

# Application and Enrolment Policy and Procedures

## Policy

1. This policy supports the ESOS National Code 2007 - Standard 2 and 3, the ELICOS National Standards - Standard P1.1 and Standards for Registered Training Organisations (RTOs) 2015 – Standard 1, 3, 4 and 5.
2. The College will provide learners with information prior to commencement of services including any third party arrangements affecting the delivery of training and/or assessment.
3. The College recruits students in an ethical and responsible manner and provide information that enables students to make informed decisions about studying with the registered provider in Australia. The College ensures students' qualifications, experience and English language proficiency are appropriate for the course for which enrolment is sought. Please refer to Assessing Student's Qualifications, Experience and English Language Proficiency Policy and Procedure.
4. The College will provide or make readily available information to the learner that outlines the services the College will provide the learner, along with the rights and obligations of the learner and the College. This information is contained in the College's student prospectus, marketing materials or Letter of Offer and Written Agreement.
5. Written agreements stated in the College's Letter of Offer and Written Agreement between the College and students set out the services to be provided, fees payable and information in relation to refunds of tuition fees.
6. The College must have a written agreement with each student.
7. The College does not accept tuition fees from international students before a Letter of Offer and Written Agreement-International Student has been signed or otherwise accepted by that student (or the student's parent or legal guardian if the student is not yet 18 at the time of enrolment, however will be at the course commencement date).

The College enters into a written agreement with the student, signed or otherwise accepted by that student, concurrently with or prior to accepting tuition fee from the student. The agreement must:

- a. identify the course or courses in which the student is to be enrolled and any conditions on his or her enrolment
- b. provide an itemised list of tuition fees payable by the student
- c. provide information in relation to refunds of tuition fees
- d. set out the circumstances in which personal information about the student may be shared between the College and the Australian Government and designated authorities and, if

- relevant, the Tuition Protection Service. This information includes personal and contact details, course enrolment details and changes, and the circumstance of any suspected breach by the student of a student visa condition; and
- e. advise the student of his or her obligation to notify the College of a change of address while enrolled in the course.

The College includes in the written agreement the following information, which is to be consistent with the requirements of the ESOS Act, in relation to refunds of tuition fees in the case of student and provider default:

- a. amounts that may or may not be repaid to the student
- b. processes for claiming a refund;
- c. a plain English explanation of what happens in the event of a course not being delivered; and
- d. a statement that “This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia’s consumer protection laws”.

The written agreements between the College and students specify the scheduled course contact hours for the EAL Courses/ ELICOS courses in which the student is to be enrolled, ensuring that they indicate the student’s scheduled course contact hours, and include:

- a. a minimum of 20 scheduled course contact hours per week of face-to-face classes of English language instruction for the course
  - b. any other scheduled course contact hours required by the course.
8. All students must complete, sign and submit an application form together with required supporting documents to the College before being offered a course.
  9. All students must sign a Written Agreement and make an initial payment before being enrolled to a course.
  10. The College recognises qualifications and Statements of Attainment issued by another RTO. Where a student enrolls in a qualification delivered and assessed by the College, then the College will recognise units of competency included on a Statement of Attainment/ Records of results issued to the applicant by another RTO towards the qualification assuming the units meet the packaging rules of the qualification delivered by the College.
  11. The College's recognises students’ prior learning. Recognition of Prior Learning (RPL) is a process through which applicants gain course credits based on experience gained through similar study (but not direct equivalent), work experience (in any form) or through informal or formal training or other life experiences.
  12. The College ensures that all procedures and policies for international students enrolling into a course offered by us are followed correctly. The College has a student record management

system Wisenet in place that provides data that meets the AVETMISS Standard. For more information see Records Management Policy and Procedures.

13. For international students, the Enrolment Officer is to notify the ESOS Agency and TPS Director via PRISMS of the following:
  - a. Provider Default within 3 business days of the default occurring and the outcome of the discharge of the College's obligation within 7 days after the end of the College obligation period (the College's obligation period is 14 days after the day of the default).
  - b. The College has 7 days after the end of its obligation period to give a notice to the ESOS Agency and the TPS Director of the outcome of the discharge of its obligations where the provider is required to provide a refund under 47E of the ESOS Act. (i.e. where there is no written agreement in place and also in cases of visa refusal, whether there is a written agreement in place or not). This notice must comply with the requirements of section 47H the ESOS Act.
14. This policy applies to the College students and staff.
15. The CEO is responsible for the implementation of the policy and procedures and to ensure that staff are aware of its application and implement its requirements.

