Student Selection and Enrolment

POLICY AND PROCEDURES

Document ID	Student Selection and Enrolment Policy and Procedures
Related Documents	- International Education Agent Management and Engagement Policy and Procedures; - Student Code of Conduct; - International Student Transfer Between Registered Providers Policy and Procedures; - Student Complaints and Appeals Policy and Procedures; - Student Induction and Orientation Policy and Procedures - Recognition of Prior Learning and Credit Transfer Policy and Procedures; - Language, Literacy and Numeracy (LLN) Policy and Procedures; - Disability and Special Needs Policy and Procedures; - Privacy and Data Protection Policy and Procedures; - International Student Fees and Refund Policy and Procedures; and - Academic Systems Integrity Framework;
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References and Legislation	- Education Services for Overseas Students Act 2000 (Cth); - Education Services for Overseas Students Regulations 2001; - National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018; - Standards for Registered Training Organisations (RTO) 2015

CONTENTS

STUDENT SELECTION and ENROLMENT POLICY AND PROCEDURES

1   Purpose

The purpose of this Policy is to ensure that all individuals who apply for, and gain entry into, a Richmond School of Business ('the School') Nationally Accredited Qualification, have the appropriate skills and abilities they require to be successful in their studies, and in compliance with:

a) The relevant standards of National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 ('the National Code 2018');
b) The relevant standards of the Standards for Registered Training Organisations (RTOs) 2015.

2   Scope

This policy and its related procedures applies to:

2.1   All enrolled students of the School;
2.2   Prospective and current students on leave or on suspension;
2.3   All staff members, prospective staff members and stakeholders of the School involved in the student selection and enrolment process;
2.4   It should be noted that the procedures set out in this document do not replace or modify procedures or any other responsibilities which may arise under other policies or under statute or any other law.
2.5   This document should be read in conjunction with other related policies.

3   Policy Statement

3.1   The School has a commitment to ensuring its student selection processes are fair, transparent and non-discriminatory. The students are selected for admission into the School's courses based on them having met core eligibility criteria in line with the course requirements as outlined in the School's pre-enrolment course information and on the School's website. Students are selected regardless of religion, gender, disability, sexuality, sexual preference, culture and ethnic background.
3.2   This Policy and procedures outlines the organisational framework and general principles for the selection and enrolment of the School's students. This Policy and procedures has been designed to ensure all students, prior to their enrolment, are fully informed and meet the requirements of the qualification or program.

4   General Enrolment Process Principles

The School uses an objective, non-discriminatory, transparent and systematic process to select and enrol its students. Selection and enrolment processes are designed to ensure all relevant legislation

and regulatory requirements are met, the prospective student is well informed and receives a high level of customer service and support throughout the entire enrolment process.

General principles that underpin selection and enrolment processes are;

4.1 The School is compliant with consumer protection regulation / legislation and all federal and state anti-discrimination acts

4.2 Accurate and ethical marketing and advertising strategies ensure students are fully informed prior to application / enrolment (e.g. program eligibility, pre-requisite requirements and language, literacy and numeracy skill levels)

4.3 In accordance with Australian Privacy Principles prospective students are informed of how their information will be collected, used, disclosed and stored

4.4 Students are routinely screened to ensure eligibility requirements are met, special needs are identified and opportunities for recognition are provided

4.5 Student selection is based on;

   a) The prospective student's application being fully completed;
   c) All required documentation being submitted, including the student's USI;
   d) Course eligibility and pre-requisite requirements being met;
   e) Fees paid in accordance with the organisations International Student Fees and Refund Policy and Procedures;
   f) Consent and declarations being read, understood and signed.

4.6 Where special needs or additional support requirements are identified an Individualised Learning and Assessment Plan is developed, implemented, monitored and evaluated throughout the term of the student's enrolment.

4.7 Documentation and supporting evidence is collected and stored in accordance with the School's Privacy and Data Protection Policy and Procedures.

4.8 Students are encouraged to provide feedback on their experience and through the School's continuous improvement process. Opportunities for improvement are identified and actioned

4.9 Students are able to make a complaint or appeal an enrolment decision as per the School's Student Complaints and Appeals Policy and Procedures.

4.10 Refunds where required are provided to students in accordance with the School's International Student Fees and Refund Policy and Procedures.

