



Believe,
Achieve,
Grow

ACS
PROFESSIONAL
YEAR
PROVIDER

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Professional Year Program Procedure: 001 Student Management & Admissions

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1. Purpose

This policy aligns with management and application of the ISO 19011 Audit Management Standard Quality Principle 1: Student Management and Admissions¹

Standard: PYPs must manage and administer student enrolments and admissions records through robust, standardised processes to meet all DHA and ACS student management and admissions requirements.

PYPs should refer to the following sections in the Professional Year Provider Manual:

- Section B
 - 1. Entry Requirements
 - 2. Enrolment Requirements
 - 3. DHA Course Requirements
 - 7. Participant Information – Admissions and Enrolment

Key Requirements:

- Arrangements for appropriate screening of participants to be conducted pre-enrolment;
- Adequate mechanisms exist for advising students of course costs, grievance policy, entry criteria and commencement date;
- Adequate mechanisms and infrastructure exist for maintaining student records and files for a minimum of three years;
- Appropriate arrangements will be made with regard to any insurance required, particularly pertaining to the Professional Internship activities;
- Class sizes will not exceed 25 students;
- A grievance policy with appropriate escalation procedures will be established and followed;
- Arrangements will be made for credit transfer between PYPs when students transfer, and that no RPL will take place for any other purpose;
- An appropriate student orientation program will be undertaken to ensure that students undertaking the ACS Professional Year Program are aware of their obligations in relations to course delivery and outcomes.

2. Scope

The scope of this procedures covers the following elements:

- Enrolment requirements & English language pre-requisites
- Responsibilities
- Enrolment Procedure
- Orientation
- Student movements
- ACS Reporting
- Appendix 1: Enrolments checklist

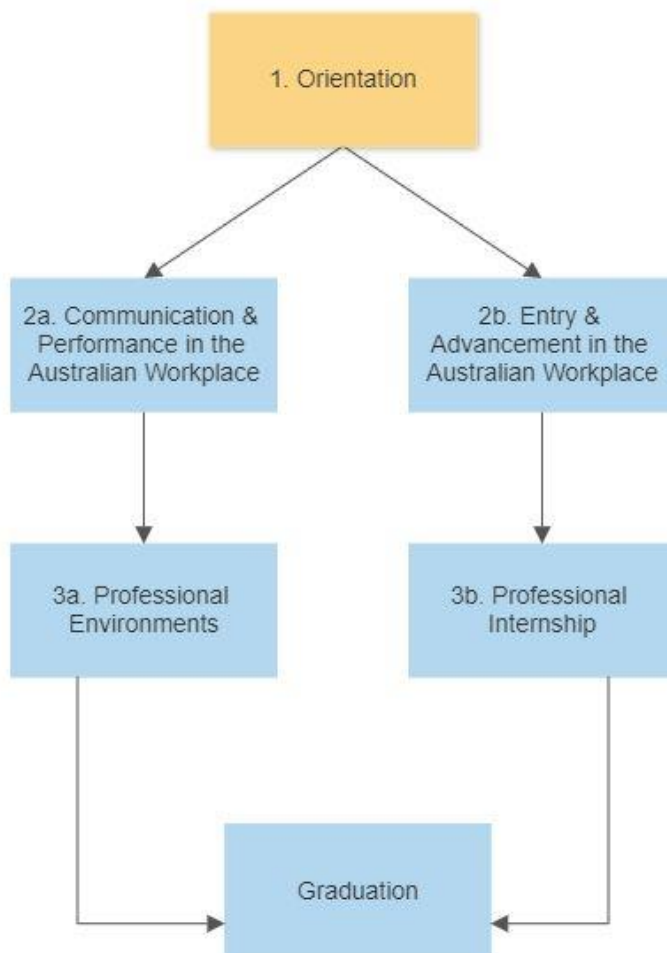
¹ ACS | Professional Year QA & Compliance Framework V1.5 January 2019

3. Program Structure

Delivered over a 44-week period, the Professional Year Program gives graduates a greater awareness of the Australian workplace and culture. Participants will be empowered to develop the confidence and professional skills needed to succeed in the Australian ICT workforce.

The course consists of 8 modules delivered over a thirty-two-week period plus 12 weeks professional internship.

In-class subjects (2A and 2B of Figure 1) should be completed over a minimum duration of 250 hrs, with reasonable provision made for vacation periods. Vacation periods should not be included within the minimum 250 hrs duration of formal learning and must be identified and accommodated for at the time of enrolment



4. Data Collection & Privacy Statement

Danford college respects and protects the privacy of its students. Data requested from Danford College participants will be provided to ACS in accordance with the PYP Agreement. Danford College agrees to adhere to relevant privacy and confidentiality laws.

5. Responsibilities

The following team members are responsible for marketing and enrolment:

- Marketing Officer
- Professional Year Co-ordinator
- Finance Officer

6. Enrolment Requirements

Participants wishing to enrol into the Professional Year Program must fulfil the following entry requirements for enrolment. All applicants must:

- Have successfully attained an ICT-related Bachelor or Master degree or higher from an Australian tertiary institution (minimum two years' full-time study in Australia) prior to commencing Professional Year Program;
- Hold a valid passport and visa that allows full work and study rights whilst undertaking the Professional Year Program;
- Hold a current (undertaken within the last 3 years) and valid IELTS minimum band score of 6.0 (Academic or General), no band below 5.0 (or equivalent) as per DHA requirements. Other English tests equivalencies and their validity periods can be found in the Table below and;
- Undertake a pre-enrolment/application interview with Danford College or their representative or Agent to ensure course suitability, shared internship expectations, and viability.

