



# No.2.1.1: International Student Admissions & Enrolment Policy and Procedure

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## Policy Context

This policy relates to:	
Registration Manager	Australian Skills Quality Authority (ASQA)
Conditions of Registration	VET Quality Framework (VQF)
Codes and Standards	ESOS National Code 2018 – Standard: 3.1; 3.2; 3.3; 3.4; 3.5; 3.6 Standards for RTOs 2015 – Standard: 5.1; 5.2; 5.3; 5.4
Legislation or other requirements	National Vocational Education and Training Regulator Act 2012

## Purpose

This policy has been developed to ensure the integrity of admissions decisions by setting clear responsibilities and accountabilities and to ensure that admissions processes are transparent, and decisions are consistent and fair.

## Objective

The RTO will ensure that all students are responsibly recruited, correctly enrolled in appropriate course/s and that accurate records are maintained and reported as required, to the Department of Education and Training (DET) and the Department of Human Affairs (DOHA) and all other relevant agencies. The RTO ensures that the students are placed in a class appropriate to their current language proficiency level, learning goals and learning needs and consistent with their written agreement.

## Scope

This policy will apply to all current, prospective and previous students, staff and other RTO stakeholders.



## Procedures

	Description	Responsibility
1.	<p><b>For an International student enquiry:</b></p> <ul style="list-style-type: none"><li>• Current RTO marketing brochure</li><li>• International Application form including <i>Fees and Refund Policy</i></li><li>• General course information flyer (If any)</li><li>• Advice to access the RTO's website</li></ul> <p>Inquiries can also be directed to the RTO's website.</p>	PEO  RTO Manager  Agents
2	<p><b>On receiving a completed International Student Application Form:</b></p> <ul style="list-style-type: none"><li>• If the applicant is currently in Australia, the applicant is booked in for an interview.<ul style="list-style-type: none"><li>○ The applicant is advised that they <u>must</u> supply evidence of the required IELTS standard for the course/s applied for.</li><li>○ The applicant is also advise to provide the document related to admission requirements.</li></ul></li><li>• <b>If the applicant is currently overseas, the applicant is:</b><ul style="list-style-type: none"><li>○ Booked in for an interview for when they will be in Australia and be able to attend.</li><li>○ Supply any documentation that may support their application</li><li>○ Supply evidence of the required IELTS standard for the course/s applied for.</li></ul></li></ul>	PEO  RTO Manager



	Note: IELTS test can also be substituted with other Australian Government approved English language test examinations. For more information, please visit Department's website.	
3	<p><b>For an interview:</b></p> <ul style="list-style-type: none"><li>• The applicant is interviewed by a suitably qualified staff member who will assess the extent to which the student's qualifications and proficiencies are appropriate to the course</li><li>• Any applicant under the age of 18 will not be admitted<ul style="list-style-type: none"><li>- If the overseas student or intending overseas student is under 18 years of age, the written agreement with the overseas student or intending overseas student must be signed or otherwise accepted by the student's parent or legal guardian's consent will also be required.</li></ul></li><li>• The submission is evaluated by a staff member who will assess the extent to which the student's qualifications and proficiencies are appropriate to the course and make any LLN decisions in accordance with RTO's LLN policy and procedure.</li><li>• LLN test will be conducted prior to commencement of training.</li></ul>	PEO  RTO Manager  Student Support Officer/Admissions Officer
4	<p>Forward the Letter of Offer and Student Acceptance Agreement to the successful applicant</p> <p>or</p> <p>Forward letter to indicate that application has failed.</p>	PEO  RTO Manager  Student Support Officer/Admissions Officer
5	<p><b>The acceptance of offer or enrolment:</b></p> <ul style="list-style-type: none"><li>• payment or evidence of payment for one semester's course fee and compulsory medical insurance.</li><li>• Complete Enrolment Acceptance Agreement form</li></ul>	PEO  RTO Manager



