



Believe,  
Achieve,  
Grow

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# Student Admissions & Enrolment Policy

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## 1. Governing Standard

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- Standards for RTO's 2015: Standard 3, 4 & 5, Clause 3.3, 3.4, 3.6(a-d), 4.1 (a-k, l(i-iii)), 5.4, Schedule 5
- Migration Act 1958
- Privacy Act 1998 and the Australian Privacy Principles
- Privacy and Data Protection Act 2014
- National Code 2018: Standard 2: Student engagement before enrolment
- National Code 2018: Standard 3. Formalisation of enrolment

## 2. Purpose

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Danford College is committed to ensuring fair and equitable policies and procedures are in place regarding the enrolment of students. Danford College is bound by and accepts the responsibility of Commonwealth and State legislation governing the operations of the College including enrolment procedures.

Under the *Standards for RTO's 2015*: – Standard 2 it is a requirement that:

Students receive training, assessment and support services that meet their individual needs.

The College upholds flexibility and equal opportunity principles, encourages people to apply for enrolment without discrimination, through a variety of means, so that an optimal number of students can participate in education and training at the highest level.

This policy ensures that all students who enter a national accredited training program offered at the College have the appropriate skills and abilities to successfully complete their studies within the normal duration of the qualification.

The purpose of this policy is to:

1. Describe the methodology that is used to assess student's qualifications, experience, English language proficiency for entry into VET courses
2. Outline the responsibilities of the administration team in conducting the admission of students into nationally accredited Vocational Education Training (VET) programs at Danford College.
3. Ensure that applicants are assessed in a fair and equitable manner and that each applicant has the necessary pre-requisite skills, knowledge and immigration requirements to study vocational education. This includes the following:
  - a) All applications will be assessed carefully;
  - b) No application will be accepted when the applicant has a study gap without an explanation and supporting evidence;
4. Applications will not be accepted from Applicants who don't have study rights;
5. Ensure that the administration and finance team conduct enrolment for all students in a timely manner so that students can commence their chosen course and attend orientation prior to

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the commencement of formal face to face or online learning sessions. This process ensures that the applicant has been entered into RTOManager and has access to the College's Learning Management System: Canvas.

## 8. Information Provided to Applicants

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Danford College is committed to ensuring its student selection processes are fair, transparent and non-discriminatory. Applicants are selected based on meeting core eligibility criteria in line with the course requirements on the *Application for Enrolment as an International Student* available on the College website at [www.danford.edu.au](http://www.danford.edu.au)

Students are selected regardless of religion, gender, disability, sexuality, sexual preference, culture and ethnic background.

A *Letter of Offer & Acceptance* is entered into between Danford College and the Applicant. This includes student requirements, course information, fees & charges policy, refund policy, cancellation, withdrawal, transfer of enrolment information and requires the student to sign to accept the offer.

Danford College ensures that:

1. The recruitment of students is completed in an ethical and responsible manner, providing information that enables applicants to make informed decisions about studying at the College;
2. Applicants' qualifications, experience and English language proficiency are appropriate for the qualification for which enrolment is sought;
3. Applicants are provided with accurate information reflecting their actual study experience enabling applicants to make an informed decision about studying at the College.
4. Arrangements for appropriate screening of Applicants are conducted pre-enrolment. These requirements involve the determining of suitability and relevance of a qualification based on an Applicant's current competencies, existing educational attainment, capabilities, aspirations, and interests with due consideration to the likely job outcomes from the development of new competencies and skills.
5. Information is provided to Applicants re: The Education Services for Overseas Students (ESOS) Act, (the security it affords them and how to make use of its consumer protections should the need arise). The ESOS Act ensures applicants are only offered places in courses for which they have been assessed as having the appropriate skills and experience;
6. Applicants are provided with information that will enable them to make informed decisions about their studies in Australia;
7. There are documented procedures for assessing Applicants' English language proficiency and qualifications;
8. Information is provided to the Applicant prior to them acknowledging acceptance (signed or otherwise accepted) of the offer of place. This means that information specific to the course for which the offer has been made may be provided to the student at the same time as the Letter of Offer.

