Student Commencement and Induction Policy and Procedure

1. Introduction

This policy and procedure outlines how AICC will ensure commencing vocational education and training (VET) students are aware of the requirements and expectations of studying at AICC. It provides the structure and guidance to all the relevant department in ensuring they understand the roles and responsibilities and requirements.

2. Compliance

1. This is a compliance requirement under the:

- **I.** Standards for Registered Training Organisations (RTOs) 2015 (https://www.legislation.gov.au/Details/F2019C00503); and
- **II.** National Code of Practice for Providers of Education and Training to Overseas Students 2018 (https://www.legislation.gov.au/Details/F2017L01182).

3. Intent

This policy and procedure apply to AICC employees responsible for completing the commencement and the induction for new and returning students:

I. Student Support and Admin Department
   a. Student Support Officer
   b. Admin Officer
II. Sales and Marketing Department
   a. Marketing Manager
   b. Marketing Officer
III. enrolled and admitted to a program of study.

4. Relevant Definitions

1. In the context of this document:

Academic Record	A full record of subject results that students receive after the completion of a program of learning and awarded by AICC at graduation.
Australian Qualifications Framework (AQF)	The national policy for regulated qualifications in Australian education and training.
Australian Quality Training Framework (AQTF)	The national set of standards which assures nationally consistent, high-quality training and assessment services for the clients of Australia's vocational education and training (VET) system. Initially established in 2001 for implementation in 2002, it is approved by the Ministerial Council for Tertiary Education and Employment (MCTEE), which includes all Ministers for VET in Australia.
Australian Skills Quality Authority (ASQA)	The national regulator for Australia's vocational education and training (VET) sector. ASQA regulates courses and training providers to ensure nationally approved quality standards are met.
Award	An academic certificate, diploma or Advanced Diploma received upon completion of a full qualification.
CoE	Confirmation of Enrolment The confirmation of enrolment is a PDF generated document from PRISMS, which is generate after the student has acknowledge and signed the letter of offer with the relevant documents and proof payment (first instalment).
ESOS Framework	The legislative framework that overlooks the provision of education to overseas students, comprising of the Education Services for Overseas Students Act 2000 (ESOS Act), the Education Services for Overseas Students Regulations 2001 (the ESOS Regulations), the Education Services for Overseas Students (Registration Charges) Act 1997 (the ESOS Charges Act) and the National Code 2018.
LoO	Letter of Offer This is the documents that was provided to students when they submitted their student application form and relevant documents. The letter of offer contain: Student details Course details Terms and conditions Etc.
Orientation	AICC CEO or the Manager conduct the orientation via face to face.
Program of Learning	Any learning path where a student successfully completes part or a full qualification which leads to either of two outcomes: An AQF qualification or a non-accredited learning outcome.
Registered Training Organisation (RTO)	A vocational education and training organisation registered by a state or territory registering body in accordance with ASQA.
Statement of Attainment	A document awarded when units have been achieved but do not meet the requirements for a full AQF qualification.

Subject	One or more units of competency, taught over ten weeks and assessed in a holistic way that is compliant with regulatory obligations.
Testamur	The certificate that students receive after the completion of a complete Program of Learning and awarded by AICC at graduation.
The Education Services for Overseas Students Act 2000 (ESOS Act)	The primary Act that establishes legislative requirements and standards for the quality assurance of education and training institutions offering courses to international students who are in Australia on a student visa. ESOS also provides tuition fee protection for international students.
The National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018)	Supporting legislation that sets nationally consistent standards for the delivery of courses to overseas students. The National Code 2018 commenced on 1 January 2018
Unit of Competency (UoC)	A single component of a qualification, or a stand-alone unit, that has been accredited by the same process as for a whole AQF qualification (AQF, 2013).
Unique Student Identifier (USI)	A reference number that will link to the National Vocational Education and Training (VET) Data Collection allowing an individual to view all of their training results from all providers including all completed training units and qualifications
Vocational Education and Training (VET)	A type of tertiary education under the Australian Qualifications Framework (AQF), which enables students to gain qualifications for all types of employment, and specific skills to help them in the workplace.

5. Procedure

The Student Support Officer will run two reports on a weekly basis:

- Student Management System – Meshed RTO System
- PRISMS

The Student Support Officer will ensure the students on the PRISMS list aligns with the Student Management System.

The Student Support Officer will notify the CEO who will assign the trainer and assessor whenever a student is admitted to a course. Upon confirmation of the VISA Grant Status in PRISM, the CEO will plan for the orientation date and also inform the AICC Management Group which consists of the Director, Compliance Manager and Marketing Manager. This information will be passed on to the relevant Trainer and Assessor to commence the induction process.

The Student Support Officer will notify the student via email on the Student Management System and email to attend the orientation prior to the expected start date of the course.

The CEO or a Manager level employee will conduct the orientation. The orientation will include the following:

- Orientation PowerPoint presentation informing the student all the relevant information required by the standard and national code, this includes and not limited to mode of study and a link to the Important Policies and Procedures (VET Students)

The CEO or a Manager level employee will also conduct the Language, Literacy and Numeracy (LLN) test as part of the orientation. The LLN will be assessed by a qualified trainer and assessor and intervention policy will apply for students who did not meet the requirements.

Student Attended Orientation

The Student Support Officer will ensure all the required documents are completed during the orientation:

- Student Passport
- Student Detail Form
- Photo – for Student ID Card
- Feedback Form
- Other updated documents.
- Orientation Checklist

The Student Support Officer will review each of the attended student and submit the request on the Student Management System:

- Upload all the relevant documents onto the SMS and our AICC Student File in Share-point (backup)
- send the relevant email and attachments (e.g Orientation Brief, Timetable) to the student.
- commence the student on the SMS

The Student Support Officer will commence the student on PRISMS (for students who have a confirmation of enrolment). Once done, the Student Support Officer will provide a weekly report to the CEO.

Student DID NOT Attended Orientation

The Student Support Officer will follow up with the students to:

- support the student:
  - remind them about the second orientation.
  - defer the intake of the course (if there are a valid reason).
  - cancel from the course (if needed).
- Inform the Marketing Manager:
  - another layer of check will be conducted with the student's agent to confirm the
  - student intention to commence course.

Inform Department of Home Affairs (DHA) via PRISMS

The CEO or/and the Student Support Officer will finalise the student who did not attend orientation and update PRISM to defer, cancel within two weeks after course commences.

Document control

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