

PPPE001 Student Admission and Enrolment Policy and Procedures

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| References and Legislative Context | The National Code 2018: Standard 5, 7, 8, 9, 13 Standards for RTOs 2015: Clause 3, 5, 7 National Vocational Education and Training Regulator Act 2011 The ESOS Act 2000 and subsequent amendments VET Student Statistical Collection Guidelines Student Identifiers Act 2014 Equal Opportunity Act 1995 Human Rights and Equal Opportunity Commission Act 1986 Disability Standards for Education 2005 |

1. Purpose and Legislative Background

As required under Clause 5.1 to 5.3 of Standards for RTOs 2015

Clause 5.1

Prior to enrolment or the commencement of training and assessment, whichever comes first, this policy will provide details on how PARAGON POLYTECHNIC provides advice to the prospective learner about the training product appropriate to meeting the learner's needs, taking into account the individual's existing skills and competencies.

Clause 5.2

Prior to enrolment or the commencement of training and assessment, whichever comes first, this policy demonstrates how PARAGON POLYTECHNIC provides, in print or through referral to an electronic copy, current and accurate information that enables the learner to make informed decisions about undertaking training with PARAGON POLYTECHNIC and at a minimum includes the following content:

- the code, title and currency of the training product to which the learner is to be enrolled, as published on the national register
- the training and assessment, and related educational and support services the RTO will provide to the learner including the:
 - estimated duration
 - expected locations at which it will be provided
 - expected modes of delivery
 - name and contact details of any third party that will provide training and/or assessment, and related educational and support services to the learner on the RTO's behalf
 - any work placement arrangements.
- the RTO's obligations to the learner, including that the RTO is responsible for the quality of the training and assessment in compliance with these Standards, and for the issuance of the AQF [Australian Qualifications Framework] certification documentation
- the learner's rights, including:
 - details of the RTO's complaints and appeals process required by Standard 6
 - if the RTO, or a third party delivering training and assessment on its behalf, closes or ceases to deliver any part of the training product that the learner is enrolled in.
- the learner's obligations:

- any requirements the RTO requires the learner to meet to enter and successfully complete their chosen training product
- any materials and equipment that the learner must provide

Clause 5.3

This policy will also provide details of the process followed by PARAGON POLYTECHNIC where college collects fees from the individual learner, either directly or through a third party, the college provides or directs the learner to information prior to enrolment or the commencement of training and assessment, whichever comes first, specifying:

- all relevant fee information including:
 - fees that must be paid to the college
 - payment terms and conditions including deposits and refunds.
- the learner's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies
- the learner's right to obtain a refund for services not provided by the RTO in the event the:
 - arrangement is terminated early
 - the RTO fails to provide the agreed services.

At PARAGON POLYTECHNIC we understand and acknowledge that as Registered provider we must:

- Provide clear information to prospective students to enable them to decide if PARAGON POLYTECHNIC and chosen course is suitable for them, based on their existing skills and knowledge and any specific needs.
- As required by clause 1.7, we will identify any support an individual student needs through pre-enrolment or pre-training checks.
- Before enrolment or commencement of training or assessment activities (Note that in this context, assessment includes the collection or analysis of evidence for recognition of prior learning (RPL) activities.), we will provide clear information to students.

2. Scope

This policy is applicable to all current & prospective students and staff of PARAGON POLYTECHNIC. It will also impact other third-party contractors, for example Agents, to ensure timely and accurate information provided to the students at all times.

3. Responsibility

- 3.1 The **Operation and Admission Manager** are responsible for the overall implementation of this policy.
- 3.2 The **Admission officer** is responsible for receiving, reviewing and processing a new enrolment with due care and diligence.
- 3.3 The **Student Experience Coordinator** is responsible for the induction and providing support to all the student's enquiries from the orientation until student completion.
- 3.4 The **CEO** holds the overall authority to approve this policy.
- 3.5 **All staff** at PARAGON POLYTECHNIC are responsible for adherence to this policy.

4. Definition

- 4.1 **Confirmation of Enrolment (CoE):** A document, provided electronically, which is issued by the registered provider to intending overseas students and which must accompany their application for a student visa. It confirms the overseas student's eligibility to enrol in the particular course of the registered provider.

- 4.2 Offer:** Means the formal notification from college's Student Administration Office on behalf of PARAGON POLYTECHNIC, offering an applicant a place in a nominated program under specified conditions, such as location, mode of study, duration, course fee and type of place offered.
- 4.3 Enrolment:** Where the student has been issued with a CoE to confirm acceptance by the registered provider and is occupying a place in the CRICOS registered course for which the student was accepted and is progressing towards the completion of the course requirements. The period of enrolment includes scheduled breaks between study periods.
- 4.4 Course:** A program of study leading to a qualification or an award. A course may comprise of units or modules, also is referred as "program".
- 4.5 Course credit:** 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.
- 4.6 Pre-requisite:** Means specified minimum requirements that an applicant must satisfy in order to be considered eligible for admission to a particular program.
- 4.7 Admission:** Acceptance of an applicant as a student of PARAGON POLYTECHNIC in the nominated course(s) Enrolment: Allocation of unit(s) of competency as prescribed under each course as part of student's training plan that leads to attainment of the relevant competency or qualification on successful completion.
- 4.8 An SOP** is the Statement of Purpose a student writes to explain their personal circumstances and study intentions.
- 4.9 LMS** stands for the Learning Management System that is the Software that allows educational institutions to create and host courses on the Internet.
- 4.10 USI** stands for **Unique Student Identifier** means individual education number for life. It also gives a person an online record of their vocational education and training (VET) undertaken in Australia.
- 4.11 Prospective students** are known as 'Applicants' prior to receiving an official Letter of Offer.
- 4.12 A unit of competency** is a subject that is packaged into a qualification and may vary from a few hours, up to (but not limited to) 240 hours of training and assessment.
- 4.13 An assessment** is the tool by which a student is deemed to be Competent or Not Yet Competent in each unit of competency. For a student to be awarded a qualification, they must be deemed competent in all units of the qualification for which they enrolled.
- 4.14 A nominated education agent** is an authorised representative with a valid agent agreement in place with PARAGON POLYTECHNIC. An education agent may guide a student with an application to enrol in a course.
- 4.15 PRISMS** is a secure database owned and maintained by the Department of Education and Training for the purposes of administering the Education Services for Overseas Students Act 2000 (The ESOS Act). PRISMS provides a range of reports and data exports, which can assist providers, State Education Departments and the Department of Education and Training by consolidating the information provided. PRISMS provides the means whereby education and training providers comply with legislative requirements by:
- issuing bona fide confirmation of enrolment (CoE) as 'evidence of enrolment' in a registered full-time course, to enable a student visa to be issued by Department of Homes Affairs, and;
 - reporting changes in course enrolment, particularly where study ceases (non-compliance), or the duration of the study changes. PRISMS also facilitates the monitoring of student compliance with visa conditions, as well as provider compliance with the ESOS Act.

- 4.16 VEVO** is the Visa Entitlement Verification Online tool on the website immi.homeaffairs.gov.au that used to verify student's study rights.
- 4.17 RTO** is a Registered Training Organisation, a provider registered by the Australian Standards Qualifications Authority (ASQA) to deliver nationally recognised vocational education training (VET) courses and qualifications.

5. Pre-Application

- 5.1** The Marketing department is to make sure all qualifications in PARAGON POLYTECHNIC's scope of registration are provided via the PARAGON POLYTECHNIC website, student handbooks and course flyers.
- 5.2** The Marketing department is to make sure the website includes the qualification's entry requirements including:
- a) English language requirements
 - b) Academic entry requirements
 - c) Pre-requisites
- 5.3** The Marketing department and the agent or a representative of PARAGON POLYTECHNIC will conduct an assessment to determine student current competency, LLN Skills, and/or vocational experience, as well as the expectations/requirements from the course/s, and to identify any support that student may need.
- 5.4** The Marketing department and the agent or a representative of PARAGON POLYTECHNIC will support prospective students to search for a course, introduce students with course descriptions, course details such as intake availabilities, duration of the course, structure of the course, campus and how to apply as an international student and what the course entry requirements are.
- 5.5** The instruction for a course application is provided on the website before the student starts an online application. The agent or a representative of PARAGON POLYTECHNIC may support students to submit the form to PARAGON POLYTECHNIC International Offices with the International Student Statement of Purpose (SOP) as a genuine student. The information provided in the SOP is used to assess the student admission against Department of Home Affairs, Genuine Temporary Entrant and Genuine Student criteria.

