

## Pre-enrolment

DEC International role	TAFE NSW ELC role	TAFE NSW ELC – HSP (additional role)
<p>Enter application data and issue offer letters for TAFE NSW and Schools package courses with TAFE NSW ELCs.</p> <p>Receive payment and issue eCoEs for packages &amp; CAAW forms for U18s.</p> <p>Notify Homestay company / ELC.</p> <p>Enter applications and issue eCoEs for Regional ELCs for ELICOS only (not Hunter).</p>	<p><b>ELICOS only (Sydney and Hunter ELCs):</b></p> <ul style="list-style-type: none"> <li>Enter applications data on TISIMS.</li> <li>Issue offers, eCoEs &amp; CAAW (U18s) (and for packages with private providers).</li> </ul> <p><b>Packages:</b> Check TISIMS for students paid and eCoE issued.</p> <p>Arrange Homestay as requested.</p> <p><b>Onshore applications ELICOS only:</b> Check change of provider requirements &lt;6 months - release letter and eCoE &amp; (CAAW for U18s).</p>	<p><b>Homestay:</b> Advise Homestay provider of high school placement to allow reasonable travelling time to school.</p> <p>U18s - CAAW form.</p>

## Arrival & Enrolment

DEC International role	TAFE NSW ELC role	TAFE NSW ELC – HSP (additional role)
<p>Update PRISMS as required.</p> <p>Action changes to course, school start dates on TISIMS / PRISMS.</p>	<p>Enter enrolment data on TISIMS.</p> <p>Advise DEC International by <b>Week 2</b> of:</p> <ul style="list-style-type: none"> <li>Changes to enrolment- deferment (Refer ESOS guidelines) and non-commencement (package).</li> <li>Student's English level &amp; possible changes to course length.</li> </ul> <p>Enter student / guardian contact details in TISIMS.</p>	<p>Advise parents, agents and receiving school of English level at enrolment and possible changes to course length.</p> <p>Check student living in approved accommodation.</p> <p>Guardian attends enrolment interview – check ID.</p>

## During ELC enrolment

DEC International role	TAFE NSW ELC role	TAFE NSW ELC – HSP (additional role)
<p><b>TAFE NSW:</b> Handle requests for changes to course/college placements.</p> <p><b>Support &amp; Compliance School:</b> Handle requests for changes to high school placement &amp; enrolment dates.</p>	<p>Advise DEC International of early completion of course, defer and transfer/ refund of fees.</p> <p>Maintain student file at ELC with copy of all documents.</p>	<p>Advise guardian, parent, high school of changes to completion date.</p> <p>Progress reports sent to guardian, parent and high school.</p>

## Compliance during enrolment

DEC International role (Support & Compliance)	TAFE NSW ELC role	TAFE NSW ELC – HSP (additional role)
<b>Standard 5: Younger students (U18)</b>		
<p>Maintain agreements with Homestay providers.</p> <p>Issue CAAW forms for students on package.</p> <p>Notify DIBP if students fail to maintain approved arrangements.</p>	<p>Issue CAAW forms for ELICOS only students.</p> <p>Establish systems to:</p> <ul style="list-style-type: none"> <li>actively monitor accommodation and welfare arrangements.</li> <li>check guardian/carers are approved.</li> </ul> <p>Advise DEC International immediately if students (on package) do not maintain approved arrangements.</p> <p>Notify DIBP if ELICOS only students fail to maintain approved arrangements.</p>	<p>Advise parents and receiving high school.</p>
<b>Standard 7: Change provider</b>		
<p>Issue release letter.</p> <p>Handle appeals for change of provider.</p> <p>Handle external appeals process.</p>	<p>Issue release letter for ELICOS only.</p> <ul style="list-style-type: none"> <li>Notify DEC International of request to change provider, with recommendation.</li> <li>Send DEC International copies of written request for release letter, eCoE and offer letter for new provider.</li> </ul>	<p>Copy of CAAW form for new provider - U18.</p>
<b>Standards 10 &amp; 11</b>		
<p>Monitor appeals process for attendance and course progress.</p> <p>Handle external appeals process.</p> <p>Issue SCV via PRISMS for non-compliant students at completion of appeals process.</p>	<p>Record and monitor attendance and calculate attendance rate.</p> <p>Advise students of attendance requirements and process as per ELC Attendance Policy.</p> <p>Advise students of course progress policy as per ELC Progress Policy.</p> <p>Issue warning letters for poor attendance or failure to make satisfactory progress according to Attendance and Course Progress Policy.</p> <p>Issue intention to report letters for students who have failed to meet attendance/course requirements, and send copies to DEC International.</p> <p>Handle internal appeals process. Advise DEC International if appeal lodged.</p> <p>Notify student in writing of outcome of appeal with right to access external appeal – if appeal rejected. Send DEC International copies of appeal letter and written outcome.</p> <p>Maintain copies of all documents on student files.</p>	<p>Copy of warning letters to guardian, and parent (via agent).</p> <p>Copy of report letters to guardian, parent (via agent), high school and DEC International.</p> <p>Appeal signed by parent of student U18.</p> <p>Appeal outcome sent to parent (via agent), guardian and high school.</p>

## Exiting students

DEC International role	TAFE NSW ELC role	TAFE NSW ELC - HSP (additional role)
<p><b>TAFE NSW:</b> Action changes to course, start dates on TISIMS / PRISMS.</p> <p><b>Support &amp; Compliance</b></p> <p><b>School:</b> Action changes to school start dates on TISIMS / PRISMS. Discuss extension with school and based on school decision arrange new start date/ further assessment of student or school placement with lower English level. Arrange school enrolment interview.</p> <p>Issue ATE for high school.</p>	<p>Advise DEC International four weeks prior to end date, students who will not meet entry requirements &amp; may need a course extension.</p>	<p>Advise guardian, parent (via agent), and high school.</p> <p>Exit reports to guardian, parent (via agent), and high school.</p>