

## INTERNATIONAL STUDENT ENROLMENT POLICY AND PROCEDURES

Sydney Metropolitan International College (SMIC) will ensure that international students are able to make informed decisions about their training and assessment and to enter a training pathway that is the right fit for their career goals. In doing this, Sydney Metropolitan International College has legislative responsibilities to comply with, which govern the process for the enrolment and induction of students from overseas.

Critical to these requirements is compliance with:

- Standard 5 of the Standards for Registered Training Organisations 2015 requires that each learner is properly informed and protected;
- Standard 2: Recruitment of an overseas student, National Code of Practice for Providers of Education and Training to Overseas Students 2018

All staff with responsibility during the student enrolment pathway are to be fully conversant with the requirements detailed in this document.

### Provision of pre-enrolment information to learners

The Standards require that each learner is properly informed and protected prior to enrolment and commencement of training and assessment. At Sydney Metropolitan International College, we achieve this by providing prospective learners with the following three pre-enrolment information sources:

#### – **Learner Handbook**

The learner handbook is the primary information vehicle to inform learners about their rights and obligations, prior to their enrolment. Ideally, the learner handbook is supplied electronically as a PDF document. It is important that this document is professionally presented as it reflects the quality of the organisation. The learner handbook is effectively the policy manual for the learner's participation in training and engagement with Sydney Metropolitan International College. It should act as a valuable information source for the learner who can reference the handbook when the learner has questions about their rights and obligations. The learner handbook should contain information on the following topics for the learner:

- Introduction to Sydney Metropolitan International College;
- Our Services
- Our expectation of you
- Our Campuses
- Introduction to Australian Vocational Education and Training
- Introduction to the Education Services for Overseas Student (ESOS) framework
- Unique Student Identifier

- Legislative and Regulatory Responsibilities
- Protection for Overseas Students
- Conditions of your visa
- Working in Australia
- Accommodation options
- Living in Australia Costs
- Notifying change of address
- Satisfactory Academic Performance
- Schooling for dependants
- Overseas Student Health Cover
- Course entry requirements
- International English Language Testing System (IELTS) requirements
- Enrolment procedure
- Electronic Confirmation of Enrolment
- Student Orientation
- Student support services
- Monitoring student attendance and progress
- Student enrolment deferral, suspension or cancellation
- Change of education provider
- Student amenities
- Student resources
- Student counselling
- Continuous improvement
- Your language, literacy and numeracy skills
- Your safety
- Fairness and equity
- Access to your student file and record
- Your privacy
- Course Fees
- Tuition Fee Protection
- Student cancellation
- Refunds
- Statutory cooling off period
- Changes to terms and conditions
- Making a complaint or appeal
- Assessment arrangements
- Training arrangements
- Recognition of your existing skills and knowledge
- National recognition for your current competence
- Issuing Qualifications and Statements of Attainment
- Academic Misconduct

– **Course Brochure**

The course brochure is the primary means of informing prospective learners about the services to be provided in relation to a specific course leading to a qualification or units of competency. Course information can be displayed on the website and be available in a downloadable PDF for the learner to print and review. A course brochure will also be sent to the learner via email as pre-enrolment information. The course brochure should contain the following minimum information:

- the nationally recognised training product by code and title;
- the expected course duration and holiday breaks;
- the entry requirements or prerequisites;
- the mode of delivery of training and assessment;
- the units of competency that comprise the course;
- the assessment requirements to successfully complete the course;
- campus locations and facilities, equipment;
- learning resources available to students and what resources the student must provide;
- identify clearly any third-party providers / services (if applicable);
- indicative tuition fee and schedule of payments;
- application process including issuing an eCOE;
- identify any work-based training, placements or other community-based learning (if applicable);
- the expected occupational outcomes;
- protection under Australian Consumer Law;
- contact details for Sydney Metropolitan International College; and
- identify the RTO by its national RTO number / CRICOS provider number and legal name.