There is no fee charged for submission of a student application.

6. Pre-Training Review

6.1 Notification of Entry Requirement

- a) Students must be informed about Initial Skills assessment during the initial stages of their expression of interest. Course entry requirements information will be provided via the PARAGON POLYTECHNIC website, student handbooks and course flyers. Additionally, the Agents will be advised of student entry requirements on a regular basis by emails and other written notifications.
- b) The failure of providing students with full information about the suitability of their course/s and career pathways may be a significant impact on the student potential of dropping out of the course and/or suffer financial loss.

6.2 Interviewing and assessing student eligibility.

By addressing the questionnaire attached in the online Application Form and submitted, the student completed the Pre-Training Review (PTR) for Initial skills assessments. The admission department will then process the student **Pre-Training Review** to assess the student's existing knowledge and skills to determine the suitability to the training product/s prior to issuance of the Offer Letter.

- a) **Offshore students** will participate in the interview via video conferencing or teleconferencing with

the agents. This process is to confirm that all students who apply for admission to PARAGON POLYTECHNIC are fully informed before making decisions about their training.

- b) **Onshore students** will participate in the interview either face to face or at representative's office or on phone when the internet is not accessible to the student.
- c) **The Initial Skills assessment** helps to check if the student's qualifications, experience and English proficiency are suitable for the chosen course/s. This Initial Skills assessment will be retained on student records with:
 - a) applicant's circumstances
 - b) applicant's intended study plan
 - c) applicant's education and employment history
 - d) applicant's supporting documentations
 - e) clarification and verification of supporting documentations

6.3 Complete the Foundation Skills Assessment (LLN test)

- a) The students without the required IELTS or equivalent evidence to prove that they have met the English proficiency requirement must undertake the Language Literacy and Numeracy (LLN) test to achieve a result of ACSF level 3 to be admitted to the course applied for.
- b) The LLN Test package is Laurus branded and is used for all RTOs in the Laurus Education group. The student must use their correct student ID to do the test.

6.4 The applications must be supported with sufficient documental evidence pertaining to formal identification, including but not limited to:

- a) Passport or national ID card
- b) Certificate/academic transcripts/record of results such as previously attained qualifications
- c) an authorised copy of their visa
- d) evidence of English proficiency evidenced by a recognised English Language testing score as per the admissions requirements
- e) Result of Initial Skills assessment (Pre-Training Review)

All above documents will be submitted in the PTR process before admitting the student; and retained on student files as per the **PPPG013 Documents & Records Management Policy** of PARAGON POLYTECHNIC.

6.5 All supporting documentary evidence submitted with an application must be provided as certified copies. If a document has not originally been written in English, the document must be accompanied by a certified translation.

- a) A certified copy is a copy of an original document verified to be a true copy by an authorised witness. The person certifying the photocopy must sight the original document and include the following details on all pages that contain information:
 - Stamp or write, 'This is a true copy of the document sighted by me'
 - Sign, date and provide contact details (name, address and telephone number)
 - The official stamp or seal of their organisation or their profession and organisation name.
- b) Supporting documents can be certified/sighted by:
 - PARAGON POLYTECHNIC staff
 - Public Notary
 - Authorised Education Agents
- c) Supporting documents can be translated by:
 - NAATI accredited translator
 - Overseas qualified translators/organisations

6.6 PARAGON POLYTECHNIC has the discretion to accept or not accept an enrolment application from an student with an identified disability or special needs based on the relevant training package

requirements and the RTO being able to provide the required support needs to the applicant when they become a student with PARAGON POLYTECHNIC.

7. Application Review

The applications submitted online will come straight away to the admission department. In case the Agents or Marketing Department support the students to transfer the applications to the PARAGON POLYTECHNIC local offices, the applications must be transferred within 1 business day for processing.

