

POL004_Student Enrolment Policy

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1. Scope

Danford College ensures a systematic onboarding process for all students enrolled into Nationally accredited courses at the College through an Orientation and Induction Program.

The Student Enrolment Policy outlines the Enrolment process in accordance to:

- National Code 2018 Standard 2, 3 and 6.1
- Standards for RTO 2015: Standard 5

The Student Enrolment Policy is applicable to all the relevant staff members involved in the Enrolment Process and the students enrolled at Danford College.

2. Purpose

The purpose of this policy is to establish and outline a comprehensive and standardized process for the Enrolment of Students into nationally accredited Vocational Education Training (VET) courses at Danford College.

The policy aims to achieve the following objectives:

- To outline the process for Enrolment of students and to clearly define the Orientation and Induction Program
- To ensure that the relevant staff members conduct enrolment for all students in a timely manner so that students can commence their chosen course and attend orientation prior to the commencement of formal face to face sessions. This process ensures that the applicant has been entered into RTOManager and has access to the College's Learning Management System: Canvas

3. Enrolment of Students

3.1 Orientation and Induction Programs

Orientation and Induction program helps the overseas students (but not limited to) familiarize with Danford College's expectations, rules and facilities. It provides detailed insights about the Student Support Services Danford College offers to the overseas students. The Orientation and Induction Program provides information regarding the following but not limited to:

- Danford College's facilities, resources and contact details;
- The available support services to assist overseas students to help them adjust to study and life in Australia;
- Relevant legal services;
- Critical incident management system;

- Emergency and health services;
- Introduction of relevant Danford Staff Members (Academic and Student Support)
- Complaints and appeals processes;
- Requirements for course attendance and progress and student responsibilities;
- Support services available for students including counselling sessions;
- Course information and student's academic responsibilities including academic integrity (Plagiarism) .

Two weeks prior to the Orientation and Induction Session, students receive an invitation email from the Administration Department which includes details regarding the session (date, time and location), Student Handbook, ESOS Framework, etc. For detailed information, refer to section 3.2 of the policy.

Orientations are regularly scheduled to accommodate the continuous intake of students on the first Monday of every month (in case of a Public Holiday, the session is conducted the following Monday). The session is conducted face – to – face at Danford College Campus.

Orientation and Induction session is mandatory for all the students before commencement date of the course. Student attendance is documented using the orientation and induction attendance register.

3.2 Stepwise procedure for Orientation and Induction Session

| Step No | What | Who | How |
|---------|--|--|--|
| Step 1 | <p><u>Prior to Orientation and Induction session:</u></p> <p>Creation of Intake list Informing Students</p> | Administration/Student Support Team | <ul style="list-style-type: none"> Monthly intake list to be generated using PRISMS report Inform students via email regarding the session 2 weeks prior. Reminder email to be sent 1 week prior to the session. |
| Step 2 | <p><u>Orientation and Induction Session Day</u></p> <p>Conducting Orientation and Induction session</p> | <p>Education Officer/Academic Team Leader</p> <p>Administration/Student Support Team</p> | <ul style="list-style-type: none"> EO/ATL to conduct face – to – face Orientation and Induction Session day. Session to be recorded using Zoom. Administration/Student Support Team to verify student identity and issue Student Id Cards Administration/Student Support Team to assist students and record attendance using the Orientation and Induction attendance register. |
| Step 3 | <p><u>Orientation and Induction session Paperwork</u></p> <p>Students to complete the following prior/after the session:</p> <ul style="list-style-type: none"> Orientation and Induction Form Orientation and Induction Checklist Student Survey of Education Agent | <p>Students</p> <p>Administration/Student Support Team</p> | <ul style="list-style-type: none"> Students fills the forms via Zoho. Information is collected and stored on Zoho CRM. International Students to update local address and contact details. The information provided by students is updated on RTOM by admin staff and PRISMS by Compliance team |

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| | | | <ul style="list-style-type: none"> The information from Survey form is collected via Microsoft Forms. |
| Step 4 | <u>Post Orientation and Induction session</u> Update Student Details Follow Up | Administration/Student Support Team | <ul style="list-style-type: none"> Send the session recording link to students who failed to attend the session via email. Student to come to Danford College Campus for induction session and fill the Orientation and Induction paperwork. |

