



### **Policy Scope**

- This policy applies to VET students and all Veritas Institute Australia's staff who deal with all matters concerning VET courses at Veritas Institute Australia.
- This policy supports the ESOS National Code 2018.
- This policy also supports Standards for Registered Training Organisations (RTOs) 2015 – Standard 1, 3, 4 and 5.
- The policy covers Veritas Institute Australia's recruitment process, admission requirements & certain exemptions, required documents, procedural steps and duties of staff members and what students are required to do for successfully enrolling with Veritas Institute Australia.

### **Associated documents**

- Marketing Flyer
- Student Prospectus - International Students
- Pre-enrolment Analysis / Pre-Training Review Form (PTR)
- Enrolment Application Form
- Student offer and course acceptance written agreement
- Orientation documents
- Language literacy and numeracy assessment
- ESOS Framework (National Code, C & D)
- Electronic confirmation of enrolments (eCoE)
- USI Policy & Procedure
- Teams Lite Student Management System
- Refund policy & procedure and forms
- Enrolment Assessment Policy & Procedure

### **Associated staff job descriptions**

- CEO
- RTO Manager
- Trainer/assessor
- Administration Staff
- Marketing Staff
- Course Coordinator



## Key Enrolment Procedural Steps

### STEP-1

The Student will:

- Read the marketing information carefully. Students are also encouraged to undertake independent research on living and studying in Australia prior to initiating enrolment process with Veritas Institute Australia.
- Assess if the qualification is in line with his/her professional development needs.
- Ensure that he/she is happy with Veritas Institute Australia's fees, elective units, location of the College, hours of operation, available student support, and meet admission and visa requirements.

Veritas Institute Australia uses several documents, Marketing Flyer, International Student Prospectus, pre-enrolment analysis, enrolment acceptance form, student offer and course acceptance written agreement with current and accurate information regarding the following:

- the requirements for acceptance into a course, including the minimum level of English language proficiency, educational qualifications or work experience required and whether course credit may be applicable
- the course content and duration, qualification offered if applicable, modes of study and assessment methods
- campus locations and a general description of facilities, equipment, and learning and library resources available to students
- details of any arrangements with another registered provider, person or business to provide the course or part of the course
- indicative course-related fees including advice on the potential for fees to change during the student's course and applicable refund policies
- information about the grounds on which the student's enrolment may be deferred, suspended or cancelled
- description of the ESOS framework made available electronically by the Department of Education, and
- Information on living in Australia, including:
  - i. indicative costs of living
  - ii. Accommodation options; and
  - iii. where relevant, schooling obligations and options for school-aged dependents of intending students, including that school fees may be incurred. Veritas Institute Australia provides students with information prior to the commencement of services.

Veritas Institute Australia will use and onshore and offshore education agents to market its courses. Veritas Institute Australia also has the provision of marketing staff for presenting and advertising its courses to overseas and domestic markets.

Veritas Institute Australia 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 procedures of this policy).

**Note:** International students already in Australia must satisfy the conditions tapping transfer between registered providers (staff members must alert students to read Transfer between providers, International Student Prospectus).



## **STEP-2**

Veritas Institute Australia will conduct **pre-enrolment analysis/pre-training review** to determine students' Qualifications, Experience and English Language Proficiency. Veritas Institute Australia will assess students' responses and will contact the student for a brief interview and LLN assessment. The student will complete a **Pre-enrolment Analysis/ pre-training review form** either online or face to face. Veritas Institute Australia's administration staff is responsible for sending the form to the student via email or phone. Once received, the administration staff must inform students how to complete the form. The analysis is to ensure that the course a student is applying for is suitable. Furthermore, the analysis will probe students' motivations, previous learning, RPL, CT, aptitude, expectations from the course, study obligations and special support requirements. A pre- enrolment analysis will be completed by students. Veritas Institute Australia will review all the information students will submit and communicate the outcome of the review with students. The RTO Manager is responsible for the student assessment entailing pre-enrolment analysis at this stage. To further clarify pre-enrolment requirements, the RTO Manager may talk with the student over the phone or teleconferencing tools.

## **STEP 3**

Veritas Institute Australia will conduct an LLN assessment (i.e., oral, written). The Trainer/assessor responsible for LLN assessments will engage the offshore students Online for LLN completion. Onshore international students will have the option of completing LLN assessments on campus or online. The trainer/assessor will assess students and communicate the LLN results with the RTO manager before discussing the result with any student.

