



South Sydney College

RECRUITMENT, SELECTION AND ENROLMENT OF STUDENTS

References:

Standard 4

Standard 5

NC Standard 2 Student Engagement before Enrolment

NC Standard 3 Formalisation of Enrolment



VERSION HISTORY

Policy Owner:	Principal	
Document Management:	Principal	
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Changes history		
Number	Dates	Changes summary
V2.1	September 2018	Quality assurance check across documents with reference to ASQA fact sheets and ESOS Act changes & Explanatory guide,
V2.0	September 2016	Quality assurance check across documents with reference to ASQA news, ASQA fact sheets and ASQA general directions
v1.0	July 2016	New standards for RTO's 2015



South Sydney College

RECRUITMENT, SELECTION AND ENROLMENT OF STUDENTS

PURPOSE

South Sydney College will build its reputation as a quality Australian College and CRICOS provider in international education and comply with the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students.

The College will ensure that prospective students are provided with accurate information prior to enrolment and in a written agreement with the College.

Our recruitment, selection and enrolment practices will be undertaken in a professional manner so that intending students and their parents can make informed decisions about their preferred provider and course.

References

Standard 4	Accurate and accessible information about the College, its services and performance is available to inform prospective and current learners and clients
Standard 5	Each learner is properly informed and protected
NC Standard 2	Student Engagement before Enrolment
NC Standard 3	Formalisation of Enrolment

Implementation

The **CEO** is ultimately responsible for ensuring the College recruitment, selection and enrolment practices is compliant and ethical. Fees are important component of this formalisation process.

The **Principal** supervises the **course advisors** and marketing teams and monitors **education agents** that recruit students

The **Principal** is responsible for PRISMS and the office staff handling the enrolment processes and paperwork.

PROCESS

1 Recruitment

The College marketing staff and agents will be trained and provided with information packs and our materials are checked to ensure that they give accurate information and advice including matters in relation to:

- claims of association between any partners
- the employment outcomes and migration outcomes associated with a course
- the conditions under which an overseas student can transfer from another provider to our College

2 Our marketing materials in electronic form and print will provide current and accurate Information and will be checked regularly against National Code and Standards for RTO's 2015 requirements.

[See the marketing information policy for details](#)

ESOS Framework

The student must receive a description of the ESOS framework before the provider accepts them. The provider must give this document - in print or by referring them to an electronic copy - to the student (or intending student) before accepting them.

The ESOS framework document (pdf) is available on the AEI website. The College will add this link into the offer letters and advise students to read it from either the AEI website or from the College website. Students must read the ESOS framework before accepting a provider's offer of a place and forwarding their fees.

3 Selection and assessment of applications for overseas students

The College will ensure that the student's qualifications, experience, and English language proficiency are appropriate for the course for which enrolment is sought and are assessed by a qualified person.

- We identify the entry requirements including education and English in the marketing materials
- We gather this information on the Application form for overseas students.
- Agents and marketing staff will review applications checking and verifying the qualifications, experience and English language for overseas students including IELTS or TOEFL test scores.
- The application review will be recorded on the application checklist and communicated to the Student Services team for checking and authorisation.
- The interview process and communication by email and telephone with the student, parent and agent will clarify this further if required.
- Agents and the marketing staff will be provided with the College Business placement tests. These reflect the standard expected at IELTS 5.5 across all domains and are used where checking of English language proficiency is required according to the application checklist.
- Agents and the marketing staff are able to conduct testing and check on IELTS tests score and paperwork to ensure that the English proficiency for overseas students is accurately documented. This will be used primarily for On-shore students – already in Sydney.

- We will have arrangements with an ELICOS College that can provide packaged English courses in preparation for VET study at the College. (this will be established after registration)
- We will offer VET course credit and recognition assessments prior to enrolment and advise overseas students of the impact of this recognition on their course duration, course fees and visa.

The selection and assessment of applications for overseas students who are in country and apply for a transfer from another College.

See the separate Transfer policy and procedures.

- Overseas students on a current visa can apply for a transfer IN to the College from another College. They will complete an Application form and a Request for Transfer form.
- The assessment process will be similar with qualified staff checking on the student's qualifications, experience, and English language proficiency. The current course and completion of units will also be verified.
- Where such students do not have a recent IELTS test score to show, depending on country of origin, the College will interview the student and may conduct an English placement test using the College Business placement tests.
- Transfer into the College cannot be accepted before 6 months. These restrictions also apply to courses taken before the Principal course in a package of courses. A student must remain with his or her provider for all his or her courses prior to the Principal course in a package of courses unless the provider has provided a written letter of release or Standard 7.1 a., c. or d. applies.
- We will advise overseas students of the impact of this transfer on their course duration, course fees and visa.

4 Offer of a Place & Agreement (Letter of offer) then Enrolment in a Course

The offer of a place in a course and written agreement (Letter of offer) with the student and the College (signed or otherwise accepted by that student) confirms the entry requirements including English proficiency, fees and refunds and other policies and commits the student to read and declare an understanding of the terms and obligations.

The agreement may be signed concurrently with or prior to payment of course fees. This payment will depend on whether the student is an onshore student, or an offshore overseas student and the country and assessment levels.

The agreement will

- identify the course or courses in which the student is to be enrolled and any conditions on his or her enrolment
- provide an itemised list of course money payable by the student
- provide information in relation to refunds of course money
 - amounts that may or may not be repaid to the student (including any course money collected by education agents on behalf of the registered provider)
 - processes for claiming a refund of course money
 - a plain English explanation of what happens in the event of a course not being delivered, and

- what happens in the event of provider default
- d. Include 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”.
- e. advise the student of his or her obligation to notify the College of a change of address while enrolled in the course.
- f. set out the circumstances in which personal information about the student may be shared between the College and the Australian Government and designated authorities and, if relevant, the Tuition Protection Service(TPS) 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.

5. Deferring an overseas student commencement date

The College has the discretion to allow students who have been accepted into a course and approved on a visa to defer the start date in certain limited circumstances. The request must be put in writing and assessed by management. An interview with the student will assist the College to assess and decide each request on a case by case basis. The decision will be recorded in the files showing the reason for the decision.

The grounds for deferment are set by the ESOS Act and include compassionate or compelling circumstances (e.g. illness where a medical certificate states that the student is unable to attend classes).

The student will be informed of the decision in writing and that deferring the commencement date may affect his or her student visa, and that the College will notify the Secretary of the Department of Immigration and Border Protection DIBP via PRISMS.

6. Overseas students who are already on-shore and seeking deferment of the commencement date will have to have very strong documented grounds for this request.

DOCUMENTS AND EVIDENCE OF OUR PROCESSES

Website information	Business placement test
Marketing materials	Request for variation, change form
Application form for overseas students	Deferment records
Terms and conditions of enrolment	Application processing files
Letter of offer & agreement	Correspondence with students
Transfer forms and letters	Correspondence with agents
RPL and credit application forms	