

MCOHB Selection, Admission and Enrolment policy and procedure for Domestic and International Students

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1.0 Purpose

1.1 The purpose of this policy and procedure is to ensure that the selection, admission, and enrolment of international students is equitable, fair and in accordance with the requirements relevant legislation and regulations:

- *Education Services for Overseas Students Act 2000 (Amended 2017),*
- *National Code of Practice for Providers of Education and Training to Overseas Students 2018 (CRICOS standards),*
- *National Vocational Education and Training Regulator Act 2011,*
- *Standards for Registered Training Organisations (RTOs) 2015, and*
- *Disability Standards for Education 2005.*

2.0 Responsibility

2.1 The Chief Executive Officer (CEO) is responsible for the implementation of this policy and procedure and for ensuring that staff and students are aware of its application and that the Admissions Department implements its requirements.

2.2 The CEO may delegate responsibility of the management of this policy to a suitable manager/supervisor.

2.3 The parties responsible for implementing the processes in this policy are outlined in Section **Error! Reference source not found.. Error! Reference source not found.**

3.0 Object of this policy and procedure

3.1 The objects of this policy and procedure are to meet the requirements of:

- a. Part 3—Obligations on registered providers *Education Services for Overseas Students Act 2000.*
- b. Standards 2 and 3 of the *National Code of Practice for Providers of Education and Training to Overseas Students 2018.*
- c. Standards 4 and 5 of the *Standards for Registered Training Organisations (RTOs) 2015.*
- d. Parts 3, 4, 7 and 10 of the *Disability Standards for Education 2005.*
- e. to eliminate, as far as possible, discrimination against persons on the ground of disability in the area of education and training; and to ensure, as far as practicable, that persons with disabilities have the same rights to equality before the law in the area of education and training as the rest of the community; and to promote recognition and acceptance within the community of the principle that persons with disabilities have the same fundamental rights as the rest of the community.

3.2 This policy and procedure provides information for domestic students (which include Australian citizens and permanent residents, including permanent humanitarian visa holders) and international students (onshore and offshore) about admission to VET courses of study offered by MCOHB.

3.3 It also applies to domestic admission to both Commonwealth-supported places and fee-paying places.

4.0 Allowable reasons to not accept an enrolment application

- 4.1 MCOHB will do its utmost to eliminate, as far as possible, discrimination against persons on the ground of disability in the area of education and training; and to ensure, as far as practicable, that persons with disabilities have the same rights to equality before the law in the area of education and training as the rest of the community.
- 4.2 A legislative and regulatory framework underpins and supports the delivery of VET across Australia. Under this framework, VET providers must take steps to ensure that learners with recognised disabilities can access and participate in education and training on the same basis as learners without disabilities.
- 4.3 There are Acts and legislative instruments that exclude individuals with a disability from participating and being employed in certain industries. This also excludes the individual from training for a vocational career in these industries.
- 4.4 RTOs have obligations to support learners with disability under the *Standards for RTOs 2015*, *Disability Discrimination Act 1992*, and the *Disability Standards for Education 2005*.
- 4.5 RTOs need to provide advice and information to learners with a disability about the suitability of a course, any inherent requirements for the course, reasonable adjustments that can be made, and support that is available.
- 4.6 Training and assessment practices must give due consideration to learners with a disability, and in particular recognise the diverse range of disabilities and individualised impact that disability has on learners.
- 4.7 Disability is broad and diverse, and can include physical and learning disabilities, chronic medical condition, or mental illness. RTOs must take an individualised approach to supporting learners with disability, recognising that each learner's disability will be specific to that person, and will have a specific impact on their learning experience. An individual's disability may necessitate the implementation of specific supports to allow them to participate in learning.
- 4.8 It is recommended to ask universally (and also on an individual basis) whether a person requires adjustments to undertake their course. Make it clear that all personal information will be handled confidentially and that this question is only asked for the purposes of being able to offer support and arrange reasonable adjustments.
- 4.9 Learners with a disability do not have to disclose their disability, but by making it clear that disclosure is only for the purposes of providing support so they can access and participate in VET equally, learners are more likely to feel comfortable disclosing.
- 4.10 If a learner does not disclose the nature of their disability the RTO is not able to determine if it is able to provide suitable support to the learner during their learning journey, this is suitable reason under the *Disability Standards for Education 2005* for the RTO to refuse accepting an applicant's application to enrol.
- 4.11 If a learner does choose to disclose, they must be consulted to determine what supports or reasonable adjustments should be put in place for them.