## **STEP-4**

The Student is required to:

- Fill out an **enrolment application form** with supporting documents as required with the form. Veritas Institute Australia's administration staff is responsible for sending the enrolment application form to the student. Students must complete the enrolment form and send the completed form to Veritas Institute Australia along with the required documentation (i.e., passport, English language proficiency test, previous qualifications, Id documents). Completed student enrolment forms will be processed by Veritas Institute Australia and the application will be assessed based on the information supplied. Student recruitment will be guided by access and equity principles. Staff will utilise USI policy & procedure to obtain USI for international students. Obtained USI will be further verified using **Teams Lite**.
- Veritas Institute Australia's staff must ask the student to read the International Student Prospectus, Student Handbook and the college's official website.
- Having arrived at an admission decision for the applicant's educational qualifications, the English language skills (language and literacy) will be assessed. If student has a satisfactory IELTS score or equivalent (listed under entry requirements), the applicant will be offered a place in the chosen course. Acceptable English Proficiency Tests are outlined in the Marketing Flyer.
- Veritas Institute Australia recognises qualifications and Statements of Attainment issued by another RTO. Where a student enrolls in a qualification delivered and assessed by the RTO, Veritas Institute Australia will recognise units of competency included on a Statement of Attainment/ Records of results issued to the applicant by another RTO.
- Veritas Institute Australia 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 informal or formal training or other life experiences.

- Veritas Institute Australia ensures that all procedures and policies for students' enrolment into a course are followed correctly. Veritas Institute Australia has a student record management system (i.e., **Teams Lite**) in place that provides data that meets the AVETMISS Standard.
- If the applicant's educational qualifications do not meet Veritas Institute Australia's admission requirements, other factors may be considered at the discretion of the institute. Verified evidence of these other factors must be included with the application. These other factors may include but not limited to:
  - Mature age, and or proof of being 18 years or older at the proposed date of commencement,
  - Work experience,
  - Attitude and aptitude,
  - Previous academic results,
  - Attendance / participation rate in the previous institute,
  - Ability and skills to function in an academic environment,
  - Possibility to succeed in his/her academic endeavours.
- For onshore applicants, if an applicant has not attended an IELTS program or if the IELTS has expired, and they are unsure of their proficiency, they will be required to attend a meeting with the RTO manager, to sit for Veritas Institute Australia's English Placement Test for VET Courses. Candidates successfully clearing this placement test will be offered a place with Veritas Institute Australia. Each case will be examined on an individual basis and students may be required to sit an English Language Entry Test set out by the RTO manager.
- For offshore applicants, if an applicant cannot produce a satisfactory IELTS score or equivalent and if there are doubts about the English language skills to cope in an academic environment, the applicant will be advised to enrol in an English as a Second Language course/ ELICOS course, for an appropriate duration until the student achieves an equivalent of IELTS score required by the course. (Currently ELICOS course is not offered by Veritas Institute Australia).
- All completed applications are to be filed into the respective students' folders.
- It is the policy of Veritas Institute Australia that all students seeking enrolment must be 18 years or older for an entry into the course. No students under 18 will be enrolled. Should a student not be 18 years old at the time of application, but will be 18 years old at the course commencement date, a statutory declaration from a parent or guardian must be provided along with the application.

## **STEP 5**

Successful applicants will be sent a **student offer** and a **course acceptance written agreement** and a request for payment by Veritas Institute Australia.

Veritas Institute Australia will enter a written agreement with international students, signed, concurrently with or prior to accepting tuition fee from the student. The agreement:

- identifies the course or courses in which the student is to be enrolled and any conditions on his or her enrolment
- provides an itemised list of tuition fees payable by the student
- provides information in relation to refunds of tuition fees
- set out the circumstances in which personal information about the student may be shared between the registered provider and the Australian Government and designated 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 by the student of a student visa condition; and

- advises the student of his or her obligation to notify Veritas Institute Australia of a change of address while enrolled in the course.
- amounts that may or may not be repaid to the student;
- processes for claiming a refund;
- a plain English explanation of what happens in the event of a course not being delivered; and
  - 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”.
- Veritas Institute Australia’s Admin Staff is responsible for preparing student offer and written agreements, and administration staff is responsible for sending it to students. All details must be completed in full, signed by the applicant, dated and returned to Veritas Institute Australia.
- Students will pay the relevant fees after signing the agreement. This could happen during the same day provided the written agreement is signed by the student and accepted by Veritas Institute Australia prior to accepting the course fees.

