

# ALC Code of Practice – Overseas

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## 1. Introduction

This Code of Practice provides the basis for good practice in the promotion, operation, financing and administration of higher education services by Australian Lutheran College [ALC], as a higher education organisation registered in South Australia under the Training and Skills Development Act 2003.<sup>1</sup>

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## 2. Provision of Higher Education

ALC:

- 2.1 has policies and procedures which maintain high professional standards in the delivery of higher education services, and which safeguard the interests and welfare of students;
  - 2.2 maintains a learning environment that is conducive to the success of students;
  - 2.3 has the capacity to deliver and assess the qualifications for which ALC has been registered, provides adequate facilities, and uses methods and materials appropriate to the learning and assessment needs of students;
  - 2.4 monitors and assesses the performance and progress of its students;
  - 2.5 ensures that teaching staff are suitably qualified with credentials from recognised institutions that have demonstrated their bona fides as qualifications issuing bodies;
  - 2.6 ensures that teaching staff are sensitive to the cultural and learning needs of students, and ALC provides professional development for staff as required;
  - 2.7 ensures that assessments are conducted in a manner which meets the specifications of accredited courses;
  - 2.8 is committed to access and equity principles and processes in the delivery of its services.
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## 3. Issuance of Qualifications

ALC:

- 3.1 issues qualifications and academic records and transcripts to students who meet the required outcomes of a qualification or course units, in accordance with the *AQF Implementation Handbook*;
- 3.2 notifies the Department of Further Education, Employment, Science and Technology [DFEEST] through the Client Qualifications Register of all qualifications, academic records and transcripts issued within one month of issuance.

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#### 4. Promotion of Courses and Assessment Services

ALC:

- 4.1 promotes and advertises our products and services to overseas students accurately and in an ethical manner, and
- 4.2 aims to enhance the reputation of South Australia and Australia as a source of quality education and training in promoting our services to overseas students;
- 4.3 promotes our services consistently with reference to the educational, cultural and regulatory systems of pertinent countries as applicable;
- 4.4 accurately represents recognised educational courses and services to prospective students or clients and does not:
  - make any inaccurate claims of association with any other provider or organisation, or give inaccurate advice as to acceptance into another course;
  - draw false or misleading comparisons with any other provider or qualification;
- 4.5 gains written permission from a student before using information about that individual in any promotional materials;
- 4.6 ensures students are provided with full details of conditions in any contract arrangement with ALC and will not enrol a student unless we have provided the student with accurate and current information consistent with Attachment A to this code.

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#### 5. Recruitment and Placement

ALC:

- 5.1 ensures that offers of course placement are made by suitably qualified and trained ALC staff [Overseas Student Supervisor and Head of School] based on an accurate assessment of all course and unit prerequisites [including educational background and English language proficiency] against the student-submitted, certified documentary evidence;
- 5.2 ensures that evidence of assessment provided meets the requirements of the Migration Regulations;
- 5.3 ensures student information regarding course acceptance and placement includes English language proficiency requirements or bridging course information [as relevant];
- 5.4 provides accurate information to overseas students on course requirements and prerequisites and only enrolls overseas students in courses as defined in the *National Code*;<sup>2</sup>
- 5.5 notifies and has a documented procedure for the notification of the relevant Commonwealth authority regarding student course progress;
- 5.6 ensures ethical and responsible recruitment and placement of overseas students at all times, complies with equal opportunity legislation and is consistent with Department of Immigration and Citizenship [DIAC] requirements.

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## 6. Credit transfer

ALC:

- 6.1 grants credit and recognises prior learning or current competencies in accordance with the ALC documented credit transfer and RPL policy, maintains records of assessment and documents all credit granted in the Credit Register/s in compliance with the specified standards.<sup>3</sup>

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## 7. Financial Standards

ALC:

is financially viable and compliant with all financial reporting requirements under Commonwealth and South Australian legislation;

- 7.1 provides an annual statement by an appropriately qualified accountant attesting to the financial viability of ALC and capacity to deliver the courses to overseas students for which it is registered;
- 7.2 has appropriate measures in place to ensure that students are not financially disadvantaged in the event of financial failure;
- 7.3 has policies and procedures available to students, including a fair and equitable refund policy, which are consistent with the *National Code*;<sup>4</sup>
- 7.4 ensures that the contractual and financial relationship between the student and ALC is fully and properly documented<sup>5</sup> and that copies of the documentation [Attachment A] are made available to the student via the enrolment and induction processes.