5.0 **Reasonable adjustments:**

- 5.1 Reasonable adjustments can be made to the learning environment, training delivery, learning resources and/or assessment tasks to accommodate the support needs of a learner with disability. The purpose of reasonable adjustments is to make it possible for learners to participate fully. It is not to give learners with additional or different needs an advantage over others, to change course standards or outcomes, or to guarantee success.
- 5.2 A reasonable adjustment in learning and assessment activity needs to be justifiable and uphold the integrity of the unit/qualification. An adjustment is reasonable if it can accommodate the learner's support needs while also considering factors such as the views of the learner, the potential effect of the adjustment on the learner and others, the costs and benefits of making the adjustment.
- 5.3 Reasonable adjustments will be negotiated on an individualised basis, recognising that each person with a disability will have specific learning needs and requirements for adjustment.
- 5.4 Inherent requirements are the fundamental parts of a course that must be met by all learners in order for them to be deemed competent. They are the abilities, skills and knowledge learners need to undertake the course those components which, if removed, would compromise the learning outcomes.
- 5.5 Learners with a disability will be provided with reasonable adjustments to enable them to meet these inherent requirements, provided this would not cause unjustifiable hardship to the RTO. However, if a learner cannot meet the inherent requirements, even with adjustments, then they cannot undertake the course.
- 5.6 Learners will be given as much information as possible to allow them to make informed decisions about whether they will be able to meet inherent course requirements.

Adjustments must:

- be discussed with and agreed to by the learner with disability
- benefit the learner with disability
- maintain the integrity of the competency standards
- be a reasonable expectation in a workplace or training and assessment environment.

Adjustments are not required if they could:

- cause the RTO unjustifiable hardship
- harm other learners.

- 5.7 Making reasonable adjustments requires the RTO to balance the need for change with the expense or effort involved in making this change. If an adjustment requires a disproportionately high expenditure or disruption, it is not likely to be reasonable. Ref: *Training Package Implementation Guide V6.1 2021*

6.0 Definitions

Australian Core Skills Framework (ACSF)	The Australian Core Skills Framework (ACSF) is a tool which assists both specialist and non-specialist English language, literacy and numeracy practitioners describe an individual's performance in the five core skills of learning, reading, writing, oral communication and numeracy.
ACSF entry level	ACSF entry level is a threshold at which students/applicants demonstrate that they have achieved a sufficient level of core skills to be able to access and complete a chosen course.
Accepted Student	Accepted student of a registered provider (Student) means a student (whether within or outside Australia): (a) who is accepted for enrolment, or enrolled, in a course provided by the provider; and (b) who is, or will be, required to hold a student visa to undertake or continue the course.
Agent Agreement	Agreement between the RTO and the agent including the schedules.
Applicant	A prospective student prior to receiving an official Letter of Offer
Authorised representative	Means an authorised representative of the RTO or an authorised Education Agent, who is permitted to undertake the enrolment assessment with a prospective international student.
Compulsory Study Period	A period of study in which the student must enrol unless granted a deferment or suspension from enrolment or leave of absence under Standard 9 (Deferring, suspending or cancelling the student's enrolment). A compulsory study period does not include periods in which the student can elect to undertake additional studies.
Course	Full time registered University or vocational education and training courses or ELICOS courses offered by or through RTO and registered on Registered Providers CRICOS scope of registration.
Confirmation of Enrolment (CoE)	The Confirmation of Enrolment (CoE) is an official document that provides important information about an international student's enrolment status. This document is required to be submitted to the Department of Home Affairs before applying for a student visa.

CRICOS	Commonwealth Register of Institutions and Courses for Overseas Students.
Academic Credit	Credit is the value assigned for the recognition of equivalence in content and learning outcome between different types of learning and/or qualifications. Credit reduces the amount of learning required to achieve a qualification and may be through credit transfer, articulation, RPL or advanced standing (AQF, second edition, January 2013).
Credit transfer	Credit transfer is a process that provides students with agreed and consistent credit outcomes for components of a qualification based on identified equivalence in content and learning outcomes between matched qualifications (AQF, second edition, January 2013).
Discriminate/Discrimination	To make an unjust or prejudicial distinction in the treatment of different categories of people, especially on the grounds of race, sex, age, or disability.
Education Agent	A person or organisation (in or outside Australia) who recruits overseas students and refers them to education providers. In doing so, the education agent may provide education counselling to overseas students as well as marketing and promotion services to education providers. Education agent does not refer to an education institution with whom an Australian provider has an agreement for the provision of education (that is teaching activities).
Enrolment	Enrolment means where the student has been issued with a CoE and Letter of Offer to confirm acceptance by the registered provider and is occupying a place in the CRICOS registered course for which the student was accepted and is progressing towards the completion of the course requirements. The period of enrolment includes scheduled breaks between study periods.
ESOS Act	Education Services for Overseas Students Act 2000 revised 2018 of the Commonwealth of Australia.
ESOS Regulations	National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018)