#### – **Student Letter of Offer**

The student letter of offer is provided to the student to inform them about the services to be provided and the costs associated with that service delivery. The student letter of offer will contain the following information:

- The code and title of the nationally recognised training product
- Start and end dates
- The total tuition fee and schedule of payments
- Summary of other fees and charges
- The planned study periods
- The study location

#### **Informing learners of changes**

If at any time there is a change to the agreed services to be provided or policies relating to the learner's rights and the payment of fees and other charges, Sydney Metropolitan International College must advise current learners prior to any of these changes coming into effect. This includes changes in relation to new third-party arrangements or changes to ownership of Sydney Metropolitan International College.

#### **Course entry requirements**

All international students applying to enter a training programme being offered by Sydney Metropolitan International College must:

- Be over the age of 18
- Demonstrate good command of written and spoken English
- Have completed an equivalent secondary schooling level of a High School Certificate or can demonstrate suitable work or life experience
- Meet the following Student Visa 500 subclass requirements – [Click Here](#):
  - Be a genuine temporary entrant – [Click Here](#)
  - Meet English language test score requirements – [Click Here](#)
  - Demonstrate financial capacity – [Click Here](#)

- Hold Overseas Student Health Cover (OSHC) – [Click Here](#)
- Meet the health requirements – [Click Here](#)
- Be of good character – [Click Here](#)

Under the simplified student visa framework arrangements introduced in July 2016, streamlined evidentiary requirements apply and the student visa applicant may be able to satisfy the Department of Immigration and Border Protection of their financial capacity and English language proficiency by declaration only. This is dependent on the level of risk rating of each student's visa application which is determined by taking into account the risk rating allocated to the country from where the student originates combined with the risk rating allocated to Sydney Metropolitan International College as a provider on the CRICOS register. The most direct way to determine the evidence required to satisfy the visa requirements is for the prospective international student to utilise the Document Checklist Tool provided with the Student Visa (subclass 500) requirements page [Click Here](#).

It is important that the student visa applicant submits all required documents as without these there may be an automatic visa refusal.

All students, regardless of their financial capacity and English language proficiency will continue to have to meet all other core visa criteria, such as the Genuine Temporary Entrant requirements and health and character criteria.

### **Notification of entry requirements**

Students must be informed about course entry requirements during the initial stages of their expression of interest. Course entry requirements information will be provided via the Sydney Metropolitan International College website, student handbook and course brochure. In addition to this, Agents will be advised of student entry requirements on a regular basis by way of emails and other written notification.

### **Assessing Student's Qualifications, Experience and English Proficiency Procedure**

Sydney Metropolitan International College has a procedure to assess whether the student's qualifications, experience and English language proficiency are appropriate for the course in which they wish to enrol, to ensure the student has the ability to complete the qualification. The steps in the process are as follows:

- the agent or a representative from Sydney Metropolitan International College must interview the student either face-to-face or via telephone/video conference. During this interview a check is made of the student's qualifications, experience and English proficiency. This interview is to be recorded on the Sydney Metropolitan International College Student Enrolment Interview Form
  - All enrolment applications are received and assessed by Student Administration.
  - Enrolment applications are only accepted with appropriate supporting documentation. All international students are required to submit the following with their application form:
    - an authorised copy of their visa
    - evidence of English proficiency evidenced by a recognised English Language testing score (IELTS - 5.5) or equivalent.
    - any other supporting information such as previously attained qualifications.
  - A copy of the above English Proficiency Test score and other supporting documents are to be kept on student files if this is required.

Where the student's qualifications, experience and English proficiency do not meet the minimum requirements for course commencement, the student will be advised in writing.

## **Enrolment and Induction Procedures**

### **Step 1 (Enquiry / Application).**

Student will make an enquiry via an Agent, website, email, phone, etc. The student is to be provided with accurate and ethical marketing and pre-enrolment information that enables them to make confident and suitable decisions about offered training programmes. It is important that the student is provided with information about their rights and obligations and a copy of Sydney Metropolitan International College International Student Handbook, which contains important information for the student about the course and visa eligibility requirements, living in Australia information, etc. During this initial engagement, the agent or a representative from Sydney Metropolitan International College must interview the student either face-to-face or via telephone/video conference. This interview is designed to capture important information about the applicant and to personally inform them about their rights and obligations. This interview is to be recorded on the Sydney Metropolitan International College Student Enrolment Interview Form. Once the student has had the opportunity to access information, they may complete and submit the course Application/Enrolment Form available on the website and forward to:

*SMIC Admission Team*  
Sydney Metropolitan International College (SMIC)  
2 – 4 Marmaduke Street, Burwood NSW 2134  
Email: admissions@smic.edu.au

### **Step 2 (Student Offer)**

Sydney Metropolitan International College will respond to the application for enrolment and if found suitable, the applicant will be sent an invoice for the initial administration fee of \$300 as confirmation that a position on a scheduled course is available.