9. Prior to accepting an Applicant for enrolment in a course, the Danford College provides current and accurate information regarding the following:
- a) the requirements for acceptance into a course, including the minimum level of English language proficiency, educational qualifications or work experience required and whether course credit is available;
  - b) the course content and duration, qualification offered, modes of study and assessment methods;
  - c) campus locations and a general description of facilities, equipment, and learning and library resources available to students;
  - d) details of any arrangements with another registered provider, person or business to provide the course or part of the course;
  - e) indicative course-related fees including advice on the potential for fees to change during the student's course and applicable refund policies;
  - f) information about the grounds on which the student's enrolment may be deferred, suspended or cancelled;
  - g) Details of the ESOS Act available at: DEEWR [The ESOS legislative framework \(internationaleducation.gov.au\)](http://internationaleducation.gov.au).
  - h) relevant information on living in Australia, including:
    - i. indicative costs of living
    - ii. accommodation options; and
    - iii. where relevant, schooling obligations and options for school-aged dependants of intending students, including that school fees may be incurred.
  - i) Danford College policies available at [www.danford.edu.au](http://www.danford.edu.au) as listed on *the Offer Letter & Acceptance of Offer Letter* including:
    - I. Fees & charges policy;
    - II. Deferring, suspending or cancelling student enrolment policy;
    - III. Student refund policy;
    - IV. Transfer of students between providers policy;
    - V. Course progress policy,
    - VI. Student handbook;
    - VII. Pre-arrival checklist & pre-departure checklist;
    - VIII. Complaints & appeals policy
    - IX. Course credit policy
10. An appropriate student orientation program is provided by the College to ensure that students undertaking the vocational education and training courses and are aware of their obligations regarding to course delivery and outcomes.

## 1. Responsibilities

Position	Responsibility
Danford Marketing Team & Education Agents	Ensure that all marketing information provided to prospective students is accurate and complete.
Head of Marketing Sales & Marketing Manager	Monitor Education Agents to ensure they are acting in accordance with the Student Admission & Enrolment policy and provide the required information to the Applicant prior to enrolment.
Admissions Officer	Issue the Letter of Offer on being satisfied that all entry requirements are met.  In collating evidence for previous related experience requirements, the College will receive a scanned copy of any letters, results, certificates pertaining to previously related experience. College reserve the right to verify qualifications, experience or any other documents from the issuer or issuing body.
Admissions Officer/ Administration Officer	Ensure that the guidelines for entry requirements and issuing of Letter of Offer is strictly followed.
Admissions Officer	Ensures that all selection information is maintained on student file.

## 3. Privacy Statement

### Why we collect your personal information

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us. If you do not provide adequate information as requested, we may not be able to process your application.

### How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

### How we disclose your personal information

We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector. We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority. If you are overseas student, we may need to disclose your personal information to the country for which you hold the passport or required by law.

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### How the NCVER and other bodies handle your personal information

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market. The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

1. Administration of VET, including program administration, regulation, monitoring and evaluation
2. Facilitation of statistics and research relating to education, including surveys and data linkage
3. Understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at [www.ncver.edu/privacy](http://www.ncver.edu/privacy)

If you would like to seek access to or correct your information, in the first instance, please contact Danford College.

DESE is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.dese.gov.au/national-vet-data/vet-privacy> notice. Please refer to the additional State or Territory Authority Privacy Notice included in this application process should this be relevant to your application.

### Surveys

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

At any time, you may contact Danford College to:

1. Request access to your personal information

2. Correct your personal information
3. Make a complaint about how your personal information has been handled
4. Ask a question about this Privacy Notice

For information about how Danford College collects, uses and discloses your personal information generally, including how you can make a complaint about a breach of privacy, please refer to Danford College privacy policy which can be found within the Student Handbook.

Under the Data Provision Requirements 2012, Danford College is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this enrolment form and your training activity data) may be used or disclosed by Danford College for statistical, regulatory and research purposes. Danford College may disclose your personal information for these purposes to third parties, including:

1. School – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship;
  2. Employer – if you are enrolled in training paid by your employer;
  3. Commonwealth and State or Territory government departments and authorised agencies;
  4. NCVER;
  5. Organisations conducting student surveys; and
1. Researchers.