Foundation Skills	<p>Foundation skills are the non-technical skills that support an individual's participation in the workplace, in the community and in education and training. They describe the language, literacy, numeracy (LLN) and employment skills that are essential to performance and are explicitly identified in the foundation skills field of a unit of competency, which:</p> <ul style="list-style-type: none"> • identifies the essential foundation skills that are not explicit in the performance criteria of the unit • describes the application of each skill in context of the performance criteria • should be considered as an integrated part of the unit for assessment purposes. <p>The language, literacy and numeracy skills are represented by the five core skills set out in the Australian Core Skills Framework (ACSF): Learning, reading, writing, oral communication and numeracy.</p>
Full time study	<p>The amount of study for a particular Course which is approved by the accrediting body for the Course, or in cases where the accrediting body gives no such approval, means minimum of 20 contact hours per week.</p>
Genuine Student	<p>An applicant that intends to obtain a successful educational outcome and has the language, education and material background to have a reasonable chance of achieving this educational outcome</p>
Genuine Temporary Entry (GTE)	<p>An applicant that has circumstances to support a genuine intention to enter and stay in Australia temporarily, notwithstanding the potential for this intention to change over time to an intention to utilise lawful means to remain in Australia for an extended period or permanently.</p>
IMMI	<p>Data base of Visas maintained by the Department of Home Affairs and Boarder Protection.</p>
International Student Agreement	<p>Registered providers must have a written agreement (learning contract) with each overseas student they accept for enrolment and it must be signed or otherwise accepted by the student. Written agreements can take any form provided they meet the requirements of the ESOS Act and the National Code.</p>

Letter of Offer	A written agreement with the overseas student or intending overseas student, signed or otherwise accepted by the student, concurrently with or prior to accepting payment of tuition fees or non-tuition fees.
Mode of Study	Attendance including face-to-face in a classroom, supervised study on the registered provider's campus, distance learning, online learning and work-based learning.
National Code	National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students.
Overseas Student	A person (whether within or outside Australia) who holds a student visa as defined by the ESOS Act but does not include students of a kind prescribed in the ESOS Regulations. Where the student is under 18 years of age and the student is required to exercise rights or enter obligations as a legal person, this term may refer to the student's parent or legal guardian.
Pre-training Review (PTR)	Pre-training Review (PTR) is the process of determining suitability and appropriateness of a chosen training option per an individual's present competencies with reference to the domains of; background education, interest, aspiration, and abilities.
Principal Course of Study	The principal course of study that refers to the main course of study to be undertaken by an overseas student where a student visa has been issued for multiple courses of study. The principal course of study would normally be the final course of study where the overseas student arrives in Australia with a student visa that covers multiple courses.
PRISMS	The Provider Registration and International Students Management System (the electronic system that holds CRICOS course and provider registration details and the electronic Confirmation of Enrolment) and reporting changes in course enrolment, particularly where study ceases (non-compliance), or the duration of the study changes. PRISMS also facilitates the monitoring of student compliance with visa conditions, as well as provider compliance with the ESOS Act.
Prospective Student	An intending overseas student (whether within or outside Australia) who intends to become, or who has taken any steps towards becoming, an overseas student
Pre-requisite	Means any requirement that the applicant must meet prior to being accepted into a course of study.