### **Step 3 (Sydney Metropolitan International College Confirmation of payment)**

Once Sydney Metropolitan International College has received the payment of \$300 a Letter of Offer will be forward, this offer is valid for 14 days only. After this date, the position will be offered to another applicant. The student is also provided with a Student Agreement that specifies the terms of the service agreement the student is entering. The student is to be issued with an invoice for payment of the 25% of total tuition fees. It is important to note that the offer made by Sydney Metropolitan International College is conditional based on the student meeting the minimum requirements for the course.

### **Step 4 (Student Acceptance)**

To accept the offer, the student must complete the Student Agreement and return it to the Sydney Metropolitan International College with evidence of IELTS proficiency (General Score of 5.5) and evidence of a High School Certificate or equivalent secondary schooling outcome. The signed agreement must be received before the student offer expires. The student is also required to provide payment of a minimum 25% of total tuition fees on successful admission to a programme. If the student is applying from within Australia, they are also required to supply a copy of their personal details and student visa page(s) from their passport and a copy of their

OSHC card.

Student Agreement and supporting documents are to be submitted by mail, email or fax with full invoiced payment to:

*SMIC Admission Team*  
Sydney Metropolitan International College (SMIC)  
2 – 4 Marmaduke Street, Burwood NSW 2134  
Email: admissions@smic.edu.au

### **Step 5 (Confirmation of Enrolment)**

Once all required documentation and payment has been received, Sydney Metropolitan International College will send the student the following items:

- a Confirmation of Enrolment form (eCOE)
- confirmation of course commencement details
- a tax invoice for the payment of tuition fees
- Overseas Student Health Cover (OSHC) information Form
- Student Visa / Travel / Accommodation Confirmation Form

These documents are to be sent to the student's nominated postal address. The student may also nominate to have these document sent to the agent.

### **Step 6 (Visa / Travel / Accommodation)**

Once the student is in receipt of the Confirmation of Enrolment, they may apply for a Student Visa (subclass 500). The student applies for the visa at the Australian local Embassy or diplomatic mission within their country of origin. If the student is not successful in securing a visa, they must notify the Sydney Metropolitan International College as soon as possible to access a full refund of their paid tuition fees (25% of total tuition fees). The student will not be refunded the enrolment fee (\$200).

The student is also required to arrange their travel and temporary accommodation for their initial period in Australia (until permanent accommodation can be established). Once these arrangements have been made, the student is requested to notify the Sydney Metropolitan International College of the following:

- Confirmation of Student Visa (subclass 500)
- Confirmation of travel booking and the planned arrival time, carrier, airport, etc.
- Confirmation of temporary accommodation including address, phone number
- Contact details on arrival in Australia (must include a mobile phone where possible)

This information is to be provided in the Sydney Metropolitan International College Student Visa/ Travel/ Accommodation Confirmation Form and submitted by mail, email or fax to:

*SMIC Admission Team*  
Sydney Metropolitan International College (SMIC)  
2 – 4 Marmaduke Street, Burwood NSW 2134  
Email: admissions@smic.edu.au

### **Step 7 (Induction / Course Commencement)**

The student is notified of the course commencement details at the point of confirmation of enrolment. On arrival at Sydney Metropolitan International College (usually 8:30am on the first day of the course), the student will participate in a culturally and age-appropriate orientation

programmes programme. It is critical that the student's personal details are confirmed including the following:

- Accommodation details
- Contact details – mobile phone number and email address
- Next of kin details
- Overseas Student Health Cover (OSHC)
- Individual needs

## Student Enrolment Induction Process:

