



New England College is the trading name of **New England Institute of Technology Pty Ltd**

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Recruitment Of Overseas Students Policy and Procedure

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Document Control

Version History

Version	Date	Description
1.0	20.11.2020	Policy defined and created
2.0	01.11.2022	Policy updated and reviewed for re-registration

Review Process: This policy shall be reviewed annually in compliance with the VET Quality Framework including the Standards for Registered Training Organisations (RTOs) 2015 and Australian Qualifications Framework (AQF Framework); and the Education Services for Overseas Students (ESOS) Framework including but not limited to: The Education Services for Overseas Students Act 2000 (ESOS Act 2000), Education Services for Overseas Students Regulations 2019 (ESOS Reg 2019) and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (The National Code 2018); and all other applicable State and Commonwealth legislation.



Scope

This Policy is governed by the Standards for Registered Training Organisations (RTOs) 2015- Standards 1, 2 & 3 and the ESOS Framework including the ESOS Act 2000 (as amended) and Standard 2 of ESOS National Code 2018.

Policy

New England Institute of Technology Pty Ltd t/a New England 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.

Students are provided with our comprehensive International Student Handbook prior to enrolment to enable them to make informed decisions about their studies with New England College 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.

New England College, 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 to being advised, understanding and accepting or not accepting the changes.

Each enrolment application is assessed as per our detailed Enrolment Process Assessment form and approved by the Campus Manager prior to the issue of an Student Contract/COE.

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 then goes to the Campus Manager for final checking before a COE/Student Contract can be issued. At any stage during the checking process all concerns are to be brought to the attention of the Campus Manager. The record must stay on the student file for audit as evidence of the process being implemented.

The International Student Handbook (ISH) and/or website links will provide students and staff with the knowledge of the legislative requirements.

All staff are provided with an electronic copy of the Employee Handbook during induction and are continually notified/educated on any changes, as they are implemented.

Prior to Accepting a Student Enrolment

New England College will ensure students receive all of the following in print (International Student Handbook) or electronically (website or links to other websites for supplementary information).

Information specific to the course may be given prior and / or at the same time as providing a Student Contract to the Student including:

Prior to accepting an overseas student or intending overseas student for enrolment into a course, New England College must make comprehensive, current and plain English information available to the overseas student or intending overseas student as listed below from National Code Std 2.

- 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)
- 2.1.11 accommodation options and indicative costs of living in Australia.

New England College 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 e.g. mail prior to signing a formal student contract, 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. New England College will keep such evidence on the student file. Agents cannot sign on behalf of students.

New England College 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.

New England College staff will check all presented student qualifications (including English proficiency) for authenticity, being original copies of documentation or suitably certified original copies.

The college will ensure if students apply for RPL/Course Credit, they are informed that it might decrease the duration of the students COE.



New England College will assess every application to ensure students have the appropriate education, qualifications, experience and English Language proficiency for each course they apply to enrol.

Work/Vocational Placement to be arranged by the student with an individual business directly, in line with the requirements of their course. Refer to <https://www.fairwork.gov.au/pay/unpaid-work/student-placements> for information regarding unpaid work/vocational placement. New England College will provide assistance as needed to the students with obtaining their placement.

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.

If the student fails, the English Placement/LLN/Oxford online test onshore they may then enrol with an English language provider of their choice. The college will provide assistance to the student to enrol into our ELICOS Program. Their COEs would then be adjusted accordingly. The student will be advised the change may affect any subsequent visas.

All student applications are processed by the administration team pre-enrolment officer and a recommendation made on the Enrolment Assessment Process Form (e.g. Issue a Letter of Offer), then forwarded to the Campus Manager for approval.

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

- 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 36 months).
- Original, photocopy or scan (signed and certified as a true copy by a Justice of the Peace or equivalent) of Year 12 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

Any student who submits fraudulent documents will not be entitled to any refund as noted on the Written Agreement

Students on international student visas must study full time (20 hours minimum a week) face to face or 1/3 by online/distance (up to 6 hours) delivery mode. Refer to National Code Std 8 Policy and Procedure 'Overseas Student Visa Requirements'.

