Enrolment Policy and Procedures

1. Purpose
This policy aims to ensure that Ozford College of Business complies with Standard 6 Student Support Services.

2. Rationale
Providers must support students to adjust to study and life in Australia, to achieve their learning goals and to 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 College of Business (OZFORD).
See also: Refusal, Deferral, Suspension and Cancellation of Student Enrolment Policy & Procedures

3. Scope
This policy applies to all Ozford College of Business (OZFORD) students who are currently enrolled or intending to enrol.

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

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.

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 on what to expect at 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. Student need to indicate the need of this service when filling in the application form.

Orientation & Transition Support
All students complete an Orientation Program during their first week at OZFORD. The Orientation program involves familiarisation with living and studying in Melbourne. Contents of Orientation program include:

i. Orientation to Melbourne and a tour of OZFORD
ii. Details of the course, timetable, and trainers
iii. Details of Student Services and Support available in Student Handbook
iv. Information on other support available eg. Legal, emergency and health services available
v. Student Visa requirements
vi. Student complaint and appeals processes
vii. Official point of contact for students and key Ozford Contact staff for assistance with payment, welfare and academic issues

Please see Standard Student Orientation Procedures for more details.

**Student Handbook**
All students are provided with a copy of the Student Handbook during their first week at Ozford. It contains information on:
- Services, facilities and resources available to students
- Visa requirements for international students
- Other relevant information in assisting students to adjust to life & study in Australia

**Student Services Support**
Ozford College has a Student Services Team designated to support students during their time in Ozford.

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

The official point of contact for students is the Student Services Coordinator who has access to up to date details of Ozford’s support services. For emergency after hours, students are advised to ring: 0403062050

There are also other Ozford staff members available to support students including:
1. Student Services Officers
2. Student Welfare Officer
3. IT Support Officers
4. Library Officer
5. VET Coordinator

The Ozford staff contact details are available in the Student Handbook.

**Academic, Language and Learning Support**
The Ozford training team (Trainers and the 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 Coordinator for more information or support where required.

The Head of VET assists students with the following:
- Study Skills
- Subject/Unit selections
- Timetables
- Learning Support Strategies
- Personal problems

**Student Welfare Services**
Ozford has a Student Welfare Officer and counsellor on site 8:30am to 5pm Monday to Friday. Students are advised to make appointment with the Student Services Officer to see the Student Welfare Officer if they have any issue or concern regarding life in Ozford and Australia including course progress and attendance requirements and accommodation issue. 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 University 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.

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:
Department of Immigration and Border Protection http://www.immi.gov.au/Study/Pages/Study.aspx

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.
For more information, please refer to: https://aei.gov.au/Pages/default.aspx

National Code of Practice 2007
The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students gives institutions more flexibility and brings students greater protection. All CRICOS-registered providers must comply with the provisions of the National Code of Practice 2007.

The National Code 2007 contains:
- A description of the principles and guidelines that underpin the National Code 2007;
- A description of the roles and responsibilities of state and territory governments;
- Requirements for CRICOS-registered providers; and
- Standards for CRICOS-registered providers.

6. Standard Student Enrolment Procedures (Register of Enrolment)
6.1 Refer to Course Application and Offer Letter Policy (Standard 2.2 & 3) on how 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 the 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 DOE via PRISMs of student default. If the student subsequently commences the course, Ozford will notify the DOE 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 process. Students are provided with:

i. A copy of Student Information Sheet and Student Handbook
ii. A copy of Student Enrolment Checklist
iii. 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, 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:

iv. The details on Student Profile Form will be entered into Student Management System. This includes student names, D.O.B., current residential address, emergency contact details and email address.
   v. The Student’s status on Student Management System will be changed from FUTURE to CURRENT.
   vi. The Student Intake (enrolment date) will be updated on Student Management System.
   vii. The Student will be allocated to the classes selected in the Student Management system.
   viii. A 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.