

International Student Enrolment Policy and Procedure

Including deferring, suspending or cancelling the student's enrolment
policy

Policy

The Melbourne Rudolf Steiner Seminar considers all applicants irrespective of religion, race, gender or varying abilities. The Seminar works within the parameters of the Equal Opportunity and the Disability Discrimination Acts. See the Seminar's *Access and Equity Policy*. The Seminar makes reasonable adjustments according to the Assessment Policy.

The following procedures indicate the enrolment steps to be completed prior to the collection of course monies from students. This policy also defines the conditions and procedures for 'Deferring, suspending or cancelling the student's enrolment.'

This policy explains the requirements and processes for enrolling in the '*Advanced Diploma of Rudolf Steiner Education*' at the Melbourne Rudolf Steiner Seminar including specific provisions for international students studying in Australia on a student visa, consistent with the *National Code of Practice for Providers of Education & Training to Overseas Students 2018*.

Standard 1: The Melbourne Rudolf Steiner Seminar ensures that the marketing of the course and services is not false or misleading.

Standard 2: The Melbourne Rudolf Steiner Seminar ensures that students are appropriately qualified for the Advanced Diploma in Rudolf Steiner Education and have sufficient information to enable them to make an informed decision about studying at this Registered Training Organisation (RTO).

Standard 3: All enrolments with overseas students are formalised through written agreements, which protects the rights and outlines the responsibilities of the student and the RTO, as well as the course, tuition and non-tuition fees payable, and refund policies.

Standard 4: The Melbourne Rudolf Steiner Seminar does not engage any education agents.

Standard 5: The Melbourne Rudolf Steiner Seminar enrolls applicants who are 18 years old or above.

Standard 6: The Melbourne Rudolf Steiner Seminar assists overseas students to adjust to study and life in Australia through their Orientation program and ongoing student support services.

Standard 7: The Melbourne Rudolf Steiner Seminar does not knowingly enrol an overseas student wishing to transfer from another RTO, prior to the student completing six months of their principal course, except in certain circumstances.

Standard 8: The Melbourne Rudolf Steiner Seminar safeguards the integrity of Australia's migration laws by supporting overseas students to complete their course within the required duration and fulfil their visa requirements for course attendance and course progress. The Advanced Diploma of Rudolf Steiner Education has no on-line components.

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Standard 9: The Melbourne Rudolf Steiner Seminar appropriately manages the enrolment of their overseas students and ensures all necessary information about enrolments has been provided to the relevant Government Departments by maintaining updated information in the provider registration and International Student Management System (PRISMS) database.

Standard 10: The Melbourne Rudolf Steiner Seminar ensures that all overseas students have the right to natural justice protected through access to professional, inexpensive and documented complaints handling and appeals processes.

Standard 11: The Melbourne Rudolf Steiner Seminar continues to meet the requirements for CRICOS registration and ensures the ESOS agency for registered provider approves and has up to date information on specific aspects of its operations.

Entry requirements:

The Melbourne Rudolf Steiner Seminar (MRSS) upholds the principle that all persons seeking to enrol are treated fairly and equitably. MRSS has open, fair, clear and transparent procedures that are based on clearly defined entry criteria. MRSS will ensure that throughout the process of selection and admission, applicants are treated courteously and expeditiously.

MRSS will make its courses accessible to persons who aspire to this field of adult education and have the potential to succeed.

This course is open to a wide range of people of different ages and from various backgrounds. Melbourne Rudolf Steiner Seminar (MRSS) enrolls students on the basis of their demonstrated capacity to succeed, or on their willingness to undertake further skills development and to provide the Seminar with evidence of progression.

MRSS systematically monitors students' course progress and attendance. For further details please see the Seminars '*International Student Academic Progress policy and procedure*' and the '*International student attendance policy*'.