All student enrolment information provided by agents will be vetted and processed by the Professional Year Co-ordinator prior to student enrolment into the program. This ensures that all students enrolling into the Professional Year Program meet prerequisites prior to enrolment. Furthermore, this allows for the Professional Year Program Coordinator to communicate all terms and conditions of enrolment.

ACS Skills Assessment is not an entry requirement for the program, however should concerns be raised regarding the applicant's ICT qualification and suitability, ACS recommends that applicants undertake a Temporary Graduate Skills Assessment prior to enrolling in the Professional Year Program for future skills consideration. Participants will need to apply for ACS Skills Assessment upon completion of the Professional Year Program to apply for permanent residency. If Danford College has any doubts about the enrolment eligibility of prospective students, the Professional Year Co-ordinator will contact DHA by email at independent.skilled@immi.gov.au.

Approved by: Vikas Wadhwa Approved Date: 07 Sep 2020 Created by: NovaCore\Professional Year\PolicyISO SOP -PY-1 Student Management & Admissions Doc #: DOC9563 Next Review: 07 Sep 2021 Revision: 1.0 Revision Date: 07 Sep 2020

| English Language Tests for Student Visas | | | | | | | | | | | | |
|--|---|------|-------|------|------|------|------|------|------|------|------|--|
| Test | Test Score Band (overall minimum in blue/component minimum in orange) | | | | | | | | | | | |
| IELTS | 4.0 | 4.5 | 5.0 | 5.5 | 6.0 | 6.5 | 7.0 | 7.5 | 8.0 | 8.5 | 9.0 | |
| TOFEL iBT | 31 | 32 | 35* | 46 | 64 | 79 | 94 | 102 | 110 | 115 | 118 | |
| PTE Academic | 29 | 30 | 36* | 42 | 50 | 58 | 65 | 73 | 79 | 83 | 86 | |
| Cambridge English (adv. CAE) | 32 | 36 | 41* | 47 | 52 | 58 | 64 | 74 | 80 | 87 | 93 | |
| Occupational English Test (OET) | Pass | Pass | Pass* | Pass | Pass | Pass | Pass | Pass | Pass | Pass | Pass | |
| TOEFL PBT | 433 | 450 | 500 | 527 | 550 | n/a | n/a | n/a | n/a | n/a | n/a | |

*TOEFL iBT – total score of at least 64, with nothing below 4 in listening & reading and 14 in writing & speaking *CAE – overall score of at least 169 with nothing below 154 in each of the four test components *OET – a score of at least “B” in each of the four test components *PTE – overall score of at least 50 with nothing below 36 in each of the four components

Validity Period All of the above English tests (except PTE & CAE) must have been undertaken in the three years immediately prior to enrolling in the PY Program.

- The PTE scores will be considered valid until the “Scores Valid Until” date provided on the PTE Score Report.
- The Advance (CAE) test must have been undertaken on or after 1 January 2015 and prior to enrolling. If the ELTS is expired, regardless of whether a new test has been booked, the student is not permitted to enrol until a valid test result is provided.

Note: No English test is required if the student holds a valid passport issued by the United Kingdom, the United States of America, Canada, New Zealand or the Republic of Ireland and is a citizen of that country. The student should be able to provide his/her high school or university transcripts during enrolment into the PY Program.

7. Bring Your Own Device

With increased use of educational tools throughout the ACS PY, participants will need to bring their own device (e.g. laptops, tablets) during training sessions in order to fulfil work-simulated activities.

BYOD minimum requirements are as follows:

- Operating System: Windows 8 or 10 Home Edition or later
- Processor: Intel Core i3 / AMD 2.0 Ghz or better
- RAM: Minimum 4GB, recommended 8GB
- Hard Drive: 128GB SSD (256GB SSD recommended if not using Cloud storage)
- Display: 13-inch full HD (1920 x 1080) with a built-in webcam
- Wi-Fi: 802.1x compliant
- USB Headsets with microphone
- Device must be fully charged
- Device must have an antivirus software