ALC will not accept payment of course fees unless the student has been provided with and/or completed the following documentation:

- the *ALC Application for Enrolment Form* [including student *Promotional Feedback & Media Release Permission; Privacy Statement; Informed Consent; Terms and Conditions of Enrolment; Declaration and Induction Checklist*] which constitutes the ALC formal written agreement with the student;
  - The *ALC Induction Checklist* contains links/pathways to the ALC website, handbooks and student-related policies and procedures, specifically including but not limited to:
    - cost of education and assessment services and issuance of qualifications and academic records and transcripts,
    - payment arrangements,
    - grievance information, policy and procedures,
    - advice in relation to refund conditions<sup>6</sup> and any other matters that place obligations on ALC overseas students.
- 7.5 safeguards fees
- via State or Commonwealth law administration of recurrent expenditure for the provision of education, or
  - by membership of an approved Tuition Assurance Scheme.

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## 8. Provision of Information

ALC:

- 8.1 has a documented process as part of the quality information management system, for ensuring all information provided [Attachment A] is current, accurate and relevant;
- 8.2 ensures that overseas students are aware that, under the *ESOS Act 2000*, any personal information may be made available to the state recognition authority, the Commonwealth and the Manager of the ESOS Assurance Fund;
- 8.3 advises and has a process for advising students of:
  - 8.3.1 changes to student visa conditions as advised by the Department of Immigration and Citizenship [DIAC] or its equivalent;
  - 8.3.2 changes or variations to student enrolment;
  - 8.3.3 breaches by students of student visa conditions relating to attendance or satisfactory academic performance.
- 8.4 ensures that staff are informed of their responsibilities under this Code of Practice.<sup>7</sup>
- 8.5 supplies, prior to enrolment, accurate, relevant and up-to-date information to prospective students via the application for enrolment and student induction process, covering but not limited to:
  - A copy of the Code of Practice for overseas students,
  - Student selection details, including status and RPL arrangements, language, literacy and numeracy assessment,
  - Course information, including content and outcomes,
  - Fees and charges including refund policy and exemptions [where applicable],
  - Learning and assessment procedures,
  - Welfare and guidance services,
  - Appeals and complaints procedures,
  - Disciplinary procedures.

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## 9. Student Support Services

ALC:

- 9.1 provides adequate protection through documented processes and accurate information to ensure the health, safety and welfare of students, and adequate and appropriate support services in relation to student accommodation, orientation, concurrent assistance, bridging courses and welfare facilities, academic, personal and pastoral counselling;
- 9.2 has documented processes consistent with Standards<sup>8</sup> for the appointment and direction of a suitably qualified person as the Overseas Student Supervisor.

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## 10. Complaints and Appeals [Grievance] Mechanism

ALC:

- 10.1 ensures that students have access to a fair and equitable and inexpensive process for expeditiously dealing with grievances and provides an avenue for students to appeal against decisions that affect student progress. Every effort is made by ALC to resolve student grievances as outlined in the Grievance Policy/ies, Procedure/s and Flowchart/s;
- 10.2 has a grievance policy where a member of staff is identified to students as the reference person for such matters. In addition, the grievance mechanism as a whole is made known to students at the time of enrolment. Where a grievance cannot be resolved internally, ALC advises students of the appropriate independent and/or external body/ies where they may seek further assistance in hearing complaints or appeals consistent with the Standard.<sup>9</sup>
- 10.3 implements policies and procedures for dealing with student complaints, grievances and appeals that ensure a constructive and expeditious process, ensuring that:
  - each complaint, grievance, appeal and its outcome is recorded in writing;
  - each complaint or grievance can be appealed and heard by an independent person or body such as a relevant State or Commonwealth regulatory body;
  - each complainant has an opportunity to formally present his or her case; and is given a written statement of the outcome of the process, including reasons for the decision.

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## 11. Record Keeping

ALC:

- 11.1 keeps complete and accurate records of the attendance, progress and assessment of students as well as financial records that reflect all payments and charges and the balance due, and provides copies of these records to students on request;
- 11.2 reports through DFEEST's Client Qualifications Register on the qualifications issued within one month of issuance;
- 11.3 reports confidential statistical information on ALC's registered higher education courses required by State and Commonwealth legislation including but not limited to student load and enrolments, fields of study, student completion rates and staff details.

