



### **POLICY SCOPE**

- Veritas Institute Australia's marketing and advertising materials pertaining to international Students.
- When and how marketing materials will be disseminated and by whom.
- Veritas Institute Australia's review processes ensuring that marketing and advertising materials pertaining to international Students are accurate and appropriate.

### **POLICY AIMS**

- The Policy aims to facilitate Veritas Institute Australia's compliance with National Code 2018 standards that set the requirements for the type and breadth of information to be made available to International Students before Enrolment.
- The Policy aims to facilitate Veritas Institute Australia's compliance with *Australian Consumer Law*.
- The Policy aims to guide Veritas Institute Australia's Staff that all Marketing & advertising materials **MUST** be disseminated to international students before the Enrolment process.
- The Policy aims to outline internal review processes to ensure that marketing and advertising materials pertaining to international Students are accurate and appropriate and timely disseminated.
- The Policy aims to ensure that relevant staff is to support students in the first Phase of their journey - Marketing.

### **STAKEHOLDERS**

- CEO
- Marketing Officer
- Campus Manager
- Agent (s) (if applicable)
- ASQA Compliance
- Prospective Students

*Version History: Version 1.1 and V1.2*

*Date Implemented: 18 May 2018*

*Revised on 06 September 2022*

### **INCLUSIONS**

- Policy
- Procedure
- Staff Responsibility
- Marketing Materials
- A checklist for examining whether other documents reflect the approved marketing information as part of the Framework.
- Marketing Review Processes



**Marketing Materials Included in the Policy**

- The CRICOS has Marketing Flyer (s) for each Qualification.
- Student Handbook
- Prospectus

Marketing Policy is to be read with Student Support Policy, specifically, student support related to Marketing Phase.

**TERMINOLOGY**

**Education Agents**

Engaging and Monitoring Education Agents Policy & Procedure describes the guidelines about recruitment of Agents.

Education Agent (s) are the accepted agents of Veritas Institute Australia as *per* Standard 4 requirements while being subject to Veritas Institute Australia's formalized Agent Agreement. Veritas Institute Australia will provide its agent (only accepted agents) with its updated Marketing information via a range of documents, Marketing Flyer (s), Student Handbook, Prospectus and Website. Education Agents who have not entered Veritas Institute Australia's Agent agreement are not allowed to market any courses, and recruit students for or on behalf of Veritas Institute Australia.

All Agent (s) are required to use Marketing Information provided by the College.

Australian Consumer Law (Victoria)

The following tips are available to students online via the link that is also contained in Student Handbook.

Table: 1

**Tips for overseas students**

If you are an overseas student you must check if the organisation you want to study with is registered to deliver training to overseas students, and is listed on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) at [cricos.education.gov.au](http://cricos.education.gov.au).

If your education provider has not delivered the course you are enrolled in, you may be entitled to a full refund. Contact the Education Services for Overseas Student (ESOS) Helpline on 1300 615 262 or complete the online enquiry form from the contacts page at [www.internationaleducation.gov.au](http://www.internationaleducation.gov.au)

You cannot transfer to another education provider before completing the first six months of your principal course, without a release letter from your provider.  
Check your written agreement to see what your provider's policy says about transferring to another provider as well as fees and refunds.

If you are dissatisfied with a decision or action taken by your provider, you can lodge an internal complaint or appeal with them directly.

If you are attending a self-accrediting university, for example the University of Sydney, you should contact the International Students Office of your university for any concerns or enquiries.

If this does not resolve the problem with your private school, college or university, the Overseas Students Ombudsman may be able to help. Contact the Ombudsman on 1300 362 072 or at



ombudsman.gov.au.

For any questions about your visa, contact the Department of Home Affairs on 13 18 81 or visit [www.homeaffairs.gov.au](http://www.homeaffairs.gov.au)

### **CURRENT MARKETING MATERIALS**

Veritas Institute Australia will market its course (s) via the following documents:

1. Marketing Flyer (for each individual course)
2. Student Handbook
3. Prospectus

*Note:* Website (presenting the pdf version or the content of the Marketing Flyer, Prospectus & Student Handbook).