Quality Student	Is a genuine student who is able to demonstrate that they intend to obtain a successful educational outcome and has the necessary language, educational and material background and will comply with their student visa conditions.
Recruitment	The pre-enrolment processes of engaging and assisting overseas students (or parent or guardian if the overseas student is under 18) to apply for a place in a course with a provider leading up to the formal enrolment, including assistance with administrative issues and the issuing of a Confirmation of Enrolment for an application for a student visa;
Registered Training Organisation (RTO)	Registered training organisations (RTOs) are providers and assessors of nationally recognised training that have been registered by the Australian Skills Quality Authority (ASQA).
Relevant Acts and Standards that govern this policy and procedure	<ul style="list-style-type: none"> • <i>Education Services for Overseas Students Act 2000</i> • <i>National Code of Practice for Providers of Education and Training to Overseas Students 2018</i> • <i>Standards for Registered Training Organisations (RTOs) 2015</i> • <i>Disability Standards for Education 2005</i>
Recognition of Prior Learning (RPL)	RPL is a process that involves assessment only of an individual's relevant prior learning (including formal, informal and non-formal learning) to determine the credit outcomes of an individual application for credit (Australian Qualifications Framework, second edition, January 2013).
Student Course Variation (SCV)	Is a Student Course Variation , created through PRISMS to inform the Dept. Home Affairs of any change to an accepted student's enrolment, or their failure to meet visa conditions.
Student Management System (SMS)	An approved NCVET AVETMISS Data Entry Tool for the collection and storage of a VET students information, collected by an RTO during the students course of study of an AQF accredited qualification.
Statement of Purpose (SOP)	Statement of Purpose a student writes to explain their personal circumstances and study intentions when applying for a student Visa from the Dept. of Home Affairs.

Unique Student Identifier (USI)	A USI - Unique Student Identifier is a student's individual education identifier for life. It also creates an online record of their training attainments in Australia. If a student is undertaking either nationally recognised training, or a higher education qualification, they need a USI in order to receive commonwealth financial assistance, as well as to obtain their qualification or statement of attainment testamurs.
VET qualification	Means a qualification that is delivered to international students, is approved on the CRICOS register and is listed on the RTO's scope of registration on training.gov.au.
Visa Entitlement Verification Online (VEVO)	Is the Visa Entitlement Verification Online tool on the IMMI website used to verify student's study rights

Application Process

7.0 Requirements /Process

Pre-Application

- 7.1 Prospective students applying for a course must be provided with adequate pre-enrolment information prior to enrolling in order to make an informed decision.
- 7.2 A prospective student is required to access the Registered Training Organisation (RTO's) course guide from the RTO's website. The marketing of the RTO's education and training services demonstrates professionalism and maintains the integrity and reputation of the VET industry.
- 7.3 The following information is collected through interview by the authorised representative to assess if the prospective student is eligible for enrolment and whether he/she is a genuine applicant:
 - a. applicant's circumstances,
 - b. applicant's intended study plan,
 - c. applicant's education and employment history,
 - d. applicant's supporting documentation,
 - e. clarification and verification of supporting documentation.

8.0 National Recognition: Recognition of Prior Learning (RPL) and Recognition of Current Competency (RCC) and Credit Transfer (CT)

- 8.1 MCOHB conducts National Recognition by the way of Credit Transfer (CT) and provides credit based on successful completion of either Recognition of Prior Learning (RPL) or Recognition of Current Competency (RCC) on one or more of the Units of competency listed in the relevant qualification packaging rules table.

RCC:

- 8.2 Credit Transfer will be provided when a student offers evidence (legitimate Certificate / Record of Results or Statement of Attainment issued by an RTO) for one or more units of competency that match the packaging rules in table 1 being taught or is an equivalent. Where not equivalent, then this evidence may be used as a part of the RPL process.

RPL:

- 8.3 RPL is a process that involves assessment only of an individual's relevant prior learning (including formal, informal and non-formal learning) to determine the credit outcomes of an individual application for credit (Australian Qualifications Framework, second edition, January 2013).
- 8.4 MCOHB offers RPL at the time of enrolment, conducted in a timely manner this may lead to an adjustment of student's timetable and minimise the course duration. The RPL process will be conducted in a fair, valid, reliable and flexible manner, ensuring that there is no conflict of interest and that in all cases unbiased. Assessment will be based on evidence that is current, authentic, reliable, valid and sufficient
- 8.5 The amount of training for an individual student will be adjusted based on the units that the student is granted CT or RPL. Refer to MCOHB's National Recognition Policy and Procedure for further details.
- 8.6 MCOHB does not have to provide RPL when that qualification is an ab initio qualification or a training package identifies that a qualification is not have an assessment only pathway/process.

9.0 Unique Student Identifier (USI)

- 9.1 An applicant that has previously undertaken either Vocational Education and Training or Higher Education will have a USI. The applicant is required to provide their USI to MCOHB at the time of applying to enrol for their selected qualification.
- 9.2 In accordance with Section 3, Clause 3.6 of the Standards for RTO's 2015 MCOHB must meet the requirements of the Student Identifier scheme, including:
- verifying with the Registrar, a Student Identifier provided to it by an individual before using that Student Identifier for any purpose,
 - ensuring that it will not issue AQF certification documentation to an individual without being in receipt of a verified Student,
 - Identifier for that individual, unless an exemption applies under the Student Identifiers Act 2014,
 - ensuring that where an exemption described in clause 3.6 (b) applies, it will inform the student prior to either the completion,
 - of the enrolment or commencement of training and assessment, whichever occurs first, that the results of the training,
 - will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the Registrar,
 - ensuring the security of Student Identifiers and all related documentation under its control, including information stored in its student management systems.

