

Enrolment Policy

The RTO's Management and staff are committed to ensuring that all enrolling students are provided with necessary, timely and accurate information that relates to its training and assessment services available to overseas students.

Application Procedure

In receiving an enrolment enquiry or application from an overseas student:

- The enrolling staff member shall ensure that all applicants are aware of the RTO's Overseas Prospectus information.
- The enrolling staff member shall enquire and assess whether the applicant's qualifications, experience (including work) and English language proficiency are appropriate for the course for which enrolment is sought.
- The enrolling staff member must review the applicant's educational records against the applicable course entry requirements and only accept a student's enrolment where student's educational records satisfy the applicable course entry requirements.
- The enrolling staff member will also review any initial enquiries or applications for Credit or RPL and apply the following Course Credit/RPL Policy and procedures.
- The enrolling staff member shall alert the RTO's Management where an applicant's English language proficiency is identified as being below a 'C' Level. Or a IELTS test score is below 5.5
- The enrolling officer may request that the applicant undertake an additional online English Placement Test. The test results must be returned to the enrolling officer and reviewed by the RTO's Management for an English Language Proficiency assessment.
- In the case of an applicant being assessed as below English score of 'C' or IELTS 5.5 the student may be referred to an English Training College for further English bridging training or potential ELICOS course enrolment.
- The enrolment officer shall inform the applicant that in the event of a referral to another College for English Bridging, the applicant must comply with that Institutions enrolment procedures for the English Bridging Course.
- Where an applicant has met the course entry requirements of the RTO. The enrolling officer may commence the Enrolment procedure.

Course Credit/RPL Procedure

The Enrolments Officer shall:

- on receiving a request for course credit supply the student with a current Recognition of Prior Learning (RPL) Kit for the unit or units of competency /course that the student is seeking course credit, maintaining the integrity of the qualification and complying with the requirements of the educational framework of the course.
- on receiving a completed RPL application from an enrolling student, pass the application onto the relevant training staff member as soon as possible. Where a student has identified that they have completed relevant training products in previous enrolments at other colleges the RTO's management will assess the student's request for Course Credit.
- All Nationally recognised training certification will be recognised by the RTO's management following verification.
- The Course Credit assessment will be applicable to formal education where transcripts of formal learning is produced.

Where Course Credit or RPL is awarded, the RTO's management will:

- register the change in course duration within the confirmation of enrolment (CoE) through PRISMS where course credit is granted for a unit/units of competency or course, prior to the confirmation of enrolment or if course credit is granted after initial enrolment and course commencement, submit a variation via PRISMS.
- ensure that students who are granted course credit are provided with a 'course credit report form' identifying their successful application for course credit and their acceptance of the report is noted and signed by the student.
- ensure that the signed 'course credit report' is filed within the student's records file and retain the written record of acceptance for two years after the overseas student ceases to be an accepted student.
- Ensure that the Overseas Student Contact Officer is advised of the student's new course duration.

Enrolment Procedure

- The enrolling staff member shall provide (by mail or by hand) the applicant with a 'letter of offer and acceptance' for the relevant course being applied for.
- The enrolling staff member shall ensure that the Letter of offer contains an :

1. outline of the course or courses in which the student is to be enrolled, the expected course start date, terms of study and holiday breaks, 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

2. outline of any prerequisites necessary to enter the course or courses, including English language requirements

The Letter of offer and acceptance shall also contain and provide a:

3. list of any conditions imposed on the student's enrolment

4. list of 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)

5. advice of 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

6. 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

7. outline the registered provider's internal and external complaints and appeals processes, in accordance with Standard 10 (Complaints and appeals)

8. statement that the student is responsible for keeping a copy of the written agreement as supplied by the RTO, and receipts of any payments of tuition fees or non-tuition fees

9. Only use links when they provide supplementary material.

10. In the case of an overseas student or intending overseas student that 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.