### **When, how and by whom Veritas Institute Australia's marketing materials are disseminated?**

- Student are expected to read Marketing Flyer (s), Prospectus and Student Handbook from Veritas Institute Australia's website: [www.veritas.edu.au](http://www.veritas.edu.au) before they can commence enrolment. Strict guidance is also written on Enrolment Application Form as a reminder for students to read Marketing materials prior to proceeding with enrolment.
- If the student is applying directly at campus, Veritas Institute Australia's administration staff is to physically hand over a copy of Marketing Flyer (s), Prospectus and Student Handbook before the student can proceed with enrolment.
- If Veritas Institute Australia's staff is sending students Enrolment Application Form via email, staff is to also send the Marketing Flyers, Prospectus and Student Handbook along with the Enrolment Application Form to students.
- Veritas Institute Australia's staff (CEO, Admin, campus manager, marketing officer) **MUST** offer students timely assistance in making available all marketing material information clear if the student asks, or if it appears that the student is not able to understand certain information. Veritas Institute Australia's Staff is to reference **Student Support Policy & Procedure**.
- All agents are given directions by the CEO to share Marketing Flyers, Prospectus and Student Handbook to students before the Enrolment process.
- Veritas Institute Australia's staff must not accept Enrolment Application Form if the student indicates via the Enrolment Application form that they did not read or understand marketing information/ materials.



### **APPROVING MARKETING INFORMATION**

Steps are carried out in the Sequence they are presented.

- a) First, Veritas Institute Australia's staff (Campus manager, CEO) will put together Marketing information targeted towards International Students. The information is prepared in an editable Word Document.
- b) The CEO and Campus manager then invites other staff to review English, accuracy and order of information presented, design, and as per the Checklist requirements.
- c) The CEO approves Marketing Information in the Marketing Flyer (s), Prospectus and Student Handbook as per the following requirements (captured in the Checklist, Table 2) and applicable National Code 2018 in Table 3.
- d) After the information is captured and Marketing Flyers, Prospectus and Student Handbook is finalized, The CEO takes note of Version Number in this Policy. The CEO also ensures that RTO Standards for 2015 are also met.
- a) The approved information is integrated in applicable Prospectus and Student Handbook Section (s) by the appointed staff.
- b) The CEO ensures the accuracy of student handbook and Prospectus as per the standards outlined.
- c) Only PDF version of approved Marketing Flyer (s) and prospectus are published in the College Website under the applicable International Student section. If Veritas Institute Australia takes on Educational Agent (s), only the pdf version of recently approved materials MUST be given to the agent along with necessary guidelines to the Agent. Prospective Agent (s) are only allowed to advertise via Marketing Flyer (s), Prospectus & Student Handbook approved by the CEO.
- d) The CEO reviews the Student offer & Written Agreement in accordance with information contained in Marketing Flyer (s), Prospectus and Student Handbook as per the CRICOS Standards. The approved Written Agreement's version is recorded in register of Documents (the Document for recording Version control and document update history).
- e) The CEO is to induct (verbally, or via email) its Marketing staff, Agent (s) and administration staff responsible for disseminating marketing information in using the Marketing Information documents and systems.
- f) Marketing information relevant to the specific Qualification is contained in the Marketing Flyer (s) of that Course/Qualification and the Prospectus. Whereas, Student Handbook contains information relevant to policies, procedures, student and Veritas Institute Australia's' obligations, and other broad themes.
- g) Marketing Flyer, Prospectus & Student Handbook MUST be updated together and presented to prospective educational Agents and prospective Students as information change on one document affects the other.
- h) The CEO only provides pdf (format) of documents to all its staff and agents to ensure that corrected Version is being implemented and to protect the Integrity of marketing information.

