



International Student Enrolment and Enrolment Process

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Level 1, 127 Castlereagh Street, Liverpool, NSW,2170 Phone : 1300 929 222 Email info@agc.edu.au Web : www.agc.edu.au			
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International Student Enrolment and Enrolment Process

Australian Global College will ensure that international students are provided with a pathway to make informed decisions about their training and assessment and to enter a training pathway that is the right fit for their career goal. In doing this, Australian Global College has legislative responsibilities to comply with that govern the process for the enrolment and induction of students from overseas.

Critical with this requirement, is compliance with:

- Standard 5 of the Standards for Registered Training Organisations 2015 which requires that each student is properly informed and protected;
- Standard 2: Recruitment of an overseas student, National Code of Practice for Providers of Education and Training to Overseas Students 2018

All staff with responsibility during the student enrolment pathway are to be fully conversant with the requirements detailed in this document.

Provision of pre-enrolment information to students

The Standards require that each student is properly informed and protected either prior to enrolment or the commencement of training and assessment. At Australian Global College we achieve this by providing prospective students with the following three pre-enrolment information sources:

Student Handbook. The student handbook is the primary information vehicle to inform students about their rights and obligations prior to their enrolment. Ideally, the student handbook is supplied electronically as a PDF document. The student handbook is effectively the policy manual for the student's participation in training and engagement with Australian Global College. It acts as a valuable information source for the student who can reference the handbook when they have questions about their rights and obligations. The student handbook contains information on the following topics for the student:

- Introduction to Australian Global College
- Our Services
- Our expectation of students
- The Campus
- Introduction to Australian Vocational Education and Training
- Introduction to the Education Services for Overseas Student (ESOS) framework
- Unique Student Identifier
- Legislative and Regulatory Responsibilities
- Protection for Overseas Students
- Conditions of student visa

- Working in Australia
- Accommodation options
- Living in Australia Costs
- Notifying change of address
- Satisfactory Academic Performance
- Schooling for dependants
- Overseas Student Health Cover
- Course entry requirements
- International English Language Testing System (IELTS) requirements
- Enrolment procedure
- Electronic Confirmation of Enrolment
- Student Orientation
- Student support services
- Monitoring student progress
- Student enrolment deferral, suspension or cancellation
- Change of education provider
- Student amenities
- Student resources
- Student counselling
- Language, literacy and numeracy skills
- Student safety
- Fairness and equity
- Access to student file and record
- Privacy
- Course Fees
- Tuition Fee Protection
- Student cancellation
- Refunds
- Statutory cooling off period
- Changes to terms and conditions
- Making a complaint or appeal
- Assessment arrangements

- Training arrangements
- Recognition of existing skills and knowledge
- National recognition
- Issuing Qualifications and Statements of Attainment
- Academic Misconduct

Prospectus. The Prospectus is the primary means of informing prospective students about the services to be provided in relation to a specific course leading to a qualification or units of competency. Course information can be displayed on the website and be available in a downloadable PDF for the student to print and review. A Prospectus will also be sent to the student via email as pre-enrolment information. The Prospectus contains the following information:

- the nationally recognised training product by code and title;
- the CRICOS course code and course content;
- the expected course duration and holiday breaks;
- the entry requirements or pre-requisites, including the minimum level of English language proficiency;
- the mode of delivery of training and assessment;
- the units of competency that comprise the course;
- the assessment requirements to successfully complete the course;
- campus locations and facilities, equipment;
- accommodation options and indicative costs of living in Australia
- learning resources available to students and what resources the student must provide;
- identify clearly any third-party providers / services (if applicable);
- indicative tuition fee and schedule of payments, including advice on potential for changes to fees over the duration of the course;
- the grounds on which an international student's enrolment may be deferred, suspended or cancelled;
- the ESOS framework, including official Australian Government material or links;
- application process including issuing an eCOE;
- identify any work-based training, placements or other community-based learning (if applicable);
- the expected occupational outcomes;
- protection under Australian Consumer Law;
- contact details for Australian Global College; and

- identify the RTO by its national RTO number / CRICOS provider number and legal name.

