

Application and Enrolment Policy and Procedure for International Students

Policy

The purpose of this policy is to outline Dalton College's application and enrolment procedures for international students engaged in its training programs. This policy provides information for international students about admission to VET & ELICOS courses of study offered by Dalton College.

Responsibilities

Dalton College's CEO is firstly responsible to ensure that all areas of operations are regularly reviewed and that the current Standards for Registered Training Organisations (RTOs) 2015 and the ESOS Framework including the ESOS Act 2000 as amended and the National Code 2018 are met. Dalton College's administration staff, Administration Manager and Compliance Manager are responsible for ensuring application for courses and enrolment procedures are followed and the relevant evidence-based criteria for enrolment and English proficiency and academic assessment of international students are met, monitored and appropriate records are available for ongoing audit purposes.

Definitions

International student: a student wishing to study in Australia on an international student visa, who is enrolled at an Australian Registered Training Organisation [RTO] & CRICOS Registered provider in a program of study which is offered by the RTO or on behalf of the RTO with an approved 3rd party/partner.

Overview

This policy provides information for international students applying for application for enrolment to VET & ELICOS courses of study offered by Dalton College.

Dalton College must provide all relevant information to potential students, including the Student Handbook and Student Prospectus and other information required under Standard 5 of the Standards for RTOs 2015 and Standard 1 & 2 of The National Code 2018. This information is also available on the Dalton College website.

Dalton College will recruit students in an ethical and responsible manner and will provide information that enables students to make well informed decisions about studying with us, prior to enrolment.

The Dalton College student journey is as follows:

1. Initial Contact with Dalton College

Prospective students may contact Dalton College directly, or the contact may be through an approved Agent. In all cases the student is provided with all relevant information by the College, and the complete enrolment process is conducted by the College. Where an Agent is involved, the Agent's role is to introduce the student to the College.

Students making their first enquiry to the college are firstly required to complete a 'Pre-Training Review Form'. This detailed form is then assessed and if Dalton staff deem the student suitable to study, they are then sent an *Application Form for International students* along with all course information such as entry requirements, duration, start dates and costs; schedule of fees that may have to be paid; Campus locations and resources; Student Handbook; Student Prospectus; Overseas Student Health Cover requirements; Recognition of Prior Learning and Credit Transfer information and all requirements.

Students are provided with our comprehensive International Student Handbook *prior to enrolment* to enable them to make informed decisions about their studies with Dalton College and in Australia. Students are also provided with links to our website and supplementary sites to ensure they are very well informed prior to enrolling into a course.

The International Student Handbook (ISH) together with our website information and links provide students and staff with the knowledge of the legislative requirements.

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All staff are inducted on the ESOS Framework & RTO Standards and are continually notified/educated on any changes, as they are implemented.

Dalton endeavours to ensure qualifications, experience, academic and English language proficiency are appropriate for all its courses.

Any changes to student's enrolments will be advised to students in writing, and, students will sign a document as evidence of being advised, understanding and accepting or not accepting the changes.

All requirements as outlined below as required by National Code Standard 2.1 must be provided to students *prior to enrolment*.

- 2.1 Prior to accepting an overseas student or intending overseas student for enrolment in a course, the registered provider must make comprehensive, current and plain English information available to the overseas student or intending overseas student on:
 - 2.1.1 the requirements for an overseas student's acceptance into a course, including the minimum level of English language proficiency, educational qualifications or work experience required, and course credit if applicable
 - 2.1.2 the CRICOS course code, course content, modes of study for the course including compulsory online and/or work-based training, placements, other community-based learning and collaborative research training arrangements, and assessment methods
 - 2.1.3 course duration and holiday breaks
 - 2.1.4 the course qualification, award or other outcomes
 - 2.1.5 campus locations and facilities, equipment and learning resources available to students
 - 2.1.6 the details of any arrangements with another provider, person or business who will provide the course or part of the course
 - 2.1.7 indicative tuition and non-tuition fees, including advice on the potential for changes to fees over the duration of a course, and the registered provider's cancellation and refund policies
 - 2.1.8 the grounds on which the overseas student's enrolment may be deferred, suspended or cancelled
 - 2.1.9 the ESOS framework, including official Australian Government material or links to this material online
 - 2.1.10 where relevant, the policy and process the registered provider has in place for approving the accommodation, support and general welfare arrangements for younger overseas students (in accordance with Standard 5) Dalton does not accept students who are under 18 years old at the time of their course commencement.
 - 2.1.11 accommodation options and indicative costs of living in Australia.

