Institute of current contact details, any changes to contact details and who to contact in Australia in emergency, while in Australia and studying with Hawk Institute, within 7 days of the change taking place?</p>	<ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul>
<p>12. Do you agree with all circumstances where your personal information may be shared between the institute, the Australian Government, designated authorities and the Tuition Protection Service? This information includes personal and contact details, course enrolment details and changes, and the circumstance of any suspected breach by you of a student visa conditions.</p>	<ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul>
<p>13. Are you aware about the entry requirements for acceptance in to the course including minimum level of English language proficiency, educational qualifications, required material, age requirements that are needed to complete Literacy and Numeracy (LLN) test, Computer Literacy test prior to the enrolment/commencement into the course?</p>	<ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul>
<p><b>Has the following information been provided to you (via website, prospectus, handbook or other marketing materials)?</b></p>	

Course Code and Title	<ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul>	Units to be completed	<ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul>
Delivery Method (e.g. face-to-face / on-line / distance / work based)	<ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul>	Course Duration (number of weeks of study + extra time, holiday breaks if required)	<ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul>
Policies and Procedures discussed (on website). Overview of Attendance and Course progression requirements, Refund policy and Complaints & Appeals.	<ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul>	RPL/CT policies and procedures of the institute.	<ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> <li>• N/A</li> </ul>
<b>Language Literacy and Numeracy Skills</b>			
At school and/or work, have you had any difficulties in any of the following skills or do you require any support? (Please tick)		<input type="checkbox"/> Speaking <input type="checkbox"/> Listening <input type="checkbox"/> Writing <input type="checkbox"/> Reading <input type="checkbox"/> Support required	
If any support is required, please mention below what kind of support is required by the applicant.			
*If Required-Inform students about the Language Literacy and Numeracy test that will be conducted on campus prior to commencement.			
<b>Computer and Internet Skills</b>			
Do you have regular access to computer devices and the internet?		<ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul>	
Do you use MS Office applications, e.g., Microsoft Word, Power-point etc?		<ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul>	
Do you find it easy to use search engines such as Google and using internet in general?		<ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul>	
After the PTR interview has been conducted successfully by electronic communication (e.g. phone or Skype), a recording may be made of the conversation, in accordance with legal parameters for recording conversations.			
<b>Date</b>			



<b>Pre-Training Evaluation (Hawk Institute to complete)</b>	
Hawk Institute must use this Pre-Training Review to ensure that the applicant will be enrolled in a course suitable to their needs, abilities, and study/career goals, and to recommend appropriate learning or other support.	
Has appropriate work experience, level of skill and ability to undertake this course successfully?	<ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul>
Enrolment in this course aligned with the student's work/career plans	<ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul>
RPL/Credit Transfer required	<ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul>
Training plan is established based on the information provided	<ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul>
Applicant is aware of the fees and charges.	<ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul>
A copy of the Hawk Institute indicative fee schedule has been supplied to the applicant.	<ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul>
<b>The Hawk Institute Recommendation</b>	
Enrolment to Proceed	<ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul>
<b>Recommendations on the required support or adjustments</b>	
Name of Hawk Institute Staff: Signature: Date:	

## Appendix 2: Enrolment quality checklist

### Enrolment Quality Checklist

**Hawk Institute staff must follow this checklist *when implementing Enrolment Policy*. Hawk Institute's *Administration Manager* will use these as *Key performance indicators* while doing *performance appraisal*.**

Process	Action	Completed (Please tick)	Completed by/ Comments
Expression of Interest	Students decision is respected and all relevant information related to the course they wish to apply at Hawk Institute is provided to them.		
	Students are provided with support services related with admission and its procedures.		
Providing students with latest and accurate version of handbook and prospectus.	Latest and accurate version of handbook is provided to students with respect to National Code 2018, SRTO 2015.		
Application forms	Applications received by Hawk Institute are treated in a fair, equitable and respectable manner in accordance with Hawk Institute's privacy policy.		
	Signed applications forms have been received from students including certified academic transcripts, evidence of English language, passport copy, and other relevant documents.		
	Administration Manager has reviewed and assessed the applications in order to determine whether letter of offer should be provided or not.		
Pre-Training Review	Hawk Institute has organised time for Pre training review interview via phone or through skype.		

Process	Action	Completed (Please tick)	Completed by/ Comments
	Pre-training Interview questions are enough to retrieve information to ensure that students have met minimum entry requirements excluding language, literacy and numeracy test (as it will be conducted on campus prior to commencement)		
	Pre-training interview questions has helped in identifying student's current competencies, and students' needs and support requirements including (but not limited to) learning, listening, writing and/or oral communication skills of the applicant.		
	Pre training review has been helpful in ensuring enrolment of students into the most appropriate course to achieve their intended outcomes.		
	Pre-training interview has been completed successfully.		
Entry requirements	Applicants' entry requirements including English test, computer literacy requirements have been duly checked and verified in order to provide students with offer letter. Identified if a student has appropriate work experience or level of skills relevant to this course.		
Verification of documents	Administration Manager have checked authenticity of documents submitted along with application.		
	English test has been checked online to verify if it's genuine. (If required)		
Offer letter & Agreement	Offer letter has been issued to applicants after thorough		

Process	Action	Completed (Please tick)	Completed by/ Comments
	verification of documents.		
	Offer letter includes all the detailed instructions and conditions for accepting the student agreement.		
	Applicants who did not meet entry requirements have been notified in writing and alternative study options are offered to them.		
	Copies of letter of offer and student agreement have been kept in student's file/profile to maintain student's record.		
CoE	CoE is sent to students after signed copy of student agreement and fee paid confirmation has been received by Hawk Institute.		
	CoE has been prepared and generated as per the PRISMS user guide for international students		
	A copy of CoE has been kept in students file to maintain students record		
LLN test	Students have been notified about LLN requirements.		
<p><b>Language Literacy and Numeracy Test</b></p> <p>Language literacy and Numeracy test will be conducted prior to commencement on campus by using an ACSF mapped online LLN assessment tool - LLN Robot - under supervision of qualified LLN assessor.</p> <p>If students do not meet the recommended LLN requirements, students will be referred for additional support to be provided by the institute with ACSF Support plan or students will be asked to take further Language, literacy and numeracy training, such as ELICOS programs.</p>			