

## Enrolment/Entry Requirements Policy and Procedures

### Purpose

TIV implements this enrolment policy and procedures to ensure that:

- Students selected to study at TIV are capable of succeeding in their chosen course of study once selected,
- the selection process is conducted in an ethical, fair and equitable manner,
- appropriate access and equity principles are considered in selection criteria,
- the application and selection process is consistent and compliant with relevant standards and legislation.

This policy is created to ensure that prospective learners are advised and aware about the training products that are appropriate to meet the learner's needs, taking into account the individual's existing skills and competencies.

This policy has been implemented to assess the sufficiency of overseas student's English Language proficiency, educational qualifications, or work experience prior to enrolling in the course through Pre-Training review.

### **Responsibility**

RTO Manager is responsible for the implementation of this policy and ensuring that relevant staff members are aware about this policy and procedure.

### **Scope**

These procedures apply to the admission, selection and processing of applications received from the prospective overseas students who wish to study the courses offered by the Institute.

### **Definitions**

**Admission:** the process by which a prospective student applies for a place in a course offered by the Institute is considered and either selected or rejected.

**Cth:** Commonwealth of Australia

**Australian Qualifications Framework (AQF):** a nationally consistent set of qualifications for all post-secondary education and training in Australia.

**Department of Home Affairs (DHA):** The Department of Home Affairs is the Australian Government interior ministry with responsibilities for national security, law enforcement, emergency management, border control, immigration, refugees, citizenship, and multicultural affairs. DHA's Student Visa Program provides student visas to international students to allow them to study on campus onshore with an accredited provider.

**ESOS Act (2000):** Federal Government act that regulates the provision of education and training

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services to international students in Australia and which stipulates student VISA conditions. It sets out the legal framework governing delivery of education to overseas students studying in Australia on a student visa.

**Confirmation of Enrolment (COE):** This is a proof of student enrolment and acceptance of the offer letter and student agreement provided from the Institute. The DHA requires the CoE for visa processing for international students. This is generated through PRISMS for international students.

**IELTS:** a comprehensive test of English language proficiency designed to assess the ability of non-native speakers of English who intend to study or train in the medium of English.

**Letter of Offer:** a formal invitation to a prospective student to commence study at the Institute in the course offered.

**International Student:** a student studying in Australia who is the holder of a student visa granted by the Australian Government.

**Pre-Training Review (PTR):** a review conducted prior to the enrolment into your course of studies to ensure that the training and assessment provided by TIV is able to meet student's individual needs and their host workplace requirements (if applicable).

**PRISMS:** Acronym for Provider Registration and International Students Management System (PRISMS). This site provides Australian education providers with the Confirmation-of-Enrolment (CoE) facilities required for compliance with the Education Services for Overseas Students (ESOS) legislation.

**Selection Process:** process undertaken to assess the suitability of the applicants for a program according to specified selection criteria, and subsequent notification of applicant's eligibility to enrol.

**SMS:** Student Management System.

### **Policy Requirement**

- Application procedures will be student-focused, consistently applied and equitable.
- All applications will be treated fairly, with respect and sensitivity, and in accordance with the TIV's Privacy Policy.
- Applications for admission will be lodged according to the relevant guidelines provided to the applicants in the Student handbook.
- TIV reserves the right to request additional information from the applicants which may be relevant to their application, including documentation of previous academic records, medical certificates, or other supporting documentation in case of special consideration applications on any of the established grounds for Special Consideration.
- TIV reserves the right to request applicants' authorisation to obtain further information from the relevant third parties, where necessary, regarding their application.
- Applicant's personal information will remain confidential, protected and will only be utilised as per the Privacy Policy the Data Provision Requirements 2012.

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### Procedures

#### TIV's Enrolment policy

##### **Expression of Interest from the student.**

Expression of interest will be highly regarded at TIV. Staff at TIV will ensure that student receives all the necessary information about their courses at TIV. TIV respects student's decision in showing interest at TIV and ensures that students will be provided with all the support they might need.

##### **Student handbook and other relevant marketing material**

Once a student shows interest to study at TIV, they will be provided with handbook and other relevant marketing materials like course outline, pre enrolment information, which contains accurate, latest and all the vital information including (but not limited to):

- Course offered at TIV, duration of the course including holiday breaks, study requirements and assessments.
- Modes of delivery, location of the course available
- Fees payable, fee refund policy, all the cost included in fee payable.
- Details of complaints and appeals policy and process

##### **Application form and Pre-Training Review form**

Application procedures shall be applicant-focused, consistently applied and equitable. All applications shall be treated fairly, with respect and sensitivity.

