

# Student Enrolment & Induction Policy

## Purpose & Legislative Background

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As required under Clause 5.1 to 5.3 of SRTO 2015

### Clause 5.1

Prior to enrolment or the commencement of training and assessment, whichever comes first, this policy will provide details on how Buyers Agent Training provides advice to the prospective learner about the training product appropriate to meeting the learner's needs, considering the individual's existing skills and competencies.

### Clause 5.2

Prior to enrolment or the commencement of training and assessment, whichever comes first, this policy demonstrates how Buyers Agent Training provides, in print or through referral to an electronic copy, current and accurate information that enables the learner to make informed decisions about undertaking training with Buyers Agent Training and at a minimum includes the following content:

- the code, title, and currency of the training product to which the learner is to be enrolled, as published on the national register.
- the training and assessment, and related educational and support services Buyers Agent Training will provide to the learner including the:
  - estimated duration
  - expected locations at which it will be provided
  - expected modes of delivery
  - name and contact details of any third party that will provide training and/or assessment, and related educational and support services to the learner on Buyers Agent Training's behalf
  - any work placement arrangements.
- Buyers Agent Training's obligations to the learner, including that Buyers Agent Training is responsible for the quality of the training and assessment in compliance with these Standards, and the issuance of the AQF (Australian Qualifications Framework) certification documentation.
- the learner's rights, including:
  - details of the Buyers Agent Training's complaints and appeals process required by Standard 6.



- if Buyers Agent Training , or a third-party delivering training and assessment on its behalf, closes or ceases to deliver any part of the training product that the learner is enrolled in.
- the learner's obligations:
  - in relation to the repayment of any debt to be incurred under the VET (Vocational Education and Training) FEE-HELP scheme arising from the provision of services.
  - any requirements Buyers Agent Training requires the learner to meet to enter and complete their chosen training product.
  - any materials and equipment that the learner must provide.
  - information on the implications for the learner of government training entitlements and subsidy arrangements in relation to the delivery of the services.

### Clause 5.3

This policy will also provide details of the process followed by Buyers Agent Training where college collects fees from the individual learner, either directly or through a third party, the college provides or directs the learner to information before enrolment or the commencement of training and assessment, whichever comes first, specifying all relevant fee information including:

- fees that must be paid to the college.
- payment terms and conditions including deposits and refunds.
- the learner's rights as a consumer, including but not limited to any statutory cooling-off period if one applies.
- the learner's right to obtain a refund for services not provided by the Buyers Agent Training in the event the:
  - the arrangement is terminated early.
  - Buyers Agent Training fails to provide the agreed services.

At Buyers Agent Training we understand and acknowledge that as Registered providers we must:

- Provide clear information to prospective students to enable them to decide if Buyers Agent Training and chosen course are suitable for them, based on their existing skills and knowledge and any specific needs.
- As required by clause 1.7, we will identify any support an individual student needs through pre-enrolment or pre-training checks.

- Before enrolment or commencement of training or assessment activities (Note that in this context, the assessment includes the collection or analysis of evidence for recognition of prior learning (RPL) activities.), we will provide clear information to students.

## Scope

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This policy applies to all current & prospective students and staff of Buyers Agent Training. It will also impact other third-party contractors for example Agents to ensure timely and accurate information is always provided to students.

All staff at Buyers Agent Training are responsible for adherence to this policy.

## Policy

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Buyers Agent Training will ensure that prospective learners meet all entry conditions specified in individual Training and Assessment strategies for the qualifications registered on Buyers Agent Training 's scope including any pre-requisites, if applicable.

- Prospective learners must be 18 years or older at course commencement.
- Must provide evidence of English language skills.

A pre-enrolment assessment will be conducted to determine an individual's current competency, LLN skills, and/or vocational experience, as well as their expectations from the course, and to identify any support prospective learners may need.

### Notification of Entry Requirement

Students must be informed about the Initial Skills assessment during the initial stages of their expression of interest. Course entry requirements information will be provided via the Buyers Agent Training website, student handbook and course flyer/ course information page on the website. In addition to this, agents will be advised of student entry requirements regularly by way of emails and other written notifications.

### Assessing Student's Qualifications, Experience and English Proficiency Procedure

Buyers Agent Training will follow the procedure detailed below to assess whether the student's qualifications, experience and English language proficiency are appropriate for the course in which they wish to enrol, to ensure the student can complete the qualification.