If an Offer of enrolment is provided to the student, a Letter of Offer/Acceptance of Offer/agreement is sent that contains full versions of the Refund Policy and Complaints and Appeals Policy and Procedure. An offer of place cannot be made if the student does not meet the requirements of a Pre-Training Review.

2. Verification of academic qualifications

All applications will be checked to confirm that the applicant has provided evidence that they have met the entry requirements as specified in the Training and Assessment Strategy and marketing material for the relevant qualification.

All evidence must be originals or certified and translated as true copies of the originals to ensure authenticity. Also see 4 below.

3. English Language Proficiency levels

All English Language requirements must be met by applicants prior to admission and the documentation provided will be verified and assessed for suitability for entry in the chosen course. If the student does not meet the English

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Language level required for the course, they may be offered a place in a specialised English course with the college prior to progressing into a VET course. The letter of Offer for the VET course would be subject and conditional to the student gaining the required English ability, prior to commencement to the VET course.

All evidence must be certified and translated as true copies of the originals to ensure authenticity. Also see 4 below.

GENERAL ENTRY REQUIREMENTS FOR ENGLISH AND ACADEMIC PROFICIENCY

All International students must be at least 18 years of age at the time of their course commencement at the college.

VET COURSES:

CERTIFICATE III LEVEL COURSES:

ENGLISH:

Either a minimum IELTS test score of 5.5 or equivalent for direct entry into a VET course, or IELTS score of 4.5 or equivalent with an ELICOS(up to 20 weeks) to be taken before the main VET course. Results older than 2 years are not acceptable.

OR

Successful completion of Dalton College Language and Numeracy Test conducted on Dalton campus (for onshore international students from assessment level 1 & 2 countries ONLY).

OR

Evidence that, within two years of their application date, students have successfully completed in Australia a foundation courses or a senior secondary certificate of education or a substantial part of a Diploma or higher-level qualification, from the Australian Qualifications Framework.

ACADEMIC:

International students applying for a Diploma level course will need to provide evidence of satisfactory completion of Australian Year 11 (or equivalent) or higher.

CERTIFICATE IV LEVEL COURSES:

ENGLISH:

Either a minimum IELTS test score of 5.5 or equivalent for direct entry into a VET course, or IELTS score of 4.5 or equivalent with an ELICOS(up to 20 weeks) to be taken before the main VET course. Results older than 2 years are not acceptable.

OR

Successful completion of Dalton College Language and Numeracy Test conducted on Dalton campus (for onshore international students from assessment level 1 & 2 countries ONLY).

OR

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Evidence that, within two years of their application date, students have successfully completed in Australia a foundation courses or a senior secondary certificate of education or a substantial part of a Certificate IV or higher-level qualification, from the Australian Qualifications Framework.

ACADEMIC:

International students applying for a Diploma level course will need to provide evidence of satisfactory completion of Australian Year 11 (or equivalent) or Certificate III or higher.

DIPLOMA LEVEL COURSES:

ENGLISH:

Either a minimum IELTS test score of 5.5 or equivalent for direct entry into a VET course, or IELTS score of 4.5 or equivalent with an ELICOS(up to 20 weeks) to be taken before the main VET course. Results older than 2 years are not acceptable.

OR

Successful completion of Dalton College Language and Numeracy Test conducted on Dalton campus (for onshore international students from assessment level 1 & 2 countries ONLY).

OR

Evidence that, within two years of their application date, students have successfully completed in Australia a foundation courses or a senior secondary certificate of education or a substantial part of a Certificate IV or higher-level qualification, from the Australian Qualifications Framework.

ACADEMIC:

International students applying for a Diploma level course will need to provide evidence of satisfactory completion of Australian Year 11 (or equivalent) or Certificate IV or higher.