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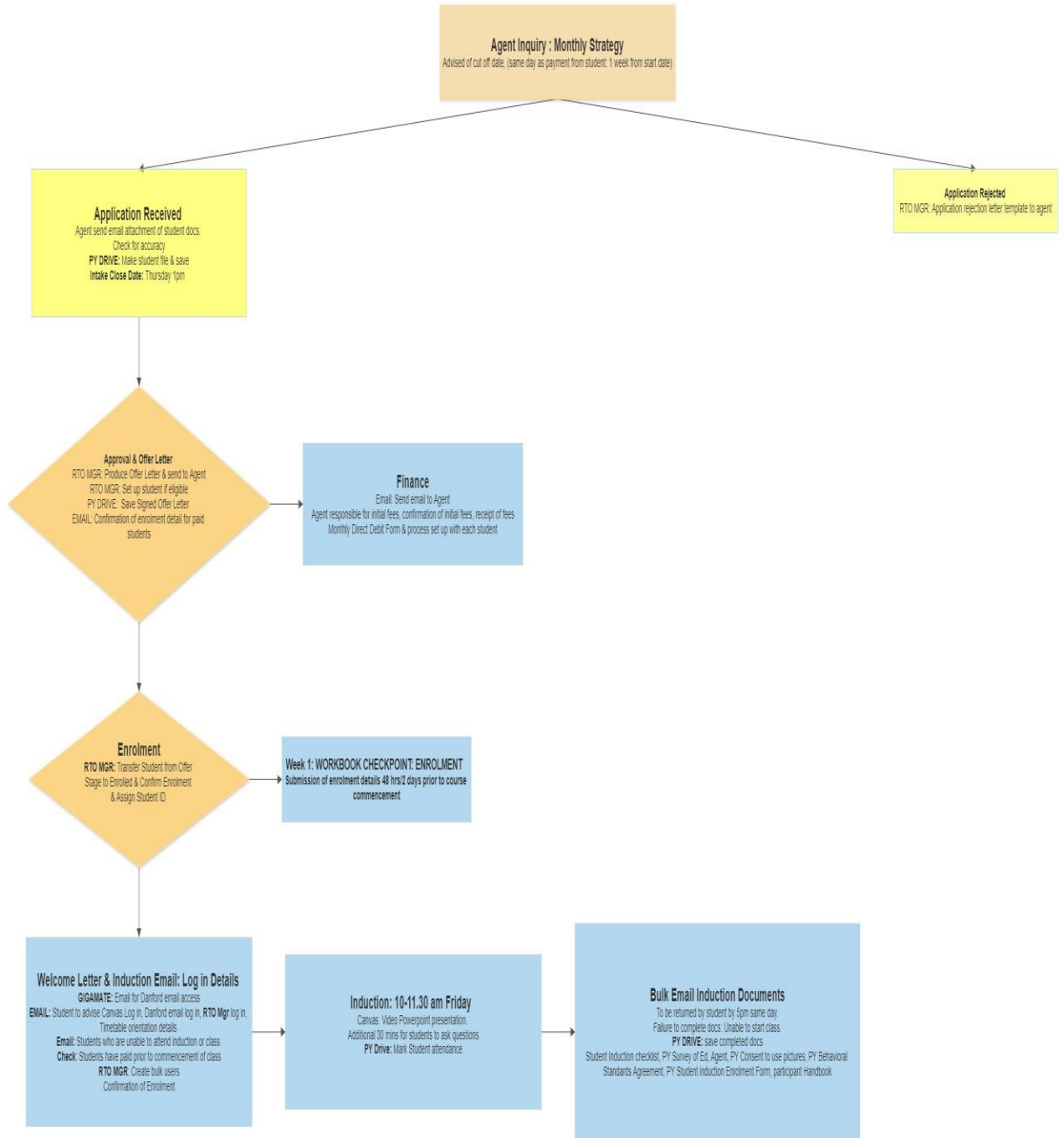
8. Enrolment Procedure

| PY Enrolment Procedure | | |
|--|---|--|
| Who | What | Where |
| PY Co-ordinator Marketing Officer | Monthly Strategy Agent or direct student enquiry Advised of intake cut-off date: Wed before Saturday commencement date) | Direct email |
| PY Co-ordinator | Application Received Agent/Student sent email attachment of student docs. Check for accuracy | PY DRIVE: Make student file & save |
| PY Co-ordinator | Application Rejected Letter/email sent to student/agent | RTO MGR: Application rejection letter template to agent |
| PY Co-ordinator | Application Approved Approval & Offer Letter Produce Offer Letter & send to Agent EMAIL: Confirmation of enrolment detail for paid students | RTO MGR: Set up student if eligible PY DRIVE: Save Signed Offer Letter |
| PY Co-ordinator Finance Officer/Mgr | Finance Email: Send email to Agent Agent responsible for initial fees, confirmation of initial fees, receipt of fees Monthly Direct Debit Form & process set up with each student | RTO Mgr |
| PY Co-ordinator | Enrolment | RTO MGR: Transfer Student from Offer Stage to Enrolled & Confirm Enrolment & Assign Student ID |
| PY Co-ordinator | Week 1: WORKBOOK CHECKPOINT: ENROLMENT Submission of enrolment details 48 hrs/2 days prior to course commencement | Excel spreadsheet |
| PY Co-ordinator | Welcome Letter & Induction Email: Log in Details GIGAMATE Email: Danford email access Email: Student to advise Canvas Log in, Danford email log in, RTO Mgr log in, Timetable orientation details Email: Students who are unable to attend induction or class Check: Students have paid prior to commencement of class | RTO MGR: Create bulk users Confirmation of Enrolment |
| PY Co-ordinator | Induction 10-11.30 Friday Additional 30 mins for students to ask questions | CANVAS video PowerPoint Presentation PY Drive: Mark students' attendance |

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| | | |
|------------------------|---|---|
| <p>PY Co-ordinator</p> | <p>Bulk Email Induction documents</p> <p>To be returned by student 5t:00pm same day</p> <p>Failure to complete docs unable to start class</p> | <p>PY Drive: Save completed docs</p> <p>Student induction checklist</p> <ul style="list-style-type: none"> • PY Survey of educational agent • PY Consent to use pictures • PY Behavioural standards agreement • PY student induction enrolment form • Participant handbook |
|------------------------|---|---|

9. Enrolment Process Flow Chart



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10. Attendance Requirements

Attendance monitoring, and intervention is on a whole of Course and whole of Internship basis, with clearly identified responsibilities for trainers, academic and student services staff, and the Compliance Manager.

