



## International Student Enrolment Policy V2 JUN 19

### Contents

Schedule 1 .....	2
Glossary .....	3
Purpose .....	4
Provision of pre-enrolment information to students .....	4
Informing students of changes .....	7
Course entry requirements .....	7
Notification of entry requirements .....	8
Enrolment / Induction Procedure .....	9
Step 1 (Enquiry / Application) .....	9
Step 2 (Student Service Officer) .....	10
Step 3 (Student Acceptance) .....	11
Step 4 (Confirmation of Enrolment) .....	11
Step 5 (Orientation).....	11

## Schedule 1

Item – 1	Name of Organisation	Onyx Developments Pty Ltd (ABN 61 009 465 758) T/A Australasia International School
Item – 2	ABN:	61 009 465 758
Item – 3	Address:	Level 14/233 Castlereagh Street, Sydney NSW 2000
Item – 4	RTO Code:	6251
Item – 5	CRICOS Provider Number:	02747G

## Glossary

PEO – Principal Executive Officer  
NTR – Nationally Recognised Training  
AQF – Australian qualifications Framework  
RTO – Registered Training Organisation  
ASQA – Australian Skills Quality Authority  
VET – Vocational Education Training  
OFI – Opportunity for improvement  
ACSF – Australian Core Skills Framework  
LLN - language, literacy and numeracy  
GST – Goods and Services Tax  
ATSI – Aboriginal and Torres Strait Islander  
Cwth – Commonwealth  
NSW – New South Wales  
VETAM – Vocational Education Training Academic Manager  
RTOC – Registered Training Organisation Compliance  
VETCO – Vocational Education Training Coordination Officer  
VETAA – Vocational Education Training Academic Assistant  
AM – Administration Manager  
APPs - Australian Privacy Principles  
SSL - Secure Socket Level protocol  
CD – Compact Diskette  
USI – Unique Student Identifier  
QI – Quality Improvement  
NCVER – National Centre for Vocational Education Research  
CoE – Conformation of Enrolment  
LoO – Letter of Offer  
CRICOS – Commonwealth Register of Institutions and Courses for Overseas Students  
PRISMS – Provider Registration and International Student Management System

**\*\*NB...** Not all the terms in the glossary are contained in this document.

## Purpose

Australasia International School 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, Australasia International School 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 Australasia International School 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. It is important that this document is professionally presented as it reflects the quality of the organisation. The student handbook is effectively the policy manual for the student's participation in training and engagement with Australasia International School. It should act as a valuable information source for the student who can reference the handbook when the student has questions about their rights and obligations. The student handbook should contain information on the following topics for the student:

As of June 2019 the Student Handbook contents are:

College Contacts List	6
Introduction	7
A Word from the Principle Executive Officer	8
Why Study at Australasia International School?	9
This Handbook	10
What is VET?	10
National Recognition	10
What is Competency-based Training?	10
Training Packages	10
Delivery of Training	11
Results and Certificates	11
Australia Country Education Profile	11
Education Services for Overseas Students Framework	13
Tuition Fee Protection	13
PRISMS	13
Student Rights	14
The Student Responsibilities	14
The Unique Student Identifier	15
Conditions of your Visa	15
Permission to Work Arrangements	16
Fair Work Ombudsman	16