7.1 Assessing Student's Qualifications, Experience and English Proficiency Procedure

7.1.1 After receiving student application, admission department will process the student initial assessment whether the student's qualifications, experience and English language proficiency is appropriate for the course in which they wish to enroll, so as to ensure the student has the ability to complete the qualification and make decision on approval.

The admission officer in charge will consult with the Admission Manager when students apply for Credit Transfer/RPL. The results of Credit Transfer/RPL must have Quality Assurance check before granting.

7.1.2 For the CRICOS courses, an LLN test will be completed online by the student. The admission officer will send the LLN test link to the student email account. Once the test result is sufficient for a VET course, the Admission Department will process the Letter of Offer (LOF) and then the Confirmation of Enrolment (COE) accordingly.

7.1.3 The LOF/COE will be mentioned clearly with the condition/s of the English proficiency for the students enrolling in VET courses.

7.1.4 Accepted evidence of English Language proficiency must be recorded in the COE, includes:

- a) Direct entry satisfied training package requirements for AQF levels
- b) IELTS of 5.5 or equivalent (TOEFL iBT, TOEFL PBT, PTE, CAE or OET which is recognised by the Department of Home Affairs) for all levels;
- c) An English Proficiency of Upper Intermediate level or equivalent from another English Australia Member or accredited ELICOS course;
- d) An onshore transcript of VCAL/VCE, Foundation Studies or Senior High School level;
- e) the English entry requirement equivalent to IELTS 5.5/6.0 to commence training;
- f) General Certificate of Education (GCE A Levels) A grade of C (or better) in the subject English Language;
- g) Australian University Foundation Program Completion of a recognised foundation program where English is the language of instruction and assessment with a pass in the English subject;
- h) Secondary Schooling or tertiary studies satisfactory completion of two years' (full-time) academic study in an institution where English was the language of instruction and assessment, and having completed these studies;
- i) Australian Qualifications Framework qualification (AQF) Certificate II to Doctorate
- j) Completed an AQF qualification with a minimum duration of one year of full-time study (completed in the minimum duration) and having completed these studies no more than two years prior to commencing studies at a Registered Training Provider or Registered Training Organisation.
- k) Victorian Certificate of Education (VCE) Units 3 and 4 in English with a study score of 20 or ESL with a study score of 25 (or interstate equivalent).
- l) Equivalencies of the accepted English language proficiency qualifications are listed at <https://immi.homeaffairs.gov.au/help-support/meeting-our-requirements/english-language>

7.2 PARAGON POLYTECHNIC does not enroll international students under 18.

7.3 If there is any student application received from an Education Agent that does not have a valid Agent agreement in place with PARAGON POLYTECHNIC, the marketing department has a responsibility to work out with the agent to sign a contract before processing the application. The application will not be able to process further without a valid Agent Agreement.

7.4 Onshore Applications:

7.4.1 If the student is onshore (within Australia) at the time of the application (i.e. the student is or has been a student at another training provider), then the *Transfer In* process must be followed prior to considering the application. (***Refer to the PPPS004 Student Transfer Policy***)

7.4.2 Transferring student's study rights must be verified using Visa Entitlement Verification Online (VEVO)

- a) If applicable, check on the website: immi.homeaffairs.gov.au
- b) If any further information or evidence is required during the application review stage, the admissions team will send a request to the student and/or agent, outlining what is required.

7.4.3 If the student has not completed six months of their principal course, then they will be required to provide a Letter of Release from the current training provider. If the student is not required for a Letter of Release, the grounds for not requiring one will be documented. The Admission officer need to check PRISMS to make sure the student has been released from the current training provider.

7.4.4 PARAGON POLYTECHNIC will not enroll a student wishing to transfer from another registered provider's course prior to the student completing six months of their principal course of study except where:

- a) the original registered provider has ceased to be registered or the course in which the applicant is enrolled has ceased to be registered;
- b) the original registered provider has provided a written letter of release;
- c) the original registered provider has had a sanction imposed on its registration by the Australian Government or State or Territory government that prevents the applicant from continuing his or her principal course, or
- d) Any government sponsor of the applicant considers the change to be in the applicant's best interest and has provided written support for that change.