## Procedures

### 1. Student Engagement Before Enrolment for International students

Prior to the College accepting a student, or an intending student, for enrolment in a course, the College provides, in print or through referral to an electronic copy of Student Prospectus, current and accurate information regarding the following:

- a. the requirements for acceptance into a course, including the minimum level of English language proficiency, educational qualifications or work experience required and whether course credit may be applicable
- b. the course content and duration, qualification offered if applicable, modes of study and assessment methods
- c. campus locations and a general description of facilities, equipment, and learning and library resources available to students
- d. details of any arrangements with another registered provider, person or business to provide the course or part of the course
- e. indicative course-related fees including advice on the potential for fees to change during the student's course and applicable refund policies
- f. information about the grounds on which the student's enrolment may be deferred, suspended or cancelled
- g. a description of the ESOS framework made available electronically by the Department of Education and Training, and
- h. relevant information on living in Australia, including:
  - i. indicative costs of living
  - ii. accommodation options; and
  - iii. where relevant, schooling obligations and options for school-aged dependents of

intending students, including that school fees may be incurred.

## 2. Application Process

1. Applicants must complete the student application form, sign and date where required and attach **verified** evidence of qualifications, work experience (if relevant) and IELTS test / the College's English Language Placement Test results. Documents that are not in English language must be accompanied by their English translation.
2. Letter of Offers must not be made to students who will be less than 18 years of age at the proposed commencement date.
3. The Enrolment Officer must review the student applications and determine if an offer should be made on the basis of the entry requirements for the qualification. To be accepted the applicant must at least meet the academic entry requirements and the minimum IELTS requirement.
4. If the applicant's educational qualifications do not meet the College's admission requirements, other factors may be considered at the discretion of the college. Verified evidence of these other factors must be included with the application. These other factors may include:
  - Mature age, and or proof of being 18 years or older at the proposed date of commencement
  - Work experience,
  - Attitude and aptitude,
  - Previous academic results,
  - Attendance / participation rate in their previous College,
  - Ability and skills to function in an academic environment,
  - Possibility to succeed in his/her academic endeavours
5. The entry requirements can be assessed using the College's Assessing Students Qualifications, Experience and English Language Proficiency Policy and Procedures to align overseas qualifications.
6. Having arrived at an admission decision, the English language skills (language and literacy) will be assessed. If student has a satisfactory IELTS score (listed under the College's entry requirements), the applicant will be offered a place in the chosen course.
7. If an applicant cannot produce a satisfactory IELTS score, and the College has concerns about the applicants English language skills to cope in an academic environment, the applicant will be advised to enrol in an EAL course for an appropriate duration until the student achieves an IELTS score of 5.5.
8. IELTS testing may not be required where an applicant clearly has the required English language skills. The application of this rule will be on a case-by-case basis and in accordance with the English language requirements that apply to the visa eligibility for the country assessment level published by DIBP (for international students)  
<https://www.border.gov.au/Trav/Stud/More/Student-Visa-English-Language-Requirements>.  
Any evidence supplied in support of an application under this rule would require original copies of reliably authenticated evidence.
9. Where a letter of offer is to be made to an applicant the Enrolment Officer must sign and date the appropriate section on the student application form.

10. If the application is successful, a Letter of Offer and Written Agreement-International Student will be sent to the applicant/ their agent/ representative (including details of tuition fees, commencement dates. For international students including OSHC and Visa information).
11. Applicants wishing to accept the offer must pay the fee requested in the Letter of Offer and Written Agreement, complete, sign and date the Letter of Offer and Written Agreement and return it to the College.
12. The completed Letter of Offer and Written Agreement must be reviewed and accepted by the Enrolment Officer. Where a Written Agreement is to be accepted by the College the Enrolment Officer must sign and date the appropriate section on the Written Agreement.
13. Once the completed Letter of Offer and Written Agreement and the fee is received (and cleared by the bank):
  - a. For international students: an electronic Confirmation of Enrolment (eCOE) will be generated from PRISMS and sent to the student/ the student's agent/ representative. The CoE must be prepared in accordance with the requirements of the PRISMS User Guide. There must be a CoE issued for each qualification that the student is going to be enrolled in and for which an award will be issued if the student is successful in completion.
14. Applicants who are international students must then apply for a student visa at their Australian Student Visa issuing centre and make travel arrangements to arrive in Australia in time to commence their course.
15. All completed applications are to be filed into the respective student' s file.

### **Students under 18**

- No students under 18 years of age will be enrolled in the College. If a student is not 18 years of age at the time of application, but will be 18 years at the course commencement date, a statutory declaration from a parent or guardian must be provided along with the application.

### **Credit Transfer**

- Course credits may be gained by applicants who are transferring from another RTO or have studied one or more units in the same qualification at another RTO.
- See Credit Transfer Policy and Procedures

### **Recognition of Prior Learning (RPL)**

- Each qualification has processes on how RPL is to be assessed for that course and the units within that course.
- It is important that students lodge an application for RPL with their Application Form.
- See Recognition of Prior Learning (RPL) Policy and Procedures