Complaints about Work	17
Delivery of Courses	17
Course Progress Policy	17
Assessment Requirements	18
Written Exercises	18
Case Study/Written Report	18
Presentations/Role Plays	18
Portfolio	18
Assessment Submission	18
Missed Assessment	19
Recognition of Prior Learning (RPL)	19
National Recognition (Credit Transfer)	20
Evidence Requirements for National Recognition	20
National Recognition Guidelines	20
Assessment Outcomes	21
Re-assessment	21
Issuing Qualifications and Statements of Attainment	22
Plagiarism	22
Process for Transferring to Another Provider	23
Extension of Student Study	24
Reduction of Student Study	25
Holidays and Leave	25
Special Leave	25
Sick Leave	26
Payment of Tuition Fees	26
Disclosure of Information	27
Discrimination and Harassment	28
Complaints & Appeals	28
Critical Incidents	29
Staff Responsibility	29
Critical Incident Procedure	29
Tasks and Responsibilities	30
Informing the Police	31
Emergency Evacuation Procedure	32
Student Support Services & Resources	33
Student Resources	33
Student Counselling	33
General Administrative Matters	33
Change of Address or Contact Details	33
Student Card	33
Termination	34
Extending Course Duration	34
Student Request Forms	34
Australasia International School Classroom Guidelines	35
Student Feedback	35
Course Requirements and Payments	36
Terms and Conditions	36
Refund and Cancellation	37
Change of Session	39
Work Health and Safety (WHS) Act 2011	39
Privacy Act 1988	40

Anti-Discrimination Act 1991	40
Disability Discrimination Act 1992	40
Sex Discrimination Act 1984	40
Copyright Act 1968	41
Industrial Relations Act 1999	41
Fair Work Act 2009	42
Overseas Student Health Cover	42
Cost of Living	43
Schooling for Dependents	43
Your Safety	44
Unsafe Locations	45
Drugs and Alcohol	45
On Campus	45
In the Evening	45
Banking	45
Doctors	46
Dentists	46
Hospitals	46
Transport	46
Useful Contacts & Information	46
What to do in Sydney	47
Australasia International School Services and Facilities	49
Reception	49
Student Engagement Area	49
Map for Australasia International School Delivery Sites	50
Handbook Acknowledgment and Declaration	51

- **Course Brochure.** The course brochure 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 course brochure will also be sent to the student via email as pre-enrolment information. The course brochure should contain the following minimum information:

As of June 2019 the Course Brochures contents are:

COURSE CODE & NAME, CRICOS #, WEEKS (DURATION) and COST	2
QUALIFICATION INTRODUCTION	2
ENTRY REQUIREMENTS	4
LEARNING AND ASSESSMENT	5
SUPPORT SERVICES (all qualifications)	7
COURSE CONTENT	7
COURSE DURATION	14
INTAKE DATES	15
FEES & REFUND POLICY	15
APPLY NOW	16

**Student Letter of Offer & Written agreement.** 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:

- Course details such as CRICOS code, Duration, start and end dates
- Study location, mode of delivery and any special conditions
- The total tuition fee and schedule of payments
- Summary of other fees and charges
- Instructions in how to accept the offer
- Refund policy
- Complaints & Appeals
- Study Deferral, suspension and cancellation policy
- Privacy policy
- Student declaration of accepting and understanding the agreement.

## 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, Australasia International School must 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 Australasia International School.

## Course entry requirements

All international students applying to enter a training program being offered by Australasia International School must:

Firstly, all courses entry requirements are:

- Minimum of 18 years of age; and
- Successfully completed Year 12 (HSC or equivalent); and
- Successfully undertake the Pre-Course Review; and
- Achieved a minimum 5.5 score in IELTS or equivalent or Complete an AIS LLN test

We encourage for specific courses:

SHB40115 Certificate IV in Beauty Therapy  
Hold a SHB30115 Certificate III in Beauty Services

SHB50115 Diploma of Beauty Therapy  
Hold a SHB40115 Certificate IV in Beauty Services

HLT52015 Diploma of Remedial Massage  
Hold a HLT42015 Certificate IV in Massage Therapy

SHB50216 Diploma of Salon Management  
Hold a SHB40115 Certificate IV in Beauty Services

BSB51415 Diploma of Project Management  
Hold a BSB41515 Certificate IV in Project Management Practice, or other relevant Certificate IV level qualification in Business

BSB61218 Advanced Diploma of Program Management

Hold a BSB51415 Diploma of Project Management, or other relevant Diploma level qualification in Business

BSB51918 Diploma of Leadership and Management

Hold a BSB42015 Certificate IV in Leadership and Management, or other relevant Certificate IV level qualification in Business

BSB61015 Advanced Diploma of Leadership and Management

Hold a BSB51415 Diploma of Project Management, or other relevant Diploma level qualification in Business

Also:

- Meets 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 Australasia International School 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 must be informed about course entry requirements during the initial stages of their expression of interest. Course entry requirements information will be provided via the Australasia International School website, student handbook and course brochure. 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

Australasia International School 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 enroll, to ensure the student has the ability to complete the qualification.