Student Letter of Offer. The student letter of offer is provided to the student to inform them about the services to be provided and the costs associated with that service delivery. The student letter of offer will contain the following information:

- The code and title of the nationally recognised training product
- Start and end dates
- The total tuition fee and schedule of payments
- Summary of other fees and charges
- The planned study periods
- The study location

Informing students of changes

If at any time there is a change to the agreed services to be provided or policies relating to the student's rights and the payment of fees and other charges, Australian Global College will advise current students prior to any of these changes coming into effect. This includes changes in relation to new third-party arrangements or changes to ownership of Australian Global College.

Course entry requirements

All international students applying to enter a training programme being offered by Australian Global College must:

- Be over the age of 18
- Demonstrate good command of written and spoken English
- Have completed an equivalent secondary schooling level of a High School Certificate or can demonstrate suitable work or life experience
- Meet the following Student Visa 500 subclass requirements – [Click Here](#):
 - Be a genuine temporary entrant – [Click Here](#)
 - Meet English language test score requirements – [Click Here](#)
 - Demonstrate financial capacity – [Click Here](#)
 - Hold Overseas Student Health Cover (OSHC) – [Click Here](#)
 - Meet the health requirements – [Click Here](#)
 - Be of good character – [Click Here](#)

Under the simplified student visa framework arrangements introduced in July 2016 streamlined evidentiary requirements apply and the student visa applicant may be able to satisfy the Department of Home Affairs of their financial capacity and English language

proficiency by declaration only. This is dependent on the level of risk rating of each student's visa application which is determined by taking into account the risk rating allocated to the country from where the student originates combined with the risk rating allocated to Australian Global College as a provider on the CRICOS register. The most direct way to determine the evidence required to satisfy the visa requirements is for the prospective international student to utilise the Document Checklist Tool provided with the Student Visa (subclass 500) requirements page [Click Here](#).

It is important that the student visa applicant submits all required documents as without these there may be an automatic visa refusal.

All students, regardless of their financial capacity and English language proficiency will continue to have to meet all other core visa criteria, such as the Genuine Temporary Entrant requirements and health and character criteria.

Notification of entry requirements

Students are informed about course entry requirements during the initial stages of their expression of interest. Course entry requirements information will be provided via the Australian Global College website, student handbook and Prospectus. In addition to this, Agents will be advised of student entry requirements on a regular basis by way of emails and other written notification.

Assessing Student's Qualifications, Experience and English Proficiency Procedure

Australian Global College has a procedure to assess whether the student's qualifications, experience and English language proficiency is appropriate for the course in which they wish to enrol, so as to ensure the student has the ability to complete the qualification.

The steps in the process are as follows:

- the agent or a representative from Australian Global College interviews the student either face-to-face or via telephone/video conference. During this interview a check is made of the student's qualifications, experience and English proficiency. This interview is to be recorded on the Australian Global College Student Enrolment Interview Form
 - All enrolment applications are received and assessed by Student Administration.
 - Enrolment applications are only accepted with appropriate supporting documentation. All international students are required to submit the following with their application form:
 - an authorised copy of their visa
 - evidence of English proficiency evidenced by a recognised English Language testing score (IELTS - 5.5) or equivalent.
 - any other supporting information such as previously attained qualifications.
 - A copy of the above English Proficiency Test score and other supporting documents are to be kept on student files if this is required.

Where the student's qualifications, experience and English proficiency do not meet the minimum requirements for course commencement, the student will be advised in writing.