10.0 Application

- 10.1 In order for an applicant to enrol, the applicant must submit an application through the RTOs website, by email or in person.
- 10.2 The application must be supported with sufficient documental evidence pertaining to the formal identification of the applicant, preferably supported by a photo ID, including but not limited to:
- a. Australian drivers licence (including NSW & SA digital drivers licence),
 - b. Victorian or other State and/or Territory learner permit,
 - c. Foreign drivers licence in the English language or if not in the English language, must be accompanied by an official English translation or an International Driving Permit,
 - d. Victorian proof of age card or an equivalent from another state or territory of Australia,
 - e. Keypass card (including digital keypass),
 - f. Australian passport,
 - g. Non-Australian Passport (with Australian Visa),
 - h. Australian Birth Certificate — please note a Birth Certificate Extract or Commemorative Birth Certificate is not sufficient,
 - i. Certificate of Registration by Descent,
 - j. Citizenship Certificate,
 - k. ImmiCard,
 - l. Victorian marine licence,
 - m. Medicare card,
 - n. Previous academic transcripts/records,
 - o. English language proficiency (the required IELTS score or other accepted English language proficiency score).
- 10.3 All supporting documentary evidence submitted with an application must be provided as certified copies. If a document has not been originally written in English, the document must be accompanied by a certified translation.
- 10.4 The RTO has the discretion to accept or not accept an enrolment application from an applicant with an identified disability or special needs based on the relevant training package requirements and the RTO being able to provide the required support needs to the applicant when they become a student with the RTO.
- 10.5 Processing of an application is to commence within two (2) business hours of the application being received.

11.0 Student declarations

- 11.1 If a student does not agree with the conditions of enrolment and does not sign the required declaratory sections, the enrolment application WILL NOT BE PROCESSED and the enrolment application will stop.

- 11.2 ALL applicants are to complete the Disability and allergies declaration on the enrolment application form if an applicant does not complete and sign the Disability and allergy section and declaration the enrolment application **WILL NOT BE PROCESSED** and the enrolment application will stop.

Application Review

- 11.3 The Application Review stage is to be completed by the admissions team and then cross checked by the admin team.
- 11.4 The RTO does not enrol students under the age of 18 years i.e. 17 years of age and under.
- 11.5 If an international student applicant is onshore (within Australia) at the time of the application (i.e. is or has been a student at another training provider), then the Transfer In process must be followed prior to considering the application.
- 11.6 Transferring applicant's study rights must be verified using VEVO.
- 11.7 If the applicant has not completed six months of their principal course, then the applicant will be required to provide a release letter from the current provider. If the applicant does not require a letter of release, the grounds for not requiring one will be documented.
- 11.8 The RTO will not knowingly enrol an applicant wishing to transfer from another registered provider's course prior to the applicant completing six months of their principal course of study except where:
- a. the original registered provider has ceased to be registered or the course in which the applicant is enrolled has ceased to be registered;
 - b. the original registered provider has provided a written letter of release;
 - c. the original registered provider has had a sanction imposed on its registration by the Australian Government or State or Territory government that prevents the applicant from continuing his or her principal course, or
 - d. any government sponsor of the applicant considers the change to be in the applicant's best interest and has provided written support for that change.
- 11.9 The RTO will not seek to enrol an applicant who has not yet completed six months of their principal course of study with another RTO, unless at least one of the National Code conditions above are met. The RTO will not require a letter of release if the applicant's start date of the principal course is not affected.
- 11.10 In the event that the RTO knowingly enrolls an applicant wishing to transfer from another registered provider's course prior to the applicant completing six months of their principal course of study, documentary evidence of at least one of the four conditions listed above must be obtained and placed in the transferring applicant's file.
- 11.11 The transferring applicant must provide a written letter of release from the original registered provider, except when:
- a. The applicant's CoE was conditional on meeting certain requirements and the applicant has not been able to meet those requirements; and as a result, the applicant is left without a provider. In this situation, where the applicant is able to provide documentary evidence of their predicament, these documents will be accepted as "approximates" to a letter of release and transfer will be permitted.
 - b. If the applicant no longer has a student visa and therefore no principal course.

