



Pol -012 Recruitment and Enrolment Policy & Procedure

Purpose of the policy:

The purpose of this policy is to ensure the RTO's understanding and adherence to the relevant legislation directly and indirectly to ESOS Act (2000), Education for Overseas Students Amendment Act 2014 National Code of Practice for Providers of Education and Training to Overseas Students • The National Code 2018: Standard 2 RTO Standards 5.1, 5.2, 5.3 and 7.3 require learners to be fully informed at the earlier of enrolment or commencement of training

Scope

This policy applies to:

- Canberra Valley Institute Campuses
- Students
- Management Team-members

Definitions

LLN: Language Literacy and Numeracy

IELTS : International English Language Testing System

VEVO: Visa Entitlement Verification Online

Responsibilities

- Admission officer
- CEO

Policy Statement:

- Canberra Valley Institute recruits' 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. Canberra Valley Institute ensures students' qualifications, experience and English language proficiency are appropriate for the course for which enrolment is sought.
- Written agreements stated in Canberra Valley Institute Letter of Offer and Enrolment Agreement between Canberra Valley Institute and students set out the services to be provided, fees payable and information in relation to refunds of tuition fees.
- Canberra Valley Institute is to have a written agreement with each student. Canberra Valley Institute does not accept tuition fees from students before a Letter of Offer and Enrolment Agreement has been signed by the student. Canberra Valley Institute enters into a written agreement with the student, signed concurrently with or prior to accepting tuition fee from the student.

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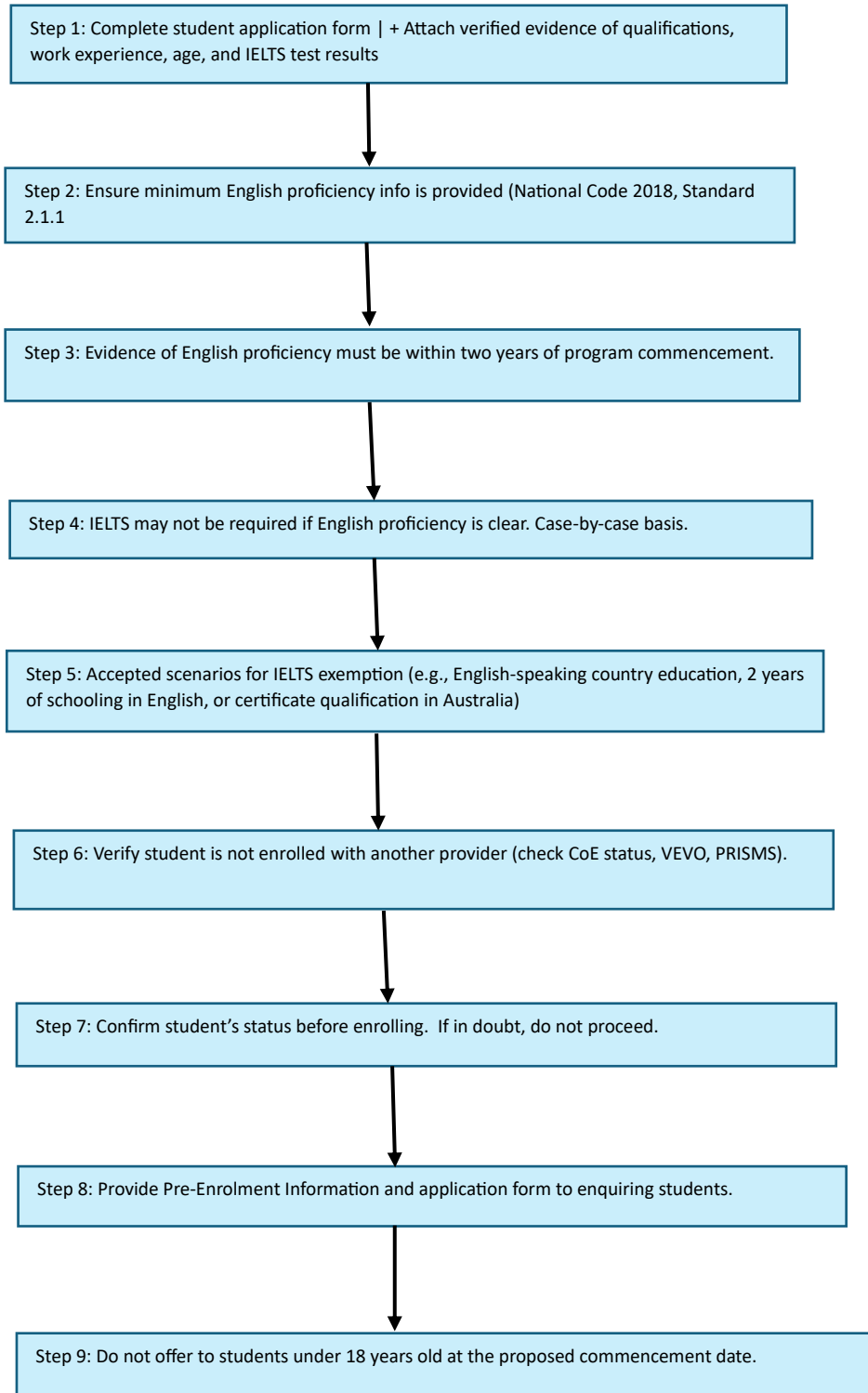
1. The agreement must:
 - a. identify the course or courses in which the student is to be enrolled and any conditions on his or her enrolment
 - b. provides an itemised list of tuition fees payable by the student
 - c. provides information in relation to refunds of tuition fees
 - d. set out the circumstances in which personal information about the student may be shared between the registered provider and the Australian Government and designated authorities and, if relevant, the Tuition Protection Service. This information includes personal and contact details, course enrolment details and changes, and the circumstance of any suspected breach by the student of a student visa condition
 - e. advises the student of his or her obligation to notify Canberra Valley Institute of a change of address while enrolled in the course.
2. Canberra Valley Institute includes in the written agreement the following information, which is to be consistent with the requirements of the ESOS Act, in relation to refunds of tuition fees in the case of student and provider default:
 - a. amounts that may or may not be repaid to the student (including any tuition fees collected by education agents on behalf of Canberra Valley Institute)
 - b. processes for claiming a refund
 - c. a plain English explanation of what happens in the event of a course not being delivered; and
 - d. a statement that “This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia’s consumer protection laws”.
3. The Canberra Valley Institute recognises qualifications and Statements of Attainment issued by another RTO. Where a student enrolls in a qualification delivered and assessed by, Canberra Valley Institute then the College will recognize units of competency included on a Statement of Attainment/ Records of results issued to the applicant by another RTO towards the qualification assuming the units meet the packaging rules of the qualification delivered by the College.
4. Canberra Valley Institute recognizes students prior learning. Recognition of Prior Learning (RPL) is a process through which applicants gain course credits based on experience gained through similar study (but not direct equivalent), work experience (in any form) or through informal or formal training or other life experiences.
5. Canberra Valley Institute ensures that all procedures and policies for international students enrolling into a course offered by us are followed correctly. GBC has a student record management system RTO Manager in place that provides data that meets the AVETMISS Standard.
6. Canberra Valley Institute ensures that all students have been provided with adequate information in order to enable them to make an informed decision about whether the course will meet their learning needs, including information about the course in which they are enrolling, fees and refund policy, living in Australia and studying at Canberra Valley Institute
7. Canberra Valley Institute screens students prior to accepting their application and again on enrolment to ensure that they meet the English language and LLN requirements and have the capacity to successfully undertake the course.