### **TABLE 2: CEO CHECKLIST FOR APPROVING MARKETING FLYER (S), PROSPECTUS & STUDENT**



**HANDBOOK**

Marketing Flyer (s) Information	Student Handbook Information & Prospectus	CEO has Approved [Type YES, NO]
<b>Displaying College Information:</b> Veritas Education Pty Ltd Trading as Veritas Institute Australia   Phone: +61 0435 147 434 Email: Veritaseducation@outlook.com   Address: Suite 14, Level 2 / 6 – 24 Moorabool Street   Geelong   Victoria 3220   Australia   CRICOS Provider No: 03762M   www.Veritas.edu.au   RTO No: 41406   CRICOS Provider No: 03762M ABN: 53 608 039 032	<b>Displaying College Information:</b> Veritas Education Pty Ltd Trading as Veritas Institute Australia   Phone: +61 0435 147 434 Email: Veritaseducation@outlook.com   Address: Suite 14, Level 2 / 6 – 24 Moorabool Street   Geelong   Victoria 3220   Australia   CRICOS Provider No: 03762M   www.Veritas.edu.au   RTO No: 41406   CRICOS Provider No: 03762M ABN: 53 608 039 032	Yes
Brief statement describing the Course (s)	CEO Message for Students while aligning it with Colleges' core values, mission, vision & services.	Yes
Brief description of Australian Qualifications Framework (AQF)	Education Services for Overseas Students (ESOS) framework: <a href="https://internationaleducation.gov.au/regulatoryinformation/pages/regulatoryinformation.aspx">https://internationaleducation.gov.au/regulatoryinformation/pages/regulatoryinformation.aspx</a>	Yes
<b>ADMISSION REQUIREMENTS</b> <ul style="list-style-type: none"> <li>• Age</li> <li>• Minimum Qualification</li> <li>• Any work experience (if required)</li> <li>• Minimum English requirements / Language Literacy Numeracy (LLN) requirements</li> <li>• LLN exemption</li> <li>• Computer literacy requirements</li> </ul>	Why students should study with the College? Brief statement	Yes
Visa Requirements	Information on Nationally Recognised Training and Australian Qualification Framework (including AQF Policy) and implications for the Potential Student. How is it related to our Admission requirements (LLN, previous qualification, experience etc.)	Yes
Information on Unique Student Identifier (USI)	<ul style="list-style-type: none"> <li>• Qualifications on offer (Providing link to the Marketing Flyer (s) for detailed information</li> <li>• Admission requirements (English, LLN, age,</li> </ul>	Yes



	<p>work-experience, minimum qualification, computer literacy, other if applicable).</p> <ul style="list-style-type: none"> <li>• Any third-party arrangements (if the college has any relevant to the service)</li> <li>• Course code name, duration, holidays, modes of study, training locations, any work-based training location (if applicable).</li> <li>• Course start dates – end dates</li> <li>• Conditions imposed on student enrolment (if any)</li> <li>• set out the circumstances in which personal information about the student may be disclosed by the registered provider, the Commonwealth including the TPS, or state or territory agencies, in accordance with the Privacy Act 1988</li> <li>• Itemised fee payable (all tuition, non-tuition fees, including fees for other student requests such as airport pickup, accommodation, etc.)</li> <li>• Pre-paid fees, payment options,</li> <li>• Requirements on achieving satisfactory course progress and if applicable, requirements for attendance.</li> <li>• Learning resources (books, student workbooks etc.)</li> <li>• Assessment methods</li> <li>• state that the student is responsible for keeping a copy of the <b>written agreement</b> as supplied by the registered provider, and receipts of any payments of tuition fees or non-tuition fees</li> <li>• only use links to provide supplementary material.</li> </ul>	
Study pathway	<p>Campus description with pictures &amp; maps, detailed information on College facilities including pictures, staff information, learning resources, opening hours, timetable, how classroom training is delivered, simulated learning (specific types of resources and contexts College uses), study duration (or make HTML reference to Course Flyers,</p>	Yes
Employment pathway	<p>Detailed about Australia, campus suburb, nearby amenities, libraries (including maps), cafes, entertainment, public transport including transport cards, attractions, living expenses, College Map, nearby CBD, weather and clothing tips, local culture, praying rooms, religious places, religion, local currency, bills, tipping habits, acculturation tips to greet locals. Student handbook must also contain information for the Following:</p> <ul style="list-style-type: none"> <li>• Accommodation options (Process as to how the College can arrange accommodation for the</li> </ul>	Yes