In preparing or reviewing the RTO's Letter of offer and acceptance the RTO's Management staff shall ensure that the Marketing and Advertising Checklist is referred to as it relates to the Written Agreement.

- On receiving a completed Letter of Offer and Acceptance the enrolling staff member shall ensure that enrolling student has signed the RTO's letter of offer and acceptance and that they have acknowledged their receipt of the 'ESOS Framework' information, by ticking the relevant box on the letter of offer and acceptance.
- The enrolling staff member shall ensure that they only receive course money from a student or Education agent after or at the same time the signed letter of offer and acceptance has been received.
- The enrolling officer may only accept 100% payment of course tuition fees for the first

study period where the course enrolment applies to a course with a study period that is less than *24 weeks in duration. (Please note the course duration may be longer than the 24-week maximum study period when holidays are included).

- The Enrolment officer may only accept payment of 50% of tuition fees where the course enrolment applies to a course with a study period that exceeds 24 weeks in duration.
- The Enrolment officer may only require the payment of further tuition fees, 2 weeks before the commencement of the second study period (Students may choose to pay remaining tuition fees before the two-week requirement).
- Once the application and letter of offer and acceptance has been received the enrolling staff shall initiate an electronic confirmation of enrolment (ECOЕ) through the PRISMS system and return the RTO signed Letter of Offer and Acceptance and relevant ECOЕ to the student.
- The enrolling officer shall enter the enrolled student's contact detail in the 'Enrolled Student Contact Register' and will seek to update the RTO's current information from enrolled students at least every 3 months. (Records management policy)
- The enrolling staff member shall report to the RTO's Management advice of any student who fails commence his or her course within 10 days of their non-commencement.
- The RTO's Management shall report any student for non-commencement of courses via the PRISMS System within the ESOS Act (Section 19.1c) requirement of 14 days.

*A study period less than 24 weeks may also consist of two short courses in which case 100% of tuition fees may be required prior to course commencement.

The registered provider must retain records of all Letters of Offer and Acceptance 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.

Transfer Student Enrolment

The enrolling staff member shall not knowingly enrol a student who has not completed six months of their principal course.

Course Enrolment Transfer from another Provider

On receipt of an application for transfer of enrolment the enrolling staff member shall:

Ensure that the student has completed at least six months of his or her principal course of study unless:

- the original registered provider has ceased to be registered or the course in which the overseas student is enrolled has ceased to be registered.
- the original registered provider has released the students from PRISMS and recorded the date of effect and reason for release in PRISMS.
- the original registered provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her principal course, or any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.
- any government sponsor of the student deems that a transfer is in the student's best interest and supports the transfer request in writing.
- the overseas 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 Standard 8 (Overseas student visa requirements)

The RTO's Management will grant a transfer request where:

- there is evidence of compassionate or compelling circumstances
- the registered provider fails to deliver the course as outlined in the written agreement
- there is evidence that the overseas student's reasonable expectations about their current course are not being met
- there is evidence that the overseas student was misled by the registered provider or an education or migration agent regarding the registered 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.

Should the RTO enrol a student under 18 years of age who has welfare arrangements approved by another registered provider, the receiving registered provider must:

- negotiate the transfer date for welfare arrangements with the releasing registered provider to ensure there is no gap
- inform the student of their visa obligation to maintain their current welfare arrangements until the transfer date, or have alternate welfare arrangements approved or return to their home country until the new approved welfare arrangements take effect. (refer to the following section on Students under 18 years of age)

Course Enrolment Transfer to another Provider

When a student requests a transfer of their enrolment to another registered provider the enrolling staff member shall:

- Provide the student with advice on the RTO's procedures for applying for course transfer, including the need to formalize the request in writing stating the reasons for which they desire to transfer their course enrolment to another provider, including that they must provide a valid enrolment offer from another registered provider
- Advise the student that their request may take as long as, but will not extend past a 7-day assessment period.
- Refuse a transfer to another course offered by a registered provider except where reasonable circumstances or compassionate grounds can be established, such as undue hardship or sickness in the family that prevents travel to or from the course provider's location of training.
- Refuse a transfer to another course offered by a registered provider except where reasonable circumstances or compassionate grounds can be established, such as:
 - undue hardship or sickness in the family that prevents travel to or from the course provider's location of training.
 - bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
 - serious illness or injury, where a medical certificate states that the overseas student was unable to attend classes
 - major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the overseas student's studies; or
 - a traumatic experience, which could include:
 - ? involvement in, or witnessing of a serious accident; or
 - ? witnessing or being the victim of a serious crime, and this has impacted on the overseas student (these cases should be supported by police or psychologists' reports)
 - where the RTO was unable to offer a pre-requisite unit, or the overseas student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol; or inability to begin studying on the course commencement date due to delay in receiving a student visa.
 - the student is at risk of being reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with the RTO's intervention strategy to assist the overseas student in accordance with Standard 8 (Overseas student visa requirements)

'Release' the student from PRISMS only after the student has provided a letter indicating a valid enrolment offer from another registered provider.

- In the case of a student under the age of 18 years of age, only 'Release' the Student from PRISMS where the students parent or legal guardians have confirmed in writing their support for the transfer or in the case where the welfare of the student is supervised by the registered provider, the Overseas Student Contact Officer shall also be required to provide support for the transfer, the receiving provider must confirm it accepts responsibility for approving the student's accommodation, support and general welfare arrangements in accordance with the RTO's Under 18 year of age policy.
- 'Release' the student from PRISMS at no charge to the student informing the student that they should contact DHA for further information concerning their student visa requirements. Refuse an application for transfer where a transfer is considered detrimental to the student's academic progress.
- Provide advice of the RTO's complaints and appeals process should a 'Release' from PRISMS be issued.
- Should the student choose to appeal the Refusal decision the RTO's management must not finalise the student's refusal status in PRISMS until the appeal finds in favour of the registered 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.
- Ensure that all records associated with all transfer application are filed within the RTO's student records system and maintained for a minimum 2 year period.

Students under 18 years of age

In receiving an enrolment enquiry or application from an overseas student who is under the age of 18 years old and not under the care of a parent or legal guardian or approved relative, the Enrolling Officer shall:

- Verify that the student is under the age of 18, in which case check that the student's welfare is to be maintained for the duration of their stay in Australia as a student visa condition. To maintain welfare, students can either:
 1. Stay in Australia with a 'Nominated Guardian' approved by the Department of home Affairs (DHA), who can be the overseas student's parent, person who has legal custody, or an eligible relative who is aged over 21 and is of good character; or
 2. Stay in accommodation, support and general welfare arrangements that have been approved by the student's registered provider. In this case, the registered provider will issue a Confirmation of Appropriate Accommodation and Welfare (CAAW) letter.

Applicant Nominated Guardians should apply to be the overseas student's nominated guardian through DHA. It is not the RTO's responsibility.

- In the case of a student being in the care of a Nominated Guardian the Enrolling officer shall request evidence of the Nominated Guardian's Identity and verify the circumstances of the student's welfare. A copy of evidence sighted must be maintained on records.
 - In the case where the student is seeking support and general welfare arrangements to be approved by the RTO, gain enrolment approval from the CEO before the initiation of Under 18 years of age enrolment procedures.
 - Ensure that the RTO meets 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.(the extent of responsibility for a student under 18 years of age shall not include guardianship, which is a legal relationship not able to be created or entered into by a registered provider)
 - Ensure that when a decision has been made by the CEO to accept responsibility for the welfare arrangements of an overseas student under the age of 18, a CAAW letter is created at the same time as a Confirmation of Enrolment (CoE)
 - In the CAAW, the RTO must nominate the beginning and end dates of the period for which they will accept responsibility for approving accommodation, support and welfare arrangements for an overseas student under the age of 18. The nominated dates for accepting responsibility for approving accommodation, support and welfare arrangements must cover the length of the CoE plus seven days at the end, at a minimum.
 - Ensure any adults involved in or providing accommodation and welfare arrangements to the student have current working with children clearances (or equivalent) appropriate to the jurisdiction(s) in which the RTO.
 - Assume responsibility for verifying the suitability of the student's accommodation, support and general welfare whilst they are studying the courses undertaken in accordance with current Migration Regulations. ([Checklist](#))
- prior to the accommodation being approved
 - at least every six months thereafter.
 - Ensure that students under 18 years of age are given age-and culturally-appropriate information on:
 - who to contact in emergency situations, including contact numbers of a nominated staff member and/or service provider to the registered provider seeking assistance and reporting any incident or allegation involving actual or alleged sexual, physical or other abuse.