7.4.5 PARAGON POLYTECHNIC will not seek to enroll a student who has not yet completed six months of their principal course of study with another RTO, unless at least one of the National Code conditions above are met. PARAGON POLYTECHNIC will not require a Letter of Release if the student's start date of the principal course is not affected.

7.4.6 In the event that PARAGON POLYTECHNIC enrolls a student wishing to transfer from another registered provider's course prior to the applicant completing six months of their principal course of study, documentary evidence of at least one of the four conditions listed above must be obtained and placed in the transferring student's file.

7.4.7 The transferring student must provide a written Letter of Release from the original registered provider, except when:

- a) The student's CoE was conditional on meeting certain requirements and the applicant has not been able to meet those requirements; and as a result, the applicant is left without a provider. In this situation, where the applicant is able to provide documentary evidence of their predicament, these documents will be accepted as an equivalent to a Letter of Release and transfer will be permitted.
- b) The applicant no longer has a student visa and therefore no principal course.
- c) Where a student's enrolment may have been cancelled under Standard 13 of the National Code

("Deferring, suspending or cancelling the student's enrolment"), there is no need for the provider to also issue a release letter. In this situation, the cancellation would be sufficient.

7.4.8 All existing Credit Transfers and RPLs recognised by the previously registered RTO will be recognised by PARAGON POLYTECHNIC if the original evidence is provided.

7.5 Offshore Application

7.5.1 All students must meet the requirements of the genuine temporary entrant (GTE). The admission department will review the student GTE based on the list of special arrangements.

7.5.2 Reviewing student GTE:

- a) Student background:
 - Check if the student's previous study aligned with course/s that they are applying for.
 - If the study background did not align with the course/s applied, check the suitability of the Statement of Purpose (SOP) that the student writes to explain their personal circumstances and study intentions.
- b) Student Statement of Purpose:
 - The student must clarify transparently their future ambitions and plans while studying with PARAGON POLYTECHNIC and after the course/s.

7.6 Academic Requirements

The admission department must make sure one of the academic requirements is matched when processing the student application:

- a) Completion of at least year 11 or equivalent which is recognised by the Victorian Curriculum and Assessment Authority of Overseas Qualification
(<http://www.vcaa.vic.edu.au/Pages/vce/vcerecognition/equivalents/equiv-yr11.aspx>)

OR:

- b) Academic Result of year 10 or equivalent of the students with over 18 of age can be accepted for Certificate III-Level only and must come along with a transparent Statement of Purpose (SOP) indicates their future ambitions and plans.

OR:

- c) Interview and language literacy and numeracy (LLN) test to be conducted if the student is seeking mature aged entry and is from a country based on the visa assessment level 1 or 2 and determined by Department of Home Affairs

OR:

- d) Completed any qualification from the Australian Qualifications Framework at Certificate III-level or higher. Completed Certificate III or higher in a vocational course or foundation studies in Australia.

7.7 Verification of the authenticity of the documents

The admission department must ensure the authenticity of the documents relating to evidence of academic qualifications by verifying:

- a) Student USI
- b) Academic Records must be certified as true copies by government bodies or a reputable education agent.

8. Processing a Letter of Offer

8.1 The admission department will process the student applications and issue a Letter of Offer for a successful application. After receiving an application, the admission department must contact the agent or student within 24 hours to assess the application.

- a) Offshore international applications: The application will be processed within forty-eight (48) business hours after receiving the application.

This timeframe may vary based on the complexity of the application.

- b) Onshore international applications: The application will be processed within twelve (12) to twenty-four (24) business hours after receiving the application.

If the application is for re-enrolment or Credit transfer/RPL requires, the processing time will be within 14 business days.

8.2 The Letter of Offer will be issued using the student management system (aXcelerate). The student details must be included correctly with any condition (if applicable) that may related to:

- a) English proficiency
- b) Certificate/Transcript of previous study
- c) LLN test results
- d) Letter of Release from previous education provider
- e) Timeframe to accept the offer: 1 month from the issued date.

8.3 The Letter of Offer and Student Written Agreement will be sent directly to the student and/or where applicable via the Education Agent.