	<p>student if the student makes a requests; possible links for accommodation such as easy-roommates etc.)</p> <ul style="list-style-type: none"> <li>• Airport pick up (if the student requests it and process for students to make request and how fee is calculated)</li> <li>• Cost of Living in Australia</li> </ul>	
	<p>How the student can initiate Enrolment with the College including:</p> <ul style="list-style-type: none"> <li>• Information on Enrolment steps (provided in Marketing Flyers)</li> <li>• Documents students will fill during each step</li> <li>• Information Student Offer &amp; Written Agreement</li> <li>• eCoE issuance</li> <li>• Visa grants and refusal and refunds</li> <li>• Airport pick up, accommodation services that students can request after the visa grant including fee payable</li> <li>• Steps after student comes to Australia (e.g., attending orientation)</li> </ul>	Yes
<p>Why choose Veritas Institute Australia (a brief statement that accurately describes the College's services and characteristics)</p>	<p>Only applicable to Student handbook Important Policies &amp; Procedure that students <b>MUST</b> know in plain English:</p> <ul style="list-style-type: none"> <li>• Training &amp; Assessment policy (including Principles of Training and Assessment)</li> <li>• Academic course progress policy &amp; procedure</li> <li>• Access &amp; Equity Policy</li> <li>• Attendance Policy (if applicable)</li> <li>• Deferment, suspension &amp; cancellation of Enrolment Policy &amp; Procedure</li> <li>• Cancellation, fees &amp; refund Policy including circumstances where it is applicable</li> <li>• Complaints &amp; Appeal Policy &amp; Procedure (including HTML links to forms)</li> <li>• Intervention Policy &amp; Procedure</li> <li>• Course Credit Assessment Policy</li> <li>• Enrolment &amp; Enrolment Assessment Policy &amp; Procedure (make reference to Enrolment steps mentioned in Course Flyers)</li> <li>• Completion within Expected duration Policy &amp; Procedure</li> <li>• Transfer Between Providers Policy &amp; Procedure</li> <li>• Critical Incidents Policy &amp; Procedure</li> <li>• Agent Policy (if applicable)</li> <li>• Tuition Protection Service (TPS) information</li> <li>• Student Support Policy &amp; Procedure</li> </ul>	Yes