Danford College ACS Professional Year Program is a classroom-based coursework component total 256 hours of classes delivered over thirty 8-hour teaching days.

Those class days are constituted by:

- a one-day Orientation Session in the first week of the program;
- 8-hour class days totaling 256 class hours; and
- A one-day Program Concluding Workshop

It is compulsory for students to attend their Cohort Orientation Session in Week 1 and the Program Concluding Workshop in Week..... Students who fail to attend these sessions will not meet Danford College ACS Professional Year requirements and will not be able to Graduate.

Students are expected to attend 100 per cent of formal ACS program class hours (256 hours) and are required to attend at least 80% of the scheduled class contact hours for the course. If students fail to attend a minimum of 190 hours of classes, they will not meet Danford College ACS Professional Year requirements and will not be able to Graduate.

Students' classroom attendance is directly recorded by the class trainers in RTO Manager. RTO Manager Reports are produced every second week by Student Service Officers responsible for Enrolments and Interventions, to identify students whose attendance for the course has fallen within or below specified intervention triggers.

Specific interventions are triggered when:

- a student has been absent for 17 hours or two full day classes without satisfactory explanation (1st Attendance at Risk Warning);
- a student's attendance falls in the 'At Risk' category of 34 hours or 4 full day classes absent resulting in an 80-86% attendance for the 28 class weeks (2nd Attendance at Risk Warning); and
- a student's attendance falls within the 'Unsatisfactory' category of (51+ hours or 6 or more full day classes absent resulting in a below 80% attendance for the 28 class weeks (Attendance Unsatisfactory, Intention to Cancel Enrolment).

Students are expected to submit all medical certificates for health-related absences or other certified professional documents to their Trainer or directly to a Student Services Officer who is responsible for the verification and uploading of Certificates onto RTO Manager.

Absences caused by illness verified by medical certificates are recorded as absent.

Student's whose attendance falls within the 'unsatisfactory' category (six or more classes/days absent) because of validated illness may apply for Special Leave on Compassionate grounds.

When a student is granted Special Leave in accordance with Danford College Professional Year policy and procedures on compassionate grounds, that student's enrolment will be temporarily suspended, to be transferred to a later cohort for the resumption of study at the same stage of progress at which their leave came into effect, thus ensuring that all units of the course are completed.

Arrival more than 30 minutes late for any class session will result in a student being recorded as absent for that class session, and class time missed will be incorporated in calculations of the number of days/hours absent.

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Attendance Interventions

Extended Absences

Trainers are responsible for identifying and counselling any of their students who fail to attend two or more consecutive weeks of classes (17 hours) without providing the trainer or student services with any satisfactory explanation.

Trainers will contact such students to:

- identify the reasons for the student's absence
- remind them of their attendance requirements
- provide initial counselling where appropriate
- refer for further counselling/professional support where appropriate
- decide for the student to undertake catch-up work; and, where necessary
- refer the student to the Coordinator for supplementary classes

Trainers are responsible for maintaining diary entries of such interventions in RTO Manager.

The Student Services Officer or Coordinator with responsibility for Enrolments and Interventions is responsible for running RTO Manager attendance reports to monitor attendance, identify students whose attendance places them in any of the 'At Risk' or 'unacceptable' attendance intervention categories, and initiating appropriate interventions.

Attendance: 'At Risk'

A student's attendance is deemed to be 'At Risk' if s/he has been absent from four classes/days (34 hours) without approved leave (and associated enrolment suspensions and transfers).

Students whose attendance is 'At Risk' are sent an RTO Manager system generated 'Attendance at Risk Warning Letter' requiring them to make an appointment with the coordinator within seven (7) days to:

- discuss the reasons for their absence;
- counselling about the Course attendance and academic progress requirements;
- referral to their trainer or Campus Coordinator for supplementary class work; and, if required
- referral for further professional counselling and advice

Students who fail to respond to the Letter within the required time will receive a phone call by the Student Services Officer and, if need be, further steps will be taken to establish contact with the student.

RTO Manager diary entries of such interventions are maintained by the staff making them.

Attendance: Unsatisfactory. If a student fails to respond positively to first and second stage interventions, and they miss six classes/days (or 51 class hours) without approved leave, their attendance will be classified as unsatisfactory. It will be impossible for them to attend the required minimum 80% of class time.

The Coordinator will send an RTO Manager system generated '*Unsatisfactory Attendance Intention to Cancel Enrolment*' letter to all students with unsatisfactory attendance.

The *Unsatisfactory Attendance Intention to Cancel Enrolment* letter will inform the student that:

- their maximum potential attendance has fallen to or below the required minimum of 80%;
- they have failed to respond positively to previous intervention initiatives;
- Danford College ACS Professional Year intends to cancel their enrolment and report this to the external governing organisations bodies;
- they have a right to lodge an internal appeal, within ten working days from the date of the email, against their enrolment being cancelled;
- If they fail to exercise their option to appeal their enrolment will be cancelled; and that
- If they appeal they must maintain satisfactory attendance until the outcome is determined.