ADVANCED DIPLOMA COURSES:

ENGLISH:

Either a minimum IELTS test score of 5.5 or equivalent for direct entry into a VET course, or IELTS score of 4.5 or equivalent with an ELICOS (up to 20 weeks) to be taken before the main VET course. Results older than 2 years are not acceptable.

OR

Evidence that, within two years of their application date, students have successfully completed in Australia a foundation courses or a senior secondary certificate of education or a substantial part of a Diploma or higher level qualification, from the Australian Qualifications Framework.

OR

Successful completion of Dalton College Language and Numeracy Test conducted on Dalton campus (for onshore international students from assessment level 1 & 2 countries ONLY).

ACADEMIC:

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Students applying for the Advanced Diploma level course will need to provide evidence of satisfactory completion of Australian Year 12 (or equivalent) or Diploma or higher.

GRADUATE DIPLOMA COURSES:

ENGLISH:

Either a minimum IELTS test score of 5.5 or equivalent for direct entry into a VET course, or IELTS score of 4.5 or equivalent with an ELICOS (up to 20 weeks) to be taken before the main VET course. Results older than 2 years are not acceptable.

OR

Successful completion of Dalton College Language and Numeracy Test conducted on Dalton campus (for onshore international students from assessment level 1 & 2 countries ONLY).

OR

Evidence that, within two years of their application date, students have successfully completed in Australia a foundation courses or a senior secondary certificate of education or a substantial part of a Diploma or higher-level qualification, from the Australian Qualifications Framework.

ACADEMIC:

Dalton college will only accept students into the Graduate Diploma level courses if they have completed a Diploma or higher qualification in Australia or equivalent qualification overseas.

ELICOS COURSES:

All students enrolling into an ELICOS General English or EAP Course must firstly complete an entry placement test that will determine their current level of ability. Based on this result. the student will be commenced into the correct level of General English or EAP as per the placement test result.

Offshore students who cannot complete the placement test prior to enrolment will be interviewed by Skype/WeChat or similar to ascertain an approximate level to commence their study and they will be given the placement test on shore prior to commencement.

NOTE: The marketing material for each course includes any additional /course specific entry requirements.

4. Suitability for the Chosen Course - Pre-Training Review

All students must complete a Pre-Training Review and Application for Enrolment Form provided by Dalton College. All applications will be reviewed to ensure that, based on the information provided in a Pre-Training Review; the applicant is suited to the qualification for which they have applied.

Where there is any doubt about this, further information will be sought from the applicant, this may include, those that cannot attend a face to face interview at the college, to participate in a Skype, WeChat. FaceTime, or similar media to ensure further authenticity of their ability, prior, to an offer being made.

Once the PTR and Enrolment form are received, they are assessed by admin staff using our Enrolment Process Verification form to ensure every application is thoroughly checked and a decision is made whether or not, to make an offer of enrolment to the applicant. Each stage of the enrolment process form must be checked and marked off and notes added as applicable, before progressing to the next stage, by each staff position nominated. This form

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then goes to the Administration Manager for final checking before a Letter of Offer/COE/agreement can be issued. At any stage during the checking process all concerns are to be brought to the attention of the Academic/Compliance Manager.

The record must stay on the student file for audit as evidence of the process being implemented.

This form must be signed off and checked by the Manager of Administration.

Dalton policy is students do not pay any course money until they have signed and lodged a formal written agreement. However, if students pay by direct payment into our bank account or another means eg mail <u>prior to signing a formal written agreement</u>, we will not use the fees received and will immediately contact the student or their agent to inform them the payment cannot be processed (and the enrolment cannot progress), until the signed agreement is received. Dalton will keep such evidence on the student file. Agents cannot sign on behalf of students.

Dalton uses a range of criteria in our assessment of applications for students for entry into our courses, in general the potential student must:

- Have a strong commitment to studying in Australia
- Be a genuine/bona fide student (committed to attend class and progress in the course/s)
- Have suitable education, qualifications and/or experience
- Be able to meet the financial cost of the qualifications and living expenses
- Have the required English Language skills as outlined for each course.

