

Definition of Organisation

Skilled Services Australia Pty Ltd trading as:

-) Skills Institute Australia (SIA)
-) Skills College Perth

For the purposes of this policy, any reference to Skilled Services Australia Pty Ltd, Skills Institute Australia, SIA, Skills College Perth or the organisation, should be considered a reference to any of these respective trading names.

Purpose

The purpose of this policy and procedure is to specify the ways that SIA will meet its obligations under clauses 5.1-5.3 of the Standards for Registered Training Organisations (RTOs) 2015.

Definitions

AQTF – Australian Quality and Training Framework, the national set of standards which assures nationally consistent, -high-quality training and assessment service for the clients of Australia’s vocational education and training (VET) system.

Registered Training Organisation (RTO) – a training organisation such as SIA registered by an Australian registering body in accordance with the accrediting bodies within a defined scope of registration and authorised to deliver VET programs and courses.

Training product - means an AQF qualification, skill set, unit of competency, accredited short course and module.

Admission - the process by which a prospective student applies for a place in a course offered by Gold Coast Learning Centre is considered and either selected or rejected.

International Student - a student studying in Australia who is the holder of a valid student visa granted by the Australian Government.

ESOS Act (2000) - Federal Government act that regulates the provision of education and training services to international students in Australia and which stipulates student VISA conditions.

Department of Home Affairs (DOHA) - is the government body who is responsible on issuing visas to international students to allow them to study on campus onshore with an accredited provider.

PRISMS - Acronym for Provider Registration and International Student Management System. A government-administered system used to process international student information. This system provides Australian education providers with the Confirmation-of-Enrolment (CoE) facilities required for compliance with the Education Services for Overseas Students (ESOS) legislation.

Electronic Confirmation of Enrolment (eCOE) - A student’s Confirmation of Enrolment is issued by DOHA and required for the issuing of student visas for international students. eCOEs are generated through PRISMS.

IELTS - a comprehensive test of English language proficiency designed to assess the ability of non-native speakers of English who intend to study or train in the medium of English.

Letter of Offer - a formal invitation to a prospective student to commence study at the Institute in the course offered.

Scope

This policy and procedure applies to the selection and enrolment of all international students in courses offered by the Institute.

Responsibility

The Marketing Manager in consultation with the Director of Studies is responsible for the implementation and update of this policy and to ensure the relevant staff and agents are aware of any changes in application and procedures.

Policy Statement

The *Standards for Registered Training Organisations 2015* (the Standards) requires RTO to provide clear and accurate information to students before enrolment to allow students to make informed choices.

-) Students are provided with our comprehensive International Student Handbook *prior to enrolment* to enable them to make informed decisions about their studies with Skills Institute Australia and in Australia. Students are also provided with links to our website and supplementary sites to ensure they are very well informed prior to enrolling into a course.
-) Skills Institute Australia endeavours to ensure qualifications, experience and English language proficiency are appropriate for all of its courses.
-) Any changes to student's enrolments will be advised to students in writing, and, students will sign a document as evidence to being advised, understanding and accepting or not accepting the changes.
-) Each enrolment application is assessed as per our *Enrolment Assessment form* and approved by the Compliance Officer PRIOR to the issue of a COE.
-) *The International Student Handbook (ISH)* and/or website links, Skills Institute Australia website and/ or *Staff Handbook of Policies and Procedures Applicable to CRICOS Students* will provide students and staff with all requirements of the legislation.

All staff are provided with an electronic copy of the *Staff Handbook of Policies and Procedures Applicable to CRICOS Students* during induction and continually notified of any changes, as they are implemented.

Procedures and Principles

PRIOR TO ACCEPTING A STUDENT ENROLMENT

Skills Institute Australia will ensure students receive all of the following in print (*International Student Handbook*) or electronically (*website or links to other websites for supplementary information*).

Information specific to the course may be given prior and / or at the same time as providing a Letter of Offer/Acceptance of Offer /Agreement Contract to the Student.

- a) the course duration and holiday breaks
- b) the requirements for acceptance into a course, including the minimum level of English language proficiency, educational qualifications required, work experience required, if any community-based learning, research arrangements are included, and whether course credit may be applicable
- c) the course content, CRICOS Course Code and duration, qualification offered if applicable, modes of study (including if any online/distance component) and assessment methods
- d) campus locations, facilities, equipment, learning and library resources available to students
- e) details of any arrangements with another provider, person or business to provide the course or part of the course
- f) indicative tuition and non-tuition fees including advice on the potential for fees to change during the student's course and applicable cancellation and refund policies
- g) information about the grounds on which the student's enrolment may be deferred, suspended or cancelled
- h) the course qualification / award or other outcomes
- i) official description of the ESOS Framework made available by DET, and
- j) 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.

Skills Institute Australia policy is students do not pay any course money until they have signed and lodged a formal written agreement. However, if students pay by direct payment into our bank account or another means e.g. mail prior to signing a formal written agreement, we will not use the fees received and will immediately contact the student or their agent to inform them the payment cannot be processed (and the enrolment cannot progress) until the signed agreement is received. Skills Institute Australia will keep such evidence on the student file. Agents cannot sign on behalf of students.