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The letter will also inform the student of the procedure for entering the Internal Appeals process by submitting a completed *Danford College ACS Professional Year Student Appeal Form*, and of the possible grounds for an Appeal, namely, demonstrating that:

- Danford College ACS PY had not made the Attendance policies and procedures available to students;
- Danford College ACS PY had not recorded or calculated the students' attendance correctly;
- Danford College ACS PY had not implemented its intervention and support strategies in accordance with its documented policies and procedures;
- There existed demonstrable compassionate and/or compelling circumstances which caused the student's attendance to fall below the required minimum percentage, accompanied by an application for Special Leave of Absence based on those circumstances; and/or
- the student had previously submitted validated medical certificates relating to the unsatisfactory attendance along with an application for Special Leave based on those illnesses.

If a student appeals against their enrolment being cancelled their enrolment will be maintained and the student will be expected to maintain satisfactory attendance throughout any appeals process.

All student appeals against being reported for unsatisfactory attendance will be registered, investigated and determined in accordance with Danford College ACS PY *Complaints and Appeals Policy and Procedures*.

A student with 'Unsatisfactory Attendance' will have their enrolment cancelled if that student:

- fails to enter the appeals process within 10 working days of being sent an Intention to Report Email; or
- withdraws from an initiated appeal process before resolution; or
- the appeals process is completed and results in a decision against the student.

If a student successfully applies for Special Leave and/or successfully appeals against having their enrolment being cancelled, they will be expected to make up for the lost class time and successfully complete all units of study, resulting in a Suspension and Transfer of Enrolment to a later Cohort and deferred Internship, online PE course, course completion and graduation dates.

11. Monitoring Student's Academic Progress

The student's performance is regularly monitored to identify remediation that can be provided if the student is at risk.

Student course progress is monitored and reviewed regularly, considering:

- results of assessments
- attendance records
- intervention records

Intervention occurs when one of the following events occurs:

- The trainer informs the PYP Coordinator of student's missed attendance (students are required to attend 100% of the PYP classes) and/or poor performance (e.g., not submitting assessment tasks, poor quality of work submitted); and/or
- The student receives a Not Yet Competent in the last unit s/he has taken.

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Intervention Strategies

All students who are identified 'At Risk' will:

- Be notified through letter or e-mail that they are a student who is deemed to be 'At Risk' of making unsatisfactory course progress and will be informed to meet their Coordinator;
- During the meeting, the Coordinator should discuss with the student the reason for poor performance and non-submission of assessment tasks.

If the problem is beyond the scope of the trainer, the matter should be referred to the PYP Coordinator.

Should the unsatisfactory performance continue, the student will be asked to meet the PYP Coordinator. The PYP Coordinator issues a warning letter and identifies possible support that the students need and counsels the students on how to improve their performance.

Students will be asked to sign the letter acknowledging that the student had two warnings.

- The intervention meetings are documented and kept in the student's file for monitoring.
- The Coordinator and Student Support Manager are informed of the results of the intervention especially regarding the support needed by the student.
- The PYP Coordinator (sometimes with the help of the Student Support Manager) facilitates the learning support the student needs as identified (e.g., extra tutorial sessions, counselling);

12. Leave

Transfers/Leave Requests

Whilst enrolled in the PY Program, it is recommended that students maintain their position within their course and take leave only during scheduled break periods.

If a student is granted leave from the Professional Year Program outside of scheduled breaks or is required to defer for any reason affecting the dates listed below, Danford College will advise ACS immediately using the ACS Transfer Form and attach any subsequent evidence.

- Classroom study duration/end date,
- Internship placement start date,
- PE online course dates,
- Graduation date, and/or

Emergency Leave

Emergency leave will be addressed on a case-by-case basis, under compassionate and compelling circumstances only.

Danford College will provide written notice of any emergency leave taken by the student to ACS immediately. ACS will assist as needed to ensure all emergencies are supported and deferred, should the student return to the program. In some cases, this may result in an indefinite deferral until such time that the student can return to the program. ACS may request an ACS Transfer Form and further evidence upon the student's return.

Indefinite Deferral

On occasion, students may need to take a leave of absence from the program and are unable to determine their return date. In these cases, ACS provides a modified approach to ensure a student's program is put on hold until more information is available. Danford College will update ACS regularly in writing regarding changes to a student's circumstance and communications.

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Common Reasons to Request Indefinite Deferral from ACS:

- Student takes medical leave and is uncertain of the recovery time or return date;
- Visa issues after enrolling in the program;
- Student is uncontactable/unresponsive;
- Student has taken emergency leave and Danford College is unsure of their return date.

Note: It is not appropriate to suspend or defer a student's online course indefinitely due to placement delays or outstanding fees. Danford College will remain liable to ACS for all late internship/notice fees which arise from these deferrals and delays.

Program Withdrawal

If a student chooses to discontinue or is withdrawn from the Professional Year Program, the Danford College will advise ACS immediately using the ACS Withdrawal Application Form.

Student Re-enrolment

If a student fails an ACS component and/or wishes to re-enrol in the Professional Year Program, the student is required to request re-enrolment from Danford College using the ACS Re-Enrolment Form with the form being forwarded to ACS for processing.