- - Should the RTO no longer be able to approve the welfare arrangements of a student, the RTO's management must make all reasonable efforts to ensure that the student's parents or legal guardians are notified immediately.
 - The responsibility of CAAW approval must be maintained by the RTO and must not be delegated to any third party.
 - Maintain up-to-date records of the student's contact details as outlined in Standard 3.5, including the contact details of the student's parent(s), legal guardian or any adult responsible for the student's welfare.
 - Identify the dates where responsibility of the student's accommodation, support and general welfare will be assumed by the RTO and when that responsibility is due to cease. (finalisation of course study) and advise Immigration, which is responsible for administering the Migration Regulations, of the dates in the form required by that department.
 - The RTO can approve a person who is not an Australian citizen or permanent resident (including a family friend, or a family member that does not meet the definition of eligible relative) to care for the overseas student on a CAAW.

In this approval, the RTO should ensure that the visa holder is:

- at least 21 years old; and
- of good character; and
- has an appropriate visa to remain in Australia until the overseas student's visa expires or the overseas student turns 18 years of age.
 - If the RTO's management or staff are unable to contact a student and has concerns for the student's welfare, the RTO's staff will make all reasonable efforts to locate the student, including notifying the police and any other relevant Commonwealth, state or territory agencies as soon as practicable.
 - Advise DHA in the form required by that department:
- as soon as practicable if the student will be cared for by a parent or nominated relative approved by Immigration and a Confirmation of Appropriate Accommodation and Welfare (CAAW) is no longer required
- within 24 hours if the registered provider is no longer able to approve the student's welfare arrangements
- follow the RTO's processes for selecting, screening and monitoring any third parties engaged by the RTO to organise and assess welfare and accommodation arrangements on behalf of the RTO's Management. (please refer to third party engagement policy)

- Ensure that the student's accommodation and welfare needs are reviewed on a regular basis or at least every 6 Months.
- Advise DHA of these dates utilising the DHA form (available through the PRISMS website)
- Prior to accepting the responsibility for the student's accommodation, support and general welfare, the accommodation arrangements shall be checked for suitability by the Overseas Student Contact Officer. (Checklist)
- Where accommodation is deemed unsuitable, the Overseas Student Contact Officer shall report the need for a change to the accommodation arrangements to the CEO and seek an alternative arrangement.
- Any changes to the students reported accommodation arrangements shall be reported to DHA using the DHA form letter (available through PRISMS).
- In the event of the students enrolment be suspended, transferred or cancelled, the Overseas Student Contact Officer shall maintain responsibility for the appropriateness of the students accommodation, support and general welfare until responsibility for the students accommodation, support and general welfare has been accepted by another registered provider or the student leaves Australia or the Overseas Student Contact Officer reports to DHA that it can no longer approve of the arrangements of the student.
- In the event of the students enrolment be suspended, transferred or cancelled, the Overseas Student Contact Officer shall inform the student of their visa obligation to maintain their current welfare arrangements until the transfer date, or have alternate welfare arrangements approved or return to their home country until the new approved welfare arrangements take effect.
- Finalisation of the provider's responsibility for the student's accommodation arrangements shall be reported to DHA using the DHA form letter.