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Related Procedure

A. PROCEDURE – APPLICATION



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- Step: 1 Applicants must complete the student application form, sign and date where required and attach verified evidence of qualifications, work experience (if relevant), age, and IELTS test results. Please refer the entry requirement policy for more details.
- Step: 2 Standard 2.1.1 of the National Code 2018 requires providers to provide current and accurate information about the minimum level of English language proficiency required before accepting a student for enrolment in a course (i.e. before issuing a CoE).
- Step: 3 All evidence of English language proficiency must have been completed within two years of the application to Canberra Valley Institute College i.e. the test must be taken no more than two years prior to the Canberra Valley Institute program commencement date.
- Step: 4 IELTS testing may not be required where an applicant clearly has the required English language skills. The application of this rule will be on a case-by-case basis and in accordance with the English language requirements that apply to the visa eligibility for the country assessment level published by Department of Home Affairs.
- Step: 5 Accepted scenarios for IELTS exemptions (e.g. English speaking country education , 2 years of schooling in English or certificate qualification in Australia). Students educated in an English-speaking country (LLN test will not be required);
- Students who have completed the last two years of school in an English language speaking course (LLN test will not be required)
- Step: 6 Students who have enrolled or have CoE's from another provider must not be enrolled until they have completed the first six months of their principal course and have a release from the provider of the principal course. The methods for checking if a student is enrolled or has a CoE from another provider include:
- Asking the student.
 - Checking the student visa on VEVO if required.
 - The PRISMS flags when Canberra Valley Institute attempts to generate a CoE.
- Step: 7 All the above methods should be applied to each student attempting to enrol onshore. If there is any doubt about the student's status, then do not provide the student with an offer letter or attempt to enrol them until status is confirmed.
- Step: 8 All enquiring students will be provided with a Pre-Enrolment Information on the link www.cvi.edu.au and a student application form.
- Step: 9 Offers must not be made to students who will be under the age of 18 years at the time of proposed commencement date.

