


AIHS Policy and Procedure		 AUSTRALIAN INTERNATIONAL HIGH SCHOOL
Doc #: PP - 2.4	Title: Commencement of Course	
Guidelines: 3.4 and 3.9		
Rev #: 2	Approved By: School Principal	Date: 17/12/2024

1.0 Purpose

1.1 The purpose of this policy and procedure is to define the process of handling student commencement of course including student orientation conducted by Australian International High School (AIHS), in line with the requirements of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

1.2 This policy and procedure is in place to ensure that students are provided with information about AIHS, training, assessment and support services. This policy also ensures that the needs of student are identified during the orientation programme.

2.0 Scope

2.1 This policy and procedure applies to all AIHS staff members involved in the process of conducting the orientation programme.

2.2 This policy and procedure also applies to relevant AIHS staff members involved in the process of uploading documentations and completed student registration pack on Paradigm as well as confirming commencement and reporting non-commencement of studies via PRISMS.

3.0 Definitions


3.1 Orientation – An introduction to guide a student in adjusting to new surroundings and activities, and to provide essential information to students prior to the commencement of a course. The orientation will also provide relevant information on training, assessment and support services from AIHS.

3.2 Paradigm – Student Management System that is used by AIHS.

3.3 Provider Registration and International Students Management System (PRISMS) – A secure computer system for education institutions on CRICOS to manage their student enrolments and comply with ESOS requirements.

3.4 Tuition Protection Service (TPS) – An initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. (Source: TPS website)

3.5 Visa Entitlement Verification Online (VEVO) – A free online service that gives visa holders, employers and other registered organisations access to visa entitlements and status information 24 hours a day. (Source: Department of Home Affairs website)

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4.0 Responsibilities

4.1 Student Services (SS) – Responsible for organising and ensuring smooth execution of the entire orientation programme. SS collects and verifies all required documents from students and keeps records in the Paradigm. Additionally, SS manages student enrolments and promptly reports any changes to a student's enrolment through PRISMS or other relevant government authorities, as required. In liaison with all stakeholders, SS ensures the welfare and safety of students and provides support in their academic, personal, and social development throughout their journey at the School.

4.2 IT Support Officer – Responsible for generating reports from Paradigm required from time to time, such as under-18 reports and other necessary documentation to support various operational needs.

4.3 Principal – Responsible for the effective management and operation of the School. This includes overseeing the planning and delivery of academic programs, ensuring that all academic resources, including course materials and timetables, are prepared, disseminated, and accessible to staff and students. The Principal also makes key decisions on student matters, such as enrolment, disciplinary actions, and other academic concerns. Additionally, the Principal conducts orientation presentations, provides comprehensive information about courses and subjects, and carries out other relevant tasks related to student enrolment and engagement.

4.4 Admissions and Marketing Departments – Responsible for verifying and ensuring that all necessary documents for student admission are accurately checked and recorded in Paradigm. They coordinate with relevant departments and staff to communicate any conditions or important information related to a student's enrolment. These departments also ensure timely follow-up with enrolled students who fail to commence their course. This includes liaising with agents to contact the students and directly reaching out to the students when agents fail to provide a satisfactory response.


5.0 Procedure

5.1 Student attends orientation. It is in place to acquaint student with AIHS's principles, standards, and policies and procedures. It also ensures that student obtains relevant information on training, assessment and support services from AIHS.

5.2 SS checks passport and Confirmation of Enrolment (COE) from student.

5.3 SS provides student with a Student Registration Pack and Information Pack.

5.4 Principal carries out an orientation presentation. Student is taken through the main contents of the Student Handbook and is also advised to further familiarise with them. Students will also be introduced to key points of contact and welfare-related support

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personnel e.g. Student Support Officer and Student Services Officers. Students are also taken through the Monitoring Course Progress, Class Attendance, Assessment and Refund policies and procedures, and are directed to the relevant sections in the Student Handbook.

5.5 After presentations, student completes the Student Registration Pack and return them to SS.

5.6 Upon receipt of the pack, SS check all the required information in the Student Registration Pack. SS must ensure that each document is filled out correctly and, where required, signed by the student.