8.4 Accepting the offer:

- a) To accept the offer, the student must return the Student Written Agreement by email to the Admission Department before or at the same time as making the deposit payment. PARAGON POLYTECHNIC does not accept any payment until the signed agreement is received.
- b) The Admission Department is required to record all correspondence either by phone, email or through the nominated Education Agent regarding the student and the progress of the application.
- c) When accepting the offer, the student must return the following:
 - Completed and signed Student Agreement (signed on all pages of the agreement).
 - Copied of Receipt in which the reference of the transaction indicates Student ID and Course ID.
 - Certified copies of any other documentation requested.
- d) If the Student Written Agreement is not signed and received, PARAGON POLYTECHNIC understand that the student has not accepted the offer and the payment or enrolment cannot be processed.
- e) If the student completed payment directly into PARAGON POLYTECHNIC bank account before signing and sending back the Student Written Agreement, the Finance Staff in charge must contact the student or Education Agent immediately to inform them that the payment cannot be accepted, and the enrolment cannot proceed.
- f) Evidence of the transaction and communication must be kept that the money has not been used. All prepaid tuition fees must be kept in PARAGON POLYTECHNIC's Trust Account.
- g) Once the offer is accepted by a student, an appropriate payment (such as Bpay or evidence of direct payment via bank account or cash) will be sent to the Finance Department for processing.
 - If the payment is not processed the Finance Department must notify Admissions as soon as possible.
 - If a fund transfer has been arranged, then the Finance Department must check to see if has been received, if not, the pending matter should be diarised to follow up.

- h) The offer from PARAGON POLYTECHNIC will be invalid after the one-month period if the student does not accept the offer by returning the signed Student Written Agreement. The student will need to re-apply for the course to be able to issue a new offer.

9. Processing a Confirmation of Enrolment

Upon receipt of payment evidence and confirmation from the Finance Department, the Admission Department will issue an eCoE through PRISMS.

Step 1 Select or create a student record:

All CoEs must be attached to a student record. The admission officer must first search the PRISMS database to check if the student already has a student record created. If an existing record is found, this will be displayed to select the record and add the CoE to this existing record. If no record is found, then the admission officer will be required to add a new student record before being able to add the CoE

Step 2 Specify the course:

After selecting or creating a student record for the CoE, the admission officer will then search for and select the course that the student is enrolled in.

The admission officer needs to click on the prompt at the bottom of the screen, which will read Add CoE to Student if a new student record is created or Choose Course Next if selecting an existing record.

The Choose Course/Location screen will be displayed, enter search criteria to find the required course, click on the Search button to see a list of all registered courses that match the searching criteria. Once the admission officer has located the required course, click on the course code record.

Step 3 Add course details:

The admission officer will add details about the student's course of study, including proposed start and end dates, and course fees information before the CoE can be saved/approved. All data in this screen, particularly the date and student location fields must be filled as these are used by the Department of Home Affairs when granting student visas.

- a) The proposed Course Start Date is required to enter the day, month and year that the intending student is to start their enrolment. The format of this date must be dd/mm/yyyy.
- For onshore CoEs – it is permitted to back date this date. This will be complied with Section 10 of the ESOS Act that requires the RTO to report actions within 14 days of the event happening.
 - For offshore CoEs, this field will not permit any dates prior to the CoE creation date, as the Department of Home Affairs will not grant a student visa where the Course Commencement Date has passed.
- b) The proposed Course End Date is required to enter the day, month and year that the intending student's enrolment is to cease. This date may be before the end of the course. The format of this data should be dd/mm/yyyy where dd is the day, mm is the month and yyyy is the year.
- c) Course fees:
- *Initial Pre-paid Tuition Fee:*
This amount may differ from what the student is required to pay before commencing their course. The limit to the amount of initial pre-paid fee is no more than 50% of the total tuition fee in PRISMS is set at 30 weeks to allow additional six weeks for orientation and holiday periods only.

