

International Student Pre-Enrolment Engagement and Orientation

Our approach to enrolment is to provide a pathway for international students to make informed decisions about their training and assessment and enter a training pathway that is the right fit for their career goal. This will be achieved in the pre enrolment interview. In doing this, New Era Institute has legislative responsibilities to comply with strict laws that govern the process for the enrolment and induction of students from overseas.

Campus Location: Suite 1, Level 2, 14 Railway Parade, Burwood, NSW 2134.

Campus facilities and equipment

Reception

At reception students can:

- *Request information*
- Pay tuition fees (options available)
- Submit forms or electronically (admissions@newerainstitute.edu.au)
- Book an appointment for Learning Support
- Request information about enrolment & course progression
- Book and pay for social activities
- Send scanned documents
- Pick up parcels
- Collect New Era Institute student card

New Era Institute student engagement area

- Computers
- Textbooks and other resources
- Notice boards (Information about jobs, accommodation, social activities, etc.)
- Wireless internet access

Library resources

Library resources (can be found at www.newerainstitute.edu.au under Student Portal including access to NSW State Library resources e.g. eJournals). Advice will be given to students on how to access the Libraries in the local city area within Greater Sydney.

Qualifications offered

New Era Institute (New Era Institute) offers the following training programs to students

- BSB42015 Certificate IV in Leadership and Management
- BSB51915 Diploma of Leadership and Management
- CHC30113 Certificate III in Early Childhood Education and Care
- CHC50113 Diploma of Early Childhood Education and Care

Information about the above 4 qualifications are available for students intending to enrol at New Era Institute on the website www.newerainstitute.edu.au. This includes the duration, the content, the mode of study and assessment methods.

The course duration for the four courses are as below:

BSB42015 Certificate IV in Leadership and Management **and**
BSB51915 Diploma of Leadership and Management

Courses intake duration is for 40 weeks' tuition and 10 weeks breaks between the terms

CRICOS course duration: 50 weeks

CHC30113 Certificate III in Early Childhood Education and Care

Courses intake duration is for 40 weeks' tuition and 10 weeks breaks between the terms

CRICOS course duration: 50 weeks

CHC50113 Diploma of Early Childhood Education and Care

Courses intake duration is for 60 weeks' tuition and 14 weeks breaks between the terms

CRICOS course duration: 74 weeks

The course duration details are also clearly indicated in each course brochure for each qualification, International Student Acceptance Agreement and on the New Era Institute website.

Leadership and Management qualifications have 4 Core and 8 Electives units. The units are delivered in sequence (3 units per term over 4 terms).

Early Childhood Education and Care – The content varies between Certificate III and Diploma. The units are delivered in Clusters and include compulsory work placement.

Certificate III has 15 Core and 3 Electives units. 260 hours of work placement.

Diploma has 23 Core and 5 Electives units. 360 hours of work placement.

Contemporary skills and knowledge required in the Australian workplace are reflected in the many assessment methods used in the courses. In brief terms, they are written, oral, practical assessments with third party reports (in work placement – Early Childhood Education and Care).

Students are advised on the website www.newerainstitute.edu.au under Courses of all types of assessments they will encounter during the courses.

Each course structure, assessments methods/tools are detailed in the appropriate Training and Assessment Strategy document for each qualification.

Cost of living

It is estimated that it costs around AUD \$19,800 per year plus tuition fees and insurance to live in Australia. There is an additional living cost of 35% per year for a student's spouse and a further 20% per year for one child and an additional 15% per year for any other children. More details can be found on www.studyinaustralia.gov.au/global/live-in-australia/living-costs

Accommodation

Students are advised in the enrolment form about homestay opportunities or provided by external providers. New Era Institute advises students about alternative accommodation available to them. A list of alternative accommodation providers can be found on www.newerainstitute.edu.au under Student Handbook. (Students are sent a pre-enrolment checklist to ensure they get current and accurate information).

School Aged Dependants

Students are advised about schooling obligations and options for school aged dependants when studying in Australia. This information can be found at www.newerainstitute.edu.au and Student handbook. (Students are sent a pre-enrolment checklist to ensure they get current and accurate information).

Deferral, suspension and Cancellation

Students are advised to read this section in the student handbook. (Students are sent a pre-enrolment checklist to ensure they get current and accurate information).