		Student Support Officer/Admission s Officer
	<p>Prior to accepting an overseas student for enrolment in a course, the RTO must make the following information, in plain English, available to the prospective student or current student on:</p> <ul style="list-style-type: none"><li>• the requirements for an overseas student's acceptance into a course, including the minimum level of English language proficiency, educational qualifications or work experience required, and course credit if applicable</li><li>• the CRICOS course code, course content, modes of study for the course including compulsory online and/or work-based training, placements, other community-based learning and collaborative research training arrangements, and assessment methods</li><li>• course duration and holiday breaks</li><li>• the course qualification, award or other outcomes</li><li>• campus locations and facilities, equipment and learning resources available</li><li>• the details of any arrangements with another provider, person or business who will provide the course or part of the course</li><li>• indicative tuition and non-tuition fees, including advice on the potential for changes to fees over the duration of a course, and the RTO's cancellation and refund policies</li><li>• the grounds on which the overseas student's enrolment may be deferred, suspended or cancelled</li><li>• the ESOS framework, including official Australian Government material or links to this material online</li><li>• where relevant, the policy the RTO has in place for approving the accommodation, support and general welfare arrangements for younger overseas students</li><li>• accommodation options and indicative costs of living in Australia</li></ul> <p>The RTO must enter into a written agreement with the overseas student or intending overseas student, signed or otherwise accepted by the student, concurrently with or prior to accepting payment of tuition fees or non-tuition</p>	



	fees. A written agreement may take any form provided it meets the requirements of the ESOS Act and the National Code.	
6	The Electronic Confirmation of Enrolment (eCOE) is generated and forwarded to the applicant for applying student visa.	<b>PEO</b>  <b>RTO Manager</b>  <b>Student Support Officer/Admissions Officer</b>
7	<p>Under-age students</p> <p>Where the registered provider enrolls a student, who is under 18 years of age, it must meet the Commonwealth, state or territory legislation or other regulatory requirements relating to child welfare and protection appropriate to the jurisdiction(s) in which it operates.</p> <p>Registered providers must ensure students under 18 years of age are given age- and culturally-appropriate information on:</p> <ul style="list-style-type: none"><li>• who to contact in emergency situations, including contact numbers of a nominated staff member and/or service provider to the registered provider</li><li>• seeking assistance and reporting any incident or allegation involving actual or alleged sexual, physical or other abuse.</li></ul>	
8	The registered provider must clearly outline and inform the overseas student before they commence the course of the requirements to achieve satisfactory course progress and, where applicable, attendance in each study period	
9	<p><b>Orientation procedure:</b></p> <ul style="list-style-type: none"><li>• Student Handbook</li><li>• Timetable</li></ul>	<b>PEO</b>  <b>RTO Manager</b>



<ul style="list-style-type: none"><li>• Fee Schedule (if applicable)</li><li>• Student Card (photo taken and notified when card will be available)</li></ul> <p><b>Admin requirement:</b></p> <p>PRISMS must be updated within 14 days of required details for each accepted student.</p>	<b>Student Support Officer/Admissions Officer</b>
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### Enrolment of overseas students

- RTOs must not knowingly enrol an international student seeking to transfer from another registered provider's course prior to the overseas student completing six months of their main course (or for the school sector, until after the first six months of the first registered school sector course), except where any of the following apply:
  - The releasing provider, or the course in which the overseas student is enrolled, has ceased to be registered
  - The releasing provider has had a sanction imposed on its registration by the ESOS agency that prevents the overseas student from continuing their course at that provider
  - The releasing provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS
  - Any government sponsor of the overseas student that considers the change to be in the overseas student's best interests and has provided written support for the change
- The RTO must have and implement a documented policy for assessing overseas student transfer requests prior to the overseas student completing six months of their principal course (or for the school sector, until after the first six months of the first registered school sector course). The policy must be made available to staff and overseas students, and outline:
  - The steps for an overseas student to lodge a written request to transfer, including that they must provide a valid enrolment offer from another provider
  - Circumstances in which the provider will grant the transfer because the transfer is in the overseas student's best interests, including but not limited to where the provider has assessed that:
    - The student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with that registered provider's intervention strategy to assist the overseas student in accordance with the Overseas student visa requirements
    - There is evidence of compassionate or compelling circumstances
    - The provider fails to deliver the course as outlined in the written agreement
    - There is evidence that the students' reasonable expectations about their current course are not being met



