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# **Student Engagement before Enrolment Policy & Procedure**

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## Introduction

Australian Technical College Western Australia (ATCWA) ensures that all international students are provided with appropriate information to enable them to make an informed decision about studying in Australia and studying with ATCWA.

## Purpose

To ensure that ATCWA recruits international students or potential international students on a student visa in an ethical and responsible manner and provides those international students with adequate information pre-enrolment that allows them to make an informed decision about studying with ATCWA. ATCWA will only recruit international students whose qualifications, experience and English language proficiency are appropriate for the course in which they are seeking enrolment.

This policy & procedure ensures that ATCWA meets the requirements of Part B Standard 2 of the National Code 2018.

## Scope

This policy and procedure applies to marketing and Student Administration staff.

## Responsibilities

Operations Manager, Administration Officer, Director of Operations, Student Support Officer, Chief Executive Officer.

## Definitions

**International student** means international students or intending international students on a student visa under the Migration Act 1958.

Alignment	
National Code of Practice for Providers of Education and Training to Overseas Students 2018	
Part B (Standard)	2.1.1, 2.1.2, 2.1.3, 2.1.4, 2.1.5, 2.1.6, 2.1.7, 2.1.8, 2.1.9, 2.1.10, 2.1.11



## Document Control

Version	Date	Author	Change Description
001	6 June 2019	ATCWA	Creation of policy
002	2 September 2019	ATCWA	Review of policy
003	<Select date>		
004	<Select date>		

## Policy Statement

Australian Technical College Western Australia (ATCWA) will ensure that it provides adequate and sufficient information to enable international students and intending international students to make informed decisions about studying in Australia with ATCWA. ATCWA will ensure that it will only accept applications from international students or intending international students whose qualifications, experience and English language proficiency are appropriate for the course for which enrolment is sought to maximize the international student's ability to successfully complete their intended course or courses.

Prior to accepting an international student, or an intending international student, for enrolment in a course, ATCWA provides, in print or through referral to an electronic copy, current and accurate information regarding the following:

- a) The requirements for acceptance into a course, including the minimum level of English language proficiency, educational qualifications or work experience required and whether course credit may be applicable;
- b) All relevant course codes, including the CRICOS course code for each relevant CRICOS registered course;
- c) The course content and duration, including any holiday breaks, qualification or other Award offered if applicable, modes of study and assessment methods;
- d) Campus locations and a general description of facilities, equipment, and learning and library resources available to students;
- e) Details of any arrangements with another registered provider, person or business to provide the course or part of the course;
- f) Indicative fees including advice on the potential for fees to change during the international student's course and applicable refund policies;
- g) Information about the grounds on which the international student's enrolment may be deferred, suspended or cancelled;
- h) A description of the ESOS framework, including official Australian Government material or links to this material online made available electronically by the Department of Education and Training (DET);
- i) Relevant information on living in Australia, including:
  - i. Indicative costs of living;
  - ii. Accommodation options; and
  - iii. Where relevant, schooling obligations and options for school-aged dependents of intending international students, including that school fees may be incurred; and
- j) Where relevant, the policy and process that ATCWA has in place for approving the accommodation, support and welfare of international students under the age of 18 years and in accordance with National Code 2018, Part B, Standard 5;

ATCWA has documented procedures in place and implements these procedures to assess whether the international student's qualifications, experience and English language proficiency are appropriate for the course for which enrolment is sought.

## Procedure

### Acceptance of Applications

Applications for Enrolment from an international student can arrive via the following methods:

- In person;
- Via email;
- Via online; and/or
- In traditional post, hard copy.

An employee must only process all applications for enrolment if they have experience in processing international student enrolments; the Administration Officer usually undertakes this however processing of enrolments may also be undertaken by for example the Student Support Officer, Operations Manager, and/or Director of Operations. All other employees may accept an application for enrolment however they must forward the application for enrolment to one of the employees previously stated.

Upon receiving an application for processing, the Admission Team under the supervision of Operations Manager must confirm:

- That the international student has been issued with or been provided access to International Student Information including but not limited to, the International Student Handbook which includes information about ATCWA and Living in Australia and the Pre-Enrolment Information Guide;
- The application for enrolment is complete (all sections have been completed), the application is signed and where the international student is under the age of eighteen (18) years, a parent or guardian has signed. If the application for enrolment is not complete, it must be returned to the applicant (or their agent) for completion before it can be processed;
- That the applicant has included:
  - Certified copies of their qualifications (where the original is not in English, an official translation, also certified must be provided);
  - Documented experience, including work experience that is relevant (usually in the form of a curriculum vitae);
  - Evidence of English language proficiency for the course that they are seeking entry into (IELTS test or equivalent where required, no more than two (2) years old from the examination date);
  - A copy of the international student's passport (where possible, otherwise a copy of this must be provided at orientation); and
  - A copy of the international student's visa (where possible, otherwise a copy of this must be provided at orientation).