- c. Where a student's enrolment may have been cancelled under Standard 9 of the CRICOS Standards ("Deferring, suspending or cancelling the student's enrolment"), there is no need for the provider to also issue a release letter. In this situation, the cancellation is sufficient evidence.

11.12 All existing Credit Transfers and RPLs recognised by the previous registered RTO will be recognised by the RTO if the original evidence is provided.

11.13 Offshore applicants must meet GTE requirements.

11.14 Key things to look for when reviewing the applicants GTE are:

Applicant's Past:

1. Does the applicant's previous study align with course(s) they are applying for?
 - academic transcripts showing qualifications achieved,
 - name of the education provider(s),
 - length of study,
 - certificate/s of attainment.
2. Any reasons why there is a gap in previous studies including why they did not maintain enrolment.
3. Does the SOP adequately explain the change of study direction? E.g. original CoE is for Health Sciences, applicant now wants to study Commercial cooking.

Applicant's Present:

1. Is applicant financially prepared to support themselves while studying in Australia?
2. If applicant is from a country with a risk rating of 2, a declaration about their financial means whilst studying in Australia is required.
3. If applicant is from a country with a risk rating of 3, evidence of their financial means whilst studying in Australia is required.
 - evidence of financial, family or social ties. Applicant needs to show they have significant incentives to return home upon completion of course/training.
 - Economic situation in home country or country of residence
 - documents showing employment or business activities for 12 months before lodging an application
 - potential employment offers including salary and other benefits after course completion, income tax return or bank statements

Applicant's Future:

1. The clarity and transparency of the SOP, addressing the applicant's future ambitions and plans.
2. A trained and experienced Admission Officer will assess the application using the compliant admission checklist for international students.
3. The checklist includes the following criteria for verification of education level/equivalency as follows:

Academic Requirement (one of the following criteria only):

- Completion of at least year 11 or equivalent which is recognised by the Victorian Curriculum and Assessment Authority of Overseas Qualification (<http://www.vcaa.vic.edu.au/Pages/vce/vcerecognition/equivals/equiv-yr11.aspx>)

OR

- Interview and language literacy and numeracy (LLN) test to be conducted if the student is seeking mature aged entry and is from a country based on the visa assessment level 1 or 2 and determined by Department of Home Affairs

OR

- Completed any qualification from the Australian Qualifications Framework at Certificate III level or higher. Completed Certificate III in a vocational course or foundation studies in Australia.

Note: To verify the authenticity of documents relating to evidence of academic qualifications, Admissions Officers are briefed on the basic characteristics of forged documents to facilitate identification of non-authentic documents. Academic Records must be certified as true copies by government bodies or MARA or a reputable education agent (such as IDP).

12.0 English Language Proficiency Requirement:

12.1 Direct entry (must satisfy training package and AQF level requirements).

12.2 Accepted evidence of English Language Proficiency includes:

- IELTS of 5.5 or equivalent (TOEFL iBT, TOEFL PBT, PTE, CAE or OET which is recognised by the Department of Home Affairs) for Certificate IV and below; IELTS of 6.0 or equivalent for Diploma and Advanced Diploma qualifications.
- An English Proficiency of Upper Intermediate level or equivalent from another English Australia Member or accredited ELICOS course
- An onshore transcript of VCAL/VCE, Foundation Studies or Senior High School level
- where the student must meet the English entry requirement equivalent to IELTS 5.5/6.0 to commence training
- General Certificate of Education (GCE A Levels) A grade of C (or better) in the subject English Language.
- International Baccalaureate Diploma A minimum of 3 in English A1 or A2 (Higher and Standard level).
- Australian University Foundation Program Completion of a recognised foundation program where English is the language of instruction and assessment with a pass in the English subject
- Secondary Schooling or tertiary studies Satisfactory completion of two years' (full-time) academic study in an institution where English was the language of instruction and assessment, and having completed these studies
- Australian Qualifications Framework qualification (AQF) Certificate II to Doctorate
- Completed an AQF qualification with a minimum duration of one year of full-time study (completed in the minimum duration) and having completed these studies no more than

two years prior to commencing studies at a Registered Training Provider or Registered Training Organisation.

