

## Student Enrolment & Induction Policy and Procedure

Australian Sovereign College will ensure that international students are provided with a pathway to make informed decisions about their training and assessment and to enter a training pathway that is the right fit for their career goal. In doing this, Australian Sovereign College has legislative responsibilities to comply with that govern the process for the enrolment and induction of students from overseas.

Critical with this requirement, is compliance with:

- Standard 5 of the Standards for Registered Training Organisations 2015 which requires that each student is properly informed and protected.
- Standard 2: Recruitment of an overseas student, National Code of Practice for Providers of Education and Training to Overseas Students 2018

All staff with responsibility during the student enrolment pathway are to be fully conversant with the requirements detailed in this document.

### Provision of pre-enrolment information to students

The Standards require that each student is properly informed and protected either prior to enrolment or the commencement of training and assessment. At Australian Sovereign College we achieve this by providing prospective students with the following three pre-enrolment information sources:

- **Student Handbook.** The student handbook is the primary information vehicle to inform students about their rights and obligations prior to their enrolment. Ideally, the student handbook is supplied electronically as a PDF document. It is important that this document is professionally presented as it reflects the quality of the organisation. The student handbook is effectively the policy manual for the student's participation in training and engagement with Australian Sovereign College. It should act as a valuable information source for the student who can reference the handbook when the student has questions about their rights and obligations. The student handbook should contain information on the following topics for the student:
  - Introduction to Australian Sovereign College.
  - Our Services
  - Our expectation of students
  - The Campus
  - Introduction to Australian Vocational Education and Training



- Introduction to the Education Services for Overseas Student (ESOS) framework
- Unique Student Identifier
- Legislative and Regulatory Responsibilities
- Protection for Overseas Students
- Conditions of student visa
- Working in Australia
- Accommodation options
- Living in Australia Costs
- Notifying change of address
- Satisfactory Academic Performance
- Schooling for dependants
- Overseas Student Health Cover
- Course entry requirements
- English Testing requirements
- Enrolment procedure
- Electronic Confirmation of Enrolment
- Student Orientation
- Student support services
- Monitoring student progress
- Student enrolment deferral, suspension or cancellation
- Change of education provider
- Student amenities
- Student resources
- Student counselling



- Continuous improvement
  - Language, literacy and numeracy skills
  - Student safety
  - Fairness and equity
  - Access to student file and record
  - Privacy
  - Course Fees
  - Tuition Fee Protection
  - Student cancellation
  - Refunds
  - Statutory cooling off period
  - Changes to terms and conditions
  - Making a complaint or appeal
  - Assessment arrangements
  - Training arrangements
  - Recognition of existing skills and knowledge
  - National recognition
  - Issuing Qualifications and Statements of Attainment
  - Academic Misconduct
- **Course Brochure.** The course brochure is the primary means of informing prospective students about the services to be provided in relation to a specific course leading to a qualification or units of competency. Course information can be displayed on the website and be available in a downloadable PDF for the student to print and review. A course brochure will also be sent to the student via email as pre-enrolment information. The course brochure should contain the following minimum information:
- The nationally recognised training product by code and title.



- The CRICOS course code and course content.
  - The expected course duration and holiday breaks.
  - The entry requirements or prerequisites, including the minimum level of English language proficiency.
  - The mode of delivery of training and assessment.
  - The units of competency that comprise the course.
  - The assessment requirements to successfully complete the course.
  - Campus locations and facilities, equipment.
  - Accommodation options and indicative costs of living in Australia
  - Learning resources available to students and what resources the student must provide.
  - Clearly identify any third-party providers / services (if applicable).
  - Indicative tuition fee and schedule of payments, including advice on potential for changes to fees over the duration of the course.
  - The grounds on which an international student's enrolment may be deferred, suspended, or cancelled.
  - The ESOS framework, including official Australian Government material or links.
  - Application process including issuing an e-CoE.
  - Identify any work-based training, placements, or other community-based learning (if applicable)
  - The expected occupational outcomes.
  - Protection under Australian Consumer Law.
  - Contact details for Australian Sovereign College; and
  - Identify the RTO by its national RTO number / CRICOS provider number and legal name.
- **Student Letter of Offer.** The student letter of offer is provided to the student to inform them about the services to be provided and the costs associated with that service delivery. The student letter of offer will contain the following information:



- The code and title of the nationally recognised training product.
- Start and end dates.
- The total tuition fee and schedule of payments.
- Summary of other fees and charges.
- The planned study periods.
- The study location.
- Refund of fees policy and procedure etc.

