Enrolment and Orientation Policy (International Students)

1. PURPOSE
This policy aims to ensure that Ozford College of Business (Ozford) support students to adjust to study and life in Australia, achieve their learning goals and achieve satisfactory progress towards meeting the learning outcomes of the course, and to ensure an efficient process of enrolment is conducted that satisfies the needs of both students and Ozford.

See also: Refusal, Deferral, Suspension and Cancellation of Student Enrolment Policy & Procedures

2. SCOPE
This policy applies to all Ozford students who are currently enrolled or intending to enrol.

3. POLICY
3.1 All students enrolling at Ozford deserve a smooth transition that enables them to become part of our school with minimum disruption and maximum support.

3.2 A register of enrolment will be maintained that contains, for each student: their names, age and address, the name & contact details of any emergency contact of the student, the date of enrolment and where applicable, the date the student ceased to be enrolled. The enrolment register must be accurate and kept up-to-date.

3.3 Ozford meets the requirements of the Student Identifier scheme.

4. SUPPORT PROVIDED TO NEW STUDENTS

Pre-Enrolment Guide
All students are provided with a Pre-Enrolment Guide before they enrol at Ozford. It provides them with information about what to expect of life in Australia and how best to prepare themselves to study at Ozford. A copy is also available on the Ozford website.

Arrival in Australia
Ozford is able to arrange for students to be met at the airport and taken to their accommodation by request. Students need to indicate the need for this service when completing the application form.

Orientation & Transition Support
All students complete an age and culturally appropriate Orientation Programme scheduled prior to course commencement. The Orientation Programme involves familiarisation with living and studying in Melbourne and at Ozford. The programme includes a comprehensive presentation, along with a take-home welcome pack and handout documents, and external support services guests.

Information provided includes:
- Orientation to Melbourne and a tour of Ozford
- Details of the course, timetable, and trainers
- Details of Student Services and Support available in Student Handbook
- Information on other support available e.g. legal, emergency and health services
- Student Visa requirements
- Student complaint and appeals processes
• Official point of contact for students and key Ozford contact staff for assistance with payment, welfare and academic issues.

Students are advised to attend the Orientation Programme on a scheduled date prior to course commencement. However, the programme is scheduled again after course commencement as it is accessible to all overseas students and allow for late arrivals. See also: Student Orientation Procedures for more details.

Student Handbook
All students are provided with a copy of the Student Handbook during their Orientation Programme at Ozford. It contains information on:
• Services, facilities and resources available to students
• Visa requirements for international students e.g. pertaining to course progress and attendance
• Other relevant information in assisting students to adjust to life & study in Australia.

Student Services Support
Ozford has a Student Services Team designated to support students during their time with us.

The Students Services Desk is open 8am to 5pm Monday to Friday. Students are free to approach the Student Services Desk for any help or make general enquiries, for example: directions, public transport, banking and other day-to-day needs. Students are advised to fill in a Student Services Request form in order for staff to attend to their request.

The official point of contact for students is the Student Services Manager who has access to up-to-date details of Ozford’s support services. For emergency after hours, students are advised to ring the following number: 0403 062 050
There are also other Ozford staff members available to support students including:
1. Student Services Officers
2. Student Welfare Officer
3. Student Liaison Officer
4. IT Support Officers
5. Library Officer
6. VET Coordinator
The Ozford staff contact details are available in the Student Handbook.

Academic, Language and Learning Support
The Ozford training team (Trainers, Faculty Coordinator and VET Coordinator) have responsibility for academic support of all students. The Ozford training team have extensive experience in delivery quality vocational education training and assessment services and providing academic support services to students. Ozford’s Trainers have experience, skills and knowledge in the area of career counselling and students are encouraged to approach trainers or the VET Coordinators for more information or support where required.

