

LATROBE COLLEGE OF ART AND DESIGN

STUDENTS ARE PROTECTED & INFORMED

Related policies and procedures

RTO 2.1-2.2 Information for Students

ENC 3 Formalising Enrolment

Enrolling Procedure

S11.13 Fair Treatment PP

Policy

LCAD will inform all students about the course details they are applying and enrolling in, including admission requirements and the student's and college's obligations, tuition and non-tuition fees and payment due dates, course start and completion dates; length and AQF level of their qualification; any study prerequisites or conditions if required; year calendar including holidays and term breaks; qualification codes; location of study; modes of delivery; assessment; RPL or Credit transfer options; any third party arrangements with educational delivery; student services; deferring and withdrawing policies; refund policies; under age policies; privacy policy, complaints and appeals policy, and any workplace study requirements.

International Students will also be informed about

- Proof of English language proficiency, required for students from countries where English is not the primary language, and test types they can use to prove their English proficiency.
- CRICOS Course code, course content modes of study and any work placements if offered.
- Transferring to another college
- Details or options for accommodation, support, living expenses and general welfare

Procedures

Entry Requirements and Application Process

There are specific academic entry requirements for all applicants to the Diploma and Advanced Diploma qualifications at LCAD. Students who are eligible for admission will have met all the selection requirements, have completed an Application Form, provided with course and enrolment information, completed an Interview, in person or by email if they are remote, completed and submitted an Acceptance Form via the college's website at latrobecollege.edu.au, and selected a fee payment option for their designated year of entry.

They may be asked to show examples of their artwork or a portfolio or show experience relative to the qualification they are seeking entry into at LCAD or detail previous experience that they might have had. The interviewer must ensure that the applicant is able and capable to undertake and complete the course satisfactorily.

See the full application procedures under Enrolling Procedures under <https://www.lcad.edu.au/policies-and-information>.

INFORMING THE STUDENT

Changes to Agreed Services

Students will be advised by the college, as soon as practicable, of any changes to their agreement because of a change of college ownership, management, location or any third-party arrangements with the college that may affect the students learning or engagement with the college or their course.

See policies Third Party Arrangements or Changes to Owners Management Location at <https://lcad.edu.au/policies-and-information/>

Disclosure of Results

LCAD will advise applying students that, depending on their level of education, they may need to undertake an LLND test before enrolling. The test results will be sent to the student as soon as practical. LCAD will also report the results of such tests to the Secretary of the Department of Employment and Workplace Relations (DEWR) when required.

Assessing Aptitude Applying Students

The college has policies and procedures for ensuring that applying students are suitable for entering courses delivered by LCAD. See Assessing Aptitude Applying Students and Access & Equity at <https://lcad.edu.au/policies-and-information/>

VET Student Loans

Domestic students with citizenship and other qualifying students can defer their tuition fees with the government-initiated VSL program. Students must be enrolled in multiple study units to access the program and fulfil other eligibility requirements. See Student Accessing VSL at <https://lcad.edu.au/policies-and-information/>.

VET Student Loans information is also given to students within their Acceptance Form which they sign prior to prior to enrolling.

VET Student Loans Re-Crediting Fee Help Balance

There are two circumstances when a student can apply to have their FEE-HELP balance re-credited. See Student Fee Help Re-Crediting Balance at <https://lcad.edu.au/policies-and-information/>.

Recognition of Prior Learning (RPL) and/or Credit Transfer (CT)

LCAD does not expect students to repeat learning completed at a similar level and standard elsewhere, where that work is substantially the same in content and standard as required for the student's course at LCAD. Two types of learning may be recognised to enable students to gain credit towards their course at Latrobe College of Art & Design these are:

Recognition of Prior Learning (RPL) and Credit Transfer (CT). Further details of the policy and procedures are in the RPL Policy and CT Policy and application forms at <https://lcad.edu.au/policies-and-information/>

Course Changes

If the college must make any changes to the course or assessment plan whilst the student is enrolled, the college must gain the student's acceptance. A signed agreement must be kept in the student's master file.

Refunds

See college full details and conditions for students seeking a refund of their tuition fees paid to LCAD within the Refunds Policy at <https://lcad.edu.au/policies-and-information/>.

Discrimination

Throughout the process of application and admission, and in accordance with legislation, no person will be mistreated or discriminated against based on age, colour, race, gender, religious or political conviction, sexuality, ability or disability, location, family responsibilities, membership, or non-membership of an association or for any other stereotypical or illegal reason. See policy and procedure Fair Treatment at <https://lcad.edu.au/policies-and-information/>.

Australian Consumer Law

The college complies with the Australian Consumer Law with all financial dealings involving LCAD, including students.

Complaints and Appeals

The college has a detailed complaints and appeals policy and procedures with the Complaints & Appeals Policy under <https://lcad.edu.au/policies-and-information/>

Tuition Fee Protection and Tuition Assurance

The college has detailed policies and procedures for the protection of student fees within its Tuition Assurance and Statement of Vet Tuition Assurance policy and procedures can be accessed at <https://lcad.edu.au/policies-and-information/>

Record Keeping

LCAD has a comprehensive recording-keeping system that ensures that all college information and documents, including student files, records and documents, written agreements and receipts are retained for no less than 5 years. LCAD will keep all student information for a minimum of 5 years from the time the student ceases their studies at LCAD. Students are urged to also retain their receipts, agreements, assessments, records of competencies or statements of attainment and certificates they receive from LCAD. The college keeps records of student payments in its accounting software XERO.

Students are informed of their tuition and other fee payment obligations and conditions within their signed acceptance and other enrolment Forms.

See Record Keeping policy at <https://lcad.edu.au/policies-and-information/>

Publication

The policy Students are Protected and Informed will be made public on LCAD's website at <https://lcad.edu.au/policies-and-information/>