	<ul style="list-style-type: none"> <li>• Training and Assessment (in the context of VET, e.g., student must demonstrate satisfactory performance in all Questions and tasks and not like university; this can be presented with NRT &amp;AQF sections)</li> <li>• Orientation Information (with dates and schedule)</li> <li>• Training Guarantee (including TPS and scope of if fees changes during enrolment)</li> <li>• Qualification Issuance Policy &amp; Procedure</li> </ul>	
STUDENT SUPPORT In all phases of student journey	Detailed information on available Student Support at the level of each Phase of student journey (Student Support Policy is briefly mentioned in Marketing Flyers). Some tips on useful Study methods & planning Some tips on completing and submitting assessments	Yes
OUR COMMITMENT TO YOU (brief statement)	Student Conduct, dress code, accepted behavior, some knowledge about Australian culture within classrooms, Academic Misconduct,	Yes
Itemized tuition & non-tuition Fees & circumstances if fees are subject to any change	Only applicable to Student handbook Information on School-aged dependents (if potential student has dependents)	Yes
cancellation and refund policies (Make reference to Student Handbook as refunds are applicable in many circumstances including Australian Consumer Law).	Only applicable to Student handbook Cancellation and refund policies (Make reference to Student Handbook as refunds are applicable in many circumstances including Australian Consumer Law).	Yes
Information on: <ul style="list-style-type: none"> <li>• Volume of training</li> <li>• Mode of delivery</li> <li>• delivery locations</li> <li>• work-placement requirements (if any)</li> <li>• course duration</li> <li>• holiday breaks</li> </ul>	<ul style="list-style-type: none"> <li>• the ESOS framework, including official Australian Government material or links to this material online</li> <li>• Working in Australia</li> <li>• Maintaining visa</li> <li>• Tax File Number</li> <li>• Overseas Student Health Cover (OSHC)</li> <li>• Cost of Living, Food and Shopping</li> <li>• Relevant &amp; applicable legislation</li> </ul>	Yes
the details of any arrangements with another provider, person or business who will provide the course or part of the course (if applicable)	Information on: <ul style="list-style-type: none"> <li>• Student right &amp; protection mechanisms</li> <li>• Australian Consumer Law</li> <li>• Department of Immigration and Border Protection &amp; other important Contacts</li> <li>• 24-hour Student Support Officer Contact</li> <li>• Relevant Staff Contact</li> </ul>	Yes
COURSE STRUCTURE <ul style="list-style-type: none"> <li>• Core units</li> <li>• Elective units</li> <li>• Duration of each unit</li> </ul>	<ul style="list-style-type: none"> <li>• Students are to notify all changes including address change, phone change, emergency contact change, change of marital status etc.</li> <li>• any changes to those details, within 7 days of the</li> </ul>	Yes





<ul style="list-style-type: none"> <li>Assessment methods used</li> <li>Training methods used (classroom training)</li> </ul>	change.	
Assessment re-sit costs (if any)	Free assessment attempts and fee for assessment re-sits	Yes
Award upon completion	Award upon completion including time frame	Yes
Course credits		Yes
CRICOS Provider details <ul style="list-style-type: none"> <li>CRICOS Provider Code</li> <li>RTO Code</li> <li>CRICOS Provider legal name and trading names</li> <li>Email details for Marketing &amp; enrolment contact</li> <li>Website</li> <li>Address</li> <li>College opening hours</li> <li>ABN</li> <li>College Phone number with international ISD extension code</li> </ul>	The registered provider must clearly outline and inform the overseas student before they commence the course of the requirements to achieve satisfactory course progress and, where applicable, attendance in each study period.	Yes
Logos <ul style="list-style-type: none"> <li>College Logo</li> <li>NRT Logo</li> <li>AQF Logo</li> </ul>	campus locations and facilities, equipment and learning resources available to students (detailed pictures and description)	Yes
Links or reference to Student Handbook in Marketing Flyers for more details on all aspects of student journey.	Only applicable to Student handbook the grounds on which the overseas student's enrolment may be deferred, suspended or cancelled	Yes
All information must be consistent with consistent with Australian Consumer Law		Yes
Transfer between registered providers for International students already in Australia	accommodation options and indicative costs of living in Australia	Yes
The College Does not enroll under 18 years old clients.	The College Does not enroll under 18 year's old clients.	Yes



