

1.0 Policy

The purpose of the Pre-enrolment Engagement Policy and Procedure is to provide guidance to staff and prospective students on the requirements, processes, communication, and documentation that must be undertaken and/or completed prior to a student being admitted and enrolled into a Duke College Scope of Registration.

These requirements involve the determining the suitability and relevance of a program based on a Student current competencies, existing educational attainment, capabilities, aspirations, and interests.

- ★ Duke College have training and assessment strategies and practices that are consistent with the requirements of training packages and VET accredited courses and enable each learner to meet the requirements for each unit of competency or module in which they are enrolled.
- ★ Duke College determine the amount of training we provide our students with regard to the existing skills, knowledge and experience of the learner; mode of delivery and where a full qualification is not being delivered, the number of units and/or modules being delivered as a proportion of the full qualification.

Duke College ensure that learners are adequately informed about the services they are to receive, their rights and obligations, and the Duke College's responsibilities to students, the Duke College will provide learners with information prior to commencement of services affecting the delivery of training and/or assessment.

The Duke College is to provide or make readily available information to the learner that outlines the services the Duke College will provide the learner, along with the rights and obligations of the learner and the Duke College.

Scope:

This policy applies to:

- Current Student and Prospective students of Duke College
- Duke College Marketing, Admissions, Academic, Student Services and Administrative staff.

All staff are made aware of the requirements of this policy through regular meetings, staff updates, Staff Induction, Policy Procedure network drive and continuous improvement practices. Students are made aware of this policy through the Student Handbook, during the enrolment and orientation processes and also throughout the course.

2.0 Requirements

Recruitment of an overseas student

2.1 Prior to accepting an overseas student or intending overseas student for enrolment in a course, the Duke College 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,*

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- 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)
 - 2.1.11 accommodation options and indicative costs of living in Australia.
 - 2.2 The registered provider must have and implement a documented policy and process for assessing whether the overseas student's English language proficiency,
 - educational qualifications or work experience is sufficient to enable them to enter the course.
- 2.3 The registered provider must have and implement a documented policy and process for assessing and recording
- recognition of prior learning (RPL),
 - and granting and recording course credit, if it intends to assess RPL or grant course credit. The decision to assess prior learning or grant course credit must preserve the integrity of the award to which it applies and comply with requirements of the underpinning educational framework of the course.
- 2.4 If the registered provider grants RPL or course credit to an overseas student, the registered provider must give a written record of the decision to the overseas student to accept and retain the written record of acceptance for two years after the overseas student ceases to be an accepted student.
- 2.5 If the registered provider grants the overseas student RPL or course credit that reduces the overseas student's course length, the provider must:
- 2.5.1 inform the student of the reduced course duration following granting of RPL and ensure the confirmation of enrolment (CoE) is issued only for the reduced duration of the course

- 2.5.2 report any change in course duration in PRISMS if RPL or course credit is granted after the overseas student's visa is granted.