Personal information disclosed to NCVER may be used or disclosed for the following purposes:

1. Issuing a VET Statement of Attainment or VET Qualification, and populating Authenticated VET Transcripts;
2. Facilitating statistics and research relating to education, including surveys;
3. Understanding how the VET market operates, for policy, workforce planning and consumer information; and
4. Administering VET, including program administration, regulation, monitoring and evaluation.
5. You may receive an NCVER student survey which may be administered by an NCVER employee, agent or third-party contractor. You may opt out of the survey at the time of being contacted. NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at [www.ncver.edu.au](http://www.ncver.edu.au)).

Information is collected on this form and during your enrolment to meet our obligations under the ESOS Act and the National Code 2018;

to ensure student compliance with the conditions of their Visas and their obligations under Australian immigration laws generally.

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The authority to collect this information is contained in the Education Services for Overseas Students Act, 2000, the Education Services for overseas Students Regulations 2001 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018. Information collected about you on this form and during your enrolment can be released, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Assurance Scheme and the ESOS Assurance Fund Manager. In other instances, information collected on this form or during your enrolment can be disclosed without your consent where authorised or required by law. A broad outline of the ESOS framework designed for prospective students is now available at: <https://www.international.education.gov.au/regulatory-information/pages/regulatoryinformation.aspx>

Danford College, its employees, contractors and agents are subject to the Privacy Act 1988 (the Privacy Act) and to the requirements of the Australian Privacy Principles (APPs) contained in the Privacy Act.

We also adhere to applicable guidelines issued to agencies by the Office of the Australian Information Commissioner.

Our privacy policy has been developed in accordance with APP 1 and embodies our commitment to protecting the personal information we hold.

Please be advised of the following regarding the storage and reporting of your personal information:

1. Certain personal information about you including your name, date of birth, gender, residential address, email address, phone number, country of birth, nationality, passport number, and course details;
2. Your personal information will be recorded in PRISMS;
3. Your personal information is made available to the Department of Education, Skills and Employment, Department of Home Affairs and other State/Territory government agencies in relation to administering the ESOS Act and the Migration Act 1958 (Migration Act);
4. Your personal information may be used for any directly related purpose or any other purpose required or authorised by law;
5. If your personal information is not collected, you will not be able to be enrolled in the course;
6. Your personal information may be disclosed by Danford College to other Commonwealth entities (including, but not limited to, the Australian Skills Quality Authority (ASQA) and Tertiary Education Quality and Standards Agency (TEQSA)), education institutions and publicly.



## 4. Application Requirements

In all cases, Applicants wishing to enrol into a qualification must complete and submit an *Application for Enrolment as an International Student* available on the College website: [www.danford.edu.au](http://www.danford.edu.au)

Sections of the <i>Application for Enrolment as an International Student</i> requiring evidence & Completion.	Offshore Students	Onshore Students
1. <b>Statement of Purpose (SOP) &amp; Genuine Temporary Entrant (GTE) Statement</b>	✓	
2. <b>Financial Details</b> Evidence of financial ability to pay fees	✓	
3. <b>Unique Student Identifier (USI)</b>		✓
4. <b>Passport</b> Certified copy of bio-data pages of Passport	✓	✓
5. <b>Australian Student Visa</b>	✓	✓
6. <b>Disability (If Applicable)</b> <ul style="list-style-type: none"> <li>Provision of Student Disability Services Form</li> <li>Supporting documentation</li> </ul>	<i>If Applicable</i>	<i>If Applicable</i>
7. <b>Family Details</b> <ul style="list-style-type: none"> <li>Certificate of Marriage</li> <li>Spouses Visa</li> </ul>	<i>If Applicable</i>	<i>If Applicable</i>
8. <b>Overseas Student Health Cover (OSHC)</b>	✓	✓
9. <b>COVID-19 Quarantine &amp; Vaccination Status</b> <ul style="list-style-type: none"> <li>Covid-19 Vaccination Certificate</li> </ul>	✓	✓
10. <b>Academic Background</b> <ul style="list-style-type: none"> <li>Maximum study gap allowed is 1-2 years</li> <li>If the applicant's highest qualification is a vocational course in their home country Year 12 equivalent must be presented;</li> </ul>	✓	✓
<b>Secondary School:</b> 11. Certified copies of academic transcripts		<i>If Applicable</i>
<b>Tertiary or Post-Secondary Studies:</b> 12. Certified copies of academic transcripts & qualifications		
<b>Completion of 6 months of training with an Australian educational provider</b> 13. Copy of release letter		
14. <b>Credit Transfer &amp; RPL</b> <ul style="list-style-type: none"> <li>Application for Credit Transfer</li> <li>Certified Copy of academic transcripts</li> <li>RPL Form</li> </ul>		<i>If Applicable</i>
15. <b>English Language Ability</b> <ul style="list-style-type: none"> <li>Certificate of English</li> </ul> <b>English language course completed in Australia</b> <ul style="list-style-type: none"> <li>Relevant documentary evidence</li> </ul> <b>Completion of Certificate IV or higher qualification in Australia within the last 2 years</b>	✓	✓
		<i>If Applicable</i>