Skills Institute Australia use a range of criteria in our assessment of applications for students for entry into our courses, in general the potential student must:

-) have a strong commitment to studying in Australia
-) be a genuine/bona fide student (attend class and progress in the course)
-) have suitable education, qualifications and/or experience
-) be able to meet the financial cost of the qualifications and living expenses

-) have the required English Language skills as outline for each course.

Skills Institute Australia staff will check all presented student qualifications (including English proficiency) for authenticity, being original copies of documentation or suitably certified original copies.

Skills Institute Australia will assess every application to ensure students have the appropriate education, qualifications, experience and English language proficiency for each course they apply to enrol.

Students who do not meet the requirements will not be enrolled **or** if found later they do not meet the English language requirements; a conditional COE will be issued based on the student completing an English test onshore. If the student fails the English test onshore, they may then enrol with Skills Institute Australia or an English language provider of their choice.

All student applications are processed by the administration team and a recommendation made on the *Enrolment Assessment Form* (e.g.: Issue a Letter of Offer), then forwarded to the CEO for approval.

These documents are required to be provided by the student and will be kept in the student's file:

-) Completed, signed (by student) and dated application/enrolment form
-) Photocopy or scan of current passport and Visa (identification and visa page)
-) Original, photocopy or scan (signed and certified as a true copy by a Justice of the Peace or equivalent) of English proficiency test (IELTS or TOEFL or equivalent) and checked to ensure currency (issued within the last 12 months).
-) Original, photocopy or scan (signed and certified as a true copy by a Justice of the Peace or equivalent) of Year 12 or equivalent pass.
-) Original, photocopy or scan (signed and certified as a true copy by a Justice of the Peace or equivalent) of any higher education or university qualifications.
-) Original, photocopy or Scan (signed and certified as a true copy by a Justice of the Peace or equivalent) of Statement of Attainments/Certificates/qualifications from any other relevant completed courses

Students on international student visas must study full time (20 hours minimum a week) face to face or 1/3 by online/ distance delivery mode. Refer National Code Std 8 Policy and Procedure 'Overseas Student Visa Requirements'.

ELICOS students must study face to face a minimum of 20 hours per week.

<https://internationaleducation.gov.au/Regulatory-Information/Documents/National%20Code%202018%20Factsheets/Standard%208.pdf>

PROCEDURE

-) No changes are permitted to be made to any Handbooks, forms etc without written approval from the Compliance Officer and the version control updated.
-) Any changes to course requirements / modes of study etc must have written approval from the Compliance Officer prior to implementation.

-) Students presenting for enrolment with Skills Institute Australia must first be provided with a copy of the International Student Handbook to read (hard copy or electronic).
-) Students must then sign the Handbook declaration that they have read and understand the International Student Handbook before any formal process can begin (keep on file). Students must also be directed to the Skills Institute Australia website for further information.

Skills Institute Australia enrolment officers will review each application by using our *Enrolment Assessment Form*. Approval is to be sought on this form prior to issuing a Letter of Offer. This process includes assessing each course application against the approved course entry requirements including Academic and English Language requirements.

-) Students can be given a Letter of Offer as soon as they have submitted a signed declaration and the enrolment application has been assessed and approved.
-) Skills Institute Australia staff will check all documented student qualifications (including English proficiency) for authenticity, being original copies of documentation or suitably certified original copies.
-) Students who do not meet entry requirements will not be enrolled or they may be issued with a 'conditional' COE.
-) If a student does not meet the English language requirements, a conditional COE will be issued based on the student completing an English test **onshore**.
-) All student applications are to be checked again and approved by the Compliance Manager / International Coordinator /Academic Manager.
-) Any changes to student enrolments /courses MUST be provided in writing to students and a signed and dated acceptance from the student is to be kept on their file.
-) Staff are to complete a declaration (back of Staff Handbook) and submit to the Compliance Manager after reading and understanding the *Staff Handbook of Policies and Procedures Applicable to CRICOS Students*.
-) Fees are not to be processed until the prospective student has signed and lodged a formal written agreement/contract. Students / agents must be contacted immediately if money is received without a signed agreement.
-) The written agreement must be signed and dated before or at the same time as receipt of course money. The first receipt with details of the same will be attached to the Formalisation of Enrolment/Written Agreement Contract and kept on the student file. Staff should cross check these dates to ensure the correct process was followed.
-) If students pay by direct payment into our bank account or another means e.g. mail prior to signing a formal written agreement, we cannot use the course money and the officer must immediately contact the student or agent to inform the student that the payment cannot be processed (and the enrolment cannot progress) until the signed agreement is received.
-) An expiry date is to be included on the Letter of Offer.
-) Any staff concerns are to be directed to the Compliance Manager.
-) Skills Institute Australia staff will keep all relevant evidence on the student file.

-) Any electronic files (including student and staff files) relevant to our CRICOS registration will be backed up formally to ensure there is no file corruption.

NOTE: An electronic or faxed copy of the signed acceptance can be requested if students wish to transfer money early.