Upon confirmation that the application is complete and that all required supporting documentation is present, the Administration Officer or relevant ATCWA staff member must confirm that the supporting documentation, including evidence of English language proficiency, is adequate for acceptance of a place into the course requested.

## English Language Proficiency

Students whose first language is not English or, those international students for whom the Department of Home Affairs (DHA) require evidence of English language proficiency for the student visa application process, will be required to provide proof of English language proficiency. Accepted standards include:

- IELTS 5.5 overall (minimum 5.0 in each band);
- TOEFL 527;
- TOEFL (Internet Based) 46;
- PTE (Academic) 42;
- General English Upper Intermediate or higher;
- If you are an international student currently studying in Australia and have studied for a period of 6 months or more at AQF Certificate III level or above;
- English language courses as deemed appropriate by ATCWA (generally speaking, successful completion of ten (10) weeks of ELICOS is equivalent to a 0.5 increase in IELTS). Where this is used as a means of English language proficiency, the original certificate and attendance records must be provided with the international student's application for enrolment and written approval must be received from Operations Manager and an additional Language Literacy and Numeracy assessment (LLN Robot) undertaken by ATCWA administration staff.

The Operations Manager must notify to the Director of Operations or the Chief Executive Officer or their delegate where an applicant's English language proficiency is identified as being below the previously stated proficiency levels.

Where the applicant has not been able to demonstrate English language proficiency, the Operations Manager, in consultation with the Director of Operations and/or the Chief Executive Officer may select the following options:

- The student may be referred to an ELICOS provider to undertake ELICOS course enrolment. (This is often required where an applicant is seeking to complete an English course prior to commencement of the VET course); and/or
- The application for enrolment may be denied.

## Qualifications and Experience

The Admin Officer or Operations Manager must confirm that the applicant's qualifications and experience provided as supplementary evidence meet the entry and/or admission requirements (if any) for the CRICOS registered course.

## Passport and Visa

The Admin officer or Operations Manager must confirm that the copy of the passport and visa (where possible) are certified copies of the original and that they are current and valid. The Admin officer or Operations Manager must confirm that the student's visa (where relevant) allows:

- a) The international student to study under the visa subclass that they hold (this can be confirmed using VEVO);

- b) Sufficient time for the international student to complete the course within the expected duration or, where there is insufficient time remaining on the student's visa, that it is placed as a condition of enrolment that the international student is required to obtain a new student visa; and
- c) Where required, a condition of enrolment is to be placed on any student whose passport will expire prior to the course duration lapsing requiring evidence of a new passport before its expiry.

## Electronic Versions

Where the Admission Team under the supervision of Operations Manager receives applications and supporting documentation electronically, any offer of enrolment must be conditional based on the receipt of the original copies being forwarded to the organisation within fourteen (14) days of the electronic application being received. For offshore applicants all the documents should be attested by the agent and enrolment team should view the original documents in person on arrival at the time of orientation.

## Acceptance of Enrolment

Where the application and supporting documentation meet these requirements, and there are sufficient places available for the specific intake requested, the application can be accepted and an offer of enrolment made. Where the application cannot be accepted, a letter denying the enrolment application must be issued.

## Enrolment Procedure

Where the Admission Team has accepted the application for enrolment, they must issue the applicant with the following documentation:

- Letter of Offer;
- Course Agreement;
- International Student Handbook;
- Pre-Enrolment Information Guide; and
- ESOS Framework.

The Admission Team must provide this documentation in one (1) of the following formats:

- Reply email (ensuring that the documentation is attached to the requesting email);
- Reply email (ensuring that the web link of the documents is active and accurate to the requesting email);
- In person; or
- By Post (hard copy).

The Admission Team must commence an international student file for each applicant upon receipt of an application and all correspondence and supporting documentation must be included in this file. The international student file is to contain the Student File Checklist for Enrolment and is to be stored securely in the Administration area.

Under no circumstances must the Admission Team accept any course money from international students, or intending international students at this stage of the enrolment process.

## Incoming Student Transfers

The Admission Team must not knowingly accept an enrolment from a student who has not completed six months of their principal course (*National Code 2018, Part B, Standard 7*).

To ensure that this does not occur, where the application appears to be from an international student on a student visa who is currently enrolled with, or claims to have recently cancelled their enrolment with another provider, the Admission Team must follow the following procedure for processing the application for enrolment:

- Confirm via PRISMS if the international student has completed six (6) months of their principal course or
- The international student is providing a valid and current Letter of Release from their provider.