- **From & To Dates:**
The fields will not permit any dates prior to the course start date or course end date.
- **Other pre-paid non-tuition fee:**
This amount may consist of application or administration fees and charges; compulsory student amenity fees; student health cover (where received by the provider); cost of books, equipment and other materials needed to undertake the course (if not included in the tuition fee, and only if received by the provider); ancillary costs for field work, excursions or laboratories, or any other amount that the student must pay to the provider in order to undertake the course. Only include boarding fees if boarding is compulsory. This amount may differ from what the student is required to pay before commencing their course.
- **Total Tuition Fee:**
This cost should be for the entire duration of the enrolment with the RTO.
 - This field will be used in conjunction with the Prepaid Fee by the Department of Home Affairs to assess a student's financial capacity to meet course and living costs. It is therefore important that the value entered for this field is accurate.
 - It is compulsory that a value is entered for this field. If the dollar amount prepaid for the course fee is nil, a 0 (zero) number must be entered in as PRISMS will not assume that a blank means zero. Do not insert a dollar sign, full stops or cents in this field.

Step 4 Add course details - welfare arrangements: *(Only for students who are under 18)*

For students who are under 18, the admission officer will add welfare details if responsible for approving welfare arrangements.

Step 5 Add more details to the CoE:

Additional information relating to the student's visa, overseas health cover and enrolment need to be provided before the CoE is complete.

- It is not mandatory for the providers to organise overseas student health cover for intending students. Only select Yes if have received money from the student and arranged OSHC on their behalf.
- The admission officer will need to ensure the cover is valid for the full length of the student's visa period and enter the commencement and end dates of the cover.
- Should not select Yes if only sighted evidence that the student has arranged his or her own health cover. In this circumstance, select No and the Department of Home Affairs will require the student to show evidence of their health cover.

Step 6 Save or approve the CoE. Once all the required information has been provided for the new CoE, the admission officer will choose to either 'Save' or 'Approve' the CoE.

10. Orientation and Commencement

10.1 Upon arrival at PARAGON POLYTECHNIC, and prior to the commencement of study, all students must attend a compulsory orientation.

10.2 The Admission Department will email students the sCOE attached with the Letter of Acceptance outlines all the information that the student requires prior to attending orientation that will take place one (1) week prior to the commencement date.

10.3 If a student is not able to attend the orientation as the scheduled date, they must advise PARAGON POLYTECHNIC and request an alternate orientation session.

10.4 The orientation activities are outlined below; each activity is important and must be undertaken by each student prior to commencing their study:

- a) Introduction of student support staff
- b) Guidance student to update contact details via online Application Form and/or the Orientation using the Declaration Form
- c) Guidance student to update their Next of kin details via online Application Form and the Orientation
- d) Introduction of support services for Individual needs such as mental health and accommodation
- e) Discussion of payment options, method and how to have a payment plan
- f) Learning about student obligations upon policies and procedures
- g) Receiving an Induction of course progress requirements and student code of behaviour
- h) Receiving timetable
- i) Measurement of uniforms and how to collect uniforms and equipment
- j) Issuance of a student ID card
- k) Logging into student portal and student e-mail
- l) Support to Create USI.

10.5 The Student Support Department will provide the students with the guidance of accessing the PARAGON POLYTECHNIC website, international student handbook, and other sources of information for settling in Australia, pre-departure, and the relevant policy and procedures.

11. Enrolling in classes

11.1 Once the orientation session has been attended by the student, the academic support officer will change student status in aXcelerate as active student.

11.2 On the first day of the scheduled training, the academic support officer will start recording the student attendance, reporting any non-attendance to Academic Manager. The academic support team and trainers will manage and follow up with the student attendance and send warning letters when needed.

11.3 The academic support team will manage student academic progress and results and run reports upon requests.

11.4 Any issuance of student Record of results/Statement of Attainment/Certificate/Credit Transfer/RPL must be approved by Compliance Manager.

12. Re-Enrolment in a course

If a student did not accept an Offer within a month, they need to re-apply for a course of they still wish to study with PARAGON POLYTECHNIC.

12.1 Student can apply for a statement of attainment to recognise the outcomes they have achieved during their enrolment or when the course is cancelled or withdrawn.

12.2 A student who defers and returns to complete a course will be eligible to recommence their training and receive a credit transfer for any completed units of competency.