Further Checklist of information required:

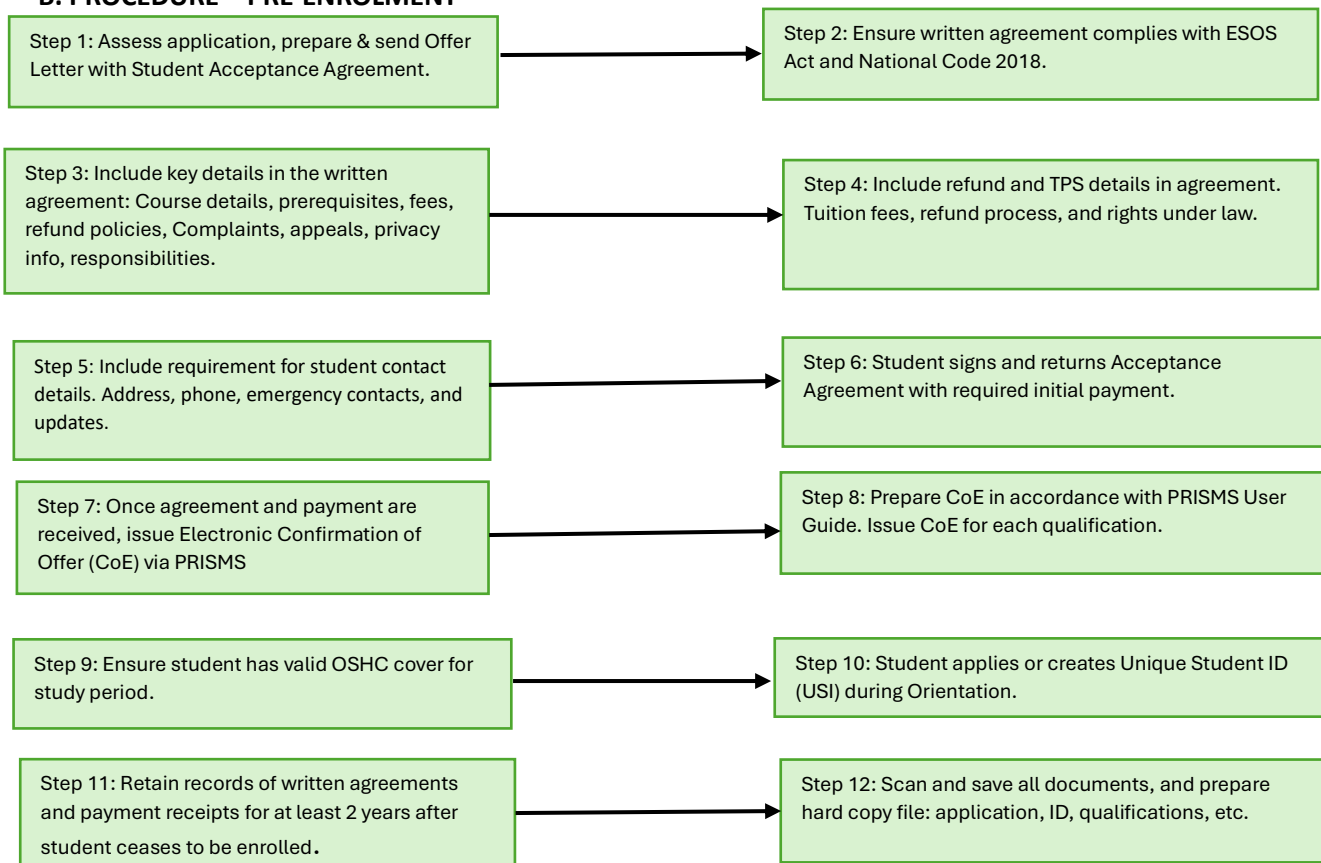
1. The Admissions officer must review the student applications and determine if an offer should be made based on the entry requirements for the qualification.
2. Check the overseas qualification is equivalent or higher to Australian year 12th as per Canberra Valley Institute entry requirement policy.
3. Where Admissions Officer is not able to find out whether overseas qualification is equivalent or higher to Australian year 12th then, assess the overseas qualification against the Australian AQF with the Overseas Qualifications Unit.
4. Check the IELTS statement comes from an accredited IELTS testing authority by verifying on IELTS TRF provider log-in.