The steps in the process are as follows:

- the agent or a representative from Buyers Agent Training must conduct Initial Skills Assessment of the students either face to face or at the representative's office or on the phone when the internet is not accessible to the student. This assessment helps to check if the student's qualifications, experience, and English proficiency are suitable for the chosen course.

- All enrolment applications and supporting documents are received and assessed by the Student Support team.

Enrolment applications are only accepted with appropriate supporting documentation. All overseas students are required to submit the following with their application form:

- an authorized copy of their visa.
- evidence of English proficiency evidenced by a recognised English Language testing score as per the admissions requirements.
- any other supporting information such as previously attained qualifications.
- Result of Initial Skills assessment.

All above documents will be retained on the student file as per the Documents Management Policy of Buyers Agent Training

## Enrolment / Induction Procedure

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### **Step 1** – Student selects a course

Each course description will provide prospective learners it's specific details like available intake, duration of the course, the structure of the course, campus and how to apply as an international student and what the course entry requirements are.

### **Step 2** – Checks the entry requirement

Buyers Agent Training website and marketing brochures/ course information page on the website will indicate what the entry requirements are for the specific course of study including:

- Minimum English language requirements.
- Academic entry requirements.
- Pre-requisites (if any).

### **Step 3** – Collects required documents

To avoid delays in admission processing, students will be encouraged to submit a complete set of supporting documents including:

- Passport.
- Certified copies of academic transcripts (not required for currently enrolled students applying to college for another program).
- Certified copies of all graduation certificates in both the original language and English (not required for currently enrolled students applying to college for another program).
- Evidence of English language proficiency or Australian qualification held.
- Any other information or documents that are specified in the usual course entry requirements (this may involve a recent portfolio of your work, resume or interview, employment paperwork).



What are certified documents?

A certified copy is a copy of an original document verified to be a true copy by an authorised witness. The person certifying the photocopy must sight the original document and include the following details on all pages that contain information:

- Stamp or write, 'This is a true copy of the document sighted by me'.
- Sign, date and provide contact details (name, address, and telephone number).
- The official stamp or seal of their organisation or their profession and organisation name.

Who can certify my documents?

- Buyers Agent Training staff.
- Notary of the Public.
- Authorised Education Agents.

Who can translate documents?

[NAATI](https://www.naati.com.au) accredited translator. More details can be found here: <https://www.naati.com.au>.

#### **Step 4 – Student applies**

Submits all the documents specified in Step 3 along with the Student Application Form via:

Email:	<a href="mailto:info@buyersagenttraining.com.au">info@buyersagenttraining.com.au</a>
Head Office	Level 8; 530 Little Collins Street Melbourne 3000
Delivery Campus:	Level 8; 530 Little Collins Street Melbourne 3000

Prospective learners can also engage an authorised Education Agent as listed on Buyers Agent Training's website for advice about studies at Buyers Agent Training and assistance in applying for the course.

If prospective learners are applying from outside Australia, they will also need to complete.

- International student Statement of Purpose (SOP).
- Genuine student and Genuine Temporary Entrant (GTE) paperwork.

This information is used to assess the admission against the Department of Home Affairs Genuine Temporary Entrant and Genuine Student criteria.

There is no fee charged for the submission of an application.

#### **Step 5.1 –Initial skills assessment**

Once the complete application is submitted with all certified supporting documents; students will receive



the Initial Skills Assessment to complete before issuance of the Offer Letter. This Initial Skills assessment process is to confirm that all students who apply for admission to Buyers Agent Training are fully informed before making decisions about their training. We understand that if the students are not fully informed about the suitability of their course to their career plans and future; this lack of information can have a significant impact on students —increasing the potential for them to drop out of the course and/or suffer financial loss.

#### **Step 5.2 – Receive Letter of Offer/Acceptance Agreement**

Applications will be assessed and if successful, the learner will receive a Letter of Offer/Acceptance Agreement.

Courses that require an interview, assessment, or where credit assessment is requested often take longer than other programs.

If the application is unsuccessful, learner will receive a notification explaining the reasons.

#### **Step 6 – Acceptance of offer letter and student agreement**

Learners to provide duly filled agreement, accepting the offer, and acknowledging the terms listed on the Agreement.