12.3 The student support officer will provide the students with guidance to re-apply for the course, using the Re-Enrolment Form and fill in the Credit Transfer Application form if needed.

12.4 The Admission officer will review the applications, where possible, provide the student with an extra interview to understand their circumstances and record their decisions using the Student Counselling /Intervention strategy Form. The form will be signed by both the student and the admission officer in charge. A screenshot of the Intervention Strategy will be attached with the Form if the student is overseas at the time of the meeting.

13. Termination of an Enrolment

A student enrolment will be terminated if the student is uncontactable or not responding when being contacted.

- 13.1** If an overseas student, after receiving CoE is not contactable or responding within 90 calendar days of receiving CoE, PARAGON POLYTECHNIC has the right to cancel the CoE and terminate the enrolment. The Refund Policy will apply to all fees received from the student in such cases.
- 13.2** Where a student is not contactable or fails to respond to requests by the PARAGON POLYTECHNIC in 30 days, the student's enrolment may be terminated by the academic team. This action may only be taken where:
 - 13.2.1** The academic team has made every reasonable attempt to engage with the student or contact the student to seek their instructions about their intentions to continue completing the applicable course. If the student, finally, can be contacted and provide any advice via email or phone where they are not willing to complete an Application Form for Course Deferment / Transfer / Withdrawal, the academic officer needs to record the communications and retain on the student's file as evidence of the student instructions.
 - 13.2.2** Before cancelling a student's enrolment, the academic officer in charge needs to make sure a minimum of three attempts in contacting the student must be made using the last-known contact details such as email, phone and postal mail. The official notification of Intention to cancel the student enrolment will be issued accordingly (*Refer to PPPS001 Attendance Policy*)
 - 13.2.3** Where the student fails to respond to all of the contacts from the team, a termination decision of student's enrolment will be made. The academic officer will note in the student record within the aXcelerate (Student Management System) and update the student status with the outcome of "withdrawn" into each unit of competency that has not been completed at the time.
 - 13.2.4** Once the student is withdrawn from the system, any final AQF certificate that the student is entitled to will be issued and sent to the registered mailing address. This should also be noted in the student's enrolment record in the LMS system, and a copy of the issued documents will be retained on the student's record.
 - a) The student's record is to be archived in accordance with the records retention and management policy (refer to the PPPG013 Documents & Records Management Policy)
 - b) Applicable trainers are to be informed of the student's enrolment termination and advised to inform the Academic Manager if the student makes contact.

Policy Control

| Version | Date | Changes / Updates | Approved |
|---------|----------|---|----------|
| 1.0 | Aug 2020 | RTO Policy and Procedure of PARAGON POLYTECHNIC | CEO |
| 2.0 | Aug 2020 | <p>Delete the VET Fee Help and Government subsidies info under clause 5.2 as this does not apply to PARAGON POLYTECHNIC</p> <p>Make it clear that initial skills assessment means Pre-Training Review.</p> <p>Delete the part related to CERT-ACER product, as PARAGON POLYTECHNIC uses LLN Robot instead.</p> <p>Change the Student Management System from VETTRAK to PowerPro</p> | CEO |
| 3.0 | Sep 2023 | <ol style="list-style-type: none"> 1. Updated References and Legislative Context 2. Added 3. Responsibility: all clauses, 3.1 – 3.5 3. Added 4. Definition/clauses 4.1, 4.2, 4.8-4.17 4. Added 5. Pre-Application: all clauses, 5.1 – 5.5 5. Added 6. Pre-Training Review: all clauses, 6.1 – 6.6 6. Added 7. Application Review: all clauses, 7.1 – 7.7 7. Added 8. Processing Letter of offer: all clauses, 8.1 – 8.4 8. Added 9. Processing Confirmation of Enrolment: Step 1 to 6 9. Added 10. Orientation and Commencement: all clauses, 10.1 – 10.5 10. Added 11. Enrolling in classes: all clauses, 11.1 – 11.4 11. Added 12. Re-Enrolment in a course: all clauses, 12.1 – 12.4 12. Added 13. Termination of an Enrolment: all clauses, 13.1 – 13.2 13. Updated version Control 14. Enrolment procedure Map | CEO |

International Student Enrolment Procedure Map