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

Refer: <https://internationaleducation.gov.au/Regulatory-Information/Documents/National%20Code%202018%20Factsheets/Standard%208.pdf>

VET STUDENTS ONLY: The Privacy Notice at Schedule 1 of the National VET Data Policy sets out privacy information a student needs to know before they enrol with a registered training organisation (RTO). The RTO is responsible for providing this Privacy Notice to students, usually as part of the enrolment process.



Procedure

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

Ensure there is a schedule of non-tuition and tuition fees attached to the Written Agreement and international student handbook at least.

The Campus Managers/Head of Compliance will regularly check the course cost and course duration PRISMS reports to ensure they remain blank to avoid fines from the Regulator.

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

Students must sign the Student Handbook declaration that they have read and understand the Handbook before any formal enrolment process can begin (keep on file). Students must also be directed to the New England College website for further information.

New England College staff will review each application by using our Enrolment Assessment Process Form. Approval is to be sought on this form prior to issuing a Student Contract. This process includes assessing each course application against the approved course entry requirements including Academic and English Language requirements.

Students can be given a Letter of Offer as soon as they have submitted a signed declaration and the enrolment application has been assessed, approved and the process form updated.

New England College staff will check all documented student qualifications (including English proficiency) for authenticity, being original copies of documentation or suitably certified original copies.

Any student who submits fraudulent documents will not be entitled to any refund as noted on the Student Contract. Such students are also considered to have breached the Student Code of Conduct.

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

If found a student does not meet the English Language requirements, a conditional COE may be issued based on the student completing an English test onshore.

All student applications are to be checked again and approved by the Campus Manager.

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.

Staff are to complete a declaration (back of Staff Handbook) and submit to the Campus Manager/CEO after reading and understanding the Staff Handbook of Policies and Procedures Applicable to CRICOS Students.

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

Ensure all financial records will be available for audit if requested by the auditor.



New England College will not request more than 50% of Tuition Fees, but if the student wishes, they can pay more than 50% of Tuition Fees.

The Student Contract 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 Student 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 prior to signing a formal written agreement, 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.

Make sure all data of the Student and CoE Reports is monitored at least monthly to ensure data integrity and accuracy by administration team/reception, and then will be checked by the Campus Manager. Refer to The PRISMS User Guide Page 66 to know what positions have access to what CoE/Student Search facilities are available to each different type of PRISMS user.

Ensure all contact details and addresses are collected at least 6 monthly and that the contact details are being followed up and updated in the college's student management system and PRISMS. If the student has been enrolled for more than 6 months and the report is producing blanks for the students, this gives evidence that the 6 monthly mandatory process is not being done. To assist administration staff in updating student contact details in bulk when a 6 monthly detail check has been conducted they can refer to the PRISMS Provider User Guide Page 52 on How to update Student Contact Details in bulk.

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

Any staff concerns are to be directed to the Campus Manager/CEO.

New England College staff will keep all relevant evidence on the student file.

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 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.

To assist administration staff when creating CoE's for student refer to the PRISMS Provider User Guide Page 30 for an Explanation of the different types of CoE Status.

Course Credit Policy & Procedure (applicable to any VET content in the course)

For the purposes of the National Code, course credit is defined as follows:

'Exemption from enrolment in a particular part of the course as a result of previous study, experience or recognition of a competency currently held, includes academic credit and recognition of prior learning.'



Students that already have a Statement of Attainment for a Unit of Competency may apply for Course Credit. Course credit may reduce the length of a student's course.

Students that believe they already have the skills and knowledge required to demonstrate competency can request Recognition of Prior Learning (RPL).

New England College requires students to complete the Application for Recognition of Course Credit/RPL form for assessment by the relevant trainer. Evidence is required to substantiate previous knowledge/qualifications.