The steps in the process are as follows:

All courses entry requirements are:

- Minimum of 18 years of age; and
- Successfully completed Year 12 (HSC or equivalent); and



- Successfully undertake the Pre-Course Review; and
- Achieved a minimum 5.5 score in IELTS or equivalent or complete an AIS LLN test
- Plus any pre requisite qualifications as described in the Course Entry Requirement above.

Secondly, when AIS receives an application for enrolment form it will look for supporting files:

- Enrolment form
- A RPL & Credit Transfer Form (if being applied for, checkbox is in enrolment form)
- A student completed Pre Course Review
- Documents that support 5.5 score in IELTS or equivalent or a completed AIS LLN test
- Plus any other supporting information such as previously attained qualifications

Thirdly, using the supporting files an AIS Admissions Officer or higher will contact the student to discuss the files received, ensuring all relevant fields are completed and checking information. During this interaction the AIS Officer will write down file notes as to course suitability, level of English and general understanding. It is the aim of the officer to ensure that the student completely understands what they are about to enroll into, its duration, cost and what expectations AIS has of its students. The officer is to remind the student to read the Student Handbook and be made aware of other documentation available at the AIS website [www.aischool.edu.au](http://www.aischool.edu.au)

They are reminded that if they have any questions or need help to call +61 2 8278 7232 or email [contact@aischool.edu.au](mailto:contact@aischool.edu.au).

## 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 program. It is important that the student is provided with information about their rights and obligations and a copy of Australasia International School International Student Handbook, which contains important information for the student about the course and visa eligibility requirements, living in Australia information, etc.

Students can contact AIS at any time if they have any questions or need clarification or understanding or general help to call +61 2 8278 7232 or email [contact@aischool.edu.au](mailto:contact@aischool.edu.au).

Future students can apply to be an AIS student by using any one of the three available options:

1. Completing the AIS online form available at [www.aischool.edu.au](http://www.aischool.edu.au) where completed forms are automatically emailed to [enrolment@aischool.edu.au](mailto:enrolment@aischool.edu.au) OR
2. Download the PDF forms available at [www.aischool.edu.au](http://www.aischool.edu.au) to complete and email to [enrolment@aischool.edu.au](mailto:enrolment@aischool.edu.au) OR
3. To hand deliver to Level 14 233 Castlereagh Street Sydney NSW completed PDF forms available at [www.aischool.edu.au](http://www.aischool.edu.au)

From the website students can enroll under the “APPLY NOW” tab and will see the following:

## PLEASE READ:

Students are encouraged to read:

- Student handbook
- RPL & CT policy
- Watch Video (promotional)

## APPLY ONLINE:

Complete an online form:

- Pre-Course Review
- LLN Test
- RPL & CT
- Enrolment

## APPLY USING FORMS: (download PDF, fill in all forms, use the "Submit" button to apply)

Completes an online form:

- Pre-Course Review
- LLN Test
- RPL & CT
- Enrolment
- Submit documents button

PLEASE READ	<a href="#">Student Handbook</a>	<a href="#">RPL &amp; Credit Transfer Policy</a>	<a href="#">Watch Video</a>		
APPLY ONLINE	<a href="#">Pre Course Review</a>	<a href="#">LLN Test</a>	<a href="#">RPL &amp; Credit Transfer</a>	<a href="#">Enrolment Form</a>	
APPLY USING FORMS	<a href="#">Pre Course Review</a>	<a href="#">LLN Test</a>	<a href="#">RPL &amp; Credit Transfer</a>	<a href="#">Enrolment Form</a>	<a href="#">Submit Documents</a>