### **Informing students of changes**

If at any time there is a change to the agreed services to be provided or policies relating to the student's rights and the payment of fees and other charges, Australian Sovereign College must advise current students prior to any of these changes coming into effect. This includes changes in relation to new third-party arrangements or changes to ownership of Australian Sovereign College.

### **Course entry requirements**

All international students applying to enter a training programme being offered by Australian Sovereign College must:

- Be over the age of 18.
- Demonstrate good command of written and spoken English.
- Have completed an equivalent secondary schooling level of a High School Certificate or can demonstrate suitable work or life experience.
- Meet international/overseas Student Visa requirements

It is important that the student visa applicant submits all required documents as without these there may be an automatic visa refusal.

All students, regardless of their financial capacity and English language proficiency will continue to have to meet all other core visa criteria, such as the Genuine Temporary Entrant requirements and health and character criteria.

## Notification of entry requirements

Students must be informed about course entry requirements during the initial stages of their expression of interest. Course entry requirements information will be provided via the Australian Sovereign College website, student handbook and course brochure. In addition to this, Agents will be advised of student entry requirements on a regular basis by way of emails and other written notification.

## Assessing Student's Qualifications, Experience and English Proficiency Procedure

Australian Sovereign College has a procedure to assess whether the student's qualifications, experience and English language proficiency is appropriate for the course in which they wish to enrol, so as to ensure the student has the ability to complete the qualification.

The steps in the process are as follows:

- the agent or a representative from Australian Sovereign College must interview the student either face-to-face or via telephone/video conference. During this interview, a check is made of the student's qualifications, experience and English proficiency. This interview is to be recorded on the Australian Sovereign College Student Enrolment Interview Form
  - All enrolment applications are received and assessed by Student Administration.
  - Enrolment applications are only accepted with appropriate supporting documentation. All international students are required to submit the following with their application form:
    - an authorised copy of their visa
    - evidence of English proficiency evidenced by a recognised English Language testing score (IELTS - 5.5) or equivalent.
    - any other supporting information such as previously attained qualifications.
  - A copy of the above English Proficiency Test score and other supporting documents are to be kept on student files if this is required.

Where the student's qualifications, experience and English proficiency do not meet the minimum requirements for course commencement, the student will be advised in writing.

## Enrolment / Induction Procedure

**Step 1 (Enquiry / Application).** Student will make an enquiry via an Agent, website, email, phone, etc. The student is to be provided with accurate and ethical marketing and pre-enrolment information that enables them to make confident and suitable decisions about offered training programmes. It is important that the student is provided with information about their rights and obligations and a copy of Australian Sovereign College International Student Handbook, which contains important information for the student about the course and visa eligibility requirements, living in Australia information, etc. During this initial engagement, the agent or a representative from Australian Sovereign College must interview the student either face-to-face or via telephone/video conference. This interview is designed to capture important information about

the applicant and to personally inform them about their rights and obligations. This interview is to be recorded on the Australian Sovereign College Student Enrolment Interview Form. Once the student has had the opportunity to access information, they may complete and submit the course Application/Enrolment Form available on the website and forward to the Administration Manager at [info@ausc.edu.au](mailto:info@ausc.edu.au).

**Step 2 (Student Offer).** Australian Sovereign College will respond to the application for enrolment and if found suitable, the applicant will be sent an invoice for the initial administration fee set out in the fee schedule as confirmation that a position on a scheduled course is available.