5 Policy

International students will only be accepted into a course of study at the School if they meet the minimum enrolment criteria (see section 7.4 titled *Criteria for Enrolment*), and enrolment will only be finalised when the student is in possession of a valid student visa (see section titled *Criteria for a Confirmation of Enrolment*).

5.1 Enquiries

Where prospective students enquire by phone, online or in person they are provided with possible training solutions to meet their needs and requirements. At all times, the School ensures that it provides prospective students with accurate, factual and accessible information about the School, its services and performance.

5.2 Pre-Enrolment Information

a) Throughout the enrolment process, the School provides prospective students with different ways to access the relevant information required to make an informed decision about their course and to fully understand their rights and responsibilities. Enrolment and continuous improvement processes support the provision of information and closely monitor the students experience to ensure that their rights are upheld at all times.

b) Information is accessible via a variety of different ways including but not limited to the School's website, student handbook, applicant information / orientation sessions, student interviews and by speaking to the School's staff throughout the application and enrolment process.

c) Course information is provided / discussed throughout the enrolment process and includes;

      I.   Course code, title and currency of the training product
     II.   Estimated duration and study requirements
    III.   Delivery location(s)
    IV.   Mode(s) of delivery
     V.   Pre-requisite and / or eligibility requirements
    VI.   Recognition of Pryor Learning and credit transfer opportunities
    VII.   Rights and responsibilities of the student and the RTO
    VIII.   Materials or equipment to be provided by the student
    IX.   Available support services
     X.   Reasonable adjustment
    XI.   Fee information
    XII.   Name and contact details of any third party – if applicable
    XIII.   Physical or cultural requirements of the course.

d) To ensure prospective students are well informed, they are provided with a variety of generic information relevant to their enrolment (e.g. student related policies and procedures, available support services, course and fee information, rights and responsibilities, feedback/ complaints and appeals mechanisms, the collection, use, disclosure and storage of personal information and USI requirements).

e) The School's policies and procedures are available on the School's website and a synopsis outlined in the student handbook.

5.3 Letter of Offer

a) Successful applicants will receive a Letter of Offer and an International Student Acceptance Agreement, with references and links to the Student Handbook and International Student Guide, within two weeks of receipt of their application

b) The Letter of Offer will request return of the signed International Student Acceptance Agreement, payment of Initial Tuition Fee and evidence of Overseas Student Health Cover (OSHC)

c) The School will only issue a Confirmation of Enrolment (CoE) once these tasks have been completed (see section titled *Criteria for Conformation of Enrolment*)

d) A CoE is required by the Department of Immigration & Border Protection (DIBP) before they will grant a visa to study in Australia.

5.4 Criteria for Enrolment

a) An international student applicant must be at least 18 years of age at the time of application

b) The minimum entry requirement is the completion of the overseas equivalent to an Australian Senior Secondary Certificate, completed at the end of Year 12 in Australian secondary schools

c) All applicants are required to complete the School's "*Enrolment Application Form*" and copies of academic transcripts should be included with this application

d) To be accepted to a course of study at the School, an international student must meet the minimum English proficiency requirements (see section titled *English Language Proficiency*)

e) Applicants who do not meet the minimum English Proficiency Levels can take an intensive English course to gain the required level of proficiency

f) All applicants must participate in a short informal interview to ensure the applicant clearly understands the nature of the program and the commitment they are making, and that any questions are addressed. Where the applicant has not yet arrived in Australia, the interview can take place via video conferencing (such as Skype) or telephone.

5.5 English Language Proficiency

a) An international student should be able to speak and write English to a level sufficient to cope with the requirements of tertiary study. To be accepted to any course of study at the School, an international applicant must provide evidence of English Language Proficiency with an IELTS score of not less than 5.5. For more information, refer to:

http://www.immi.gov.au/students/english-requirements.htm

b) IELTS score will be verified through:

http://www.ielts.org/institutions/results_verification_service.aspx.

5.6 Criteria for Confirmation of Enrolment

a) A signed International Student Acceptance Agreement, payment of the Initial Tuition Fee and evidence of OSHC must be received before the School is able to issue a Confirmation of Enrolment (CoE) which is required for the application of a student visa with the DIBP

b) Payment of the Initial Tuition Fees is required prior to the processing of enrolment

c) Australian Government regulations require all international students to have Overseas Students Health Cover (OSHC) for their period of time in Australia. A CoE will not be issued by the School until evidence is provided that Overseas Students Health Cover has been obtained

d) Before the School can finalise an enrolment, all international students must be in possession of the appropriate student visa as issued by DIBP and have provided a copy to the School for the student file.