## Suggestions for Identifying a Transferring Student

- An international student who applies for enrolment onshore whose usual visa subclass would prevent them from applying for a student visa onshore. For example, a student from the Indian sub-continent who approaches Student Administration in person seeking enrolment will often be a student seeking a transfer;
- An application form states that the student has a student visa and/or the applicant includes a copy of their student visa with the application;
- The education agent advises you that they have a student in Australia for whom they are seeking enrolment; and/or
- The international student (or the education agent) needs the application processed urgently.

In any of these cases, the Admission Team should assess the copy of the student visa to confirm the legitimacy of the application for enrolment, as well as whether the student may require a Letter of Release.

In all circumstances where the student is seeking to transfer, the Admission Team must ensure that the student has completed at least six (6) months of his or her principal course of study **unless**:

- The original registered provider has ceased to be registered or the course has ceased to be registered;
- The original registered provider has provided a written Letter of Release;
- The original registered provider has or had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her principal course; or
- Any government sponsor of the student deems that a transfer is in the student's best interest and supports the transfer request in writing.

## Applicants Under the Age of 18 Years

If the Admission Team receives an application from an international student or intending international student who is under the age of eighteen (18) years, they must confirm that:

- All documentation has been signed by the parent or legal guardian; and
- Whether the student will be in the care of their parent, legal guardian or approved relative during their enrolment at ATCWA. DHA have strict guidelines as to who is eligible to be considered an approved relative and a nomination must take place on the relevant application form '*Form 157N Student Guardianship Arrangements*'.

Where the international student or intending international student will not be in the care of their parent, legal guardian or approved relative, the Operations Manager must:

- Confirm that the international student's proposed accommodation, support and general welfare while they are studying is adequate;
- Where the international student's parent, legal guardian or approved relative do not provide proposed accommodation, support and general welfare while they are studying, the Operations Manager must, assume responsibility for confirming the suitability of accommodation, support and general welfare while they are studying. This can be confirmed by referring to the *Approved Accommodation and/or Homestay Provider Audit Checklist*;
- The Chief Executive Officer must ensure that the accommodation, support and general welfare provided while they are studying at ATCWA and under the responsibility of the Chief Executive Officer is reviewed regularly and at least once per semester;
- The Operations Manager must identify the dates where responsibility for the student's accommodation, support and general welfare will be assumed by ATCWA and when that responsibility will cease. This date is usually at the end of the course of study with the provider, or once the student reaches the age of eighteen (18) if this is before the end of the course;
- The Operations Manager will notify DHA of these dates and this responsibility by completing the proforma available on PRISMS for this purpose;
- The Chief Executive Officer or their delegate must confirm the suitability of accommodation, support and general welfare to be provided for the student while they are studying by using the *Approved Accommodation and/or Homestay Provider Audit Checklist*;
- Where the accommodation, support and general welfare proposed is deemed unsuitable prior to the international student commencing with ATCWA or becomes unsuitable while they are studying, the Operations Manager, must seek alternative arrangements immediately. These changes must be updated on PRISMS as soon as possible after the change;
- Where the international student changes accommodation, support and general welfare prior to commencing with ATCWA, the Operations Manager must update PRISMS as soon as possible after the change. No changes are permitted without the prior written consent of the parent, legal guardian or approved relative;

- Where an international student under the age of eighteen (18) transfers to ATCWA and the parent, legal guardian or approved relative have offered their consent in writing for the transfer, the responsibility for the accommodation, support and general welfare offered by ATCWA must be approved in writing by the parent, legal guardian or approved relative prior to acceptance of the enrolment;
- Where the accommodation, support and general welfare offered by ATCWA has been approved in writing by the parent, legal guardian or approved relative, the Chief Executive Officer or delegate must nominate the dates for which they will assume responsibility for the student's accommodation, support and general welfare. These dates must cover the final date of the previous provider; and
- Where the Chief Executive Officer or delegate no longer accepts responsibility for the international student's accommodation, support and general welfare for any reason, he/she must advise DHA immediately using the proforma available on PRISMS.

For further information in relation to ATCWA's policy on younger students (National Code 2018, Part B, Standard 5), please refer to *Younger Students Policy & Procedure*.

## Related Documents

- Attendance Policy and Procedure;
- Complaints and Appeals Policy and Procedure;
- Course Progress Policy and Procedure;
- Deferment, Suspension and Cancellation Policy & Procedure;
- Issuing a Confirmation of Enrolment (CoE) on PRISMS Policy & Procedure;
- Refund Policy;
- Transfer Between Registered Providers Policy & Procedure; and
- Younger Students Policy and Procedure.