Correct at [www.aischool.edu.au](http://www.aischool.edu.au) as of June 2019

## Step 2 (Student Service Officer)

The Student Service Officer upon receipt of an application for enrolment form will look for supporting files:

- Passport (VEVO check must be conducted to verify student's visa entitlement)
- Enrolment form
- Evidence of Year 12 completion (HSC or equivalent)
- A student completed Pre-Course Review
- Evidence of English proficiency (a minimum 5.5 score in IELTS or equivalent, or by completing an AIS LLN test)
- A RPL & Credit Transfer Form (if being applied for, checkbox is in enrolment form)

On receipt of all above documents, Australasia International School will respond to the application for enrolment. An Administration Supervisor or higher manager will contact the student to check and verify

# INTERNATIONAL STUDENT ENROLMENT POLICY V2



documentation/information, whilst doing so making course suitability notes to be kept on file to support suitability. If found suitable a Letter of Offer & Written Agreement will be created.

Staff are to remind the student to read the Student Handbook and be made aware of other documentation available at the AIS website [www.aischool.edu.au](http://www.aischool.edu.au)

They are also reminded that if they have any questions or need help to call +61 2 8278 7232 or email [contact@aischool.edu.au](mailto:contact@aischool.edu.au).

This agreement can now be sent to both the student and the authorised agent.

It is important for the student to read and understand the Letter of Offer and Written Agreement and agrees by signing and making payment.

## Step 3 (Student Acceptance)

To accept the offer:

- The student signs the Agreement and returns it to the Australasia International School.
- The signed agreement must be received before the offer expires.
- The student is also required to provide payment of a minimum of one (1) term of the total tuition fees plus necessary material fees.
- If the student is applying 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 can be submitted by mail or email with full invoiced payment to:

Enrolment Admissions Department  
Australasia International School  
Level 14, 233 Castlereagh St, Sydney NSW, 2000  
Email: [enrolment@aischool.edu.au](mailto:enrolment@aischool.edu.au)

## Step 4 (Confirmation of Enrolment)

Once all required documentation and payment has been received, Australasia International School will send the student the following items:

- Confirmation of Enrolment (CoE)
- Overseas Student Health Cover (OSHC) information Form (if required by student)

These documents are sent to the student's authorised agent.

VEVO check must be conducted again to verify student's visa entitlement before creating a CoE.

## Step 5 (Orientation)

Orientation at Australasia International School is a culturally and age-appropriate program that informs the student of many important points of being an AIS student which also highlights legislated student and College requirements.

Attending Orientation is a mandatory requirement in commencing studies with AIS.

At Orientation:

- Orientation session presentation:
  - The VET Academic Manager delivers the Orientation Presentation
  - What are the AIS expectations of the student
  - Legislated requirements under the ESOS Act and the National Code including conditions of the international student visa.
  - What are Student expectations of AIS
  - Important contact information
  - Reminded to read and understand the AIS Student Handbook
  - Plus much more important information
- All submitted documents are cross checked for completeness and correctness:
  - Passport
  - Application for Enrolment
  - Pre-Course Review Form
  - Language literacy and numeracy (LLN) assessment result (or evidence of educational entry requirements plus overall IELTS score of 5.5 or equivalent)
  - Signed Letter of Offer (LOO)
  - Confirmation of Enrolment (CoE)
  - Accommodation details
  - Contact details – mobile phone number and email address
  - Emergency contact
  - Overseas Student Health Cover (OSHC)
  - Unique Student Identifier (USI)
- The student receives an Orientation Pack:
  - AIS Orientation Checklist
  - New Student Information Form
  - Student declaration page (last page of Student Handbook)
  - School timetable
  - Moodle and RTO username and password
  - Information: Learning in AIS Moodle (student may keep this manual for further use)
  - Information: How to apply a USI (student may keep this manual for further use)