5.7 Enrolment

a) All prospective students are required to complete an enrolment form with supporting documentation and send their application to the School's Student Services staff.

b) If an applicant has a disability or special need requirement they are provided with the same opportunities to enrol in vocational education and training as any other student.

c) Applicants are aware that by submitting the application they are not guaranteed a position in their program / qualification of choice as entry can be dependent on program eligibility or pre-requisite requirements.

d) Student Support Manager or nominee will review the enrolment form to ensure it is complete, that the prospective student is eligible and meets pre-requisite requirements and has submitted relevant supporting documentation.

e) If the application form is incomplete or additional documentation is required Student Services staff will discuss with the prospective student actions required for finalising their application. If the student is ineligible or does not meet pre-requisite requirements they are notified and alternate solutions discussed.

f) The student's USI is verified at enrolment. Student information is updated in the student management system and confirmation of enrolment including an invoice is sent to the student.

g) Once the student has paid the invoiced amount the following occurs;

    I.   Student file is created;
    II.   Program specific information is sent to the student ;
    III.   Resources are provided;
    IV.   Credit transfer applications are processed – if applicable;
    V.   Individualised learning and assessment plans are developed if special needs have been identified ;
    VI.   Student commences their program / qualification.

5.8 Determining and Supporting Student's Needs

a) Through the completion of the enrolment form and routine screening activities, students with special needs and additional support requirements are identified and supported. In these instances, the Academic Manager is notified and a discussion is undertaken with the student to identify how to best meet their needs. So that the prospective student is able to make an informed decision, the Academic Manager will at this meeting, also discuss what services are available internally or externally to support their learning.

b) The use of available support services, technology, equipment, resources and reasonable adjustment are discussed and their applicability in meeting the student's individual need explored. Where the student requires specialised support, and provides consent, referral to relevant specialised service(s) are organised

c) To optimise the student's ability to complete their course, an "Individualised Learning and Assessment Plan" (the *'Plan'*) is developed by the Academic Manager and the trainer / assessor in collaboration with the student. Whilst ideally the Plan is completed prior to the student's commencement, it can, depending on the students' needs, be developed and implemented at any point throughout their enrolment.

d) As part of the Plan and where the integrity of the assessment is maintained, reasonable adjustment may be made to the assessment procedure. Examples of reasonable adjustment may include but are not limited to; the printing of materials on coloured paper or in larger print, scribed responses to questions asked or video's submitted to demonstrate the student's skills in the work environment

e) The Plan is closely monitored, reviewed and evaluated by the Trainer and Academic Manager throughout the student's enrolment to ensure its effectiveness and optimise learning outcomes.

f) The student is an active participant in the development, review and evaluation of their Plan.

6   Procedure

6.1 Application Form

All course information including course duration and content, fees and terms and conditions, will be issued to the student upon enquiry.

6.2 Review of Application

a) Confirm necessary supporting documentation is attached to the application form:

The submitted 'International Student Application Form' and any application for course credit is checked for completeness by the Student Services Manager. All sections of the application are required to be completed and any course credit applications signed. It is the responsibility of the applicant to attach the following documentary evidence which is a compulsory requirement of international students when applying to study at the School:

   I.   Certified evidence of English proficiency or enrolment in a recognised ELICOS course;
   II. Certified evidence of previously attained qualifications
   III. Evidence of experience

b) The completed International Student Application Form is reviewed and assessed against the 'Criteria for Enrolment' as outlined in this Policy, by the Student Support Manager. Application forms are not accepted without the appropriate supporting documentation

c) All attachments should be copies of originals as certified by a Justice of the Peace. Any international documentation should be translated to English. Where original documentation is presented with the application, the Student Support Manager will take copies of the documentation and witness them as being true copies of originals presented

d) The original documentation will be returned to the applicant

e) Application forms are not accepted without the appropriate supporting documentation

f) Academic qualifications and credentials are verified:

The minimum entry requirement is the completion of the overseas equivalent to an Australian Senior Secondary Certificate, completed at the end of Year 12 in Australian

secondary schools. As part of the assessment process, academic qualifications and credentials must be verified using:

I.   Higher Education Providers - www.teqsa.gov.au/national-register
II.   RTO & VET Qualifications - www.training.gov.au
III.   International Baccalaureates - www.ibo.org/country/
IV.   International Qualifications - CEP Online database

g) Establish English Language Proficiency levels:
All students must be sufficiently competent in the English language to participate effectively in their course of study and produce a certified copy of their English Language Proficiency scores with their application. The English entry requirements must be met by all students prior to enrolment to any course of study at the School as outlined in section 7.5 titled *English Language Proficiency*;

h) If the applicant cannot produce a satisfactory IELTS or equivalent score, or there are doubts about the English language skills to cope in the academic environment, the Student Support Manager will pass the application to the respective Academic Manager. The Academic Manager will then assess the application and recommend the applicant to enrol in an English (ELICOS) course to achieve the minimum IELTS requirement;

i) Assessment of Any Course Credit:

Application by RPL: Evidence for recognition of prior learning is reviewed:

In accordance with the Recognition of Prior Learning and Credit Transfer Policy and Procedures, and the procedures contained within, any applications for enrolment and course credit by RPL must be approved by the Academic Manager.

j) Where an application for enrolment in to the School is accompanied by an Application for RPL, both applications are to be forwarded to the respective Academic Manager for assessment

k) Once a decision is made by the Academic Manager, both applications will be returned to the Student Support Manager to continue with the process for enrolment

6.3 Interview

A short informal interview is required by all international students to ensure the applicant clearly understands the nature of the program and the commitment they are making, that any questions are addressed, and to provide a check on the applicant's English language proficiency. The Student Support Manager will contact the applicant to organise a mutually convenient time.

6.4 Letter of Offer and Acceptance Agreement

a) After review and assessment of the application form against enrolment criteria (including English proficiency) and the successful completion of an interview, the Student Support Manager will send a Letter of Offer, and International Student Acceptance Agreement, with references and links to the Student Handbook and International Student Guide, within two weeks of receipt of their application

b) The Letter of Offer, and International Student Acceptance Agreement will request payment of Initial Tuition Fee and evidence of Overseas Student Health Cover. Applicants will receive their Confirmation of Enrolment (CoE) once these items have been actioned and witnessed by the Student Support Manager

c) Student must sign the Letter of Offer and Acceptance Agreement before or at the time of payment of fees
d) Student must meet any condition / s as stated on their Letter of Offer before a CoE can be issued
e) Student is required to pay the Initial Tuition Fee before the Confirmation of Enrolment (CoE) is issued.
f) All tuition fees are subject to ESOS legislation
g) Payment information is listed in the Letter of Offer and Acceptance Agreement
h) CoE is issued within 14 days of student accepting offer.

6.5 Confirmation of Enrolment (CoE)

a) The student will be issued a Confirmation of Enrolment (CoE) by the Student Support Manager once the following have been received:

I. A signed copy of the International Student Acceptance Agreement
II. Payment of the Initial Tuition Fee has been received by the School
III. Evidence of the possession of Overseas Students Health Cover (OSHC).

b) They will also be referred to the Student Handbook and an International Student Guide again which includes information on homestay and medical services etc.
c) Information to be included in CoE:

I. Student's full name as on passport, gender, date of birth, nationality and country of birth
II. Course title and CRICOS Code
III. Course start date
IV. Course end date
V. Fee paid in advance
VI. Total course fee (allowing for adjustments due to Credit Exemption/RPL)
VII. English test type and score
VIII. Passport and visa number if student is already in Australia
IX. Enter in Comments section any extra information eg: RPL Granted.

6.6 Orientation

a) All successful applicants complete an orientation program on the first day of the course to familiarise themselves with the School's services, facilities and procedures
b) Students will be given an Orientation pack to introduce them to the services available and provide them with some general information about life in Australia
c) Students will be informed that if they require LLN assistance they need to make an appointment with the Academic Manager and meet him / her personally.

6.7 Course Commencement

The student visa and English proficiency score(s) should be presented to the Student Support Manager for verification so that enrolment can be finalised. Once finalised, the student will receive confirmation of course commencement including a Student ID Number and timetable.

7 Refusal and Exclusion

a) The School reserves the right to refuse enrolment of a prospective student for the following reasons as a basis:

   I. The applicant does not meet the minimum entry requirements as set out in this Policy and Procedures;
   II. The School has cause to believe that the prospective student has serious financial, personal or health issues that will affect the applicant's ability to meet training and assessment requirements;
   III. The applicant does not demonstrate the appropriate behaviours in line with the School's International Student Code of Conduct.

b) Applicants may not apply for enrolment at the School during a period of exclusion from any other education provider

c) Applicants who have met the admission requirements but who have been previously excluded from a course at the School or at another education provider must demonstrate that they have an improved likelihood of success in the course for which they are applying

d) Applicants who have been excluded for misconduct from the School or any other education provider must show by providing a statement outlining why they should be considered for enrolment or re-enrolment.

