



STUDENT ENGAGEMENT PRIOR TO ENROLMENT POLICY AND PROCEDURE

Standards / Regulations	<ul style="list-style-type: none"> • The National Code, Part D – Standard 2, Student Engagement Before Enrolment • Standards for RTO 2015 – Standards 1,3, 4, 5, 6, 7
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Purpose

This policy is in place to ensure that students are recruited in an ethical and responsible manner and provided with information that enables them to make informed decisions about studying with Australian Careers Education Pty Ltd (“ACE”). This policy also ensures that all students who enrol in a course with ACE possess the necessary qualifications, experience and English language proficiency appropriate for the course in which enrolment is sought.

Scope

The policy applies to all international students of ACE.

Definitions

CRICOS:	Commonwealth Register of Institutions and Courses for Overseas Students.
DoE:	Department of Education
DIBP:	Department of Immigration and Border Protection.
ESOS:	Education Services for Overseas Students Act 2000.
International Student:	A person holding an Australian student visa, enrolled in a CRICOS registered course, at ACE on shore.
National Code:	The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007.
PRISMS:	Provider Registration and International Students Management System.
Course:	Program of Education or Training, defined as Course in the ESOS Act.

1. Policy

1.1 This policy and procedures support the following regulations:

- a. 'Standard 2 – Student Engagement before Enrolment of the 'National Code of Practice for Registration Authorities & Providers of Education & Training to Overseas Students 2007' which states

“Registered providers recruit students in an ethical and responsible manner and provide information that enables students to make informed decisions about studying with the registered provider in Australia. Registered providers ensure students’ qualifications, experience and English language proficiency are appropriate for the course for which enrolment is sought.”

- b. Standards for RTO 2015

- i. Standard 1.7 – Support Learners

The RTO determines the support needs of individual learners and provides access to the educational and support services necessary for the individual learner to meet the requirements of the training product as specified in training packages or VET accredited courses.

- ii. Standard 4 - *Obligations to learners and clients* which states

“Accurate and accessible information about an RTO, its services and performance is available to inform prospective and current learners and clients.

- iii. Standard 5 which states *“Each learner is properly informed and protected”.*

1.2 All relevant personnel who are engaged in student recruitment activities and those who are engaged to provide support services to students are trained in the requirements of this policy and procedures, relevant regulations and their amendments; are made aware of their regulatory obligations; and can access the procedure documents.

1.3 ACE ensures that students are provided with accurate and factual information about its courses, policies and procedures, support services, reasonable adjustments, facilities and educational services prior to enrolment to support the potential learner make an informed decision.

1.4 The review of this policy and procedure is to be conducted on a yearly basis or is updated to meet relevant industry legislations and their amendments.

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2. Procedures

2.1 Marketing to Students(direct entry or via education agents)requires providing the following information before enrolment to meet the student’s needs and in consideration of his/her existing skills and competencies:

Accurate course information

- a. Prior to accepting a student, or an intending student, for enrolment in a course, ACE provides, in print form or through referral to electronic copies of marketing and advertising brochures (Pre-Enrolment Brochure) via ACE’s website or sent by email, current and accurate information regarding the following:
- b. The minimum entry requirements for acceptance into a course to assess whether the student’s qualifications, experience and English language proficiency are appropriate for the course for which enrolment is sought such as
 - i. Age at the time of enrolment (18 yrs or above)
 - ii. English language proficiency level as follows:

IELTS 5.5 (or equivalent*). Applicants who do not possess the required IELTS score or equivalent are advised to enrol in an ELICOS program with another approved RTO/provider to facilitate achieving the English language entry requirements. An applicant must satisfactorily complete the EAL course / English language course or satisfactory completion of 5-10 weeks ELICOS from a National ELT Accreditation Scheme (NEAS) Accredited English Institution with an IELTS score of 5.0

Exemptions apply, including:

- o Equivalent qualifications [Certificate III EAL (Access), Certificate IV EAL (Access), Certificate III EAL (Further Study), Certificate IV EAL (Further Study), Certificate III EAL (Professional), Certificate IV EAL (Professional/Employment)] demonstrating English proficiency.
- o The student was educated for 5 years in an English speaking country.
- o The student has completed a Certificate IV level course in an Australian Registered Training Organisation (RTO).
- o The student has successfully completed a foundation course in Australia.

NB: Tests results/ certificates and other evidence demonstrating English proficiency older than two years are not accepted unless they have completed two years of study in Australia. When assessing overseas qualification against AQF requirements refer to the equivalencies table for each country (refer to *Appendix A* of this policy). Where there is insufficient or unclear information with regards to IELTS level or its equivalent the application is forwarded to the CEO for assessment.

International Students from Assessment Level 1 and 2 countries will be exempt from this requirement; however they will be required to demonstrate English level proficiency as indicated below:

- o Successful completion of ACE’s Language, Literacy and Numeracy test.
- o Successful completion of a foundation course at an RTO in Australia.
- o The student has completed a Certificate IV level course in an Australian Registered Training Organisation (RTO).

(For further information on assessment levels refer to:

<http://www.immi.gov.au/Study/Pages/student-visa-assessment-levels.aspx>)

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**Equivalent English Proficiency Tests accepted include:*

- Test of English as a Foreign Language Internet-Based Test (TOEFL IBT) – Certificate TOEFL IBT score of 46 or above for direct entry into a course; or 35 with an ELICOS course to be taken before your main course.
- Pearson Test of English (PTE) Academic Certificate – PTE Academic score of 42 or above for direct entry into a course; or 36 with an ELICOS course to be taken before your main course.
- Cambridge English: Advanced (CAE) Certificate – CAE test score of 47 or above for direct entry into a course; or 41 with an ELICOS course to be taken before your main course.
- Occupational English Test (OET) Certificate OET score of 'pass'.
- TOEFL Paper-Based Test (PBT) Certificate (This test is only acceptable if taken in one of the following countries where IELTS is not available: Belarus, Ecuador, El Salvador, Guatemala, Honduras, Kyrgyzstan, Mali, Moldova, Solomon Islands, Suriname, Tajikistan, Tanzania, Uganda and Uzbekistan.) - TOEFL PBT test score of 527 or above for direct entry into a course; or 500 with an ELICOS course to be taken before your main course.

All learners will be required to undertake a Language, Literacy and Numeracy (LLN) test prior to their course commencement in order to determine any relevant support required by the learners to achieve a successful outcome of their studies.

- iii. Academic Requirements –Satisfactory completion of a minimum of year 12 or equivalent; OR completed studies equivalent to an Australian Year 12 qualification from an English language speaking country.
- iv. Student Visa – Students must satisfy DIBP’s requirements for a student visa.
- c. Overseas Year 12 equivalents will be checked by Course Coordinator in accordance with VCAA guidelines to establish legitimate equivalents.
- d. Information about the training products within its scope of registration in which the student intends to enrol. This information includes:
 - i. full course codes and titles of qualification, including CRICOS course codes, codes and titles of each unit of competency of a course
 - ii. course duration, delivery location, modes of delivery, assessment methods, pre-requisite courses or units of competency (if applicable) or any additional units or qualifications available to students completing a course and the additional fees (if any);any work based training arrangements (if applicable), brief course description, entry requirements for the course and course fees.
- e. Assessments; re-assessments (re-sit), assessment feedback

This applies particularly to Certificate IV and Diploma of Hospitality students who are required to complete additional units to achieve the Certificate III and IV qualifications first, before completing the Diploma qualification; and the Diploma of Business students who are required to complete the Certificate IV of Business prior to entering into the Diploma of Business. This requires students to be in tuition for additional weeks which they will not be charged for. This must be stated clearly in pre-enrolment information given to students. (See Pre-Enrolment Brochure);

- f. Campus locations and a general description of facilities, equipment, learning and library resources available to students;

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- g. Details of any arrangements with another registered provider, person or business to provide the course or part of the course (only if applicable);
- h. Indicative course-related fees including advice on the potential for fees to change during the student's course
- i. A description that *"ACE is responsible for the quality of the training and assessment in compliance with the National VET Standards, and for the issuance of the AQF certification documentation."*
- j. The name and contact details of any third party that will be providing training and/or assessment, and related educational and support services to the learner on the RTO's behalf including workplace facilities (e.g. Work-Based Training arrangement).
- k. A description that *"ACE shall notify students of any changes that may affect their enrolment as soon as practicable. This includes any changes to agreed services, including changes such as any new third party arrangements, a change in ownership, or changes to existing third party arrangements."*
- l. A description of the ESOS framework made available in print form or electronically by the Department of Education by referral to the relevant website as well as 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 dependants of intending students, including that school fees may be incurred;
- m. Overseas Student Health Cover (OSHC)
- n. Change of student's address and contact numbers and the requirement to inform ACE within 7 days when such changes occur
- o. Availability of the following policies and procedures and some services :
 - i. Complaints and appeals process
 - ii. Deferring, suspending, cancelling course enrolment
 - iii. Transfer between providers
 - iv. Refunds
 - v. Fees and Charges (to be paid by the student to ACE, including payment terms and conditions)
 - vi. Student Support and Education Services
 - vii. Completion within expected duration
 - viii. Monitoring Attendance
 - ix. Monitoring academic performance (course progress)
 - x. Course Credit / Recognition of Prior Learning (RPL)
 - xi. Critical Incidents
 - xii. Issuance of AQF Qualification and Statement of Attainment
 - xiii. Access and Equity
 - xiv. Unique Student Identifier (USI)
 - xv. To provide clear information, prior to enrolment, on access to educational resources, facilities and services, reasonable adjustments that can and cannot be provided so clients and learners can make an informed choice about which RTO and course of study best meets their needs.
 - xvi. Reasonable adjustments (refer to Access and Equity policy and procedures)

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Other Information

- p. Student Orientation/Induction Program
- q. Consumer Rights
- r. Work rights as a student
- s. Information on the following regulations and government bodies that govern international students and referral to electronic copies/websites, such as:
 - i. ESOS Act 2000
 - ii. The National Code 2007
 - iii. Standards for Registered Training Organisations 2015
 - iv. Tuition and Protection Services
 - v. The International students Ombudsman
 - vi. Australian Tax Office
 - vii. Department of Immigration and Border Protection
 - viii. Fair Work Ombudsman
- t. Potential learners and clients (direct entries) are referred to DIBP to make them aware of student visa requirements (if applicable);
 - i. Original documents required prior to enrolment into the chosen course are to be provided at the time of enrolment or orientation program;
 - ii. Copies of original documents, as mentioned above, are attested and certified as true copies of the original prior to enrolment and are translated in English;
- u. For offshore-based international students:
 - i. Pre-departure briefing
 - ii. Guide on arrival in Australia
 - iii. Support services for airport pick-up and booking of accommodation

2.2 Information on issuance of Offer Letter, Written Agreement and COE

2.3 ACE provides relevant and updated pre-enrolment information easily accessible to prospective students and clients, including education agents via its website (or in print form), marketing and advertising materials, brochures or the Student Pre-enrolment Handbook.

3. Responsibilities

The following personnel are responsible for the implementation of this policy and procedures and reviewing its effectiveness:

- CEO
- Compliance Officer
- Finance Officer
- Student Support Services Officer
- Office Administrator / Records Manager

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4. Policy Base

- Education Services for Overseas Students Act 2000.
- ESOS Regulations 2001.
- The ESOS (Registration Charges) Act 1997.
- The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 (The National Code).
- Standards for Registered Training Organisations 2015

5. Primary Documents

- Enrolment Form
- Pre Enrolment Brochure
- Student Handbook
- Agent Manual
- ACE Quarterly Newsletter
- Orientation Checklist
- Letter of Offer & Student Acceptance Agreement
- Letter of Refusal
- LLN Test
- LLNReport
- Identifying Additional Student Needs Form

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