The Faculty /VET Coordinator assists students with the following:
• Study Skills
• Subject/Unit selections
• Timetables
• Learning Support Strategies
• Personal problems

Student Welfare Services
Ozford has a dedicated Student Welfare Officer and counsellor on site 8:30am to 5pm Monday to Friday. Students are advised to make an appointment with the Student Services Officer to see the Student
Welfare Officer if they have any issue or concerns regarding life at Ozford and in Australia including course progress, attendance requirements, and accommodation issues. Urgent matters will be attended to promptly. The Student Welfare Officer will refer students to the appropriate person if the matter is of a non-personal nature. Counselling services and other external referrals will be arranged if deemed appropriate by the Student Welfare Officer. There is no fee attached to this welfare support and referral service.

Any cost charged by the external services will be paid by students. **Regular Higher Education Information Seminars** are conducted to provide students with further education information. There is also a **Career Advisor** to help students in terms of future options. Contact Details are available in the Student Handbook.

**Unique Student Identifier**
Ozford cannot 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.

At enrolment, students apply for their USI. Ozford verifies with the Registrar a Student Identifier provided to it by an individual before using that Student Identifier for any purpose.

Ozford ensures that where an exemption applies, it informs 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.

5. **RELEVANT LEGISLATION**
A range of legislation is applicable to all staff and students. It is the responsibility of all staff to ensure the requirements of relevant legislation are met at all times. Use the websites indicated, or contact the VET Coordinator if you require further information. Staff will be provided with regular (at least once per semester) updates on relevant legislation at staff meetings or in special workshops.

Information on some relevant legislation can be found at the following websites:


**Education Services for Overseas Students (ESOS) Act**
The ESOS Act sets out the legal framework governing delivery of education to overseas students studying in Australia on a student visa. The Australian Government, through the Department of Education administers the ESOS Act and its associated instruments.

The Education Services for Overseas Students (ESOS) Act 2000 (current) governs:
- the registration process and obligations of registered providers
- the Tuition Protection Service; and
- enforcement and compliance powers.

6. STANDARD STUDENT ENROLMENT PROCEDURES (REGISTER OF ENROLMENT)

6.1 Refer to Course Application and Offer Letter Policy (Standard 2.2 & 3) on how an Offer Letter is issued and accepted. Once students accept an offer and school fee is paid, a Confirmation of Enrolment (CoE) will be generated for students. The students then apply for the Student Visa.

6.2 Students are advised to report to Ozford on a scheduled date prior to the course commencement date confirmed in writing (usually via email) once the Student Visa has been issued.

6.3 The Student details are entered in Student Management system as Future Students. This includes: Student Name, Date of Birth and Overseas Address.

6.4 If the student does not arrive within 5 business days of the scheduled commencement date, Ozford will notify the DET via PRISMs of student default. If the student subsequently commences the course, Ozford will notify the DET via PRISMs that the student has commenced. If the student does not commence the course, the student’s enrolment will be cancelled. For further information in respect to student defaults and cancellations, please refer to the Refusal, Deferral, Suspension and Cancellation of Enrolment Policy and Procedures.

6.5 If the student arrives on the specified date, the student will complete the orientation and enrolment process. Students are provided with:

- A copy of Student Information Sheet and Student Handbook
- A copy of Student Enrolment Checklist
- A copy of Student Profile form to complete

6.6 The Student will complete the Student Profile form providing their contact details including student names, Date of Birth (D.O.B.), current residential address, emergency contact details and email address. Students will also be advised that these details need to be kept up-to-date.

6.7 Once the Student Profile form has been completed:

- The details on Student Profile form will be entered into the Student Management System. This includes student names, D.O.B., current residential address, emergency contact details and email address.
- The Student’ status on Student Management System will be changed from FUTURE to CURRENT.
- The Student Intake (enrolment date) will be updated on the Student Management System.
- The Student will be allocated to the classes selected in the Student Management system.
- An official timetable will be issued to students.

6.8 The student then commences their studies with Ozford.

7. STANDARD STUDENT CANCELLATION OF ENROLMENT PROCEDURES

Please refer to Refusal, Deferral, Suspension and Cancellation of Enrolment Policy and Procedures.