8   Conduct of Staff

Staff must conduct themselves with integrity and honesty. All Richmond School of Business communications must comply with Australian Law and all applicable education legislation.

9   Implementation

Richmond School of Business will:

a) Ensure that staff engaged in student recruitment activities are fully trained in the requirements of the ESOS Act

b) Ensure that each new staff member's personal induction plan will contain sufficient and appropriate information regarding international students and the ESOS framework for the position

c) The School is committed to ensuring that its staff remain current with the ESOS framework including any updates, and as a result, ESOS training for existing staff will be held on a regular basis

d) Ensure that all agents have up to date course information.

10   Confidentiality

10.1 All information relating to students regarding student selection and enrolment will be treated as confidential and in accordance with the School's Privacy and Data Protection Policy and Procedures.

10.2 The School will maintain confidentiality to ensure that:

a) No information will be released without the agreement of the individual or group involved.

11   Appeals

11.1 If the student is not satisfied with any decision relating to student selection and enrolment, the student has the right to appeal the decision in accordance with the Student Complaints and Appeals Policy and Procedures. In this event, the School will maintain the student's enrolment in the course or courses in which he or she is enrolled to study until the appeals process is completed.

11.2 An appeal must be lodged in writing to the Student Support Manager within 20 working days from the date of the decision was taken.

11.3 The appeal should include the following details:

    a) the student's full name (family/surname and first name), student number and contact details,

    b) the nature of the decision or matter being appealed,

    c) the basis for the appeal,

    d) details of the specific outcome sought by the student, and

    e) copies of all relevant documents.

11.4 An appeal may not proceed if:

    a) no reasonable grounds are stated for the appeal,

    b) no new or different grounds are stated for the appeal from those already considered by the Principal, or nominee,

    c) the student has not ensured that they are in a position to receive all notifications from the School. Late or no receipt of official letters will not be accepted as grounds for appeal if changes of address have not been notified and received by the School, or

    d) the appeal is lodged outside the 20 working day timeline specified above.

12 Further Information and Assistance

12.1 Students should seek clarification on any aspects of this Policy and its related Procedures prior to accepting an offer of admission made by the School.

12.2 Student assistance is available by contacting School Reception or Student Support.

12.3 Students may make an appointment with the Student Support Manager for assistance with their request relating to this Policy and its related Procedures.

12.4 Contact details for the School are outlined as follows:

Phone: +61 2 8844 1000

Address: Level 2,
197 Church Street,
PARRAMATTA NSW 2150

Email: admin@rsb.edu.au

NOTE: For definitions and explanation of the terms used in this policy and procedures, please refer to the document titled *'Glossary of Terms.'*

Student Selection and Enrolment Process

ENQUIRY
- Student enquires about a program/qualification on Richmond School of Business scope of registration by making an enquiry in person, by phone or online.

PRE-ENROLMENT INFORMATION
- Provides detailed information (e.g. student related policies and procedures, rights and responsibilities, fees and refunds, available support services, reasonable adjustment opportunities, complaints and appeals, obtaining a USI and applying for credit transfer), marketing material, pre-enrolment information, student handbook,

ENROLMENT APPLICATION
- Enrolment form is given to the prospective student for completion
- Students completes required screening (e.g. Language, Literacy and Numeracy Assessment) to identify any areas requiring further review so that an individualised

ENROLMENT APPLICATION REVIEW
- Enrolment form is reviewed by Student Services using to ensure that it has been completed correctly and where required all supporting documentation/evidence has been submitted

ELIGIBLE

INELIGIBLE

STUDENT CONTACTED
- Student contacted that their application is incomplete, requires further evidence or that they have not met eligibility

RELEVANT DATABASE UPDATED
- Student Services enters student details into Student Management System.
- USI verified
- Student formally notified that their application has been successful

INVOICE GENERATED

STUDENT PAYS INVOICE AND COMMENCES STUDY
- Student permanent file created
- Resources are provided to student
- Trainer/Assessor and Academic Manager meets with student if special need or additional support requirements are identified and an individualised learning and