During Orientation students will be required to sit an LLN test if they have demonstrated they may not have the required ability to meet course requirements to authenticate the official Cambridge test scores/evidence provided prior to course commencement.

Also during student orientation, if Dalton College becomes concerned that a student that initially satisfied the criteria for being exempt from undertaking the LLN does not demonstrate that their language, literacy and numeracy skills are at a sufficient level for the course in which they have enrolled, Dalton College may require the student to undertake the LLN in order to ensure that the course is appropriate for that student given their skill level and / or whether additional support may be required to assist the student in undertaking that course.

Students who have IELTS 5.5 or equivalent or within two years of their application date, students have successfully completed in Australia a foundation courses or a senior secondary certificate of education or a substantial part of a Certificate III or higher level qualification from the Australian Qualifications Framework will receive an exemption from undertaking the LLN test.

All other students are required to undertake the LLN test to ensure they have the appropriate language, literacy and numeracy skills to allow them to undertake the course in which they are enrolling.

Students on international student visas must study full time (20 hours minimum a week) face to face.

ELICOS students must study a minimum of 20 hours per week face to face.

GENUINE TEMPORARY ENTRANT (GTE) REQUIREMENT- OFFSHORE STUDENTS ONLY

Offshore students have the additional requirement to complete a GTE FORM. The form is sent to offshore students as soon as an enquiry is received.

It is an immigration requirement that applicants for student visas must show they are coming to Australia temporarily to study.

The following is provided to student from the DHA website:

https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500/genuine-temporary-entrant

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What evidence and information to include in your GTE statement

We encourage you to provide evidence or information about:

Previous study

- · academic transcripts showing qualifications achieved
- name of the education provider(s)
- length of study
- certificates of attainment

Gap in previous study

reasons why there is a gap in your studies including where you did not maintain enrolment

Current employment

- your current employer
- company address
- period of employment
- details of your position
- the name and contact details of someone who can confirm the terms of your employment

Ties to home country or country of residence

evidence of financial, family or social ties. You need to show you have significant incentives to return home

Economic situations in home country or country of residence

- documents showing employment or business activities for 12 months before lodging an application
- employment offer after course completion
- income tax return or bank statements

Include as much information as possible in your GTE statement to help give us a full view of your situation. This will help us make a decision on your student visa application. Otherwise, we might need to ask you for more information, delaying our decision on your visa application.

5. Procedure

5.1 Application

No changes are permitted to be made to any Handbooks, forms etc without written approval from the Compliance Officer/CEO and the version control updated.

Any changes to course requirements / entry requirements /modes of study etc must have written approval from the Compliance Officer/CEO prior to implementation.

Admission officers will review each application by using our *Enrolment record Form*. Approval is to be sought on this form prior to issuing a Letter of Offer/agreement/contract. This process includes assessing each course application against the <u>approved course entry requirements for the specific course including Academic and English Language requirements</u>.

The information and documentation provided by the applicant will be reviewed by the Admissions Officer firstly

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against the Enrolment process record form and checked by the Administration Manager.

Staff must check all documented student qualifications (including English proficiency) for authenticity, being original copies of documentation or suitably certified original copies.

Any changes to student enrolments /courses MUST be provided in writing to students and a signed and dated acceptance from the student is to be kept on their file.

Students who do not meet entry requirements will not be enrolled or they may be issued with a 'conditional' Letter of Offer.

A Letter of Offer will only be issued if the Admissions Officer is satisfied that the applicant has met the entry requirements and that the course is appropriate for the student based on their qualifications, experience, and any other information provided by the applicant. The Enrolment process verification form must be kept on student files for audit.

GTE REQUIREMENT: OFFSHORE STUDENTS ONLY

Offshore students are required by DHA to provide information to prove they are a Genuine Temporary Entrant to Australia.

The form once received, is reviewed by the admissions officer and only, if the student satisfies the criteria, they will then progress through the application process.

The form is to be checked by the administration manager along with all of the enrolment documents prior to any Letter of Offer an be made.

https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500/genuine-temporary-entrant

When the manager of administration is satisfied that the applicant has been assessed at the appropriate level and all aspects of the Pre-Training Review have been satisfactorily completed, a Letter of Offer and a Student Agreement is issued to the applicant. All pre-enrolment documents are sent again to the student such as the Student Handbook and Prospectus.