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## 12. Quality Control

ALC:

- 12.1 has documented processes and appropriate mechanisms in place to ensure course outcomes are consistent with courses leading to equivalent qualifications in an Australian university;
- 12.2 has mechanisms in place to continuously improve services including processes to obtain feedback from students and clients on their satisfaction with services they have received;

12.3 complies and will continue to comply with the *Guidelines in Higher Education Accreditation and Registration [Recognition] and National Protocols for Higher Education Approval Processes*.

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### 13. National Requirements

ALC:

Complies with the *ESOS Act 2000, ESOS Regulations 2001* and the *National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007*.



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Rev Dr Michael Hassold  
Principal

28/05/08

Date

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### Explanatory Notes

- <sup>1</sup> This *Code of Practice* complements the *National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007* established under Commonwealth law [the *ESOS Act 2000* and *ESOS Regulations 2001*].  
  
For the purpose of this Code 'student' refers to any person [within or outside Australia] who holds a student visa as defined by the *ESOS Act 2000* and is participating in educational courses at ALC. A 'client' is a student or organisation who may enter into a contract with the registered training provider for the delivery of education and training services. '*National Code*' refers to the *National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007*.
- <sup>2</sup> Standards 1 and 9 and under Part C, Section 7, 'Course Duration' of the *National Code*.
- <sup>3</sup> Standards 2.1 (a) and 12 of the *National Code*.
- <sup>4</sup> Standards 2.1 (e) and 3 of the *National Code*.
- <sup>5</sup> Consistent with Standards 3 and 13 of the *National Code*.
- <sup>6</sup> Standard 3.2 of the *National Code*; *ESOS Act 2000* and *ESOS Regulations 2001*
- <sup>7</sup> Consistent with Standard 6.7 of the *National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007*, the *ESOS Act 2000* and the *ESOS Regulations 2001*.
- <sup>8</sup> Standards 5, 6, 7.3 (ii) of the *National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007*.
- <sup>9</sup> Standard 8 of the *National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007*.

## Attachment A

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*The following information is provided electronically [or in hard copy upon request] to ALC students as part of the **Application for Enrolment, Induction Checklist** process, and through the provision of **ALC Handbooks** for perusal before the signed agreement of acceptance of enrolment into course and units:*

1. copy of the ALC signed Code of Practice for overseas students studying on a student visa [based on the Training and Skills Commission template]
2. copy of the *National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007*
3. course information, including content and vocational outcomes
4. the accreditation status of the course
5. student selection, entry requirements, enrolment and induction/orientation procedures
6. the commencement dates and duration of courses
7. the time commitment involved in undertaking the training offered
8. requirements to achieve the qualification
9. the qualification/certification to be issued on completion or partial completion of the course of study
10. Australian and overseas recognition given to qualifications
11. teaching methods used [including field trips or work experience requirements]
12. policies on assessment, including methods, grading, resubmission of work etc
13. Credit transfer and Recognition of Prior Learning [RPL] arrangements
14. itemised list of fees payable
15. the conditions under which students will be eligible to receive a refund of fees
16. arrangements for the protection of student funds
17. internal and external grievance/appeal processes
18. student rights and responsibilities, including withdrawal arrangements
19. ALC rights and responsibilities as a registered training provider
20. conditions under which tuition may be terminated
21. welfare and guidance services relevant to overseas students
22. general description of:
  - the facilities [for example classrooms, furniture, fittings]
  - the equipment [for example audio-visual teaching aids]
  - the learning resources [for example reference texts and software] available to students undertaking the course
23. work rights
24. course requirements [including the need to be enrolled in a full time course of study, and requirements relating to attendance and academic progress]

25. the requirement to maintain current overseas student health cover, and to maintain adequate arrangements for the education of dependants
26. the requirement to seek the prior approval of DIAC or its equivalent for certain course changes, or before commencing a new course, or changing courses
27. Information about the minimum level of English language proficiency, educational qualifications and work experience required for the student to be accepted for the course [unless this is clearly not relevant], including bridging courses and details of pre- and in-sessional English language programs
28. An accurate representation of the local environment in which our organisation is operating, including location of campuses and indicative costs of living
29. Advice that any school-aged dependants accompanying an international student to Australia will be required to pay full fees if they are enrolled in either a government or non-government school
30. Provisions of the Migration Act and Regulations governing overseas student entry and stay in Australia