Course entry requirements

All international students applying to enter a course being offered by New Era Institute must:

- Attained the age of 18 years and over
- Demonstrate good command of written and spoken English
- Verified evidence of IELTS Level 5.5 or equivalent
- Have completed year 12 or an equivalent secondary schooling level of a Higher School Certificate or can demonstrate suitable work or life experience
- Meet the following Student Visa (Sub-class 500) requirements:
- Be of good character
- Are of sound health
- Have acceptable health insurance through the Overseas Student Health Cover (OSHC) for themselves and members of their family unit accompanying them to Australia
- Have no outstanding debts to the Commonwealth of Australia
- Demonstrate the capacity to meet basic living costs requirements set by the Australian Government

Notification of entry requirements

Students must be informed about course entry requirements prior to enrolment. Course entry requirements information will be provided via the New Era Institute website: www.newerainstitute.edu.au New Era Institute student handbook, course brochure and pre-enrolment information package. In addition to this, Agents will be advised of student entry requirements on a regular basis using meetings, emails and other written notification.

Student Services will follow up with a prospective student online enquiry after 7 days to help and guide a student to enrolment or for further information that may lead a student to enrol in a suitable course with another provider.

Assessing Student's Qualifications, Experience and English Proficiency Procedure

New Era Institute has a procedure to assess whether the student's qualifications, experience and English language proficiency is appropriate for the course in which they wish to enrol so as to ensure the student has the ability to complete the qualification.

The steps in the process are as follows:

The agent or a representative from New Era Institute must interview the student either face-to-face or via telephone/video conference. During this interview a check is made of the student's qualifications, experience and English proficiency. This interview is to be recorded on the New Era Institute Student Enrolment Interview Form. The form forwarded to Student Services and to be entered on RTO Data.

When the enrolment forms are received they are assessed by Student Services.

Enrolment forms are only accepted with appropriate supporting documentation. Where there is missing documentation/Information, Student Services will contact the agents and/or students to obtain the required information. All International students are required to submit the following with their enrolment form:

- A copy of student passport
- An authorised copy of their visa (Onshore students only)
- Documentary evidence of English proficiency by a recognised English Language testing score (IELTS = 5.5) or equivalent.
- Supporting information of educational background and attainment (Completed year 12 or equivalent and previously attained qualifications).

Enrolment and Orientation Procedure

Step 1 (Enquiry about the enrolment process and course offered)

Student will make an enquiry via an Agent, website, email or phone. The student is to be provided with accurate and ethical marketing and pre-enrolment information package that enables them to make confident and suitable decisions about offered courses. It is important that the student is provided with information about their rights

and obligations. A copy of New Era Institute International Student Handbook, which contains important information for the student about the course and visa eligibility requirements and living in Australia information is provided as part of the pre-enrolment information package.

Student Services will follow up the enquiry after 7 days if the enrolment form is not submitted to offer assistance to the student.

Step 2 (Submission of enrolment form)

Method 1: The student completes the Enrolment Form found online at www.newerainstitute.edu.au by clicking on the “apply now” button and submits to Student Services from the online portal (this form can only be submitted if all fields are completed which requires evidence attached before submission is allowed - this is an automatic submission).

Method 2: The student requests the enrolment form by email - completes and submits the Enrolment Form:

By mail:

Student Services
New Era Institute
*Suite 1, Level 2, 14 Railway Parade,
Burwood, NSW 2134, Australia*

By Email:

admissions@newerainstitute.edu.au

Method 3: The student can download the enrolment form from www.newerainstitute.edu.au under international students and submits as per Method 2.

Method 4: The student is approached by the agent and the agent assists the student to complete the enrolment form and collect the appropriate evidence.

The agent is required to forward the enrolment form and evidence as per Method 2.

Step 3 (Assessing the enrolment form and the evidence to proceed)

Student Services will:

1. Check the enrolment form is completed by the student/ agent against the entry requirements.
2. If the enrolment documentation meets the requirements, the information is transferred to RTO Data as a prospective student. Student Services advance to step 5 of this process.



3. If the enrolment documentation is flawed, student services will contact the student directly or the agent to seek submission of missing information. Until further information is supplied, the student file remains open with appropriate notes and stored in a pending file which will be revisited weekly.
4. If the student is enrolling from within Australia (Onshore Students), they are required to supply a copy of their personal details and student visa page(s) from their passport and a copy of their OSHC card.
5. If the revised enrolment documentation is accepted, step 2 above proceeds.
6. If the enrolment documentation is correct:
 - i. A New Era Institute representative (Student Services or the agents) will interview the student either face-to-face or via telephone/video conference. This interview is designed to capture important information about the applicant and to personally inform them about their rights and obligations. The outcomes of this interview is to be recorded on the Student Enrolment Interview form. The recorded information will be scanned and stored electronically by student services in the individualised student file on the server. The hard copies are filed in individualised folders and stored in the student file management room.
 - a. If the outcomes of the interview are beneficial for the students future studies, Student Services will forward to the student by email a letter of offer and International Student Acceptance Agreement (Fees and Charges plus Intakes and Courses dates are attached as separate documents to the agreement). (Step 4 below)
 - b. If the outcomes of the interview are not advantageous to the student by enrolling at New Era Institute, the student will be advised by student services of other options e.g. enrolling in ELICOS College or alternative provider of the course s/he is seeking to study.