3.3 Commencement of Student

| Step No | What | Who | How |
|---------------|---|---|---|
| Step 1 | Training plan (TP) to be sent to students | Administration/Student Support Team | <ul style="list-style-type: none"> TP to be sent to students via ZohoSign prior to the course start date Students to sign the TP via ZohoSign Administration/Student Support Team to sign the TP as RTO representative |
| Step 2 | i. Check Orientation and Induction Paperwork ii. Check Conditions on eCoe i.e. English course completion or English Language requirement or pre-requisite from previous qualification Note: Check if USI is provided by the student | Administration/Student Support Team Compliance Manager | Administration/Student Support Team to change the status on RTOM from 'Enrolled' to 'Current Student' after verifying the student meets all the conditions on eCoE. Compliance Manager or delegate to commence the student via PRISMS. |

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| Step 3 | Creation of Student Portals: RTOM CANVAS MICROSOFT ACCOUNTS | Administration/Student Support Team Finance Department Gigamate (IT Support contractor) | Finance Department to check payment of Digital Access Fees and create CANVAS account Administration/Student Support Team to email the RTOM and CANVAS account details to commenced students Gigamate (IT Support) to create Microsoft accounts for commenced students |
| Step 4 | Student commences the course | Students Academic Department | Students to start attending classes face – to – face |
| Step 5 | Non – commencement: No Orientation and induction paperwork Visa non – grant/ visa refusal Note: Student will not be commenced unless onshore. | Administration/Student Support Team Compliance Manager or (delegate) | Administration/Student Support Team to follow up with students for the paperwork Incase of visa non – grant, intake to be changed and new eCoE to be issued as per admission policy visa refusal for offshore: student is given a chance to change the intake if requested. otherwise, Compliance Manager to cancel the eCoE via PRISMS. visa refusal for onshore: if study has study rights on VEVO student can decide to coemence their study or student is given a chance to change the intake if requested. If student decided to withdraw or cancel their enrolment, Compliance Manager to cancel the eCoE via PRISMS. |

4. Associated Documents

- POL003_Student Admission Policy
- FOR013 – Student Orientation and Induction Checklist
- FOR014 – Student Orientation and Induction Form

Appendix

Definitions

- 1) **ESOS**: The Education Services for Overseas Students (ESOS) Framework covers the provision of education services to overseas students. This legal framework sets out the requirements for registration as an ESOS provider. It also defines the standards that providers offering courses to overseas students must meet.
 - 2) **SRT0 2015**: Standards for RTOs 2015 (SRT0) ensure that training delivered by RTOs meets industry requirements (as set out in training packages and accredited courses) and has integrity for employment and further study ensure RTOs operate ethically and consider the needs of both students and industry
 - 3) **CoE**: A CoE is an official document issued by a provider registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). The eCoE confirms the student's eligibility to enrol in a course with the registered provider and contains information about the provider, course and duration of study in which the student has enrolled. This evidence is required before the Department of Home Affairs issues a visa to a student.
 - 4) **Commencements**: Commencing student and notifying the Department of Education via PRISMS after the course start date.
 - 5) **Training Plan**: Forms part of a training contract and sets out the training requirements including the competency standards to be achieved and the delivery/assessment arrangements to be provided.
 - 6) **RTO Manager**: RTO Manager is a College Management system used by Danford College for day – to – day operations to access and maintain portals for students, trainers, agents, etc.
 - 7) **ZohoSign**: ZohoSign is a digital platform used by parties to sign and authorize documents online.
 - 8) **PRISMS**: PRISMS (Provider Registration and International Student Management System) is a web-based computer system developed by the Department of Education, Skills and Employment for the purposes of administering the Education Services for Overseas Students Act 2000 (the ESOS Act). PRISMS provides a secure system for education providers registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) to meet their legislative requirements by issuing Confirmations of Enrolment (CoEs) as evidence of an overseas student's enrolment in a registered full-time course as required for the issue of a student visa by the Department of Home Affairs and reporting changes to a student's enrolment, for example in cases where the student ceases to study, fails to make satisfactory academic progress/attendance, or changes their duration or course of study.
 - 9) **CANVAS**: CANVAS is a Learning Management System used to access the Learning Material, submit assessments and grade the assessments.
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