- International students are required to have a valid International Student Visa.
- Applicants must be 18 years of age.
- English Language Requirements:
 - Where a student's first language is not English, entry to the course requires a minimum score of 6 of the Academic IELTS testing system or equivalent.
- Qualifications requirements:
 - have completed the equivalent of an Australian Year 12 Certificate of Education, **or**
 - provide evidence of successful completion of an equivalent or higher qualification (e.g. Diploma, Bachelor), **or**
 - Complete an approved Language, Literacy and Numeracy (LLN) assessment, displaying competence at Exit level 3. Please refer to the following website for details of the ACSF levels: <https://www.acer.edu.au/cspa/australian-core-skills-framework>
- Applicants must be eligible for a current *Victorian Working with Children Check*. As the completion of in-school teaching Professional Experience are a requirement of the course

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successful applicants will need to obtain a *Working with Children Check* once in Australia. See the *Seminar's Professional Experience Handbook*.

- Applicants must apply for a Unique Student Identifier (USI).
- The ability to pay the tuition fee. Enrolment is subject to the *Tuition Fee Policy*.

The Melbourne Rudolf Steiner Seminar is committed to ensuring that all enrolled students get a fair chance and the support they may need to succeed in an environment of equal opportunity. For further information please see the *Seminar's Student Support Policy*.

Recognition of Prior Learning and Credit Transfer

Recognition of Prior Learning (RPL) and Credit Transfer (CT) may be granted under certain circumstances. For further information, refer to the RPL and CT Policies. It remains the determination of the Seminar to approve any application.

If an applicant requires additional educational support, the Seminar will ascertain what reasonable adjustments can be made and will assess current resources available for any special support which may be required. See the *Seminar's Student Support Policy*.

Entry to the course is by completion of an application form together with an interview conducted by a Course Coordinator and a Trainer.

It remains the determination of the Seminar to approve any application.

Procedure

Enrolment

- Upon initial contact the prospective student is referred to the website to read the course syllabus summary and relevant policies.
- The prospective student submits the *International Student Application form*, including required documents.
- On receipt of the application from the prospective student, the Seminar conducts an *Enrolment Interview*, which could involve a personal or telephone interview, to decide upon the application.

The purpose of the interview is:

- To give the applicant the opportunity to ask any questions about the course
- To discuss:
 - The student's capacity and plan to succeed.
 - Discussions may address extra literacy and/or numeracy support needs and services
 - The structure of the course
 - Assessment requirements
 - Facilities
 - Other support services (including counselling)
 - Policies and procedures
 - Applications for Recognition of Prior Learning and Credit Transfers

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- d) The Seminar assesses the application
- e) If accepted, the student is advised in a International Student *Letter of Offer* which includes:
 - An *Enrolment Agreement*
 - The *Tuition Fee Policy*
 - Any original documents relevant to RPL or CT are returned.
- f) The student returns the completed Enrolment Agreement with part payment of Fees as specified in the Fee Schedule on the *International Student Letter of Offer including an Enrolment Agreement*
- g) On receipt of the *Enrolment Agreement*, the Seminar processes the information into PRISMS on the DIMIA website. This creates an electronic '*Confirmation of Enrolment*' document for the student (COE).
- h) The Seminar forwards the '*Confirmation of Enrolment*' (COE) to the student.
- i) The student then takes the COE to the Australian embassy in their country to obtain the relevant VISA (this includes police check, language and financial viability assessments). PLEASE NOTE: The Seminar does NOT use *international enrolment agents*.
- j) Student arrives in Australia for the "Orientation Process" at the Seminar.

NOTES:

The signed Enrolment Agreement will be kept on the student's file along with their initial application and all other documents relevant to the student's enrolment.

Deferring, suspending or cancelling the student's enrolment.

Student Deferral

A deferral is delaying the commencement of a course or of continued study in the following term/semester. You may request to defer your initial offer of admission or subsequent study before you commence your term of study. To request to defer you need to complete the Application to defer, suspend or cancel enrolment and submit it to the Seminar. All application for deferral documentation will be kept on the students file.

Student Suspension

A suspension or intermission is a break in study during the completion of the course. The Seminar is only able to temporarily suspend the enrolment of the student on the grounds of compassionate or compelling circumstances. These circumstances could include but are not limited to:

- Serious illness or injury, where a medical certificate states that the student was / is unable to attend classes;
- Bereavement of close family members such as parents or grandparents;
- Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or
- A traumatic experience which could include:
 - involvement in, or witnessing of a serious accident; or
 - witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports)

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- Where the Seminar is unable to offer a pre-requisite unit.
- Inability to begin studying on the course commencement date due to delay in receiving a student visa.

Please Note: The above are only some of examples of what may be considered compassionate or compelling circumstances. The Seminar will use its professional judgment and assess each case on its individual merits. When determining whether compassionate or compelling circumstances exist, the Seminar will consider documentary evidence provided to support the claim, and will keep copies of these documents in the student's file.

- Students will be required to complete an '*Application to defer, suspend or cancel enrolment*' and submit it to the Seminar.
- Where a suspension of enrolment is granted the Seminar will suspend an enrolment for an agreed period of time, to a maximum of 12 months. If the suspension is required for **longer than 12 months** the student will be required to re-apply once the initial suspension period has expired.
- DIAC's policy is that if a student's enrolment is suspended for a period of 28 days or longer, the student must return home (unless special circumstances exist). Please refer all questions about whether students may remain in Australia during a period of suspension of enrolment to DIAC.
- Students are to be informed in writing of the outcome of their application for suspension and informed that it may affect their student visa.
- All application documentation for the suspension will be kept on the students file and DIAC shall be notified via PRISMS of the decision to suspend the enrolment as a result of the student's request.

Student Cancellation

- Students wishing to cancel their enrolment must complete an '*Application to defer, suspend or cancel enrolment*' and submit it to the Seminar.
- Students wishing to cancel and transfer their enrolment to another provider prior to completing 6 months of study in their principle course must provide a letter of offer from an alternative provider. This is required under Standard 7 of the National Code'.
- All application documentation for the cancellation will be kept on the students file and DIAC shall be notified via PRISMS of the decision to cancel the enrolment as a result of the student's request.

Provider Initiated Deferral, Suspension or Cancellation of Enrolment

Provider Deferral

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The Seminar may defer an enrolment where the course is not being offered at the proposed date, site, or for any other reason. In such cases a refund shall be processed as required or alternative courses may be offered.

Provider Suspension

The Seminar may suspend a student's enrolment on the grounds of misconduct. This may include but is not limited to acts of discrimination, sexual harassment, vilification or bullying, as well as acts of cheating or plagiarism. Such acts of misconduct will be classified into one of two categories – Academic Misconduct or General Misconduct.

Academic Misconduct

The following gives an indication to the types of behaviour that constitute 'Academic Misconduct' within the Seminar:

Assessment breaches may include:

- Students must not copy or paraphrase any document, audio-visual material, computer-based material or artistic piece from another source except in accordance with the conventions of the field of study.
- Students must not use another person's concepts, results or conclusions and pass them off as their own.
- In cases where the assessment task is intended to be individual work not group work, students must not prepare an assignment collaboratively and then submit work that is substantially the same as another student's assessment.
- Students must not ask another person to produce an assessable item for them.

A student may be excluded from a final assessment in a unit for any of the following reasons:

- unauthorised absence from class.
- failure to meet unit requirements, for example non-submission of assignments or failure to attend class or mid-semester tests.
- academic misconduct.

General Misconduct

General misconduct is where a student: acts dishonestly; harasses other students or staff; interferes with students or staff; prevents or disrupts learning; disobeys/fails to comply with contractual or legal requirements; misuses, damages or steals Seminar's property or the property of others; alters/defaces the Seminar's documents or records; prejudices the Seminar's good name or otherwise acts in an improper manner.

The following examples indicate the kinds of behaviour which constitute student misconduct. They are for illustrative purposes and are not intended to be exhaustive. Student misconduct occurs when a student:

- contravenes any rules or acts;
- prejudices the good name or reputation of the Seminar;
- prejudices the good order and governance of the Seminar or interferes with the freedom of other people to pursue their studies, carry out their functions or participate in the life of the Seminar;
- fails to comply with conditions agreed in the enrolment agreement;

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- wilfully disobeys or disregards any lawful order or direction from the Seminar
 - personnel;
- refuses to identify him or herself when lawfully asked to do so by an officer of the Seminar.;
- fails to comply with any penalty imposed for breach of discipline;
- misbehaves in a class, meeting or other activity under the control or supervision of the Seminar, or on its premises or other premises to which the student has access;
- obstructs any member of staff in the performance of their duties;
- acts dishonestly in relation to admission to the Seminar;
- knowingly makes any false or misleading representation about things that concern the student as a student of the Seminar, or breaches any of its rules;
- alters any documents or records;
- harasses or intimidates another student, a member of staff, a visitor to the Seminar, or any other person while the student is engaged in study or other activity as Seminar student, because of race, ethnic or national origin, sex, marital status, sexual preference, disability, age, political conviction, religious belief or for any other reason;
- breaches any confidence of the Seminar.;
- misuses any facility in a manner which is illegal or which is or will be detrimental to the rights or property of others. This includes the misuse, in any way, of any computing or communications equipment or capacity to which the student has access at or away from the Seminar premises while acting as a student in a manner which is illegal or which is or will be detrimental to the rights or property of others;
- steals, destroys or damages a facility or property of the Seminar or for which the Seminar is responsible; or
- is guilty of any improper conduct.

Where a student has been identified of Academic or General Misconduct the Seminar will be informed and will make a decision on the penalty and the severity of the penalty.

Where a student has been identified with Academic or General Misconduct the Seminar will ensure the following:

- Students must be treated fairly, with dignity and with due regard to their privacy
- Students are to be regarded as innocent of the alleged misconduct until they have either admitted to it or been found by proper inquiry by the coordinators to have so behaved.
- Past misconduct is not evidence that a student has behaved in the same manner again.
- Each case is dealt with on its own merits and according to its own circumstances with the provision that the first instance of misconduct will be penalised more leniently than subsequent instances of misconduct.

Students are able to access the Communication policy which includes the Complaints and Appeals procedure if they feel that the decision is unfair or they have other grounds to appeal the decision.

The penalties the Seminar can impose are:

- a warning,
- a charge for any costs that the general misconduct may have caused.

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- Temporary exclusion from the Seminar in the form of suspending enrolment for a period of time.
- suspension of enrolment or
- where the severity of misconduct is **severe**, the Seminar may decide to **cancel the enrolment** (see below).

Where a student's enrolment is suspended a letter will be sent to the student indicating them of the suspension and the length of suspension. Students are also required to be informed how to access to complaints and appeals policy and procedure and that they have 20 working days working days working days working days working days working days to submit any appeal against the decision.

DIAC's policy if a student's enrolment is suspended for a **period of 28 days or longer, is that the student must return home** (unless special circumstances exist). Please refer all questions about whether students may remain in Australia during a period of suspension of enrolment to DIAC.

Provider Cancellation

In some cases where the student's misconduct is severe, the Seminar has the right to cancel the enrolment.

Where the Seminar has decided the misconduct is severe enough for cancellation the following must occur:

- The student must be informed in person (where possible), and in writing of the decision of the Seminar to cancel the student's enrolment
- They must be informed of the fact they have the right to appeal the decision by accessing the relevant procedures and completing this appeal within 20 working days of the notification
- Students must also be informed the Seminar is obliged to inform DoE/DIAC via PRISMS after the 20 working days period and that they will be at risk of having their Visa cancelled.

Recording and reporting deferments, suspension or cancellation of enrolments.

- All applications of deferment and outcomes are to be kept on the student's file.
- All reports of misconduct, decisions and actions taken in relation to misconduct, and other related documentation must be kept on file.
- Any decisions to initiate deferral, suspension or cancellation of an enrolment must be reported to DoE/DIAC via PRISMS.
- Students are to be kept informed of any decisions or outcomes that relate to a deferment, suspension, or cancellation of enrolments.
- All students are to be given the opportunity to access the complaints and appeals procedure before reporting any provider initiated suspensions or cancellations of enrolments via PRISMS occurs. The students have 20 working days to lodge an appeal.
- Where a student decides to access this procedure within 20 working days of notification the Seminar must wait until the process has finished before going ahead with the reporting of the student's enrolment changes via PRISMS.

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NOTE: For treatment of fees in the case of deferring, suspending or cancelling the student's enrolment refer to the *Tuition Fee Policy*.