



**OXFORD COLLEGE**

**CRICOS No. 02427A Registered School No. 2016**

## **Student Enrolment and Support Services Policy and Procedures**

### **1. Rationale**

This policy has been developed to meet the requirements of the VRQA Minimum Standards and the National Code 2007 Standard 6. Oxford selection and support services ensures that students can adjust to study and life in Australia, achieve their learning goals, achieve satisfactory progress towards meeting the learning outcomes of the course and is an efficient process of enrolment that satisfies the needs of both students and Oxford College (“**Oxford**”).

### **2. Scope**

This policy applies to all Oxford’s prospective and existing students.

### **3. Policy**

Oxford College has an open entry enrolment policy. Preference in enrolment is primarily determined by the applicant’s date of enrolment. Oxford’s terms and conditions of enrolment take into account the requirements of laws relating to the school registration, international students, privacy, discrimination and equal opportunity. Students with disabilities and/or special needs will be considered for enrolment along with all other eligible applicants.

Every member of Oxford’s community has the opportunity to learn, work and participate in an environment that is free from discrimination, harassment, bullying, vilification and victimization.

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

As Oxford is a Senior High School, there is no requirement for parents/guardians to present an immunisation status certificate before enrolment can be finalized.

A Register of enrolment is maintained that contains, for each student: their names, date of birth, age, Victorian Student Number (VSN), address, the name & contact details of any parents or guardian 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.

See also:

**Admission and Enrolment Policy and Procedures**

**Terms and Conditions of Enrolment**

**Anti-Discrimination Policy**

**Anti-Bullying & Anti-Harassment Policy**

**Equal Opportunity Policy**

**Refusal, Deferral, Suspension and Cancellation of Student Enrolment Policy & Procedures**

#### **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 how best to prepare themselves to study at Ozford and for international students, the expectations of life in Australia. A copy is also available on Ozford website.

##### **Admissions and Enrolment**

Ozford has a team of staff available to respond to application and admission enquiries and to ensure the speedy and effective processing of applications and enrolments.

##### **Arrival in Australia**

Ozford is able to arrange for international students to be met at the airport and taken to their accommodation upon request. Students are asked to indicate the need of this service when filling in the application form.

##### **Orientation & Transition Support**

All students will undertake 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:

- Orientation to Melbourne and a tour of Ozford;
- Details of the course, timetable, and teachers contact;
- Details of other Student Services and Support available in Student Handbook;
- Information on other support available, for example, legal issues, emergencies and health services;
- Visa requirements; and
- Contacts for assistance with payment, welfare and academic issues.

Please see “Standard Student Orientation Procedures” for more details.

Students are provided with a copy of:

- Student Information Sheet and Student Handbook;
- Student Enrolment Checklist; and
- Student Profile form to complete and return to Ozford.

##### **Student Handbook**

All students are provided with a copy of the Student Handbook during their first week at Ozford. The Handbook contains information on:

- Services, facilities and resources available to students;
- Visa requirements for international students; and
- 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 in Ozford.

Students Services Desks are 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. Students are advised to fill in a Student Services Request form in order for their request(s) to be attended to.

The official point of contact for students is the Student Services Officer 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 staff members available to support students being:

- Student Services Coordinator;
- Student Welfare Officer;
- IT Support Officers; and
- Library Officer.

Their contact details are available in the Student Handbook.

### **Academic, Language and Learning Support**

Academic support is the responsibility of the Student mentor and the High School Coordinator. They have extensive experience in teaching secondary students. Teachers with experience, skills and knowledge in the area of career counselling may also provide advice. You are advised to approach your teacher or the High School Coordinator for more information.

The High School Coordinator assists students with the following:

- Study Skills;
- Subject/Unit selections;
- Timetables;
- Learning Support Strategies; and
- Personal problems.

### **Student Mentors**

Each High School student is allocated a teacher who acts as the mentor for the student. Students are required to attend a weekly mentor group meeting.

Student mentors have responsibilities for pastoral care matters, study management, goal setting activities and career guidance. They are the initial contacts for students experiencing difficulties associated with study skills, ability to complete tasks on time, health issues, and personal matters.

Both teachers and Student Mentors are also responsible for alerting the High School Coordinator and the Student Services Coordinator of any student support needs or problems. Ozford proactively works with its students to ensure that they are in the position to succeed in their studies.

### **Student Welfare Services**

Ozford has a Student Welfare Officer 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 progression, attendance requirements and accommodation issue. Urgent matters will be attended to promptly.

The Student Welfare Officer will refer students to the appropriate person internally or externally if specialised support services are required. Counselling services and other external referrals can 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.

## Education Pathways and career advice

Oxford's Student Welfare Officer can provide students with support and advice in respect to education and other career pathways.

**Regular University Information Seminars** are conducted to provide students with further education information.

### 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 web sites indicated, or contact the High School Academic Director 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 – Education Providers' Roles and Responsibilities - <https://www.border.gov.au/Trav/Stud>
- Victorian Equal Opportunity & Human Rights Commission – Equal Opportunity Act 2010 – <http://www.humanrightscommission.vic.gov.au/>
- Victorian Equal Opportunity & Human Rights Commission – Racial and Religious Tolerance Act 2001 - <http://www.humanrightscommission.vic.gov.au/>
- AEI - Education Services for Overseas Students Act (ESOS Act) -<https://aei.gov.au/ESOS>
- Work Safe - Occupational Health & Safety (OH&S) Act 2004 - <http://www.worksafe.vic.gov.au/>
- Office of the Australian Information Commissioner - Privacy Amendment (Enhancing Privacy Protection) Act 2012 - <http://www.oaic.gov.au/>
- Victorian Institute of Teaching - Registration (Teachers) <http://www.vit.vic.edu.au>

### 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://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx>

### 6. Standard Student Admission and Enrolment Procedures

*Please refer to Admission and Enrolment Policy and Procedures*

## **7. Standard Student Orientation Procedures (Register of Enrolment)**

(For the beginning of Term for each new intake)

1. Once students accept an offer, sign Student Acceptance Agreement and school fee is paid, a Confirmation of Enrolment (CoE) will be generated for international students.
2. All new students are then advised to report to Ozford College on the date as specified on Offer Letter
3. Students' details will be entered in Maze. This includes: Student Names, D.O.B. and Overseas Address.
4. Once students arrive on the specified date, students will be guided through an orientation.
5. Students will fill in a Student Profile Form, medical form (if required) and a subject selection form during orientation.
6. Details on Student Profile Form will be entered on Maze. This includes student's names, D.O.B., Victorian Student Number (VSN), current residential address, emergency contact details, name and contact details of any parent or guardian and medical condition.
7. The student profile and medical form will be scanned and saved in student folder.
8. International student parent's details will be kept in Maze.
9. Students' status on MAZE will be changed from FUTURE to CURRENT.
10. Student Intake and enrolment date will be updated on MAZE.
11. Students will be placed on First Class according to their subject selection. A timetable will be generated and issued to students.
12. For students (under 24 years of age) without a VSN, a VSN number must be generated for student on DEECD VSN-VSR website. This number must then be recorded in Maze.

<http://www.vcaa.vic.edu.au/pages/schooladmin/vsn/index.aspx>

## **8. Standard Student Cancellation of Enrolment Procedures**

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