



STUDENT ENGAGEMENT PRIOR TO ENROLMENT POLICY AND PROCEDURE

Legislation

- The National Code 2018, Part B – Standard 2, Recruitment of an Overseas Student

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”). ACE will ensure prior to enrolling that the students’ qualifications, experience and English language proficiency are appropriate for the course for which enrolment is sought. Prior to accepting a student, or an intending student, for enrolment in a course, the ACE will provide, in print or through referral to its website electronic copy of current and accurate information regarding the course student intends to enrol.

Scope

The policy applies to all international students of ACE.

Definitions

CRICOS:	Commonwealth Register of Institutions and Courses for Overseas Students.
Course:	Program of Education or Training, defined as Course in the ESOS Act.
DHA:	Department of Home Affairs.
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 2018.
PRISMS:	Provider Registration and International Students Management System.
Third party	means any party that provides services on behalf of the ACE but does not include a contract of employment between ACE and its employee.
Training product	means AQF qualification, skill set, unit of competency, accredited short course and module

1. Policy

[02] Student Engagement Prior to Enrolment	Version 5.4	Updated: January 2018
Authorised by CEO	CRICOS # 03219A	RTO # 22424
©Australian Careers Education Pty Ltd		Page 1 of 6



STUDENT ENGAGEMENT PRIOR TO ENROLMENT POLICY AND PROCEDURE

Legislation

- The National Code 2018, Part B – Standard 2, Recruitment of an Overseas Student

- 1.1 This policy and procedures support the following regulations:
- ‘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.’
- 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 Prior to enrolment ACE provides advice to the prospective learner about the training product appropriate to meeting the learner’s needs, taking into account the individual’s existing skills and competencies.
- 1.4 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.
- 1.5 Where ACE collects fees from the individual learner, either directly or through a third party, ACE provides or directs the learner to information prior to enrolment or the commencement of training and assessment, whichever comes first.
- 1.6 Where there are any changes to agreed services, ACE advises the learner as soon as practicable, including in relation to any new third party arrangements or a change in ownership or changes to existing third party arrangements.
- 1.7 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 as well as the feedback gathered from industry/employer engagements.

2. Procedures

- 2.1 Prior to enrolment, ACE will provide marketing materials (hard copy or electronic copy via ACE’s website) to potential learners (direct entry or via education agents). Such Marketing materials will include, but not limited to, the following content in relation to the training product(s) on offer and which are within ACE’s scope of so as 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

[02] Student Engagement Prior to Enrolment	Version 5.4	Updated: January 2018
Authorised by CEO	CRICOS # 03219A	RTO # 22424
©Australian Careers Education Pty Ltd		Page 2 of 6



STUDENT ENGAGEMENT PRIOR TO ENROLMENT POLICY AND PROCEDURE

Legislation

- The National Code 2018, Part B – Standard 2, Recruitment of an Overseas Student

and advertising brochures (Pre-Enrolment Brochure) via ACE's website or sent by email, current and accurate information regarding the following:

- a. 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:

- 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.
- The student was educated for 5 years in an English speaking country.
- The student has completed a Certificate IV level course in an Australian Registered Training Organisation (RTO).
- 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:

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

For further information on assessment levels refer to:

<https://www.homeaffairs.gov.au/lega/lega/form/immi-fags/aelt>

**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.

[02] Student Engagement Prior to Enrolment	Version 5.4	Updated: January 2018
Authorised by CEO	CRICOS # 03219A	RTO # 22424
©Australian Careers Education Pty Ltd		Page 3 of 6



STUDENT ENGAGEMENT PRIOR TO ENROLMENT POLICY AND PROCEDURE

Legislation

- The National Code 2018, Part B – Standard 2, Recruitment of an Overseas Student

- 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.
- b. Overseas Year 12 equivalents will be checked by Course Coordinator in accordance with VCAA guidelines to establish legitimate equivalents.
 - c. 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.
 - d. 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);

- e. Campus locations and a general description of facilities, equipment, learning and library resources available to students;
- f. Details of any arrangements with another registered provider, person or business to provide the course or part of the course (only if applicable);

[02] Student Engagement Prior to Enrolment	Version 5.4	Updated: January 2018
Authorised by CEO	CRICOS # 03219A	RTO # 22424
©Australian Careers Education Pty Ltd		Page 4 of 6



STUDENT ENGAGEMENT PRIOR TO ENROLMENT POLICY AND PROCEDURE

Legislation

- The National Code 2018, Part B – Standard 2, Recruitment of an Overseas Student

- g. Indicative course-related fees including advice on the potential for fees to change during the student's course
- h. 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."*
- i. 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).
- j. 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."*
- k. 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;
- l. Overseas Student Health Cover (OSHC)
- m. Change of student's address and contact numbers and the requirement to inform ACE within 7 days when such changes occur
- n. 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 academic performance (course progress)
 - ix. Course Credit / Recognition of Prior Learning (RPL)
 - x. Critical Incidents
 - xi. Issuance of AQF Qualification and Statement of Attainment
 - xii. Access and Equity
 - xiii. Unique Student Identifier (USI)
 - xiv. 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.
 - xv. Reasonable adjustments (refer to Access and Equity policy and procedures)

[02] Student Engagement Prior to Enrolment	Version 5.4	Updated: January 2018
Authorised by CEO	CRICOS # 03219A	RTO # 22424
©Australian Careers Education Pty Ltd		Page 5 of 6



STUDENT ENGAGEMENT PRIOR TO ENROLMENT POLICY AND PROCEDURE

Legislation

- The National Code 2018, Part B – Standard 2, Recruitment of an Overseas Student

Other Information

- o. Student Orientation/Induction Program
- p. Consumer Rights
- q. Work rights as a student
- r. 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 2018
 - iii. Tuition and Protection Services
 - iv. The International Students Ombudsman
 - v. Australian Tax Office
 - vi. Department of Home Affairs
 - vii. Fair Work Ombudsman
- s. Potential learners and clients (direct entries) are referred to Department of Home Affairs 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;

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

4. Policy Base

- Education Services for Overseas Students Act 2000.

[02] Student Engagement Prior to Enrolment	Version 5.4	Updated: January 2018
Authorised by CEO	CRICOS # 03219A	RTO # 22424
©Australian Careers Education Pty Ltd		Page 6 of 6



STUDENT ENGAGEMENT PRIOR TO ENROLMENT POLICY AND PROCEDURE

Legislation

- The National Code 2018, Part B – Standard 2, Recruitment of an Overseas Student

- The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 (The National Code).

5. Primary Documents

- Enrolment Form
- Pre Enrolment Brochure
- Student Handbook
- Agent Manual
- ACE Quarterly Newsletter
- Orientation Checklist
- Letter of Offer & Student Acceptance Agreement
- LLN Test
- LLN Report

[02] Student Engagement Prior to Enrolment	Version 5.4	Updated: January 2018
Authorised by CEO	CRICOS # 03219A	RTO # 22424
©Australian Careers Education Pty Ltd		Page 7 of 6