### **Step 3 (Australian Sovereign College Confirmation of payment)**

Once Australian Sovereign College has received the payment, a Letter of Offer will be forwarded, this offer is valid for 14 days only. After this date, the position will be offered to another applicant. The student is also provided with a Student Written Agreement that specifies the terms of the service agreement the student is entering. The student is to be issued with an invoice for payment of the tuition fees as set out in the fee schedule. It is important to note that the offer made by Australian Sovereign College is conditional based on the student meeting the minimum requirements for the course.

**Step 4 (Student Acceptance).** To accept the offer, the student must complete the Student Written Agreement and return it to the Australian Sovereign College with evidence of IELTS proficiency (General Score of 5.5) and evidence of a High School Certificate or equivalent secondary schooling outcome. The signed agreement must be received before the student offer expires. The student is also required to provide payment of the tuition fee as set out in the fee schedule on successful admission to a programme. If the student is applying from within Australia, they are also required to supply a copy of their personal details and student visa page(s) from their passport and a copy of their OSHC card.

Student Agreement and supporting documents are to be submitted to: Administration Manager at [info@ausc.edu.au](mailto:info@ausc.edu.au).

**Step 5 (Confirmation of Enrolment).** Once all required documentation and payment has been received, Australian Sovereign College will send the student the following items:

- a Confirmation of Enrolment form (e-COE)
- confirmation of course commencement details
- a tax invoice for the payment of tuition fees
- Overseas Student Health Cover (OSHC) information Form
- Student Visa / Travel / Accommodation Confirmation Form

These documents are to be sent to the student's nominated postal address. The student may also nominate to have these document sent to the agent.

**Step 6 (Visa / Travel / Accommodation).** Once the student is in receipt of the Confirmation of Enrolment, they may apply for a Student Visa (for example: subclass 500). The student applies for the visa at the Australian local Embassy or diplomatic mission within their country of origin. If the student is not successful in securing a visa, they must notify the Australian Sovereign College as soon as possible to access a full refund of their paid tuition fees.

The student is also required to arrange their travel and temporary accommodation for their initial period in Australia (until permanent accommodation can be established). Once these arrangements have been made, the student is requested to notify the Australian Sovereign College of the following:

- Confirmation of Student Visa (subclass 500)
- Confirmation of travel booking and the planned arrival time, carrier, airport, etc.
- Confirmation of temporary accommodation including address, phone number.
- Contact details on arrival in Australia (must include a mobile phone where possible)

This information is to be provided in the Australian Sovereign College Student Visa/ Travel/ Accommodation Confirmation Form and submitted by mail, email, or fax to: Administration Manager at [info@ausc.edu.au](mailto:info@ausc.edu.au).