Once all the enquiring students have received marketing materials and pre enrollment information, which contains relevant policies and procedures in line with relevant government regulations before enrolment, they will be provided with student Application form.

Prospective applicants from overseas are required to submit an Application Form along with Pre-Training Review form prior to the course commencement date to allow adequate time for the Institute to assess the application.

Applicants must sign and date the application form and attach all the supporting documents including:

- Pre-Training Review Form,
- Academic transcripts,
- Evidence of English language level (e.g. IELTS, TOEFL),
- Educational or academic certificates (in both the original language and in English),
- Copy of passport/photo ID,
- Other relevant documents

Other documents that may be required include:

- English translations of all documents
- Academic transcripts from previous educational institutions (if applying for advanced standing/credits)

Applications can be sent via email or in person or through an authorised representative. Upon receipt of the application, a student file is created and relevant details are recorded.

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Applicant's information shall remain confidential between the designated parties.

### Enrolment Information

TIV's enrolment requirements for the courses are:

- A completed application form, PTR form and signed agreement.
- Identification and verification of the documents.
- Identity verification: one of which is a photo of the student such as a passport.

### Pre-Training Review (PTR)

#### Undertake Pre-Training Review (PTR)

TIV will assess learner's needs by conducting PTR. PTR will be conducted prior to the enrolment to review student's current competencies, student needs, English level, and support requirements including their oral communication skills, in order to enrol them in the most appropriate course to achieve their intended outcomes. Applicants are required to fill up the PTR form along with the application form and answer all the questions in a true and correct manner. Any competencies previously acquired will be identified during PTR and the most appropriate qualification for that student to enrol in will be ascertained, including consideration of the likely job outcomes from the development of new competencies and skills (Recognition of Prior Learning (RPL) or Credit Transfer).

The pre-training review ensures that TIV:

- Understands the student's reasons for undertaking the course
- ensures the suitability of the training to the students
- understands the student's current competencies and therefore provides opportunities for these to be assessed
- Identifies possible Recognition of Prior Learning (RPL) and/or Credit Transfer (CT), student's English level, oral communication skills, knowledge on Language Literacy and Numeracy skills.
- check if the training and assessment strategies employed to deliver the course suits the student's needs, and
- Provides relevant support required for the student to succeed in the course.

Enrolment officer will take information from the Application form and Pre training review to identify the support and needs required by the student which includes (but is not limited to) disability support, RPL/CT, English language support, etc.

#### Guidelines for PTR-To be filled up by Students

1. Students are required to fill up the PTR form and submit it along with the application form.
2. Students are required to read all the details of their course, policies and procedures of the Institute before filling up the answers. Information can be made available from the Student Handbook/course outline and/or website.
3. Students are required to answer the questions in a true and correct manner.
4. Enrolment officer will conduct Pre-Training Review Interview via Telephonic Conversation or via Face to Face.

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- **PTR Interview conducted via Telephone**-If PTR Interview is conducted via telephone, Enrolment officer will call the student and check student's identity like name, date of birth and/or course undertaken to ensure that the student has genuinely completed the information by himself/herself. For telephonic Conversation, a communication log will be retained by making notes of the response of the discussion by Enrolment Officer.
  - **PTR Interview conducted Face to Face**- During face to face PTR interview, Enrolment officer will verify with the student if all the answers have been completed by the student. Discussion notes will be maintained and recorded by Enrolment Officer.
5. During both Telephonic and/or Face to face PTR Interview, Enrolment officer will verify the answers provided by the student and check:
    - if the student is aware of the policies, procedures and other information necessary for the students.
    - if the student has received true and accurate information and if they are suitable to undertake the course/s.
  6. Enrolment officer will ensure that PTR form received along with the application form is completed by the student intending to apply for the course.

**If students have not received sufficient information i.e.** are not aware of the policies, procedures and other information necessary for students to make enrolment decision to study at TIV, Enrolment officer will provide necessary information to the student required to make enrolment decision.

7. **For example: If students have answered "No" or have not answered the questions in the PTR form,** Enrolment officer will provide students with true and accurate information so that students can make an informed decision about their enrolment in the courses at TIV.
8. While conducting PTR, Enrolment officer will take information from the Application form and Pre training review form to identify any support and needs required by the student which includes (but is not limited to) disability support, RPL/CT, English language support, etc.
9. At the final stage of the PTR, the Enrolment officer will fill up the pre training evaluation checklist to ensure that the student is enrolled in a course suitable to his/her needs, abilities, and study/career goals, and to recommend appropriate learning or other support.

Enrolment officer will take holistic approach while assessing student's answers during Pre- Training Review by ensuring that all the answers provided by students aligns with their educational and future goals.

Enrolment officer will have a thorough discussion with the student and will offer support or guidance if required.

#### **Application Rejection**

Student's Application will be rejected if:

- Student does not have appropriate work experience, level of skills and the ability to undertake the course successfully.
- Enrolment in the course is not aligned with the student's educational goals, work/career goals and/or previous experience in that particular area (if any).
- Student does not meet the entry requirements specified for the course including English requirements, academic requirements, age, and does not have the ability to undertake this course successfully.
- Student does not have appropriate listening and oral communication skills as interpreted during PTR Interview.



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Enrolment officer will inform the student about the decision and the applicable reasons .

**Note:** TIV does not:

- claim to commit to secure for, or on the student or intending student's behalf, a migration outcome from undertaking any course offered by TIV.
- claim any job guarantees or employment with its programs.
- guarantee a successful education assessment outcome for the student or intending student.

Students are encouraged to contact TIV administration to ask any doubts they may have.

#### **Entry Requirements and Policy**

Based on the selection and entry requirements for the course, Enrolment Officer will review and assess the application and determine whether a Letter of Offer should be made. To be accepted, the applicant must meet the following:

#### **English Language Requirements for International students:**

International students applying for these courses either off-shore or on-shore will require:

- i) Either a minimum IELTS (General) test score of 5.5 or equivalent for direct entry into a VET course;

or, IELTS score of 5.0 or equivalent with an ELICOS course (up to 10 weeks) to be taken before the main VET course;

or, IELTS score of 4.5 or equivalent with an ELICOS course (up to 20 weeks) to be taken before the main VET course;

Results older than two years are not acceptable.

**OR**

- ii) to provide evidence that they have studied in English for at least years in Australia, Canada, New Zealand, Republic of Ireland, South Africa, United Kingdom or United States.

**OR**

- iii) to provide evidence that, within two years of their signed written agreement date\*\*, they have successfully completed in Australia a foundation course or a Senior Secondary Certificate of Education or a substantial part of a Certificate IV or higher-level qualification, from the Australian Qualifications Framework.

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## Test evidence table:

English Language Test providers	Minimum Test Score	Minimum Test Score where combined with at least 10 weeks ELICOS	Minimum Test Score where combined with at least 20 weeks ELICOS
International English Language Testing System	5.5	5	4.5
*Test of English as a Foreign Language (TOEFL) paper based	527	500	450
TOEFL internet-based test	46	35	32
Pearson Test of English Academic	42	36	30

The test must have been taken no more than two years\*\* before you apply to study at TIV.

\*\* The date when TIV receives the signed written agreement (either through email or in hand).

## Academic Requirements

For AHC40320 Certificate IV in Production Horticulture, AHC50320 Diploma of Production Horticulture, SIT30816 Certificate III in Commercial Cookery, SIT40516 Certificate IV in Commercial Cookery, SIT50416 Diploma of Hospitality Management, SIT60316 Advanced Diploma of Hospitality Management :To enter into these courses delivered at TIV, applicants should have successfully completed year 12 or secondary studies in applicant's home country equivalent to Australian senior secondary Institute examination.

Or

Mature Age students will also be considered without the minimum education requirements considering they have relevant work experience within the chosen area of study and a demonstrated capacity to meet the course requirements. A minimum of 2 years' experience would normally be expected; however, each case will be reviewed individually with relevant work experience evidence in the form of an employment reference letter on company letterhead, work samples and curriculum vitae submitted will be considered. Such learner will be assessed for possible RPL opportunities and their course duration and volume of learning will be adjusted accordingly, if any RPL is granted.

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### Language, Literacy and Numeracy test (LLN)

Students undertaking the course must possess sound Numeracy skills since it requires them to do calculations or any other course related work. To determine this, all students wanting to study at TIV are required to undertake LLN test prior to the commencement of the course. Based on the test outcome, students may be identified as requiring internal support and/or external support. LLN test will be conducted on campus by using an ACSF mapped online LLN assessment tool - LLN Robot under the supervision of qualified LLN assessor. All students are required to undertake a language, literacy and numeracy test (LLN) according to the following qualification:

AHC40320 Certificate IV in Production Horticulture	ACSF Level 3
AHC50320 Diploma of Production Horticulture	ACSF Level 4
SIT30816 Certificate III in Commercial Cookery	ACSF Level 3
SIT40516 Certificate IV in Commercial Cookery	ACSF Level 3
SIT50416 Diploma of Hospitality Management	ACSF Level 4
SIT60316 Advanced Diploma of Hospitality Management	ACSF Level 4

Students are required to achieve expected level of working component as per the required level. Where a student does not achieve the required LLN scores for the qualification into which they are seeking enrolment, LLN support\* will be provided to the student, providing the student achieves the required performance level in at least three of the core skill elements and only fails to achieve the required score in the other 2 areas by 1 level. However, if student fails to demonstrate performance level in more than two core skills or fails to achieve required scores by more than level 1 in any of the skills, this will result in rejection of the application. A student failing to demonstrate this LLN level does not have the required skills to successfully obtain the qualification applied for and will be referred to explore other training pathways.

\*LLN support-If students do not meet the recommended English and/or LLN requirements, students will be referred for additional support which will be provided by the institute with ACSF Support Plan or students will be asked to take further Language, literacy and numeracy training, such as ELICOS programs (TIV does not offer ELICOS program). TIV will offer support and guidance to students who require LLN Support.



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**ACSF Support plan** is a plan developed for students who are facing difficulties in meeting LLN requirements. This plan is implemented for student to achieve expected learning outcome. Support learning outcomes will be provided in the areas where students have been identified as facing difficulty. Support will be provided if a student's exit level is less than the required level. Support plan for students will be developed on individual case by case basis.

Support plan can be created in areas namely:

1. Learning
2. Reading
3. Numeracy
4. Writing
5. Oral Communication

If required, students can also be provided with support in Grammar, Vocabulary, and Pronunciation. Students must contact TIV to seek assistance or support in LLN. Refer to LLN policy for more details. Students are requested to speak to Student Support officer or Training Manager to discuss about the support measures that they might need. TIV will provide support with no additional cost.

### Computer literacy requirements

All students enrolling into TIV programs must have basic computer skills. Student are required to fill in the questions related to computer and internet skills in the Pre-Training Review form provided along with the application form.

Students can contact TIV for any further information or assistance.

### Minimum age requirements

Students must be above 18 years of age while filling up the application form.

### Materials and Equipment Required

Although TIV will provide access to computers with required resources including access to internet during classroom hours, however, to work on the assignments and tasks for self-study, all learners are expected to have access to a laptop or computer with the Windows 7 operating system or higher. Students must have an active email address for communication and be contactable by phone (mobile or landline) and by mail (postal address).

All learners are expected to have access to MS office application such as Microsoft Word, an email platform.

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### **For cookery qualifications:**

#### **Requirements for tools and equipment:**

Learners are required to have kitchen kit including, chef dress, safety boots and knife kit including various knives and other tools. Kitchen Kit is required to enter into the kitchen and to be able to undertake training in the kitchen effectively.

Students will be required to purchase chef dress, safety shoes and knife kit from the Institute.

#### **Physical Abilities and handling complex:**

Learners are expected to have physical abilities and manual handling required to perform tasks involved while undergoing training. Learners must be able to handle complex foods including cooking of

various processed or raw meats, poultry, seafoods, dairy items and must keep in mind of any religious or dietary barriers to handle such foods before enrolling into this course. In line with its access and equity policy, TIV will identify any such barriers presented by students during pre-training review call before enrolment and will identify and provide required support and reasonable adjustment where possible.

#### **Physical fitness:**

Students are expected to have an understanding of physical abilities and manual handling required to perform tasks involved while undergoing training. As part of this course students are expected to do manual handling, lifting heavy pots and pans.

### **Verification of Documents**

#### **Verifying English requirements**

TIV's Enrolment Officer may check the authenticity of documents submitted along with application and administration team may take following procedures as minimum to verify the authenticity of the documents if required.

#### **Verifying English language requirements:**

Most test administrators have provisions of checking authenticity of score and test online on their site. TIV may check authenticity of submitted test score if required.

**IELTS:** Test evidence may be checked online if submitted test evidence is genuine.

IELTS website has free; secure IELTS Results Verification Service allows organisations to quickly verify that an applicant is presenting in a genuine Test Report Form by checking that the results you receive matches with the results held on the IELTS database. Click in link below

<https://www.ielts.org/ielts-for-organisations/processing-and-verifying-ielts-results>

**TOEFL:** Test evidence may be checked online if submitted test evidence is genuine.

<https://portal.ets.org/instport/public/signin>

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**Pearson Test of English (PTE):** Test evidence may be checked online if submitted test evidence is genuine.