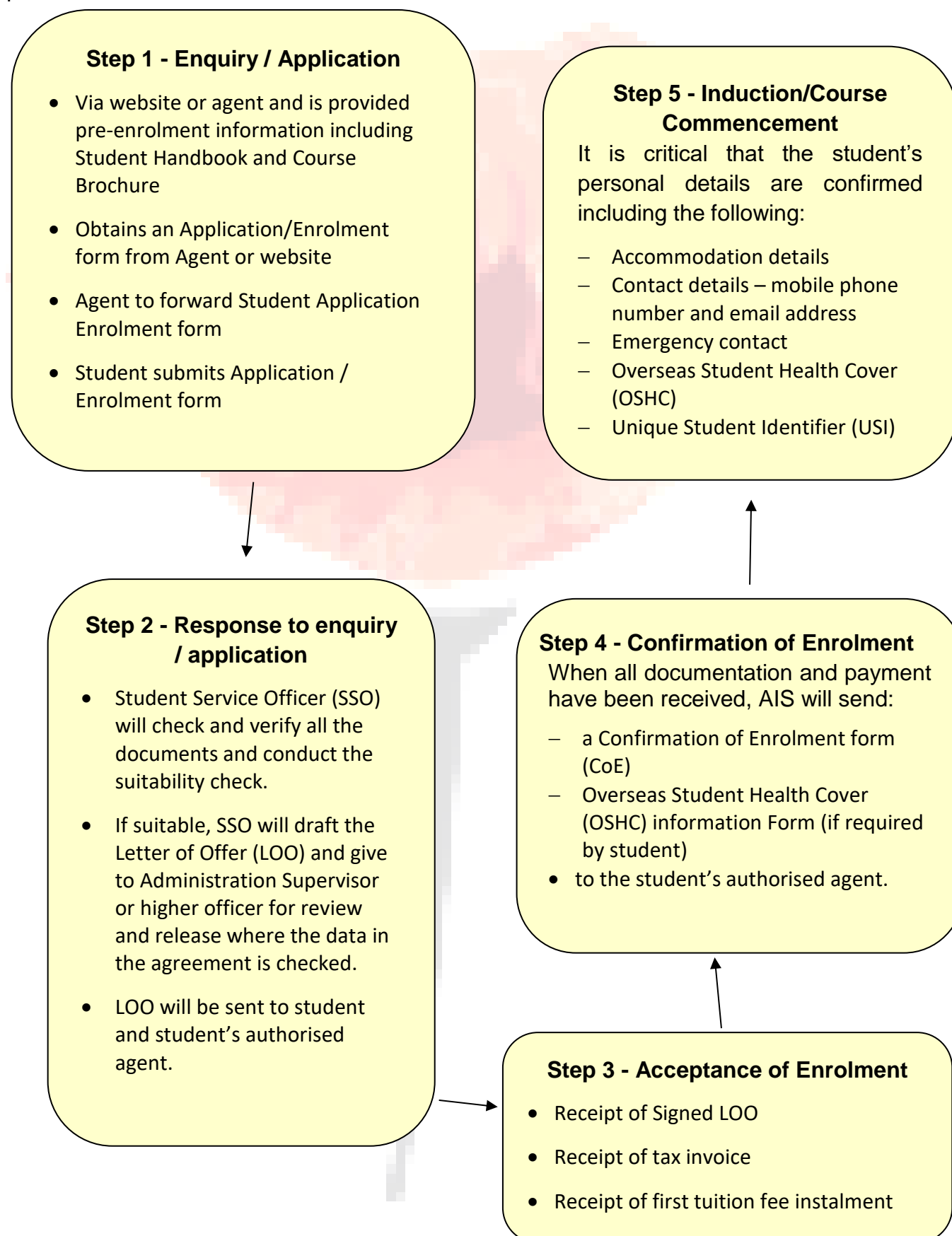
## **TWO WEEKS BEFORE ORIENTATION**

Students receive an Orientation flyer noting dates and times to attend

## **ONE WEEK BEFORE ORIENTATION**

Students are sent a reminder of that date and time.

## Student Enrolment Induction Process



END OF DOCUMENT