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<ul style="list-style-type: none"> <li>• Relevant documentary evidence</li> <li>• <i>TrackTest is only upon approval. Ensure that you do not offer this to the applicant unless Administration and Compliance have seen the application and approved to take online placement test;</i></li> <li>• <i>If the applicant is applying for ELICOS prior to Danford courses, ELICOS CoE must be provided at the time of application.</i></li> </ul>		If Applicable
<p><b>16. Employment</b></p> <ul style="list-style-type: none"> <li>• Relevant work experience, references, letters, or resume</li> </ul>	If Applicable	If Applicable

### Translation of Documents

Documents in languages other than English should be accompanied by an English translation. The English translations must be official certified translations from a National Accreditation Authority for Translators and Interpreters (NAATI) accredited translator. Danford College also accepts documents certified or translated by registered agents.

Translations provided by non-accredited translators outside Australia should be endorsed by the translator with their full name, address, telephone number, and details of their qualifications and experience in the language being translated. College may accept documents translated by his appointed authorised representatives

### Methods for Determining Authenticity of Academic Qualifications

Academic qualifications submitted can be authenticated by:

1. Original documents (i.e. award and transcript of results) being provided to the authorised representative; or
2. Certified copies of the original documents (i.e. award and transcript of results) being provided which have been either:
  - a. notarised by a Justice of the Peace or equivalent authority; or
  - b. verified as a true and correct copy of the original documents by an authorized representative of Danford College
  - c. Certified and stamped as Original Sighted by Danford College Admission Staff
  - d. By verifying AQF qualification from student USI transcripts (if required)

The authorised representative must sign and print his/her name clearly, include the date, and record that the original has been sighted. If external to Danford College, an official stamp or seal of the authorised officer's organisation must be added.

Should the Admissions Officer suspect that the academic document presented has been altered or fraudulently created, contact is made with the conferring institution to validate the claims of the applicant.

If the application refers to studies currently being undertaken and is unable therefore to present evidence of the academic entry requirements having been met, then the offer of enrolment will be conditional upon the achievement of the required academic outcome.

## 5. English Language Requirements

### Migration (IMMI 18/015: English Language Tests & Evidence Exemptions for Subclass 500 (Student) Visa) Instrument 2018

For the purpose of subclause 500.213(1)

1. The Applicant must undertake one of the English language tests specified in Column 1 of Schedule 1;
2. The Applicant must achieve the English language test score specified for that English language test in Column 3 of Schedule 1; and
3. The Applicant must have completed the test within the following period:
  - (i) if evidence of the test is provided at the time the applicant makes an application for a Subclass 500 (Student) visa - 2 years immediately before the date of the visa application; or
  - (ii) if evidence of the test is not provided at the time the visa application is made - 2 years immediately before a decision to grant or refuse the visa application is made.

