

PE06A Enrolment Policy and Procedure

Purpose

The purpose of this policy and procedure is to enable effective management of the formal enrolment of new students into Primus English and includes orientation and placement into correct levels.

This policy is applied once the student completes and returns the signed Student Agreement together with the appropriate fee.

This policy sets out the procedures to ensure compliance with legislative requirements. It also ensures the obligations and rights of both Primus English and the Student are clearly set out, including payable course fees and services which Primus English is obliged to provide.

Legislative base

The applicable legislative base includes:

- Educational Services for Overseas Students Act 2000 (ESOS Act 2000) and ESOS Regulations 2001
- National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (National Code 2018), Standard 3

Scope

This policy applies to international students wishing to enroll at Primus English and who have received the appropriate visa from the Australian Government and have arrived in Australia.

Responsibilities

The Principal Executive Officer (PEO) is responsible for the implementation of administration processes and will ensure that legislative requirements are met and that record keeping is of a high standard. The PEO will conduct and also delegate responsibility for regular checks on all new student files.

The Academic Manager will ensure that all preparation is complete for new intakes, including placement testing.

Student Consultants will ensure that preparation is made for orientation sessions, including any updates of information.

As the first point of face to face contact, Student Consultants will ensure that new students are provided with a caring and efficient service. Administration Officers will also ensure that all due diligence checks are conducted on the student file documents and that record keeping is of a high standard.

Definitions

Enrolment: Formal process where the student is a fully registered and signed up student at the Institute.

Course Money: Money received directly for a current or prospective student or another person who pays the money on behalf of the student for a course which the Institute provides or offers to provide.

Electronic Certificate of Enrolment (eCoE): is a formal document generated using the online PRISMS system. The eCoE is confirmation of the enrolment details and is sent to the student. This document is used for the applicant to apply for a Student Visa.

Overseas Student Health Cover (OSHC): is the insurance an applicant must have prior to applying for their visa. It is health insurance required and as such must cover the entire stay in Australia.

Procedure

1. General

- 1.1 All students who have completed an *Application Form*, had it approved, been sent a formal *Letter of Offer* and *Student Agreement*, and have returned the documents duly completed with the appropriate fee are eligible to enroll.
- 1.2 International students are able to enroll when they have arrived in Australia.

2. Student Records

- 2.1 At this time a physical student file will be created and a file checklist attached inside the cover. All documentation relating to the applicant will then be placed into this file. This includes print outs of any electronic document held since initial enquiry/application.
- 2.2 Student Administration must carry out due diligence procedures to ensure all documents are fully completed, data correctly entered and updated as needed (for example change of contact details)
- 2.3 A record will then be created in the Student Management System for that student.

3. Electronic Confirmation of Enrolment (eCoE)

- 3.1 Once a student returns the Student Agreement it must be checked for the following:
 - a) The Agreement is signed by the applicant;
 - b) The required fee has been paid (evidence required – e.g. proof of Bank Transfer) or authorization to deduct from a Credit Card is completed; and
 - c) Confirmation that Primus English is to arrange the Overseas Student Health Cover (OSHC) or evidence that it has already been arranged.
- 3.2 Student Administration will then create and issue the eCoE from PRISMS database.
- 3.3 The completed eCoE will then be sent the student and a copy placed on the student file.

4. Preparation for Entry to Primus English

- 4.1 Once the student file is completed, the money processed (and the student has received visa confirmation if coming from Overseas), then Student Administration will:
- a) Document planned arrivals with dates – this includes an extract report from PRISMS identifying those students that are expected based on their visa status.
 - b) Notify the appropriate Student Consultant and Academic Manager of planned arrivals
 - c) Prepare Student ID cards
 - d) Ensure OSHC are ready for distribution
 - e) Plan for Student Orientation.

5. Arrival

- 5.1 On arrival students will be welcomed to Primus English. Depending upon the individual, one or more of the following activities will take place:
- a) Certificates of Education – Where certified copies are not already on the file, the originals are requested from the student and copied, the original returned to the student and the copy dated and signed as copy of the original
 - b) Outstanding fees – If there are any outstanding fees, the student is directed to Student Administration to arrange payment or agree to a payment plan
 - c) Accommodation – if arrangements have been made by Primus English, the student is made fully aware of all the details and provide support as appropriate.
 - d) Cross check address and contact details and ensure all databases are updated and that no discrepancy exists
 - e) Issue student ID cards
 - f) Issue OSHC cards as required
 - g) Issue textbooks
 - h) Direct student to orientation session
 - i) Provide list of students whose enrolment has been confirmed to the authorised officer responsible for PRISMS to confirm studying.
 - j) Any students who have not arrived on time in accordance with their e-Coe must be contacted directly by Student Administration or through the agent and notified that Primus English may be obliged to cancel their enrolment on PRISMS in accordance with legislation.

6. Orientation

- 6.1 Following successful enrolment, the student go through a compulsory orientation session
- 6.2 Record of participation in orientation is maintained in the Student Folder. Those arriving late or who have missed orientation will be contacted for a follow-up session.