5.7 Student is taken on a tour of the School premises and shown the training facilities, amenities and emergency exits.

5.8 Principal explains about course plan, class sessions, timetables, general expectations, contact details and etc.

5.9 SS takes a photo of students to create Student ID card. A Student ID card for the School is issued to all students after the orientation programme.

5.10 Student attends classes from the day indicated in the timetable.

5.11 SS enter information in Student Registration Pack into Paradigm.


5.12 SS have the responsibility to ensure that the Student Documentation Checklist is completed and all the documents in Student Registration Pack and Student Documentation Checklist are scanned and uploaded on Paradigm.

5.13 SS confirm commencement of course and provides the following information about accepted students, via PRISMS, within 31 days. For under 18 students, SS provide the required information within 14 days.

- The name and any other prescribed details;
- The starting date and expected duration of the course for which the student is accepted;
- The prescribed information about an accepted student who does not begin their course when expected. This includes student's residential address, phone number and email address.

SS also check on VEVO that students are on the appropriate visa.

5.14 SS notify Department of Home Affairs, through PRISMS, of the following:

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- Enrolled students who do not commence their course
 - AIHS is bound by law to notify the Department of Home Affairs within 31 days of any failure by students to fail to commence their course on their start dates as shown in their confirmation of enrolment letter. For students who are under 18 years of age, the School notifies the Department of Home Affairs within 14 days.
 - If student has not started on the date specified on the COE, the School is required to inform the agent to follow up with the student and the School will monitor the process to assure that the agent has taken all possible steps, via e-mail and telephone, to contact the student and ascertain whether a deferral is required or if there are other reasons for the student not being able to come to the School to commence their course.
 - In the case of not receiving a satisfactory response from the Agent, Marketing Department will contact the student directly to ascertain the reason for the student not turning up to commence their study.

5.15 SS check that all relevant files are uploaded on Paradigm before placing the student's file in the filing room. If not, Marketing Department is informed to provide missing documentation.

5.16 To ensure collection and verification of USI for all students, IT Support Officer will generate a report from Paradigm each month to identify student without verified USI. The list will be forwarded to SS for follow up.


6.0 Student Registration and Information Pack

6.1 Student Registration Pack includes:

- Student Registration Form
- Consent for Publication and Advertisement
- Student Declaration
- Orientation Programme Acknowledgement

6.2 Information Pack given to students includes:

- Student Handbook
- Important Contact Numbers
- ACA Group Staff
- Floor Plans and Premises
- Academic Calendar

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7.0 Main Contents in Student Handbook


7.1 The following information contained in the Student Handbook will be explained and clarified at the orientation:

- Academies Australasia Group
- Campus and Facilities
- School Website
- Articulation (University Pathways)
- Overseas Student Health Cover (OSHC)
- Student Support Services
- Change of Personal Details
- Student ID Cards and Copy Cards
- Training, Delivery and Assessment
- Course Progress and Attendance
- Deferring, Suspending and Cancelling Student Enrolment
- Complaints and Appeals
- Student Rights and Responsibilities
- Payment of fees and Refund Policy
- Work Rights
- Visa
- Important Legislation
- Safety Information

8.0 General Guidelines

Orientation program must be culturally appropriate and provides information about the following:

- support services available to assist overseas students to help them adjust to study and life in Australia
- English language and study assistance programs
- any relevant legal services
- emergency and health services
- the registered provider's facilities and resources
- complaints and appeals processes
- requirements for course attendance (if applicable) and progress
- the support services available to assist students with general or personal circumstances that are adversely affecting their education in Australia
- services students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman.

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9.0 References

- 9.1 AIHS Student Enrolment Policy and Procedure
- 9.2 ACA Deferring, Suspending or Cancelling Student Enrolment Policy and Procedure
- 9.3 AIHS Complaints and Appeals Policy and Procedure

10.0 Appendices

- 10.1 Student Handbook_AIHS
- 10.2 Student Induction Survey Form
- 10.3 Representative Survey Form