**Fees will not be accepted until Buyers Agent Training has received the signed copy of the agreement and all conditions on the Letter of Offer have been met.**

If learners do not accept by the expiry date stated on the Letter of Offer or wish to defer the offer to a different intake, Buyers Agent Training will cancel the offer and learners will need to make a new application.

The offer letter and agreement are the contracts between Buyers Agent Training and the learner. Learners to ensure that they read all details carefully and ensure they understand before signing and returning with the specified payment.

In some cases, the offer letter and agreement will state conditions that must be met prior to submitting payment and accepting the offer.

#### **Step 7 – Receive Confirmation of Enrolment**

Soon after Buyers Agent Training receives the signed agreement, confirming that the learner has met any outstanding conditions and received tuition fee deposit and confirmation of payment for Overseas Student Health Cover (OSHC), learners will be issued with an electronic Confirmation of Enrolment (eCoE).



An eCoE is the official document issued by Buyers Agent Training that confirms enrolment and is used by the Australian Government.

It records exactly what the learner will be studying, including the start and end dates expected for each program, any fees paid, and total fees required.

All students must have a valid eCoE while studying on a student visa in Australia.

### **Step 8 – In the case of students who are outside Australia – apply for a student visa**

Visa arrangements may take anywhere from a few weeks to 6 months to finalise depending on the assessment level of the applicant's country and other requirements set out by the Australian Department of Home Affairs. Applicants should start the process as soon as possible!

Applicants must include in their visa application.

- Copy of eCoE.
- Copy of Statement of Purpose.
- Evidence of access to funds to cover first 12 months in Australia.
- Answer questions about their knowledge of Buyers Agent Training, intended course of study, how it will benefit their future career ambitions outside of Australia and that they have a genuine intention to remain in Australia temporarily.

### **Step 9 – Prepare for arrival in Australia**

Understand what to expect when clearing customs and what not to bring.

Scan and make copies of important documents such as passport, COE, academic transcripts, reference letters that may assist in gaining a part-time job.

### **Step 10 – Book accommodation and airport pick-up**

The student is also required to arrange their travel and temporary accommodation for their initial period in Australia (until permanent accommodation can be established). Once these arrangements have been made, the student is requested to notify the Buyers Agent Training of the following:

- Confirmation of Student Visa.
- Confirmation of temporary accommodation including address.
- Confirmation of travel booking and the planned arrival time, carrier, airport, etc.
- Contact details on arrival in Australia (must include a mobile phone where possible).

This information is to be provided to the Buyers Agent Training directly or via their nominated agent.

### **Step 11 – Attend Orientation Session**

Students will be provided with the orientation session details via email and will be required to attend the **compulsory** orientation session.

During the session, the student will participate in an induction program.

- The student support team will check and confirm students' details including the following:
  - Accommodation details.
  - Contact details – mobile phone number and email address.
  - Next of kin details.
  - Overseas Student Health Cover (OSHC)
  - Individual needs.
  - USI requirements.
- Students must complete their LLN assessment at the time of Orientation before the commencement of their chosen course. This LLN assessment will help the college to assess any additional academic support required by the student to study and complete their course successfully.
- The academic team will answer any questions they may have and provide students with a copy of their training plan.

### **Step 12 – Commencement of Course**

On the day of the first scheduled training the nominated trainer is required to:

- engage with students identified as requiring support services during the enrolment interview. Support services are to be negotiated with the student and put in place before the commencement of the training program.
- record the attendance of students and report any non-attendance to administration to enable a follow-up phone call/email to be made.
- Discuss the student training plan / Delivery and Assessment Schedule.

Provision of pre-enrolment Information to students

The Standards for Registered Training Organisations under Standard 5 identify that each student is properly informed and protected either prior to enrolment or the commencement of training and assessment. At Buyers Agent Training, we achieve this by providing prospective students with the following three pre-enrolment information sources:

- Student Handbook: The student handbook is the primary information vehicle to inform students about their rights and obligations prior to their enrolment. Ideally, the student handbook is supplied electronically as a PDF document. This document must be professionally presented as it reflects the quality of the organisation. The student handbook is effectively the policy manual for all the student's participation in training and engagement. It should constitute a valuable information source for the student who can reference the handbook when the student has questions about their course participation. The student handbook contains information on the following topics for the student, but is not limited to:
  - Introduction to Buyers Agent Training.
  - Buyers Agent Training obligations and student expectations.
  - Location of Buyers Agent Training and Public Transport options.
  - Step by Step Application Process (applicable to overseas students).
  - Introduction to Australia.