For the purpose of subclause 500.213(2) the Regulations **does not apply** to the following classes of applicants:

1. An Applicant who is a citizen of, and who holds a valid passport issued by:
  - (i) the United Kingdom;
  - (ii) the United States of America;
  - (iii) Canada;
  - (iv) New Zealand; or
  - (v) the Republic of Ireland; or
2. An Applicant who is enrolled in a principal course of study that is:
  - (i) registered to be delivered in a language other than English;
  - (ii) a registered ELICOS course, as defined in regulation 1.03 of the Regulations;
  - (iii) a registered school course; or
  - (iv) a registered post-graduate research course; or
3. An Applicant who is a:
  - (i) Foreign Affairs student;
  - (ii) Defence Student; or
  - (iii) Secondary exchange student; or
4. An Applicant, who, in the 2 years before applying for a Subclass 500 (Student) visa, has successfully completed:

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- (i) the requirements for a Senior Secondary Certificate of Education, in a course that was conducted in Australia and in English; or
- (ii) a substantial component of a course leading to a qualification from the Australian Qualifications Framework at the Certificate IV level or higher that was conducted in Australia and in English, while the applicant was holding a student visa; or

5. An Applicant who has successfully completed a minimum of 5 years of study in English undertaken in one or more of the following countries;

- (i) Australia;
- (ii) Canada;
- (iii) New Zealand;
- (iv) South Africa;
- (v) the Republic of Ireland;
- (vi) the United Kingdom;
- (vii) the United States of America.

1. Vocational Programs: For most vocational courses, students are required to have a minimum IELTS (International English Language Testing Service) score of 5.5 overall with no band/sub score under 5.0 or equivalent English language tests accepted by the Department of Immigration.
2. Post Graduate Programs: For most Graduate Diploma courses, students are required to have a minimum IELTS (International English Language Testing Service) score of 6.0 overall with no band /sub score under 5.5 or equivalent English language tests accepted by the Australian Commonwealth Department of Home Affairs.

ENGLISH LANGUAGE TEST	Acronym/ also known as	VOCATIONAL COURSES	POST GRADUATE PROGRAMS
International English Language Testing system	IELTS Test	(a) Overall band score 5.5; or (b) Overall band score 5 if packaged with at least 10 weeks' ELICOS; or (c) Overall band score of 4.5 if packaged with at least 20 weeks' ELICOS.	Overall 6.0 (no band less than 5.5)
Test of English as a Foreign Language internet-based test	TOEFL iBT	(a) 46; or (b) 35, if packaged with at least 10 weeks' ELICOS; or (c) 32, if packaged with at least 20 weeks' ELICOS.	64 -78 overall with minimums: Writing: 18 Speaking: 16 Reading: 8 Listening: 7
Cambridge English: Advanced	Certificate in	(a) 162; or	Overall 169

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ENGLISH LANGUAGE TEST	Acronym/ also known as	VOCATIONAL COURSES	POST GRADUATE PROGRAMS
(CAE) test	Advanced English	(b) 154, if packaged with at least 10 weeks' ELICOS; or (c) 147, if packaged with at least 20 weeks' ELICOS.	(no band less than 162)
Pearson Test of English Academic	PTE	(a) 42; or (b) 36, if packaged with at least 10 weeks' ELICOS; or (c) 30, if packaged with at least 20 weeks' ELICOS.	Overall 50 (no band less than 42)
Occupational English Test	OET	a score of at least B for each test component of the OET.	A score of at least C for each test component.

#### Conditional Letter of Offer provided:

1. If the Applicant finished ELICOS 28 days prior to issuing our offer letter, English certificate/completion must be provided.
2. Release letter from current provider
3. Partner COE or relationship proof.
4. If the Applicant is granted Higher Education Visa they must provide a pathway to higher education or change the Visa stream to VET. The Applicant has been advised that he/she will need to change his/her visa to a Subclass 500 VET Sector or maintain enrolment with a HE Provider as per their visa condition/s.



#### Internal English proficiency Test Online: TRACKTEST

Note: The College can ask the Applicant for evidence of your English language skill after you have submitted the application, at any time while we are processing the application, even though the Document Checklist tool shows that the applicant does not need to provide evidence of their English language skill when they submit their application.

TrackTest Online English Assessment Centre or TrackTest is an online English language assessment tool launched in November 2012 that measures the English skills of non-native English speakers. The test is using the scale based on Common European Framework of Reference for Languages

#### Language, Literacy & Numeracy (LLN)

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All courses at the College are delivered in the English language. It is essential that a student has language, literacy and numeracy (LLN) skills sufficient to successfully complete assessments at the Vocational Education and Training (VET) level as reflected in the Australian Qualifications Framework (AQF) and as detailed in the relevant Training Package.