- There is evidence that the student was misled by the provider or an education or migration agent regarding the provider or its course and the course is therefore unsuitable to their needs and/or study objectives
  - an appeal (internal or external) on another matter results in a decision or recommendation to release the overseas student.
- If the student is under the age of 18:
  - the registered provider must have written confirmation the overseas student's parent or legal guardian supports the transfer
  - where the overseas student is not being cared for in Australia by a parent or suitable nominated relative, the receiving provider must confirm it accepts responsibility for approving the student's accommodation, support and general welfare arrangements in accordance with Standard 5 (Younger overseas students).
- If a release is granted, it must be at no cost to the student and the releasing registered provider must advise the student to contact Immigration to seek advice on whether a new student visa is required.
- If the registered provider intends to refuse the transfer request, they must inform the overseas student in writing of:
  - the reasons for the refusal
  - the overseas student's right to access the provider's complaints and appeals process, in accordance with Standard 10 (Complaints and appeals), within 10 working days.
- The provider must not finalise the student's refusal status in PRISMS until the appeal finds in favour of the provider, or the overseas student has chosen not to access the complaints and appeals processes within the 20-working day period, or the overseas student withdraws from the process.
- The registered provider must maintain records of all requests from overseas students for a release and the assessment of, and decision regarding, the request for two years after the overseas student ceases to be an accepted student.

### Written Agreements

The RTO must enter into a written agreement with the overseas student or intending overseas student, signed or otherwise accepted by the student, concurrently with or prior to accepting payment of tuition fees or non-tuition fees. A written agreement may take any form provided it meets the requirements of the ESOS Act and the National Code. The written agreement must:

- outline the course or courses in which the student is to be enrolled, the expected course start date, the location(s) at which the course will be delivered, the offered modes of study for the course, including compulsory online and/or work-based training, placements, and/or other community-based learning and/or collaborative research training arrangements
- outline any prerequisites necessary to enter the course or courses, including English language requirements
- list any conditions imposed on the student's enrolment



- list all tuition fees payable by the student for the course, the periods to which those tuition fees relate and payment options (including, if permitted under the ESOS Act, that the student may choose to pay more than 50 per cent of their tuition fees before their course commences)
- provide details of any non-tuition fees the student may incur, including as a result of having their study outcomes reassessed, deferral of study, fees for late payment of tuition fees, or other circumstances in which additional fees may apply
- set out the circumstances in which personal information about the student may be disclosed by the registered provider, the Commonwealth including the TPS, or state or territory agencies, in accordance with the Privacy Act 1988
- outline the registered provider's internal and external complaints and appeals processes, in accordance with Standard 10 (Complaints and appeals)
- state that the student is responsible for keeping a copy of the written agreement as supplied by the registered provider, and receipts of any payments of tuition fees or non-tuition fees
- only use links to provide supplementary material.

The RTO must also include in the written agreement information in relation to refunds of tuition fees and non-tuition fees in the case of student default and provider default:

- amounts that may or may not be repaid to the overseas student (including any tuition and non-tuition fees collected by education agents on behalf of the RTO)
- processes for claiming a refund
- the specified person(s), other than the overseas student, who can receive a refund in respect of the overseas student identified in the written agreement
- a plain English explanation of what happens in the event of a course not being delivered, including the role of the TPS
- a statement that "This written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies".

The RTO also must include in the written agreement a requirement that the overseas student or intending overseas student, while in Australia and studying with the RTO, must notify the RTO of his or her contact details including:

- the student's current residential address, mobile number (if any) and email address (if any)



- who to contact in emergency situations
- any changes to those details, within 7 days of the change.

The RTO must retain records of all written agreements as well as receipts of payments made by students under the written agreement for at least 2 years after the person ceases to be an accepted student.

### Continuous Improvement

A summary of all International student admissions and enrolment matters will be presented as a part of the *Continuous Improvement Policy and Procedure* at the Management Meeting for review. The purpose of this is to ensure that management becomes aware of:

- repeat issues
- common threads relating to the general management and or safety of the staff and students and the services being provided.
- (when viewed collectively) any general adverse trend that needs correcting.

### Confidentiality and Privacy Statement

The RTO values and is committed to protecting the privacy of its staff, students and other stakeholders. Stakeholders can get more information, by contacting us on our contact us email.

### Publication

This policy once approved, will be available to all students and staff by accessing RTO Intranet or on request. This policy will also be available through RTO's website as well.

This policy and procedure will form part of the information distributed and communicated during staff orientation.

### Other related policies and procedures

Related policies	Student support and welfare policy
Forms or other organisational documents	
Documents related to this policy	Student Handbook



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## Review processes

<b>Policy review frequency: Annually</b>	<b>Responsibility for review: RTO Manager (RM)</b>
Documentation and communication: Describe how the policy decisions will be documented and communicated	
Version 5.0 <ul style="list-style-type: none"><li>• Major updates are made after an Internal audit</li><li>• The Policy is reviewed for grammatical errors</li><li>• The Policy is forwarded to all staff members via an email</li><li>• The Policy is uploaded to the website</li></ul>	