- Visa conditions (applicable to overseas students).
- Introduction to Australian Vocational Education and Training.
- Legislative and Regulatory Responsibilities.
- Student Support Services.
- Training safety arrangements.
- Equity and diversity support arrangements.
- Privacy arrangements.
- Fee and Refund policy.
- Student access to records.
- Continuous improvement arrangements.
- Assessment arrangements.
- Making complaints & appeals.
- Recognition of existing skills & knowledge.
- Academic Misconduct.
- **Course Brochure/ Course Information:** The course brochure is the primary means of informing prospective students about the services to be provided about a specific course leading to a qualification or units of competency. Course information can be displayed on the website and be available in a downloadable PDF for the student to print and review. A course brochure will also be sent to the student via email as pre-enrolment information. The course brochure should contain the following minimum information:
  - the nationally endorsed outcome by code and title.
  - the expected duration of the course.
  - the entry requirements or prerequisites.
  - the mode of delivery of training and assessment.
  - the units of competency that comprise the course.
  - the assessment requirements to complete the course.
  - student resource requirements.
  - the expected locations for delivery.
  - identify any third-party providers (if applicable).
  - identify any work placement arrangements.
  - the expected occupational outcomes.
  - contact details for Buyers Agent Training.
  - identify the RTO by its national code and legal name.
- **Schedule of Fees and Charges:** This schedule of fees and charges provides a central place where the nominated fees and charges to participate in services with Buyers Agent Training are listed. The Schedule of fees and charges should contain the following information:
  - the total amount of all fees including course fees, administration fees, material fees and any other charges for enrolling in a training program.
  - payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee.
  - the nature of the guarantee given by Buyers Agent Training to honour its commitment to deliver services and complete the training and/or assessment once the student has commenced study.
  - information on the implications for the student of government training entitlements and subsidy arrangements in relation to the delivery of the services.



- the fees and charges for additional services, including such items as issuance of a replacement qualification parchment or statement of results and the options available to students who are deemed not yet competent on completion of training and assessment.
- Buyers Agent Training refund policy.

#### Informing students of changes

If at any time there is a change to the agreed services to be provided or policies relating to the student's rights and the payment of fees and other charges, Buyers Agent Training must advise current students prior to any of these changes coming into effect. This includes changes in relation to new third-party arrangements or changes to the ownership of Buyers Agent Training.

#### The student who is not contactable or not responding

##### Before Commencement

If an overseas student, after receiving CoE is not contactable or responding within 90 calendar days of receiving CoE, Buyers Agent Training has the right to cancel the CoE and terminate the enrolment. The Refund Policy will apply for all fees received from the student in such cases.

##### After Commencement

Where a student is not contactable or fails to respond to requests by the Buyers Agent Training, the student's enrolment may be terminated in absentia. This action may only be taken where Buyers Agent Training has made every reasonable attempt to engage with the student or contact the student to seek their instructions about their intentions to continue with or complete the applicable course. Advice received from a student via email or phone conversation communicating their request is to be accepted where the student is not willing to complete an Application for Course Deferment / Transfer / Withdrawal. Email records and written records of phone conversations are to be retained on the student's file as evidence of these expressed instructions from the student.

Before a student's enrolment can be terminated without their written or expressed consent the following protocol is to be followed:

A minimum of three attempts (four weeks apart) must be made using the last known contact details (email, phone, and mail) to contact the student and issue the student with a warning letter notifying them of the intent to terminate the enrolment.

Where the student fails to respond, the student's enrolment is to be terminated and the student's record within the (Student Management System) is to be updated with the outcome of "withdrawn" entered each unit of competency that has not been completed at the time.



Any final AQF certificate to which the student is entitled is to be sent registered mail to the student's last known mailing address. This should also be noted in the student's enrolment record and a photocopy of the certificate retained on the student's record.

Applicable trainers are to be informed of the student's enrolment termination

## Management Action and Responsibility

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Refer to the RSA Matrix for details.

The policy must be approved by the CEO before it takes effect