Policy Statement:-

- Duke College recruits students in an ethical and responsible manner and provide information that enables students to make informed decisions about studying with the Duke College in Australia. Duke College ensures students' qualifications, experience and English language proficiency are appropriate for the course for which enrolment is sought.
Please refer to Assessing Student's Qualifications, Experience and English Language Proficiency Policy and Procedure.
- Written agreements stated in Duke College Letter of Offer and Acceptance Agreement- International Student between Duke College and students set out the services to be provided, fees payable and information in relation to refunds of tuition fees.
- Duke College is to have a written agreement with each student. Duke College does not accept tuition fees from students before a Letter of Offer and Acceptance Agreement- been signed or otherwise accepted by that student (Note:- Duke College *does not enroll student under the age of 18 year old*.)
- Duke College enters into a written agreement with the student, signed or otherwise accepted by that student, concurrently with or prior to accepting tuition fee from the student. The agreement must:
 - a. Identify the course or courses in which the student is to be enrolled and any conditions on his or her enrolment
 - b. Provide an itemised list of tuition fees payable by the student
 - c. Provide information in relation to refunds of tuition fees
 - d. Set out the circumstances in which personal information about the student may be shared between the registered provider and the Australian government; law and VET regulatory authorities and, if relevant, the tuition protection service. This information includes personal and contact details, course enrolment details and changes, and the circumstance of any suspected breach of a student visa condition requirements; please refer to monitoring course progress policy and procedure and monitoring attendance policy and procedure; and
 - e. Advise the student of his or her obligation to notify Duke College of a change of address while enrolled in the course.
- Duke College includes in the written agreement the following information, which is consistent with the requirements of the ESOS Act, in relation to refunds of tuition fees in the case of student and provider Default;
 - a. Amounts that may or may not be repaid to the student (including any tuition fees collected by education agents on behalf of Duke College;
 - b. Processes for claiming a refund;
 - c. A plain English explanation of what happens in the event of a course not being delivered; and
 - d. A statement that "This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws". (Please refer to Refund Policy and Procedures)
- Duke College recognises qualifications and Statements of Attainment issued by another RTO. Where a student enrolls in a qualification delivered and assessed by Duke College. Please refer to Credit Transfer policy and Procedure.
- Duke College recognises students' prior learning. Recognition of Prior Learning (RPL) is a process through which applicants gain course credits based on experience gained through

similar study (but not direct equivalent), work experience (in any form) or through Formal; Informal or No Formal Learning. Please refer to RPL Policy and Procedure.

- Duke College ensures that all procedures and policies for international students enrolling into a course offered by us are followed correctly.
- Duke College has a student management system (SMS) in place that provides data that meets the AVETMISS Standard.

Procedures

1. Recruitment of Overseas Student- Before Enrolments

Prior to accepting an overseas student or intending overseas student for enrolment in a course, the Duke College provide comprehensive, current and in plain English language the information to the overseas/International Student or intending overseas student by electronic copy of Student Handbook which is available on Duke College Website:

- a. the requirements for an overseas student's acceptance into a course, including
 - i. the minimum level of English language proficiency,
 - ii. educational qualifications or work experience required,
 - iii. and course credit if applicable
 - iv. the CRICOS course code,
 - v. course content,
 - vi. modes of study for the course including compulsory online and/or work-based training,
 - vii. placements,
 - viii. other community-based learning and collaborative research training arrangements, and assessment methods
 - ix. course duration and holiday breaks
 - x. the course qualification, award or other outcomes
 - xi. campus locations and facilities, equipment and learning resources available to students
 - xii. the details of any arrangements with another provider, person or business who will provide the course or part of the course
 - xiii. 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
 - xiv. the grounds on which the overseas student's enrolment may be deferred, suspended or cancelled. Please refer to Deferment, Cancellation and Suspension Policy and Procedures
 - xv. the ESOS framework, including official Australian Government material or links to this material online
- b. relevant information on
 - i. Student visa requirements
 - ii. Department of home affairs information
 - iii. Student visa conditions
 - iv. Overseas student health cover (OSHC)
 - v. Arriving in Australia
 - vi. Airport pickup
 - vii. Temporary accommodation

- viii. Items to bring with you and approximate living cost per years
- ix. Local amenities
- x. Accommodation
- xi. Accommodation options and indicative costs of living in Australia.