Students who do not meet the entry requirements will not be enrolled **or** a conditional COE may be issued subject to the student providing evidence or meeting the missing requirement/s, prior to commencement, and/or completing a LLN test during orientation.

These documents are required to be provided by the student to be considered for enrolment, and will be kept in the students file:

- GTE FORM (OFFSHORE STUDENTS ONLY)
- Complete Pre-Training Review form
- Completed, signed (by student) and dated application/enrolment form
- Photocopy or scan of current passport and visa (identification and visa page)
- Original, photocopy or scan (signed and certified as a true copy by a Justice of the Peace or equivalent) of English proficiency test (IELTS or TOFL or equivalent) and checked to ensure currency (issued within the last 12 months).
- Original, photocopy or scan (signed and certified as a true copy by a Justice of the Peace or equivalent) of Year 11 or 12 (depending on the individual course entry requirements) or equivalent pass.
- Original, photocopy or scan (signed and certified as a true copy by a Justice of the Peace or equivalent) of any higher education or university qualifications.
- Original, photocopy or Scan (signed and certified as a true copy by a Justice of the Peace or equivalent) of Statement of Attainments/Certificates/qualifications from any other relevant completed courses.

5.2 Enrolment

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Prior to enrolling the student, the student must sign a Student Agreement with the College.

Fees are not to be processed until the prospective student has signed and lodged a formal written agreement/contract. Students / agents must be contacted immediately if money is received without a signed agreement.

Upon the receipt of the signed agreement and any required deposit, a Confirmation of Enrolment will be issued.

The Written agreement must be signed and dated before or at the same time as receipt of course money. The first receipt with details of the same will be attached to the Formalisation of Enrolment/Written Agreement Contract and kept on the student file. Staff should cross check these dates to ensure the correct process was followed.

If students pay by direct payment into our bank account or another means e.g. mail <u>prior to signing a formal written</u> <u>agreement</u>, we cannot use the course money and the officer must immediately contact the student or agent to inform the student that the payment cannot be processed (and the enrolment cannot progress) until the signed agreement is received.

An expiry date is to be included on the Letter of Offer.

Any electronic files (including student and staff files) relevant to our CRICOS registration will be backed up formally to ensure there is no file corruption.

NOTE: An electronic or faxed copy of the signed acceptance can be requested if students wish to transfer money early. Students can sign a form or indicate their acceptance online. If students accept online, they will be ALSO required to provide a hard copy acceptance form for verification as soon as practicable.

The applicant will then be required to complete an Orientation Program before training commencement.

During Orientation students may be required to sit an LLN test to ensure they have the required ability / or to authenticate evidence of achievement provided, (where the student may demonstrate as not being able to speak, listen, read or write at the level of the certificate/evidence provided for entry), to meet course requirements. Students who have IELTS 5.5 or equivalent, or within two years of their application date, students have successfully completed in Australia a foundation courses or a senior secondary certificate of education or a substantial part of a Certificate III or higher level qualification, from the Australian Qualifications Framework can receive an exemption from undertaking the LLN test. All other students are required to undertake the LLN test to ensure they have the appropriate language, literacy and numeracy skills to allow them to undertake the course in which they are enrolling.

Students will then be required to complete any other outstanding documentation during orientation which also includes all the information as specified in the AVETMISS guidelines. Students will be required to obtain and provide to the College their Unique Student Identifier, which will then be verified by the College. If students do not have a USI the college will assist them on how to obtain one and follow up to ensure students provide details within a week from orientation.

Any changes to Student current address, phone, email and emergency contact details will be checked as part of the orientation process. This is detailed on the *Student Orientation checklist*.

The college must send students notification to update their address, email, phone, emergency contact details at least every 6 months and evidence must be kept for audit.

All information included on the enrolment form /Letter of Offer/Acceptance of Offer will then be entered into the Dalton system and updated as necessary into PRISMS.

Refer National Code Standards 1,2, & 6 as below:

Standard 1: Marketing information and practices Standard 2: Recruitment of an overseas student Standard 6: Overseas student support services

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