Step 4 (Student Acceptance)

On acceptance of letter of offer, Student must sign all pages of this International Student Acceptance Agreement and make the payment of the required fees stated in the letter of offer.

The required fees are AUD\$1500 which includes: AUD\$650 initial tuition fees and other charges (enrolment fee of AUD \$300 – non-refundable and Learning resources of AUD \$550).

The Acceptance Agreement together with confirmation of the payment must be returned to New Era Institute via email admissions@newerainstitute.edu.au, in person or by post as mentioned on the letter of offer for the student to be accepted by New Era Institute.

The signed International Student Acceptance Agreement must be received before the student offer expires. This offer is valid for 14 days only. After this date, the position will be offered to another applicant.

Step 5 (Confirmation of Enrolment)

Once all required documentation and payment has been received and accepted, Student Services will email or post to (when an email address is not provided) the student the following documentation:

- a Confirmation of Enrolment form (eCoE)
- confirmation of course commencement details including orientation date and a welcome letter
- a tax invoice for the payment of tuition fees and other charges stated on the letter of offer
- Overseas Student Health Cover (OSHC) information

If the student may request the following forms and if so, they will be included with the documentation above:

- Accommodation & airport transfer application form
- Credit Transfer and Recognition of Prior Learning Self – assessment Guide

If the student requests, the documents will be sent to the agent.

Step 6 (Visa/Travel/Accommodation)

Once the student is in receipt of the Confirmation of Enrolment, they may apply for a Student Visa – (Sub-class 500). You will be unable to apply for a student visa without the eCoE.

When you receive your eCoE, you must apply for the Student Visa (Sub-class 500) online. You can apply when you are in or outside Australia. After you have gathered and scanned the documents that support your application, create an account and apply for your student visa with the Department of Immigration and Border Protection online application system – ImmiAccount.

If you do not provide the documents requested, your visa application could be refused. Go to <http://www.border.gov.au/Trav/Visa-1/500-> for more information.

If the student is not successful in securing a visa, they must notify Student Services in writing as soon as possible to access a full refund of previously paid tuition fees - AUD\$650 and the learning resources fee of \$550. The student will not be refunded the enrolment fee (\$300).

The student is also required to arrange their travel and temporary accommodation (unless they request homestay arrangement by New Era Institute) for their initial period in Australia (until permanent accommodation can be established). Once these

arrangements have been finalised, the student is requested to notify Student Services by email of the following:

- Confirmation of Student Visa (Sub class 500)
- Confirmation of travel booking and the planned arrival time, carrier and airport.
- Confirmation of temporary accommodation including address and phone number.

Prior to Orientation, the student will receive a welcome letter by email outlining visa/travel/ accommodation and arrival information that needs to be considered. Student Services will liaise with a student who needs further assistance. In the welcome letter, students arriving from overseas are requested to contact Student Services during business hours (by email or phone) to confirm arrival and contact details in Australia.

An emergency phone number (+61 404 144 455) is available if the student is not met by family or homestay representative and need assistance from Student Services.

Step 7 (Orientation and Course Commencement)

The student is notified of the course commencement details at the point of confirmation of enrolment. On arrival at New Era Institute (9:00 am on the first day of the course), the student will participate in an orientation program. During orientation, the following will be covered:

- Accommodation details
- Contact details
- Next of kin details
- Overseas Student Health Cover (OSHC)
- An opportunity to complete required New Era Institute forms
- Welcome session including meeting key New Era Institute staff
- Overview of life in Australia
- Academic and general administrative matters
- Confirming or obtaining a Unique Student Identifier (USI)
- The role of Student Support Services
- Students rights and responsibilities
- Work placement requirements (where applicable)
- New Era Institute policies & requirements for course progress
- Student visa conditions overview
- Maintaining current contact information
- New Era Institute student card issuance
- General tour of the area for newly arrived students from overseas

An opportunity will be given to Students to ask questions and have any concerns addressed at the conclusion of Orientation. This will include the opportunity by New Era Institute Staff to indicate to the students that may request learning and/or pastoral assistance throughout their course by contacting Student Services at reception or their trainers.

Enrolment and Orientation Process