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5. Check that the rest of the application form has been fully completed and no information has been left blank and the student has signed and dated the application.

B. PROCEDURE – PRE-ENROLMENT



- Step: 1** Once an applicant’s enrolment evidence has been assessed as meeting the qualification’s entry requirements, a LoO (Letter of Offer) will be generated and sent through to the student, this LoO will be accompanied with the Student Handbook and Course flyer. Once the LoO has been signed and sent back to the Canberra Valley Institute’s administration team, a CoE (Confirmation of Enrolment) will be generated and sent to the student by email with an accompanying Welcome letter.
- Step: 2** A written agreement must comply with the requirements of the ESOS Act and the National Code 2018.
- Step: 3** The written acceptance agreement will:
- outline the course or courses in which the student is to be enrolled, the expected course start date, the location(s) at which the course will be delivered, the offered modes of study for the course, including compulsory online and/or work-based training, placements, and/or other community-based learning and/or collaborative research training arrangements.
 - outline any prerequisites necessary to enter the course or courses, including English language requirements.
 - list any conditions imposed on the student’s enrolment.

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- list all tuition fees payable by the student for the course, the periods to which those tuition fees relate and payment options (including, if permitted under the ESOS Act, that the student may choose to pay more than 50 % of their tuition fees before their course commences);
- provide details of any non-tuition fees the student may incur, including their study outcomes reassessed, deferral of study, fees for late payment of tuition fees, or other circumstances in which additional fees may apply.
- 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.
- outline the registered provider’s internal and external complaints and appeals processes, in accordance with Standard 10 (Complaints and appeals).
- state that the student is responsible for keeping a copy of the written agreement as supplied by the registered provider, and receipts of any payments of tuition fees or non-tuition fees.

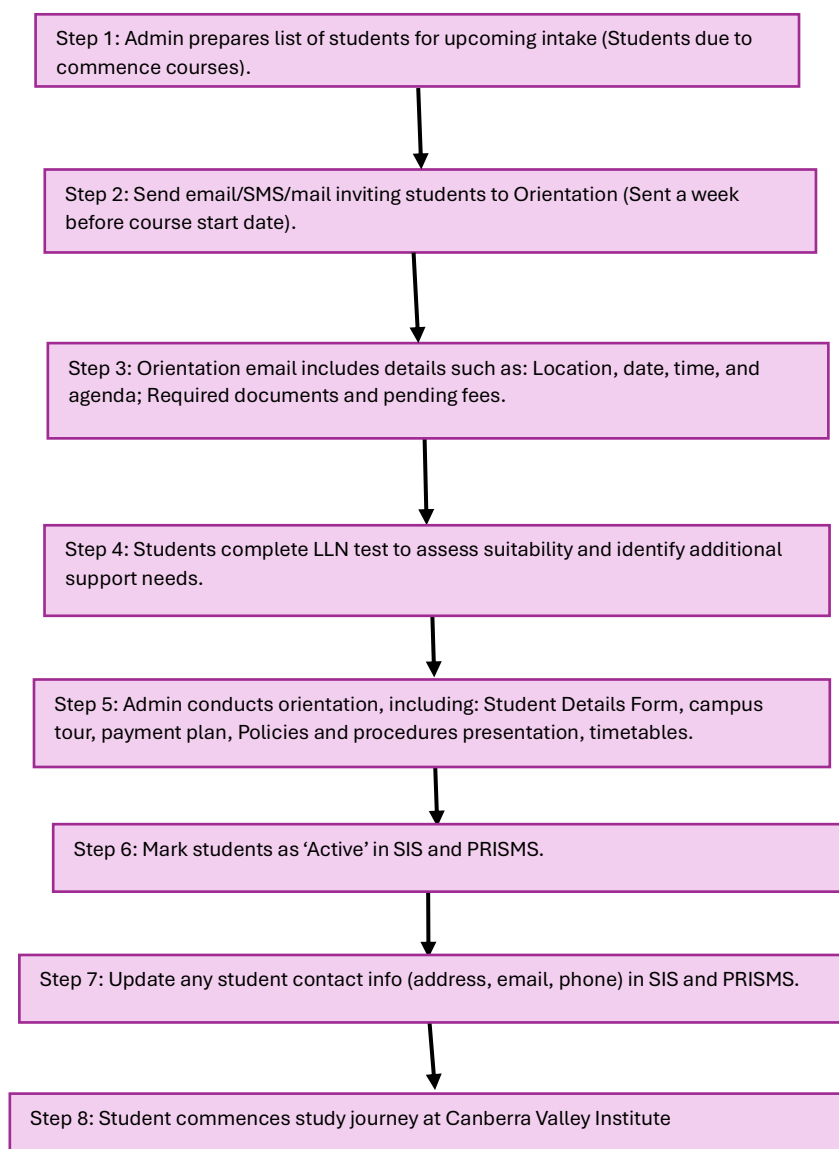
- Step: 4 The written agreement will also include the following information, which is to be consistent with the requirements of the ESOS Act, in relation to refunds of tuition fees and non-tuition fees in the case of student default and provider default:
- amounts that may or may not be repaid to the overseas student (including any tuition and non-tuition fees collected by education agents on behalf of the registered provider).
 - processes for claiming a refund.
 - the specified person(s), other than the overseas student, who can receive a refund in respect of the overseas student identified in the written agreement, consistent with the ESOS Act.
 - a plain English explanation of what happens in the event of a course not being delivered, including the role of the TPS.
 - A statement that “This written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies”.
- Step: 5 written agreement will also mention the requirement that the overseas student or intending overseas student, while in Australia and studying with that provider, must notify the registered provider of his or her contact details including:
- the student’s current residential address, mobile number (if any) and email address (if any);
 - who to contact in emergency situations.
 - Any changes to those details, within 7 days of the change
- Step: 6 The student acceptance of agreement must be completed and returned to Canberra Valley Institute and required initial payment as indicated on the acceptance of agreement.
- Step: 7 Once the completed written agreement and the fee is received (and cleared from the Accounts department for clearance from the bank) an Electronic Confirmation of Offer will be generated via PRISMS to facilitate the issuing of a student visa.
- Step: 8 The CoE must be prepared in accordance with the requirements of the PRISMS User Guide. There must be a CoE issued for each qualification that the student is going to be enrolled in and for which an award will be issued if the student is successful.
- Step: 9 Admissions Officer will also ensure that the student has a valid OSHC cover for his/her entire study period.