If applicable, ACS will make every effort to place the student in the next available online course. Please note, online courses are subject to capacity requirements, availability, and internship placement status. ACS will determine final re-enrolment fees based on the provided Re-Enrolment Form.

If previously removed by ACS due to Academic Misconduct, a student is only allowed to re-enrol in the PE Online course ONCE. Repeated Academic Misconduct will not be tolerated, and no further attempts will be permitted should the student be unsuccessful in their second course.

Ongoing Student Contact Details Updates

Students are encouraged to be proactive in maintaining their own online presence and contact details. Danford College aims to maintain accurate student data to ensure students are contacted appropriately throughout their program (particularly phone and email address). It is a requirement of enrolment that students notify the College of changes, and this information is updated with ACS accordingly.

DHA Graduation Reporting

As an accredited provider of the Professional Year, Danford College submits Professional Year graduation data directly to the Department of Home Affairs.

Program Feedback and Outcomes

To ensure quality program delivery, Danford College will seek feedback from PY participants based on their experience within the program and forward it to ACS upon request. ACS may also poll PY participants 3-12 months after graduation to ascertain their employment status as a measure of the success of the program. Feedback surveys will be administered via email through a dedicated survey website and/or via SMS. These results will not be made available publicly, nor will any private information be retained. Furthermore, ACS may request additional data or feedback from PYPs based on internal surveying and reporting. Areas of interest may include, but are not limited to:

- Program Delivery
- ACS Online Course Delivery
- Curriculum Outcomes
- Placement Experience

Leave: Compassionate & Compelling Circumstances

Students may submit a Leave of Absence Application for a specified period if they experience compassionate and/or compelling circumstances which make it impossible for them to attend regular classes and/or attend their place of Internship.

Danford College ACS PY defines Compassionate and/or Compelling Circumstances as circumstances which are generally beyond the control of the student and which have an adverse impact on the student's capacity and/or ability to:

- commence their course on the scheduled start date, or to;
- attend scheduled classes for a significant period during the enrolment period (including their classroom units, internships and their online PE course);

Such circumstances include, but are not limited to:

- serious illness or injury, where a verified medical certificate states that the student was unable to attend on the commencement date and/or for a significant time through the course;
- bereavement of close family members such as parents, siblings or grandparents (a death certificate must be provided, even if retrospectively);
- the student giving birth or a student's partner giving birth, thus preventing commencement on the published start date or attendance for some time through the course (with supporting documentation);
- major political upheaval or natural disaster in the home country requiring emergency travel to their home country for the time of their absence;
- a traumatic experience or critical incident which could include but is not limited to:
 - a) witnessing or involvement in an accident; or
 - b) witnessing or being the victim of a crime

and which has impacted on the student's ability to commence classes on the start date and/or attend scheduled classes (these cases should be supported by police and/or psychologists' reports).

In determining whether compassionate and compelling circumstances exist as sufficient grounds to explain a student's absence, Danford College ACS PY accepts that documentary evidence will vary about the specific circumstances, but could include:

- a relevant Death Certificate
- a police incident report
- a court orders
- a social worker's report
- a psychologist's report
- a psychiatrist's report; and/or
- appropriate medical evidence.

In determining whether compassionate and compelling medical circumstances exist as sufficient grounds to explain a student's absence, Danford College ACS PY has adopted the Australian Medical Association's Guidelines for Medical Practitioners on Certificates Certifying Illness – 2011 namely:

- Name and address of the medical practitioner issuing the certificate
- Doctor's Medicare provider number (where applicable)
- Name of the patient
- Date on which the examination took place
- Date on which the certificate was issued
- Date(s) on which the patient is or was unfit for attendance

- Supplementary information of assistance to the patient in obtaining the appropriate leave especially where there is a discrepancy in the period for which the certificate is issued and the date of the certificate
- Certificates must be dated on the day on which they were written. Under no circumstances can this be breached
- Wherever possible, doctors should avoid issuing sickness certificates to anyone with whom they have a close personal relationship
- The certificate should be written on stationery designed specifically for this purpose

Danford College ACS PY may seek confirmation and/or further information from the medical practitioner who issued a certificate.

Psychologist, psychiatrist and/or social worker certificates must be issued by a registered professional and include a similar range of information to that required for medical certificates.

Certificates not written in English must be translated into English by approved NAATI translators.

When assessing applications for leave on grounds of compassionate and compelling circumstances, copies of supporting documents will be saved in RTO Manager, together with a record of the decision and the basis for the decision.

If a student's absence has been caused by either a critical incident or other compassionate and/or compelling circumstance, Student Services will initiate the critical incident/compassionate and compelling circumstances response and support procedures.

In determining whether compassionate and compelling circumstances exist as sufficient grounds to explain a student's absence, Danford College ACS PY will not accept certificates from homeopaths, non-registered traditional medical practitioners, herbalists or other non-accredited practitioners.

13. Complaints & Appeals

Danford College ACS PY policies and procedures are based on the belief that in such circumstances students have a right to access accessible, affordable, equitable, fair, open and timely internal complaints and appeals policies and procedures, and should they fail to provide what the student sees as a just outcome, to a similarly accessible, affordable, equitable, fair, open and timely external appeals procedure.