New England College may require students to complete an assessment to demonstrate competency.

If New England College grants the student course credit/RPL which leads to a shortening of the student's course, before the student visa is granted, the COE will indicate the actual net course duration for the course.

If course credit/RPL is granted after the student's visa is granted, any change of course duration will be reported to the Department of Education and Training (DET) and Department of Home Affairs (DHA) via PRISMS within 14 days (if under 18 years old or 31 days over 18) via Provider Registration and International Student Management System (PRISMS) as a course variation after the event as specified under Section 19 of the ESOS Act 2000 as amended.

New England College recognises relevant AQF qualifications and / or Statements of Attainment issued by other RTOs, however, we reserve the right to verify the authenticity of such documents as required and to determine the currency of the units of competency indicated on the document/s.

New England College requires original or certified documents for assessment.

Students must sign or accept a record of course credit if granted.

New England College will not charge an extra fee for applications for course credit against an enrolling/enrolled course.

If the course credit /RPL granted will not affect the duration of the course/COE, New England College will keep record of the application on the student's file and does not need to take any other action.

Decisions will be made within 4 weeks of receipt of a complete application.

As stated on the Course Credit / RPL application form, New England College will provide students with:

- a short description of acceptable documentation which students should supply to support their application for course credit,
- the grounds on which course credit/RPL may be accepted or rejected,
- the existence of fees and charges for application for course credit/RPL, if any, and estimated costs,
- How it will inform a student of the outcome of the application, including an explanation of how the decision was reached if the application was rejected.



Procedure

- Students must read the course outline to ascertain if course credit/ RPL is applicable.
- Student should request a meeting with the course teacher/trainer/facilitator/assessor.
- If as a result of the meeting it is agreed RPL/course credit may be applicable, the student is to complete the Recognition Of Course Credit /RPL' application form.
- Students must gather and collect evidence and attach to the form, and lodge with administration/student services. Evidence being original/certified certificates, evidence of experience by a recognised trainer or tradesperson, copies of assessments. Incomplete forms should not be accepted.
- The college should check the authenticity of qualifications with ASQA, particularly if the RTO who issued the qualification is no longer registered.
- NOTE: Any student who submits fraudulent documents will not be entitled to any refund as noted on the Student Contract. Such students are also considered to have breached the Student Code of Conduct.
- New England College will assess and record whether course credit and / or RPL are or are not granted in writing and keep on the student file for audit.
- The assessor must refer to the course structure and unit/subject offerings and determine IF course credit / RPL granted will affect the duration of the course for that student and note on the form.
- The Campus Manager will approve or not approve the application and advise the student in writing of the outcome including reasons.
- Students must sign a formal acceptance if course credit/RPL is granted and this is to be kept on the students file.
- If course credit/RPL changes the student's COE duration, students are to be advised in writing to contact DHA with their new COE.
- Decisions will be made within 4 weeks of lodgement.
- If course credit/RPL is granted after the student's visa is granted, the change of course duration must be reported to DET via PRISMS within 31 days after the event as specified under Section 19 of the ESOS Act, unless the student is under 18 years old in which PRISMS must then be updated in 14 days.

If the course credit granted **will not affect the duration** of the course, the College will record the course credit in the student's file and does not need to take any other action.

If the course credit granted **will affect the duration of the course**, New England College will record a change of course duration on PRISMS. The College will utilise the Student Course Variation function and indicate that the student has requested a change to the existing enrolment. The College then chooses 'transfer student into same course' and changes the end date of the course. This will result in the creation of a new CoE (with the new correct/revised end date) and the cancellation of the original CoE.

Evidence of the procedure followed will be kept on the student's file along with the student's acceptance.

Records of Course Credit/RPL assessment and decisions **MUST** be kept for 2 years after the student ceases study.

Refer:

[Standard 2: Recruitment of an Overseas Student](#)