<https://www8.pearsonvue.com/affiliate/reporting/plt/LoginPage.htm>

Student's admission may be denied if the documents submitted by the students are not authentic. Students will receive a call to verify for the same.

### Letter of Offer

TIV will issue Letter of Offer to successful applicants after all the documents have been verified. Offer letter will include all detailed instructions and conditions for accepting the student agreement (student agreement is incorporated in the offer letter itself). Enrolment do not meet the entry requirements will be notified in writing. Where applicable, unsuccessful applicants shall be offered alternative study options.

- The Letter of Offer and Student Agreement letter will be sent via email to the students or their nominated representative.
- A copy of the Letter of Offer and Student Agreement will be kept in the student's file/profile.

### Acceptance of offer letter

Applicants must accept the Letter of Offer by the due date and return the signed Student Agreement, accompanied by confirmation of payment of tuition fees and Overseas Student Health Cover (OSHC), as outlined in the Letter of Offer. The Department of Home Affairs (DHA) requires you to maintain OSHC for the duration of your time on a student visa in Australia. If student does not have an OSHC, TIV can assist you in arranging OSHC from amongst several providers of OSHC in Australia, for the duration of your study.

### Cancellation of offer letter

TIV reserves the right to withdraw the offer of admission and cancel the enrolment of any student where/when the Institute identifies such an offer was made on the basis of incomplete or inaccurate information supplied by the applicant or an applicant's representative.

### Issuance of Confirmation of Enrolment (COE)

- TIV will send CoE once the signed student agreement along with the confirmation of the payment of the fees is received,
- There is a condition of Language, Literacy and Numeracy Test (LLN) before course commencement.
- Enrolment Officer will confirm the receipt of tuition fees and will approve the issuance of CoE.
- CoE will be prepared and generated as per the PRISMS User Guide for international students,
- Prior to the issuance of CoE, the student's application file will be checked to ensure if

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all requirements are met.

- A copy of CoE will be then sent to the student, or an authorised representative, via email,
- A copy of the CoE will be filed in the student's file and the Student Management System will be updated, and
- The CoE will be used by the students to apply for a student visa (where applicable).

### **Enrolment Form**

Students are required to complete Student Enrolment form on Orientation day prior to the course commencement. Enrolment form must be filled up by the student. It is done to ensure that the Institute receives current and latest contact details of students.

### **Language Literacy and Numeracy test**

As mentioned above in the entry requirements section, all students wanting to study at TIV are required to undertake LLN test prior to the commencement of the course. The LLN test will be conducted on campus by using an ACSF mapped online LLN assessment tool - LLN Robot, under supervision of qualified LLN assessor.

Education agents or any third party will not be authorised to conduct PTR or LLN test on behalf of TIV. LLN will be conducted under supervision of qualified assessors at the Institute.

Students are required to bring their photo ID such as passport or driver's license to authenticate their identification. Kindly refer to LLN policy for more details which can be made available from the Institute.

Work based training for Cookery qualification:

Work based training hours for the SIT Qualification's will be discussed at the time of orientation. An induction for WBT students would be conducted at Institute and workplace induction will be conducted at workplace before commencement of WBT.

Students will be required to complete a logbook for each service period and reflect on tasks performed during service period. Workplace supervisor will verify logs of training for each food service period on student log book.

Refer to Student Handbook for more information.

Workplace suitability assessment

The WBT coordinator will determine suitability of potential host employer, including supervision and occupational health and safety requirements. Work-based training site will be assessed for work-based training suitability by the WBT assessor using the Workplace Training Facility Checklist. The WBT Coordinator will use a suitability check list to determine the following: ABN registration, menu and meal type served, work safety, WHS safety measures in regard to equipment resources available and capacity of number of learners the Host Employer is able to have at any one time conducting Work-Based Training.

Students can use their workplace to complete hours of Work-Based Training. However, to ensure that student's workplace requirements are met, WBT coordinator will determine suitability of potential

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host employer, including supervision and occupational health and safety requirements.

Alternative Arrangements if industry workplace does not meet the requirements

If student's workplace site does not meet suitability, the WBT coordinator will allocate another WBT facility which can provide the opportunity for the identified gap e.g., Missing equipment, meal type, or menu style or menu items

Work-based training will be conducted at approved industry workplace commercial kitchen with whom TIV has an agreement with.