In meeting this commitment Danford College ACS PY differentiates between its Complaints and Appeals policies and procedures (See Complaints and Appeals Policy and Procedures).

Rejection of Leave, Withdrawal and/or Refund

When a student's Application for Leave of Absence, Course Withdrawal and/or a Refund of Tuition Fees is rejected, the student is sent notification informing them of the decision and:

- the reasons for the decision;
- their right to appeal against the decision;
- the possible grounds for an Internal Appeal; and
- how they can submit an Appeal.

If a student fails to submit an Internal Appeal within 20 working days of receiving the Outcome Email or appeals and then withdraws from the appeals process before its resolution, or if the appeal is rejected, Danford College ACS PY will maintain the original decision/outcome.

If a student appeals against the decision/outcome, and the appeal is successful, Danford College ACS PY will reverse its original decision and act in accordance with the determination.

Students will be expected to continue to meet all course attendance and progress requirements

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throughout the appeals processes.

Unsatisfactory Complaint Resolution

If, as an outcome of the Danford College ACS PY Complaint process, a student is sent a Complaint Rejection Email that letter will inform them of the decision and reasons for it, and that if they are dissatisfied with the decision/outcome:

- they have a right to appeal within twenty working days from the receipt of the Email; and
- how they can submit an Appeal.

If a student appeals against the outcome of a student's complaint, Danford College ACS PY will determine whether to implement its original decision/outcome prior to or after the Internal Appeal outcome is determined. Should the original decision be implemented, and the Internal Appeal is subsequently determined in favour of the Appellant, Danford College ACS PY will reverse its implementation.

14. Australian Consumer Protection Law

This policy and the availability of complaints and appeals processes does not remove the right of a candidate to take further action under Australia's Consumer Protection Law.

15. Approvals

- All refunds must be approved by the CEO.
- Exemptions to any of the above mention cases may only occur where the candidate has extenuating or compassionate grounds as determined by the CEO.

Danford College Professional Year will NOT approve any holidays or non-emergency medical absences from the program. Therefore, candidates who take leave during a course will not graduate on the initial scheduled date as the time of absence will not be considered as active participation in the program, and students will still be liable for all outstanding fees.

*Cancellations or requests for refunds must be made in writing directly to Danford College Professional Year Coordinator by completing the cancellation of enrolment and application for refund form and send via email at py@danford.edu.au

16. Orientation

Danford College conduct an Orientation program for all enrolled students which is imperative to the success of the overall program of the professional Year. Orientations are regularly scheduled to accommodate the continuous intake of PY participants. The Orientation session can be held either in a face to face modality in the College facility or in an online or virtual session via Zoom. Attendance records are taken at every session and students are followed up if they are unable to attend.

| Orientation Program | |
|------------------------------|--|
| Commencement | Students participate in online orientation on the Friday before the first Saturday of every month following processed enrolment (with the exception to ACS Christmas Closure and public holidays) |
| Lead | ACS PY Coordinator |
| Delivery Organisation | Danford College |
| Delivery Mode | Zoom. 1-week (30-90 minutes to complete) Course remains visible to students, for reference, for one calendar year |
| Communication | Students are emailed: At the time of ACS enrolment (Program Welcome) Upon course commencement, they are sent a reminder If incomplete, warnings are sent every fortnight |
| Content | <ul style="list-style-type: none"> • Overview of PY Program, ACS, and their ACS membership • Outline of PE Online course structure and requirements: ACS events, networking, and internship placement requirements • Required reading, acknowledgement and acceptance of the Academic Misconduct Policy, Complaints and Appeals Policy, Privacy Policy, Student Guides to platform functions, and Student Code of Conduct |
| Outcomes | <ul style="list-style-type: none"> • Understand the role/function of ACS and Providers • Understand the importance of undertaking the internship at the same time as the PE online course • Preview ACS LEARN website and functionality • Importance of attending ACS Events • Adherence to the ACS Code of Professional Conduct • Acknowledgement and Understanding of the Academic Misconduct Policy |
| Follow up | Completion of the Orientation Program is compulsory and should be finalised within one week of the course opening. Student completion is monitored by Danford College. Warnings are sent to students who do not complete the required work. |

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17. ACS Reporting

Professional Year Cohort Management Workbook

Danford College provides scheduled reports to ACS within the PYear Cohort Management Workbook (Excel). It is understood that this information is essential for ACS to populate student data into the student management system, uphold DHA obligations, as well as ensure efficiency in process. The PYear Cohort Management Workbook includes the following worksheets, which are to ACS by their respective Checkpoint deadlines. See the Summary worksheet to view a PYP Cohort's calculated due dates.

| Worksheet Title(s) | Checkpoint Name | Deadline |
|--------------------|---|--|
| Summary | Enrolment | At least 48 hrs/2 days prior to commencement of Course/Start Date Enrolments |
| Enrolment | | |
| Results – CPW | Academic Progress | Tuesday of ACS Group Week 32 |
| Results – EAW | | |
| Internship | Internship | Details Friday of ACS Group Week 34 |
| Final Results | Final Results | At least 1 week prior to graduation |
| Other Results | *For PYP use should a student have any outstanding results not yet reported to ACS during Checkpoint Reporting. | |
| REQUIREMENTS | **This sheet serves as a resource to PYPs should any questions arise | |

Enrolment Checkpoint

Danford college will notify ACS of new enrolments at least 2 days/48 hours prior to the course start date, unless otherwise arranged. Enrolment and acceptance into the PYear is at the discretion of ACS. Pre-enrolment interviews must be used to screen participants and assess their suitability ensuring prerequisites are met, and to communicate and confirm internship expectations. If a student is unable to attend from the beginning of a program, they must be enrolled in the next available start date. Use of a census date is not permitted in PY Program delivery. Participant information is to be provided to ACS in a pre-defined format within the PYear Cohort Management Workbook provided by ACS. All fields in the Summary and Enrolment sheets must be accurate and complete before forwarding to ACS. Refer to ACS PY Enrolments Checklist (Appendix 3) for more details.