It is also essential that trainer/assessors have LLN skills sufficient to communicate course content to students in a manner that is clearly understandable. The College provides clear information to each prospective student and staff member on enrolment about language, literacy and numeracy requirements including the provision of assessments that are recommended if students self-identify as having difficulties.

Student language, literacy and numeracy skills are not assumed upon admission and students who identify as having a language, literacy or numeracy concern may be asked to attend an appraisal session with an external organisation

### Letter of Offer & Agreement

Upon receipt of a completed *Application for Enrolment as an International Student* and all the required relevant documentation, the Administration Officer will ensure that all necessary entry requirements are met and authorise the issuing of a *Letter of Offer & Acceptance Agreement* to the Applicant.

Applicants wishing to accept the offer must pay the fees requested in the Letter of Offer and Acceptance Agreement, complete, sign and date the *Letter of Offer & Acceptance Agreement* and return it to Danford College.

## 6. Methodology

What	Who	Action	How
		<ul style="list-style-type: none"> <li>Applicant completes <b>Application for Enrolment as an International student</b> online via <a href="http://www.danford.edu.au">www.danford.edu.au</a></li> <li>Applicant uploads all relevant evidence</li> </ul>	
<b>Step 1:</b>		Applicant's data is captured and a ticket is raised via <a href="mailto:marketing@danford.edu.au">marketing@danford.edu.au</a>	
<b>Step 2:</b>	<b>Assess Application</b> Marketing to check & Admin Officer to confirm	Against Onshore / Offshore check list	Outcome 1. <b>Application Refused</b> Marketing Officer sends refusal Letter to student/Agent 2. <b>Application Accepted</b> Full Offer Letter issued. 3. <b>Conditional Offer</b> Letter is issued where further documentation is required.
<b>Step 3</b>	<b>Generate Offer Letter</b> Marketing Officer sends Offer Letter request	Check the documents & Application Form Process the Offer Letter in RTO	Generate Offer Letter Advise conditions applied (if any) to be provided before COE request is

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	to admissions team via MS Teams	Manager	made.
<b>Step 4</b>	<b>Finance dept Approval</b> Send the Offer Letter to the finance department for approval	Check payment plan as per payment guidelines	Ms Teams: Send request to finance team approval  RTO Mgr: Approve Offer Letter  Save it in student folder & advise Marketing Team
<b>Step 5</b>	<b>Offer Letter Sent to Agent &amp; Student</b> Marketing Team send Offer Letter to student through DocuSign® first then to agent for offer acceptance.	Student open link in DocuSign® and electronically signs Offer Letter.	Data is captured:  1. Date & time of sending document  2. Date & time of opening document,  3. Date & time of signing documents  4. Date & time of returning documents
<b>Step 6</b>	<b>Student Makes Fee Payment</b> Either via:  1. Bank transfer  2. Credit Card	Once payment is received the Finance Dept send the student & Agent confirmation of payment receipt.	Finance dept makes a request for the creation of the COE
<b>Step 7</b>	<b>COE creation via PRISMS</b> MO sends CoE requests to Finance to confirm payment then sends to CoE request email for CoE issuance	Sent to Admissions team.  RTOM-student files is moved from Offer section to Student  COE is sent to Student/and or Agent	If visa is not granted we cannot commence unless student is onshore.  For offshore students we issue new ecoe.
<b>Step 8</b>	<b>Orientation</b> Admission team inform student about orientation date 2 weeks prior and send the reminder 1 week prior to Orientation	Admissions generate the intake list from the PRISMS Report.	Monthly batch emails are sent to students commencing.
<b>Step 9</b>	<b>Orientation Day</b> Student submits orientation paperwork	Cognito Form Induction paperwork.  Includes Induction Checklist and Enrolment Form.	Email will be sent to <a href="mailto:induction@danford.edu.au">induction@danford.edu.au</a>
<b>Step 10</b>	<b>Orientation day</b> Student receives training plan for signature (2 hard copies-1 for student, 1 for academic folder)	Finance department sends invoice for first fees instalment to be made on orientation day.	Finance department sends confirmation email receipt for fees paid.
<b>Step 11</b>	<b>Commencement</b>	If student  1. Submit all forms including	Then:  1. Student will be