- Victorian Certificate of Education (VCE) Units 3 and 4 in English with a study score of 20 or ESL with a study score of 25 (or interstate equivalent).
- Equivalencies of the accepted English language proficiency qualifications are listed at <https://immi.homeaffairs.gov.au/help-support/meeting-our-requirements/english-language>
- Verification of study rights using Visa Entitlement Verification Online (VEVO)

12.3 VEVO if applicable is checked on the IMMI website: <https://online.immi.gov.au/evo/thirdParty>

12.4 If any further information or evidence is required during the application review stage, the admissions team will send a request to the applicant and/or agent, outlining what is required.

13.0 Successful Applications

13.1 Successful applications are to be processed and a Letter of Offer is to be sent by the admissions team to successful applicants and/or their Education Agent where applicable within the following processing times:

- Domestic applications: within twelve (12) hours of application being submitted.
- Offshore international applications: within forty-eight (48) hours of application being submitted.
- Onshore international applications: within twelve (12) hours of application being submitted.

13.2 If applicants meet all requirements, a Letter of Offer will be issued.

13.3 To issue an offer letter the Admission Officer will enter the AVETMISS and relevant student details, including any conditions, into the student management system.

13.4 Conditions may relate to:

- English proficiency e.g. a requirement to study ELICOS before or during the qualification enrolment period.
- Providing certified transcript/s of previous study.
- LLN results.
- Providing a USI before or at orientation.
- Reduction of study duration because RPL or RCC Credit Transfer has been granted.
- Providing release letter from previous education provider.

13.5 A Letter of Offer (LoL) is generated including any conditional offers (if applicable) and the student written agreement.

13.6 The Letter of Offer and student Written Agreement will be sent directly to the student and/or where applicable via the Education Agent.

13.7 The letter of offer includes information that the student has two months to accept the offer.

13.8 To accept the offer, the applicant must return the student written agreement by email or in person before or at the same time as making the tuition fee payment.

- 13.9 If an applicant pays the tuition fee via a bank cheque or a money order before returning a signed student written agreement, RTO will immediately contact the applicant or the Education Agent to advise that the payment will not be accepted until the signed agreement is received.
- 13.10 Any applications received from an Education Agent that does not have a valid agent agreement in place will not be processed.
- 13.11 The Admission Officer is required to record all correspondence either by phone, email or through the nominated Education Agent regarding the applicant and the progress of the application.
- 13.12 When accepting the offer, the applicant must return the following:
- Completed and signed student agreement and Letter of Offer (signed on all pages of the agreement).
 - Credit card payment form (completed and signed if applicable) or original bank draft or cheque or cash (in person).
 - Certified copies of any other documentation requested.

Note: If the student written agreement is not signed and received, then the student has not accepted the offer and MCOHB cannot process any payment or enrolment.

- 13.13 If in cases where MCOHB receives direct payment of money into its bank account prior to the signed student written agreement being received, then this course tuition fee will not be used and staff should contact the student or Education Agent immediately to inform them that the payment cannot be accepted and the enrolment cannot proceed.
- 13.14 Evidence must be kept that the money has not been used. All prepaid tuition fees must be kept in the MCOHB's Trust Account.
- 13.15 When a student accepts the offer, an appropriate payment (such as credit card payment form or evidence of direct payment) will be sent to the Finance Department for processing. If the payment is not processed the Finance Department must notify Admissions as soon as possible. If a funds transfer has been arranged, then the Finance Department must check that it has been received; if not the pending matter should be diarised to check again.
- 13.16 The offer from MCOHB will be withdrawn/invalid after the two-month period if the student does not accept the offer by returning the signed student written agreement and agreement.

14.0 Accepted Offers International Students

- 14.1 Upon receipt of payment evidence and confirmation from the Finance Department, the Admissions Officer will issue a CoE through PRISMS.
- 14.2 All relevant course information, including but not limited to tuition fee information and applicable conditions to the offer, will be entered on PRISMS.
- 14.3 The CoE and letter of acceptance will be sent to the student or the nominated Education Agent.
- 14.4 The letter of acceptance outlines all the information the student requires prior to attending orientation.
- 14.5 The student is advised to access the international student handbook as an additional source of information, including but not limited to, guidance in settling in Australia, policy and procedures and pre-departure information.
- 14.6 The Admissions Officer must record verified existing English language test results (e.g. IELTS score or English Placement Test results) on the CoE.
- 14.7 Once the CoE has been issued, the enrolment application status is to be changed to Completed.

Accepted Offers Domestic Students

- 14.8 The process of accepting a domestic student's offer is the same except there is **NO** processing through PRISMS, all of the application and offer details are processed in the Student Management System.