It is understood that late fees will be applied if enrolment data is incomplete, submitted late, formatted incorrectly, and/or error-ridden. Upon detection of errors and/or incomplete data, the workbook will be returned to Danford College for correction.

ACS will not process enrolments until all provided data is complete and accurate. Any delays to enrolments which are due to a Danford College error will subsequently incur late fees and remain the responsibility of the Danford College.

Academic Progress Checkpoint

Danford College will provide an academic progress update for all in-class components and student statuses by the Tuesday of ACS Group Week 32. Students must successfully pass all in-class components prior to commencing the internship and PE Online Course. Should students fail subjects or require additional time to complete coursework, a student movement form should be submitted to ACS promptly. Student information is to be provided to ACS in the pre-defined formats found in the yellow tabs of the PYear Cohort Management Workbook. These worksheets have been updated to

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enable automation of ACS marking. All fields must be accurate and complete before forwarding to ACS. ACS will utilise this checkpoint data to confirm completion of in-class components and prepare cohorts for ACS online course delivery.

Internship Details Checkpoint

Danford College will provide full internship details to ACS by Friday of ACS Group Week 34 utilising the orange Internship worksheet in the PYear Cohort Management Workbook. This is to confirm that PYear students are being placed in an internship as scheduled by each PYP at the commencement of the program.

It is the responsibility of Danford college to source and manage internships on behalf of their enrolled students. Students are not required to source their own internship placements. Students should only use existing employment in a relevant field of expertise (ICT related and specific to their qualifications) as a “self-sourced” internship if it meets ACS internship requirements. Self-sourced internships must be deemed suitable (as per the guidelines set by ACS) by Danford College before the placement can be undertaken.

Danford College is also responsible for managing the internships on a scheduled basis. Should students remain unplaced by this checkpoint and/or data provided is incomplete, late, formatted incorrectly, and/or error-ridden, late internship fee(s) will be incurred by the PYP. Due to course demands, unplaced students will not be re-allocated to a later PE Online Course unless requested by the PYP utilising the ACS Transfer Form. Unplaced students continuing in the PE Online course will be required to complete coursework on time and must contact their Trainer to make suitable arrangements as needed.

Final Results Checkpoint

PYear Participants are assessed on the following five components:

| Component Name | Responsibility |
|---|-----------------|
| ACS Online Orientation | Danford College |
| ACS Module 1: Communication and Performance in the Australian Workplace | Danford College |
| ACS Module 2: Entry and Advancement in the Australian Workplace | Danford College |
| PYP Internship Placement | Danford College |
| Professional Environments (PE Online) | Danford College |

- Danford College will store Orientation and PE Online marks in RTO Manager: Student Management System, recording Competent or Not Yet Competent based on the students' activity.
- If a Not Yet Competent result is noted for any student, Danford College will determine an action plan.
- Upon a cohort's successful completion of all face-to-face/in-class components and placement, Danford College will complete and send the red Final Results worksheet in the PYear Cohort Management Workbook at least 1 week prior to graduation. Since in-class component results were provided in a previous checkpoint, the only results required will be internship results. However, if needed, a secondary “Other Results” worksheet is available to populate competent results for all subjects.
- Please Note: PE Online courses are marked and released within two (2) weeks of the completion of the course. No ACS transcripts will be guaranteed during this two-week period. PYP graduation ceremonies are only be scheduled after this period to ensure completion of transcript processing. If submitted checkpoint data is incomplete, late, formatted incorrectly, and/or error-ridden, fee(s) will be incurred by Danford College.

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- It is understood that ACS is not obligated to supply transcripts by the stated graduation date if data is submitted with insufficient processing time. Once all ACS and Danford College components are completed, ACS will collate final results and provide a transcript in PDF format to the PYP for each graduating student. This transcript is to be presented with the PYPs co-badged certificate at the Danford College graduation.

18. Associated Documents

- Complaints & Appeals Policy
- PY Application Form
- PY Application Approval email letter template
- PY Application Rejection email letter template
- Offer Letter
- Monthly direct debit form
- Fee notification form and email template
- Welcome Letter & Induction email
- PY Survey of educational agent
- PY Consent to use pictures
- PY Behavioural standards agreement
- PY student induction enrolment form
- Participant handbook
- ACS Transfer form
- ACS Withdrawal Application Form.
- ACS Re-Enrolment Form
- Complaints and Appeals Form
- Application for Leave of Absence,
- Course Withdrawal Form

Australian Computer Society, (Jan 2019), version1.1 ACS Student Management & Admissions Framework.

End of Document