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	Admissions Team check induction paperwork Check conditions on COE i.e. English course completion, or previous course completion if studying with another Australian training provider.	induction paperwork including induction checklist and enrolment form  2. Make payment 3. Sign training plan 4. Meet all conditions on COE	commenced on RTOM and PRISMS  2. Create RTO Manager account and CANVAS Account.  3. Student must pay the \$100 per year digital access fee.
<b>Step 12</b>	<b>Create Academic folder</b>	Student commences classes	

## 7. Orientation

Students are sent links to the following forms and asked to submit electronically.

1. Student Induction form (Enrolment Form, Behavioural Standards Agreement, Consent to use picture and testimonial);
2. Student Induction Checklist Form. (New students only)

Data collected from the forms is stored in Cognito and sent through to the Student Management System (RTOManager® for reporting purposes). An administrative officer checks the information for completeness and accuracy prior to being saved in the Administration folder under the student's name. Additional information including the USI is checked and recorded in RTOManager®.

Danford College conducts an Orientation program for all enrolled students which is imperative to the success of the overall courses. Orientations are regularly scheduled to accommodate the continuous intake of students. The Orientation session are held face to face modality in the campus facility. Attendance records are taken at every session and students are followed up if they are unable to attend.

Orientation Program	
<b>Commencement</b>	Students participate in orientation once enrolment has been completed (with the exception to Christmas Closure & public holidays)
<b>Lead</b>	Admission Team or Course Coordinator
<b>Delivery Organisation</b>	Danford College
<b>Delivery Mode</b>	Face to face.
<b>Communication</b>	Students are emailed or provided communication via RTOManager® Students are notified of <a href="mailto:support@danford.edu.au">support@danford.edu.au</a> email address for all communication. At the time of enrolment (Program Welcome) Upon course commencement, they are sent a reminder If incomplete, warnings are sent every fortnight
<b>Content</b>	<ul style="list-style-type: none"> <li>• Welcome and Overview of the campus &amp; meet campus staff;</li> <li>• Outline of course structure and requirements</li> <li>• Required reading, acknowledgement and acceptance of the Academic Misconduct Policy, Complaints &amp; Appeals Policy, Privacy Policy, and Student Code of Conduct, ESOS Act</li> </ul>

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<b>Follow up</b>	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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## 8. Additional Requirements for Students

### Additional requirements for students previously enrolled in vocational course at another provider

Danford College will not knowingly enrol an overseas student seeking to transfer from another registered provider's course prior to the overseas student completing six months of his or her principal course, except where any of the following apply:

1. the releasing registered provider, or the course in which the overseas student is enrolled, has ceased to be registered
2. any government sponsor of the overseas student considers the change to be in the overseas student's best interests and has provided written support for the change.

## 9. Bring Your Own Device

With increased use of educational tools throughout the course, all students must 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

## 10. Change of Course within Danford

Students wishing to change their course within the College must complete the *Application to Transfer Course to Another Course or Intake Form* available on the college website at [www.danford.edu.au](http://www.danford.edu.au)

The application will be assessed, however there is no guarantee that a change of course will be approved if it is not in the best interest of the student.

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To be eligible to apply for a change of course, students must complete at least one term of their current course before an application for change is considered. The associated cost adjustment will be taken into account. For example, if a student wishes to change to a higher cost course, the relevant fees will incur. Only under compassionate and compelling grounds will a student be eligible to change course.

The Student will be treated as new student when approved for a change of course within the College.

## 11. Review of Application

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If an Applicant considers that the College has failed to accurately assess the respective application, they may wish to lodge a complaint or appeal through the College's Complaint & Appeal policy. For further information please refer to our Complaints & Appeals Policy available on the website [www.danford.edu.au](http://www.danford.edu.au)

## 5. Associated Documents

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- Application for Enrolment as an International Student [www.danford.edu.au](http://www.danford.edu.au)
- Access & Equity policy & procedure
- Course credit policy
- RPL Recognition of Prior Learning policy

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End of Document