B. Application Process (Direct Student and By Education Agent)

- a.** On receipt of a completed Application Form – Student Support Team or Duke College authorised delegate will make a decision on eligibility {student's qualifications, experience and English language proficiency are appropriate for the course for which enrolment is sought. This is completed through completing the Admission Checklist}
- b.** The Admissions Team or Duke College Authorized delegate assesses the applicant's:-
 - Previous educational qualifications (either obtained in Australia or overseas) necessary for studying at the required level of the proposed qualification.
(Example:- year 11 and year 12 certificates, or AQF Qualification Such as Cert III, Cert IV , Diploma of Advance Diploma Level Qualification)
 - The application is also assessed to determine whether the applicant meets the required entry-level competencies for the particular qualification in which the applicant wants to enrol. (For Example:- IELTS or other forms of Testing; OSHC; Passport and Visa Entitlements (VEVO) Please Refer to Assessing Student's Qualifications, Experience and English Proficiency Policy and Procedures
 - IELTS overall band of 5.5 or equivalent internationally recognised exam result in line with the Department of Home Affairs (DHA) regulations;
 - At least 50% completion of any AQF Certificate IV or Diploma qualification within Australia
 - Achieved an IELTS band score of 5.0 plus must have completed Upper intermediate ELICOS (At least 10 weeks)
 - Achieved an IELTS score of 4.5 plus must have completed Upper intermediate ELICOS (At least 20 weeks)
 - Successfully completed at least 38 weeks of ELICOS study in Australia
 - TOEFL iBT test score band of 46 equivalent or above;
 - PTE Academic band score 42 equivalent or above;
 - Cambridge English Advanced (CAE) test score band of 162 equivalent or 147 when combined with at least 20 weeks of ELICOS;
 - OET score band Pass equivalent or above;
 - Successful completion of Senior Secondary certificate of education in Australia conducted in the medium of English;
 - Completion of full-time studies in Australia towards a Certificate III level course or above;
 - English as the first language;
 - Satisfactory completion of the EAL course / English language course or satisfactory completion of 10-20 weeks (minimum 10 weeks) ELICOS from a National English Language Teaching Accreditation Scheme (NEAS), Accredited English Institution with an IELTS score of 5.0; OR
 - Any other form of test which satisfies the Institution.

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- c. If the student has a satisfactory meet both the Academic and English requirement IELTS score or equivalent (listed under entry requirements), the applicant will be offered a place in the chosen course of study.
 - d. If the application is successful, a Letter of Offer and International Student Agreement- will be sent to the applicant/ their agent/ representative (including details of tuition fees, information regarding refund commencement dates, OSHC and Visa information).
 - e. Applicants wishing to accept the offer must pay the fee requested in the Letter of Offer and Acceptance Agreement, complete, sign and date the Letter of Offer and Acceptance Agreement and return it to Duke College.
 - f. Once the completed acceptance agreement and the fee is received (and cleared by the bank) an electronic Confirmation of Enrolment (eCOE) will be generated by PRISMS (Provider Registration and International Student Management System) and sent to the student/ the student's agent/ representative accordingly.
 - g. Applicants must then apply for a student visa at their Australian Student Visa centre (Please check- [Department of Home Affairs](https://www.homeaffairs.gov.au/) website for more information <https://www.homeaffairs.gov.au/> and make travel arrangements to arrive in Australia at least two weeks before the course commencement date (advisable).
 - h. All completed applications are to be filed into the respective students' folders.

All students are encouraged to contact Duke College's staff at any time to clarify any doubts and seek more information.

Reference:

This policy/procedure supports:

Education Services for Overseas Students Act (2000), National Code of Practice for Providers of Education and Training to Overseas Students 2018, Standard 2: Recruitment of an overseas student

National Vocational Education and Training Regulator Act (2011), Standards for Registered Training Organisations (RTOs) 2015, Standard 4. Clause 4.1—Provide accurate and accessible information to prospective and current students, 'Standard 1.1-1.2' and Standard 5. Each learner is properly informed and protected

Documents/Forms:

1. Application Form
2. Enrolment form
3. Course Brochures
4. Student Handbook
5. Credit transfer Policy and Procedure
6. RPL Policy and Procedure
7. Assessing Student's Qualifications, Experience and English Proficiency Policy and Procedures
8. Monitoring Course Progress Policy and Procedures
9. Monitoring Attendance policy and Procedures
10. Deferment, Suspension and Cancellation Policy and Procedures

Revision History

Version	Date	Revision Description
2.0	31 August 2018	To reflect changes in National Code 2018 DHA language requirements
1.0	12 February 2015	Original