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- Step: 10 The student needs to apply for Unique Student Identifier (USI) or create one during the Orientation.
- Step: 11 Canberra Valley Institute will ensure to retain records of all written agreements as well as receipts of payments made by students under the written agreement for at least 2 years after the person ceases to be an accepted student.
- Step: 12 Scan and save all Admission Documents and also prepare a hard copy file:
- Application form.
 - Student Identification.
 - previous qualification.
 - English proficiency documents.
 - Offer letter and Acceptance of Agreement
 - Any other documentation presented at the time of enrolment (Credit Transfer evidence).

C. PROCEDURE – STUDENT POST ENROLMENT STAGE (ORIENTATION)



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- Step: 1 Administration Team prepares a list of students who are due to commence their courses in the upcoming intake.
- Step: 2 An email/SMS/mail is sent to the students in advance inviting the students for Orientation and Induction. The orientation is usually scheduled a week in prior to the start intake date of the course.
- Step: 3 The Orientation email comprises of information for students such as,
- location, date, and time of orientation.
 - What will be done on the day of orientation.
 - Requirement to bring in the original identity and qualification documents if not provided earlier.
 - Any pending initial fee information.
 - Additional Requirements.
- Step: 4 Language, Literacy and Numeracy Test: All students seeking enrolment must also complete a Language, Literacy and Numeracy (LLN) test at the time of enrolment to identify their competence in literacy and numeracy levels which will highlight course suitability and or whether additional student support services are required. Refer Language, Literacy, and Numeracy Policy.
- Step: 5 Administration Staff conducts the orientation.
- Student Details Form.
 - Tour of the campus.
 - Payment plan.
 - Induction Presentation which will include important policies and procedures related to student journey – Course progress and monitoring policy, complaints and appeals policy, assessments and reassessment policy etc.
 - The Induction procedure will also include the Work placement information for Commercial Cookery courses.
 - Timetables would be sent by email.
 - Induction/Orientation Checklist.
- Step: 6 Administration team marks the successfully enrolled students as 'Active' / 'Commenced' in Student Information System and as 'Commenced' in the PRISMS.
- Step: 7 Administration team updates any change of address/email/phone noted on the enrolment form both in the Student Information System and PRISMS.
- Step: 8 Student commences study journey at Canberra Valley Institute

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Development & Approval Information

Policy Author:	Sunil Baby
Policy Owner:	CEO
Approval Body:	CEO
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Key Stakeholders:	CEO
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Approved by:	CEO
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