15.0 Orientation and Commencement

- 15.1 Upon arrival at the RTO, and prior to the commencement of study, all students must attend a compulsory orientation.
- 15.2 The orientation date listed on the CoE will be two (2) weeks prior to the first week of training.
- 15.3 If student is not able to attend orientation on the scheduled date, they must advise the RTO and request an alternate orientation session.
- 15.4 The orientation program is outlined below; each activity is important and must be undertaken by each student prior to commencing their study.
 - a. Introduction of student support staff
 - b. Updated contact details
 - c. Meeting with a finance officer to verify minimum payment required, discuss payment options and, if applicable, agree to a payment schedule arrangement (PSA)
 - d. Learn about student services and student obligations to policies and procedures
 - e. Receiving an induction on the course training plan, course progress requirements and student code of behaviour
 - f. Selection of a suitable timetable
 - g. Collecting any applicable material and equipment
 - h. Issuance of a student ID card
 - i. Log in to student portal and e-mail

j. Creating USI

Enrolling Students

16.0 Enrolment process

16.1 Once the orientation session has been attended by the student, the Admissions Officer is to change the enrolment application status to Approved and move the student enrolment to the SMS.

16.2 An international student's CoE is confirmed in PRISMS.

Defer / Suspension/Cancel/Withdrawal of Offer

16.3 Please refer to Defer Suspend or Cancel policy and procedure for tasks including:

- Student non-commencement,
- Deferral of commencement date,
- Suspension of studies,
- Withdrawal of offer,
- Cancelling enrolment.

Verifying Course Program / Unit Data on Student Management System

Procedure	CRICOS STD Ref	Responsible
1 Pre-Application		
1.1 Applicant provided with pre-enrolment information and RTO Course Guide	1 & 2	Authorised Representative
1.2 Interview conducted to determine if applicant is eligible and a genuine student		Authorised Representative
2 Application		
2.1 Application completed and submitted via following methods: <ul style="list-style-type: none"> a. In person b. Email c. RTO Web Portal • Application and SOP checked for accuracy and completeness prior to submission 	2 & 3	Applicant / Authorised Representative
a) Application submitted	2 & 3	Applicant / Authorised Representative
b) Application form completed <ul style="list-style-type: none"> • application processed by admissions team 		Admissions team
3 Application Review		
3.1 Verify that the course programme being offered has been correctly entered is available for enrolment.	3	Student Admissions
3.2 Applicant age checked	3	Student Admissions
3.3 Onshore/Offshore status checked	3	Student Admissions
a) Onshore Applicants <ul style="list-style-type: none"> • Applicant's visa checked through VEVO to ensure it allows study rights • Confirm whether student is or has been a student at another training provider. The Transfer In process must be followed prior to considering the application further 	3	Student Admissions
b) Offshore Applicants <ul style="list-style-type: none"> • Confirm applicant meets VISA/GTE and country evidence requirements 	3	Student Admissions
3.4 Entry requirements checked	3	Student Admissions

Procedure	CRICOS STD Ref	Responsible
4 Successful Application		
4.1 Letter of Offer generated: <ul style="list-style-type: none"> Any requirements that student has not yet fully met listed as conditions to be met before the CoE is issued 	3	Student Admissions
4.2 Letter of Offer and Written Agreement sent to applicant (or nominated education agent) <ul style="list-style-type: none"> Now that applicant has been sent a letter of offer, they will be referred to as Students going forward 	3	Student Admissions
4.3 Applicant accepts the offer by returning a completed and signed Written Agreement, any additional information outlined in conditions of offer, and payment for course fees <ul style="list-style-type: none"> The applicant has 2 months to accept the offer, after which the offer will be withdrawn 	3	Applicant
5 Accepted Offers		
5.1 Domestic students are sent confirmatory email that their application has been successful.	3	Student Admissions
5.2 Electronic Certificate of Enrolment (COE) issued through PRISMS	3	Student Admissions
5.3 COE and Letter of Acceptance sent to student (or nominated education agent)	3	Student Admissions
6 Orientation and Commencement		
6.1 Student attends confirmed orientation day and completes orientation.	3	Student Support
6.2 Student details entered into SMS and enrolment confirmed	3	Student Admissions
7 Enrolling Student		
7.1 Application received checked by admissions team to ensure all information is correct.	3	Student Admissions
8 Cancellation / Deferral / Suspension / Withdrawal / of Offer		
<ul style="list-style-type: none"> This step is not part of a standard application 	9Error! Reference source not found.	Student Admissions

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