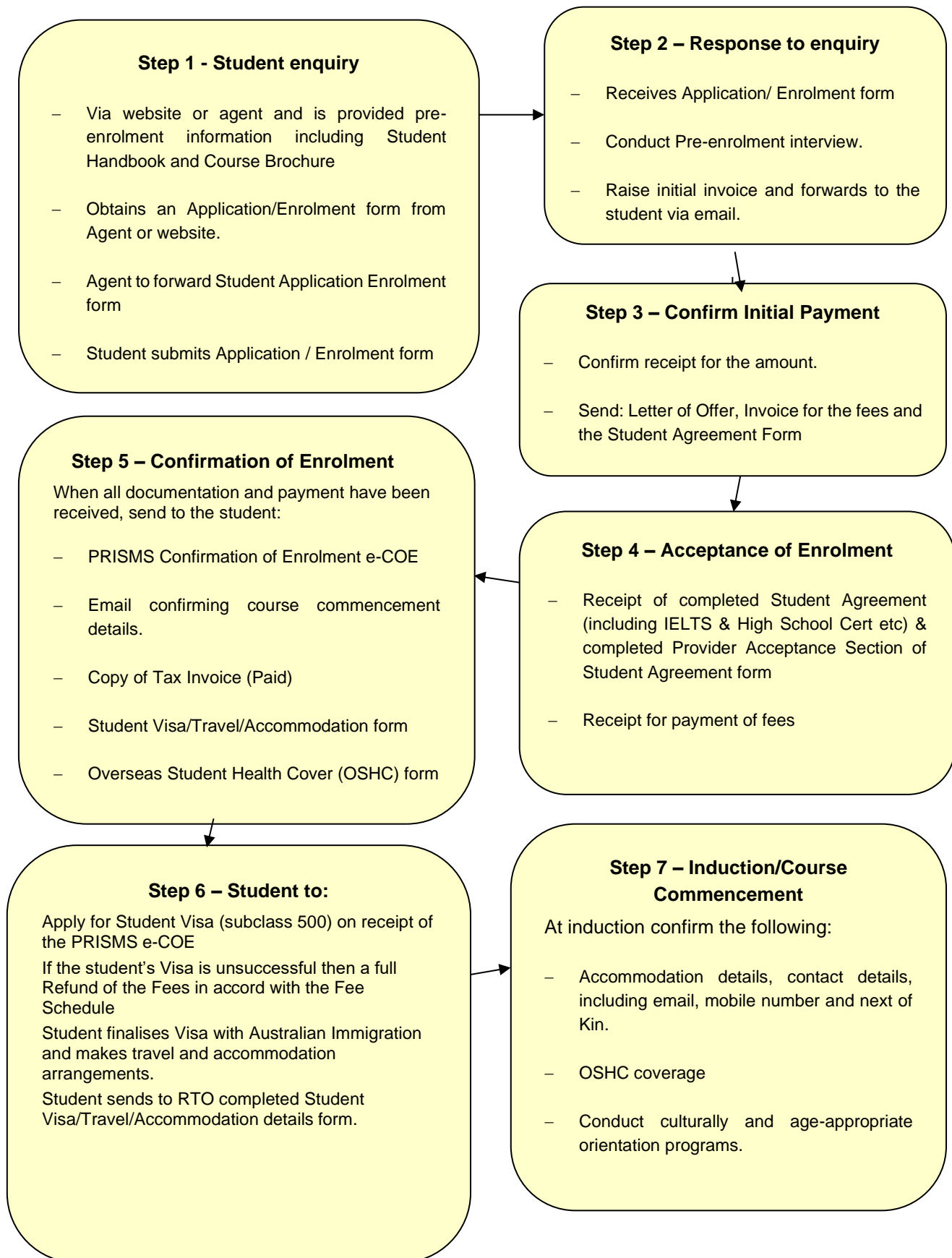
**Step 7 (Induction / Course Commencement).** The student is notified of the course commencement details at the point of confirmation of enrolment. On arrival at Australian Sovereign College (usually 8:30am on the first day of the course), the student will participate in a culturally and age-appropriate orientation programme. It is critical that the student's personal details are confirmed including the following:

- Accommodation details
- Contact details – mobile phone number and email address
- Next of kin details
- Overseas Student Health Cover (OSHC)
- Individual needs





## Student Enrolment Induction Process



## Induction / Orientation Programmes

Australian Sovereign College is committed to ensuring that our international students are provided with age and culturally appropriate orientation. Orientation is a final step of the enrolment process and is aimed at welcoming our international students to Australian Sovereign College and ensuring that their stay in Australia is safe and successful.

### Who participates in orientation?

Australian Sovereign College will deliver an orientation programme to every international student commencing with our courses. There are no exceptions to this requirement. Orientation is desirably delivered to a group of international students but may also be undertaken for a single student only. Students who are transferring to Australian Sovereign College from another CRICOS provider are still required to undergo orientation.

The CEO will appoint people within Australian Sovereign College to organise and facilitate international student orientation.

### What is delivered during orientation?

The orientation programme may be adapted for a specific target audience. For instance, if the target audience is from a specific country or region, gender or age, the programme may be adapted to ensure that the information is not only culturally and age appropriate but includes content that best reflects the needs of the audience.