Students can sign a form or indicate their acceptance online. If students accept online, they will be ALSO required to provide a hard copy acceptance form for verification as soon as practicable.

COURSE CREDIT PROCEDURE

For the purposes of the National Code, **course credit** is defined as follows:

‘Exemption from enrolment in a particular part of the course as a result of previous study, experience or recognition of a competency currently held, includes academic credit and recognition of prior learning.’

-) Students that already have a Statement of Attainment for a Unit of Competency may apply for Course Credit. Course credit may reduce the length of a student's course.
-) Students that believe they already have the skills and knowledge required to demonstrate competency can request Recognition of Prior Learning (RPL).
-) Skills Institute Australia requires students to complete the *Application for Recognition of course credit/RPL form* for assessment by the relevant trainer. Evidence is required to substantiate previous knowledge/qualifications.
-) Skills Institute Australia may require students to complete an assessment to demonstrate competency.
-) If Skills Institute Australia grants the student course credit/RPL which leads to a shortening of the student's course before the student visa is granted, the COE will indicate the actual net course duration for the course.
-) If course credit/RPL is granted after the student's visa is granted, any change of course duration will be reported to the Department of Education and Training (DET) and Department of Home Affairs (DHA) via PRISMS within 31 days after the event as specified under Section 19 of the ESOS Act 2000 as amended, unless the student is under 18 years old in which PRISMS must then be updated in 14 days.
-) Skills Institute Australia recognises relevant AQF qualifications and / or Statements of Attainment issued by other RTOs, however, we reserve the right to verify the authenticity of such documents as required and to determine the currency of the units of competency indicated on the document/s.
-) Skills Institute Australia requires original or certified documents for assessment.
-) Students must sign or accept a record of course credit if granted.

Skills Institute Australia will not charge an extra fee for applications for course credit against an enrolling/enrolled course.

If the course credit /RPL granted **will not affect the duration** of the course/COE, Skills Institute Australia will keep record of the application on the student's file and does not need to take any other action.

Decisions will be made within 4 weeks of receipt of a complete application.

If course credit is granted after visa grant, any change in course duration is reported via Provider Registration and International Student Management System (PRISMS) as a course variation and a new COE issued.

As stated on the Course Credit / RPL application form, Skills Institute Australia will provide students with

-) a short description of acceptable documentation which students should supply to support their application for course credit
-) the grounds on which course credit/RPL may be accepted or rejected
-) the existence of fees and charges for application for course credit/RPL, if any, and estimated costs
-) How it will inform a student of the outcome of the application, including an explanation of how the decision was reached if the application was rejected.

PROCEDURE

-) Students must read the course outline to ascertain if course credit/ RPL is applicable.
-) Student should request a meeting with the course facilitator/assessor.
-) If as a result of the meeting it is agreed RPL/course credit may be applicable, the student is to complete the *Recognition of Course Credit /RPL' application form*.
-) Students must gather and collect evidence and attach to the form and lodge with administration. Evidence being original/certified certificates, evidence of experience by a recognised trainer or tradesperson, copies of assessments. Incomplete forms should not be accepted.
-) Skills Institute Australia will assess and record whether course credit and / or RPL are *or* are not granted in writing and keep on the student file for audit.
-) The assessor must refer to the course structure and unit/subject offerings and determine if course credit / RPL granted will affect the duration of the course for that student and note on the form.
-) Academic Manager will approve or not approve the application and advise the student in writing of the outcome including reasons.
-) Students must sign a formal acceptance if course credit/RPL is granted, and this is to be kept on the students' file.
-) If course credit/RPL changes the student's COE duration, students are to be advised in writing to contact DHA with their new COE.
-) Decisions will be made within 4 weeks of lodgement.
-) If course credit/RPL is granted after the student's visa is granted, the change of course duration will be reported to DET via PRISMS within 31 days after the event as specified under Section 19 of the ESOS Act unless the student is under 18 years old in which PRISMS must then be updated in 14 days.

If the course credit granted **will not affect the duration** of the course, Skills Institute Australia will record the course credit in the student's file and does not need to take any other action.

If the course credit granted **will affect the duration of the course**, Skills Institute Australia will record a change of course duration on PRISMS. Skills Institute Australia will utilise the Student Course Variation function and indicate that the student has requested a change to the existing enrolment. Skills Institute Australia then chooses 'transfer student into same course' and changes the end date of the course. This will result in the creation of a new CoE (with the new correct/revised end date) and the cancellation of the original CoE.

Evidence of the procedure followed will be kept on the student's file along with the student's acceptance.

Records of Course Credit/RPL assessment and decisions **MUST** be kept for 2 years after the student ceases study.

Statutory and Regulatory Compliance

-) National Standards for RTOs 2015 and subsequent amendments
-) ASQA Fact sheets – Marketing and Advertising

Policy Publication

All policies and procedures that are applicable to prospective and enrolled students (domestic or international) are made available on request at all times, and form part of the induction and orientation for students, staff and contractors. Policies and procedures are made available via the website (where appropriate), student administration systems, learning management systems and internal electronic systems.