#### **STEP-6**

- Once the completed written agreement and the fee is received (and cleared by the bank) an Electronic Confirmation of enrolment (eCOE) will be generated by Veritas Institute Australia and sent to the student via email. The CEO/Director is responsible for eCoE issuance. Administration staff is responsible for sending the eCoEs to students.
- The student will require eCOE to apply for a student visa along with other necessary documentation required by the visa authority. At this stage, the RTO manager can further assist the student requiring any help.

#### **STEP-7**

- If a student’s visa is refused, the student will apply for fees refund by following the procedure and filling out a written refund application available on the website: **www.veritas.edu.au**. However, it is advisable that the RTO Manager initiates student contact and asks the student to apply for refunds if a student has not done it so.
- If a student’s Visa is granted, the student will travel to Australia prior to the **course Orientation date**, and:
  - ✓ Get in touch with Veritas Institute Australia if requires any help regarding living arrangements, airport pick-up, public transportation, and other information (read International student prospectus in detail).
  - ✓ Attend Veritas Institute Australia’s Orientation and start studying.

At this stage, Veritas Institute Australia’s dedicated student support officers will engage with students.



### **Defaults**

For international students, the RTO manager/ staff is to notify the Secretary and TPS Director via PRISMS of the following:

- Provider Default within 3 business days of the default occurring and the outcome of the discharge of the Institute's obligation within 7 days after the end of the Institute obligation period (Veritas Institute Australia's obligation period is 14 days after the day of the default).
- Student Default within 5 business days of the default occurring and the outcome of the discharge of Veritas Institute Australia's obligation within 7 days after the end of Veritas Institute Australia's obligation period

### **5. Credit Transfer**

- Course credits may be gained by applicants who are transferring from another RTO or have studied one or more units in the same qualification at another RTO.
- Each qualification defines how RPL is to be assessed for that course and the units within that course.
- It is important that students lodge an application for RPL with their Application Form.
- See Credit Transfer and RPL Policy & Procedure.

### **Assessing Students' Qualifications, Experience and English Language Proficiency for International Students**

1. On receipt of a completed Application Form, the RTO manager/ Staff or authorised delegate will decide on eligibility.
2. Each enrolment application is to be assessed to ensure that the 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. The RTO Manager is to also ensure that student qualifications and experience are genuine and all information provided is correct. This may be done by cross-checking with other parties who have issued qualifications or academic records.
3. The RTO manager/ Staff or authorised 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. The application is also assessed to determine whether the applicant meets the required entry level competencies for the qualification in which the applicant wants to enrol.
4. English Proficiency Entry Requirements for Vocational Qualifications:
  - a) Enrolment into each course requires each International Student to meet the specified IELTS level or equivalent as per their chosen course.
  - b) Each student is required to provide a certified verified copy of their current IELTS level from their IELTS provider on application to Veritas Institute Australia.
  - c) If the IELTS test or its equivalent shows that the English language requirements have not been met, then the student will need to undertake a period of study in an English language course that gives an outcome at the upper intermediate level.
  - d) International students who are citizens of the following countries are not required to provide evidence of English language proficiency provided they have at least one assessable



qualification at year 12 level or above from one of the countries listed and the language in which they undertook the qualification was English.

- Canada (excluding Quebec)
- Fiji
- Ireland
- Kenya
- New Zealand
- Papua New Guinea
- Singapore
- Solomon Islands
- South Africa
- United Kingdom (including Northern Ireland)
- United States of America
- Samoa
- Zambia

**Note:** The nationality of students who may be exempted is covered in Pre-enrolment analysis

5. Similarly, applicants who have successfully completed two full-time years of study or equivalent at a secondary (years 10-12) or post-secondary educational institution, where the sole language of instruction and assessment was English, do not have to provide a current IELTS certificate and may not be required to undertake a language test, if they can provide an original or certified statement or certificate of confirmation, issued by that institution. This study must have been completed no more than 2- years prior to the date of application to Veritas Institute Australia's program.
6. In case where a student does not meet the criteria listed above, Veritas Institute Australia will ask the student to sit for Veritas Institute Australia's English Placement Test for VET Courses. Students who complete this test at the appropriate level will be offered a place in their chosen program with Veritas Institute Australia.