The standard orientation programme is defined by the suggested programme which is attached to this policy. The major themes in the programme include:

- Introductions to staff and students
- Issue and sign for learning resources
- Introduction to Australian Sovereign College
- Facility Tour
- Introduction to the local area
- Safety and security brief
- Visa conditions and responsibilities
- Overseas Student Health Cover
- Home Stay Briefing



- Emergency and health services
- Complaints and appeals.
- Australian Culture
- Australian Climate / Environment
- Welfare and support services

Students are to be provided with an orientation information package. This may be provided in hard copy or via a digital set of files such as on a USB, if the student will need to refer to this information.

### **Where is orientation delivered?**

The orientation programme is ideally delivered in a classroom setting with access to audio visual presentation equipment. This will allow the content to be delivered using visual aids which are key to communicating to a linguistically diverse audience. The programme may be delivered in an alternative setting if approved by the CEO. An alternative setting may include an outdoor area. A programme which is delivered without the use of audio-visual equipment must be supported by appropriate printed material. Where the group is exceedingly small, the venue may be changed to suit, such as a conference room or an office used to engage with an individual student.

In all instances, the orientation is to be delivered on the premises of Australian Sovereign College.

### **When is orientation delivered?**

The orientation programme is ideally delivered on the first day of a student's attendance with Australian Sovereign College. Variation to this must be approved by the CEO. The time required to deliver the orientation programme is one (1) day.

It may be appropriate to deliver the programme in a shorter duration for exceedingly small groups or individuals.

### **Why is orientation delivered?**

Australian Sovereign College recognize that a culturally and age-appropriate orientation programme will assist students to adjust to study and life in Australia. The programme presents information to students that will inform their decisions whilst staying in Australia regarding living arrangements, staying safe and generally getting the most out of their time here in Australia. A sound orientation lays the foundation for successful study with Australian Sovereign College.

It also must be recognised that the National Code of Practice for Providers of Education and Training to Overseas Students 2018, Standard, 6 requires that the registered provider must assist

students to adjust to study and life in Australia, including through the provision of an age and culturally appropriate orientation programme.

### **How is orientation delivered?**

The content of the orientation program is delivered in a facilitator led format using presentation aids.

Orientation of younger students will also need to include the allocation and introduction of the student's Welfare Officer who is responsible for the young person's care and accommodation arrangements. Orientation for young people may also include:

- Specifying welfare dates for holiday periods and travel arrangements
- Accommodation options / permission
- Special attendance requirements
- Reporting progress to parents
- Specifying laws applicable to young people (consuming alcohol)
- Permission to participate in sport or other social activities outside of scheduled study periods.

Please note, that Australian Sovereign College does not currently accept enrolments from students who are below the age of 18; however, the above considerations are outlined in the event that this policy changes and approval is sought for under 18 deliveries.

Orientation programmes must also be delivered in a culturally appropriate manner. This means that the delivery must occur in an environment where students and staff recognise and appreciate diversity during the learning experience. A culturally inclusive environment encourages all persons regardless of age, gender, ethnicity, religious affiliation, socioeconomic status, sexual orientation, or political beliefs to engage in the orientation effectively. To promote a culturally appropriate environment in the orientation, the following strategies should be applied:

- Use positive non-verbal behaviours.
- Take time to interact personally with students before the session and during any breaks.
- Reinforce the importance the organisation places on celebrating the differences in our cultures whilst promoting the establishment of common interests.
- Provide each student the opportunity to introduce themselves.
- Ensure correct pronunciation of student names.



- Establish ground rules for communicating with each other.
- Avoid using language with ethnic, cultural or religious connotations.
- Avoid using any references to ethnic or cultural stereotypes.
- Respond promptly to any behaviour which may be considered discriminatory.
- Encourage open and respectful group discussion.

Given the high level of ethnic diversity in our local communities, engaging with students from culturally diverse backgrounds is not a consideration that is unique to international student enrolments. It is important; however, that we recognise that international students require special consideration to ensure their study commences with a positive tone and they feel welcome and comfortable during their study.