Enrolment / Induction Procedure

Step 1 (Enquiry / Application). Student will make an enquiry via an Agent, website, email, phone, etc. The student is to be provided with accurate and ethical marketing and pre-enrolment information that enables them to make confident and suitable decisions about offered training programmes. It is important that the student is provided with information about their rights and obligations and a copy of Australian Global College International Student Handbook, which contains important information for the student about the course and visa eligibility requirements, living in Australia information, etc. During this initial engagement, the agent or a representative from Australian Global College must interview the student either face-to-face or via telephone/video conference. This interview is designed to capture important information about the applicant and to personally inform them about their rights and obligations. This interview is to be recorded on the Australian Global College Student Enrolment Interview Form. Once the student has had the opportunity to access information, they may complete and submit the course Application/Enrolment Form available on the website and forward to:

Mayssa Jabbouri

Administration Manager

Australian Global College

Level 1, 127 Castlereagh St. Liverpool NSW 2170

Email: *mayssa@agc.edu.au*

Step 2 (Student Offer). Australian Global College will respond to the application for enrolment and if found suitable, the applicant will be sent an invoice for the enrolment fee as confirmation that a position on a scheduled course is available.

Step 3 (Australian Global College Confirmation of payment)

Once Australian Global College has received the payment a Letter of Offer will be forward, this offer is valid for 14 days only. After this date, the position will be offered to another applicant. The student is also provided with a Student Written Agreement that specifies the terms of the service agreement the student is entering into. The student is issued with an invoice for the required payment of tuition fees. It is important to note that the offer made by Australian Global College is conditional based on the student meeting the minimum requirements for the course.

Step 4 (Student Acceptance). To accept the offer, the student must complete the Student Written Agreement and return it to the Australian Global College with evidence of IELTS proficiency (General Score of 5.5) and evidence of a High School Certificate or equivalent secondary schooling outcome. The signed agreement must be received before the student offer expires. The student is also to provide the required payment of their tuition fees on successful admission to a program. If the student is applying from within Australia, they are

also required to supply a copy of their personal details and student visa page(s) from their passport and a copy of their OSHC card.

Student Agreement and supporting documents are to be submitted by mail or email with full invoiced payment to:

Mayssa Jabbouri

Administration Manager

Australian Global College

Level 1, 127 Castlereagh St. Liverpool NSW 2170

Email: *mayssa@agc.edu.au*

Step 5 (Confirmation of Enrolment). Once all required documentation and payment has been received, Australian Global College will send the student the following items:

- a Confirmation of Enrolment form (eCOE)
- confirmation of course commencement details
- a tax invoice for the payment of tuition fees
- Overseas Student Health Cover (OSHC) information Form
- Student Visa / Travel / Accommodation Confirmation Form

These documents are sent to the student's nominated postal address. The student may also nominate to have these document sent to the agent.

Step 6 (Visa / Travel / Accommodation). Once the student is in receipt of the Confirmation of Enrolment, they may apply for a Student Visa (subclass 500). The student applies for the visa at the local Australian Embassy or diplomatic mission within their country of origin. If the student is not successful in securing a visa, they must notify the Australian Global College as soon as possible to access a full refund of their paid tuition fees. The student will not be refunded the enrolment application fee).

The student is also required to arrange their travel and temporary accommodation for their initial period in Australia (until permanent accommodation can be established). Once these arrangements have been made, the student is requested to notify the Australian Global College of the following:

- Confirmation of Student Visa (subclass 500)
- Confirmation of travel booking and the planned arrival time, carrier, airport, etc.
- Confirmation of temporary accommodation including address, phone number
- Contact details on arrival in Australia (must include a mobile phone where possible)

This information is to be provided in the Australian Global College Student Visa/ Travel/ Accommodation Confirmation Form and submitted by mail or email to:

Mayssa Jabbouri

Administration Manager
Australian Global College
Level 1, 127 Castlereagh St. Liverpool NSW 2170
Email: *mayssa@agc.edu.au*

Step 7 (Induction / Course Commencement). The student is notified of the course commencement details at the point of confirmation of enrolment. On arrival at Australian Global College (usually 8:30am on the first day of the course), the student will participate in a culturally and age-appropriate orientation programme. It is critical that the student's personal details are confirmed including the following:

- Accommodation details
- Contact details – mobile phone number and email address
- Next of kin details
- Overseas Student Health Cover (OSHC)
- Individual needs