**Table 3: Applicable National Code 2018**

- 1.1 The registered provider must 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), is not false or misleading, and is consistent with Australian Consumer Law.
- 1.2 The registered provider must, in seeking to enter into written agreements with overseas students or intending overseas students, not provide any false or misleading information on:
  - 1.2.1 its association with any other persons or organisations the registered provider has arrangements with for the delivery of the course in which the student intends to enrol or may apply to enrol
  - 1.2.2 any work-based training a student is required to undertake as part of the course
  - 1.2.3 prerequisites—including English language proficiency—for entry to the course
  - 1.2.4 any other information relevant to the registered provider, its courses or outcomes associated with those courses.
- 1.3 The registered provider must not:
  - 1.3.1 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
  - 1.3.2 guarantee a successful education assessment outcome for the student or intending student.
- 1.4 The registered provider must include its CRICOS registered name and registration number in any written or online material that it disseminates or makes publicly available for the purposes of:
  - 1.4.1 providing or offering to provide a course to an overseas student
  - 1.4.2 inviting a student to undertake or apply for a course, or
  - 1.4.3 indicating it is able or willing to provide a course to overseas students.
- 1.5 The registered provider must not actively recruit a student where this conflicts with its obligations under Standard 7 (Overseas student transfers).
  - 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) (Not applicable as VERITAS do not enrol under 18 students)

2.1.11 accommodation options and indicative costs of living in Australia.

8.5 The registered provider must clearly outline and inform the overseas student before they commence the course of the requirements to achieve satisfactory course progress and, where applicable, attendance in each study period.

## **REVIEW PROCESSES**

Veritas Institute Australia updates Marketing Flyer (s), Prospectus & Student Handbook:

- If there is change in fees & refund structure.
- If there are errors in Marketing Flyer (s), Prospectus and / or Student Handbook
- If there is a change in elective units, course delivery, location etc.
- If training package is updated
- If there has been a complaint questioning the integrity of Marketing Information.
- In response to the Stakeholders' (Student, regulator, staff, agent) feedback.
- If there is a change in any of the CRICOS Provider's policy, procedures.
- If certain information is not clear to Stakeholders' (Student, regulator, staff, agent).
- If Veritas Institute Australia chooses to redesign its Marketing materials.
- If there is any change in any aspect of Veritas Institute Australia's operations requiring the update of Marketing information.

## **CEO's ROUTINE REVIEW**

The CEO regularly ensures the integrity of Marketing Information by regularly examining:

- ❖ Completed & signed written agreements
- ❖ Sighting student signature in appropriate places whether they have read and understood the Marketing information prior to signing the written contract.
- ❖ Students' response to pre-enrolment information (e.g., student expectations, about course, student responses in response to the marketing information).
- ❖ Via email or verbally with students as to what they have understood from the marketing information.
- ❖ Complaints and appeals (if the conflict arisen from misleading, or inaccurate marketing information).
- ❖ By asking students with some questions on Orientation.
- ❖ As a result of any complaint and / or appeal.
- ❖ By examining the Website.



### **MONTHLY COMPLIANCE TARGETED AT MARKETING**

Veritas Institute Australia has Yearly compliance calendar that includes Monthly Agenda. Monthly agenda focuses on examining Marketing Flyer (s), Prospectus and Student Handbook. Veritas Institute Australia's staff & CEO will review marketing materials by using Veritas Institute Australia's feedback systems and National Code 2018.

### **REVIEW REQUIREMENTS**

1.1 - Veritas Education Pty Ltd Trading as Veritas Institute Australia ensures 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), is not false or misleading, and is consistent with **Australian Consumer Law**. Only approved (CEO approval with Version controls) Marketing Information is to be made available to students and Agents.

1.2 - Veritas Institute Australia enters into written agreements with overseas students or intending overseas students. The written Agreement ensures that the College does not provide any false or misleading information on:

1.2.1 - its association with any other persons or organisations the registered provider has arrangements with for the delivery of the course in which the student intends to enrol or may apply to enroll.

1.2.2 - any work-based training a student is required to undertake as part of the course

1.2.3 - prerequisites—including English language proficiency—for entry to the course

1.2.4 - any other information relevant to the registered provider, its courses or outcomes associated with those courses.

1.3 Veritas Institute Australia (including its Agents and staff) will not:

1.3.1 claim to commit to secure for, or on the student or intending student's behalf, a migration outcome from undertaking any course offered.

1.3.2 guarantee a successful education assessment outcome for the student or intending student.

1.3.3 Automatic acceptance into another course

1.3.4 Claim to secure employment outcomes associated with a course where this is outside the control of the RTO

1.3.5 make claim of association between providers.

Regular student feedback will be obtained by the Institute to ensure the Integrity of Clause 1.3.

1.4 Veritas Institute Australia includes its CRICOS registered name and registration number in any written or online material that it disseminates or makes publicly available for the purposes of:

1.4.1 providing or offering to provide a course to an overseas student

1.4.2 inviting a student to undertake or apply for a course, or

1.4.3 indicating it is able or willing to provide a course to overseas students.



1.5 Veritas Institute Australia will not actively recruit a student where this conflicts with its obligations under Standard 7 (Overseas student transfers). This information is Present in Marketing Information. The CEO is to regularly ensure that its accepted education agent (s) adhere to Standard 7 Obligations.

1.6 Any Marketing Officer employed by Veritas will advise prospective students of:

- its Scope of Registration;
- application processes and selection criteria;
- fees and costs involved in undertaking training;
- fee refund policy
- qualifications to be issued on completion of courses
- competencies to be achieved during training
- assessment procedures including recognition of prior learning
- literacy and numeracy requirements
- grievance procedure
- staff responsibilities
- facilities and equipment
- student support services

Veritas Institute Australia takes reasonable steps to check whether a student is enrolled with another provider before completing the enrolment.

'Reasonable steps' could include the College Staff (or Agents) asking the international student if they are currently enrolled with another provider, checking an international student's visa and using Provider Registration and International Student Management System (PRISMS). The College does not accept International students under the age of 18. The College Staff will issue a letter of offer to the international student, for them to obtain a release from the registered provider the international student is currently studying with.

#### DISPLAYING PROVIDER INFORMATION ON MARKETING FLYER (S)

Institute Logo to be used (Updated LOGO)



**Veritas Institute  
Australia**





### **DISPLAYING COURSE (or Qualification) INFORMATION**

Course Code – Course Name (CRICOS Course Code)

- BSB40520 - Certificate IV in Leadership and Management (CRICOS Course Code: 104008E)
- BSB50420 - Diploma of Leadership and Management (CRICOS Course Code: 104390E)
- BSB60420 - Advanced Diploma of Leadership and Management (CRICOS Course Code: 106178D)
- BSB80120 Graduate Diploma of Management (Learning) (CRICOS Course Code: 106179C)
- SIT30816 Certificate III in Commercial Cookery (CRICOS Course Code: 0102174)
- SIT40516 Certificate IV in Commercial Cookery (CRICOS Course Code: 0102175)
- SIT50416 Diploma of Hospitality Management (CRICOS Course Code: 0102176)
- SIT60316 Advanced Diploma of Hospitality Management (CRICOS Course Code: 0102177)
- SIT30821 Certificate III in Commercial Cookery (CRICOS Course Code: 109886G)
- SIT40521 Certificate IV in Kitchen Management (CRICOS Course Code: 109565B)

### **UPDATES**

All changes in Marketing Materials (Marketing Flyer, Prospectus and Student Handbook) will initiate the approval process by the CEO. Updated materials will have recent version number with implementation date. Versions will be controlled using numbers, 1, 2, 3 next to the symbol, V. For example, V1, V2, V3 and so forth.

All updated materials will be sent to Stakeholders (Agent, Student) and will supersede existing documents on Veritas Institute Australia's website.

Version Controls will be recorded in the Document called, Register of Document (s) for records.

### **ETHICAL MARKETING PRACTICES**

- Veritas Institute Australia will obtain written consent from its students before using their information for the Institute's advertising or marketing materials. This includes websites, newspapers, magazines, brochures, flyers, radio and television advertising;
- Veritas Institute Australia will at all times accurately represent all of its training and assessment services to all prospective students;
- Veritas Institute Australia will ensure that all clients are provided with full details of any conditions in any contractual arrangements related to advertising and marketing.