



Enrolment Policy and Procedure

Introduction

By establishing this policy and procedure, the ILLOURA COLLEGE assures fairness, consistency, and accuracy in all enrolment and post enrolment activities. All enrolment related activities are conducted in accordance with the Australian Consumer Law.

ILLOURA COLLEGE ensures its international students enrolled in courses are treated fairly and equitably, and they are clearly informed about the enrolment process, the conditions, details regarding their chosen course, their rights, and obligations.

ILLOURA COLLEGE provides its international students with advice regarding relevant training products to meet their needs, taking into account their individual existing skills and competencies.

Purpose

To ensure that ILLOURA COLLEGE has a written agreement with its international students that sets out the services to be provided, the fees payable and all information relevant to complaints and appeals, deferral, suspension and cancellation of enrolment and the refund of course money.

Compliance

This policy relates to the following standards and clauses from Standards for Registered Training Organisation (RTOs) 2015:

- Standard/Clause 1.7 Learner Support
- Standard 4 Accurate and Accessible information about an RTO, its services and performance
- Standard 5 Informed and protected learners

This policy is related to the following standards from National Code 2018

- Standard 2 Student engagement before enrolment
- Standard 3 Formalisation of enrolment

Scope

This enrolment policy and procedure applies to all staff responsible for processing an intending international student's applications for admission and to each international student enrolling in CRICOS registered courses at ILLOURA COLLEGE regardless of whether the student is onshore or offshore at the time of application.

Responsibilities

It is the role and responsibility of the international student to:

- Gather and understand course requirements prior to enrolment
- Ask questions about the course if needed
- Comply with the requirements of the course, including its training and assessment activities



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- Inform ILLOURA COLLEGE should an individual support needs are required
- Keep a copy of the signed written agreement with ILLOURA COLLEGE
- Keep all receipts of payment of tuition fees, non-tuition fees, reassessment fee, and all other related payment made to ILLOURA COLLEGE

It is the role and responsibility of ILLOURA COLLEGE Administration staff to:

- Assist an intending international student with course enrolment
- Ensure enrolment of the international student is complete and accurate

The ILLOURA COLLEGE Administration staff include:

- Chief Executive Officer
- Director of Studies/Compliance
- Director of Operations
- Quality and Assurance/Admissions

Definitions

- The following words and expressions have the following specific meaning, as in the Standards for Registered Training Organisations (RTOs) 2015
 - **Educational and support** services may include, but are not limited to:
 - pre-enrolment materials;
 - study support and study skills programs;
 - language, literacy and numeracy (LLN) programs or referrals to these programs;
 - equipment, resources and/or programs to increase access for learners with disabilities and other learners in accordance with access and equity;
 - learning resource centres;
 - mediation services or referrals to these services;
 - flexible scheduling and delivery of training and assessment;
 - counselling services or referrals to these services;
 - information and communications technology (ICT) support;
 - learning materials in alternative formats, for example, large print;
 - learning and assessment programs contextualised to the workplace; and
 - any other services that the ILLOURA COLLEGE considers necessary to support learners to achieve competency.
 - **Student Identifier** has the meaning given in the Student Identifier Act 2014
 - **International student** means an intending or a current international student on a student visa under the Migration Act 1958



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- **Prospective international student** means a person who is a citizen and/or resident of a country other than Australia is considering attending ILLOURA COLLEGE
- **Intending international student** means a person who is a citizen and/or resident of a country other than Australia intends to become or has taken the steps toward becoming a student at ILLOURA COLLEGE
- **Written Agreement** means Letter of Offer and Course Acceptance Agreement
- **TPS** means Tuition Protection Service
- **CoE** means Confirmation of Enrolment
- **PRISMS** means Provider Registration and International Student Management System

Policy Statements

1. Access to Information

Prior to enrolment each prospective international student and/or intending international student is provided with access to course information, policies and procedures and a Student Handbook via the website.

2. Admission Requirements (International Students)

A. Age

A minimum age of 18 is required at the time of course commencement date for all ILLOURA COLLEGE courses.

B. English Proficiency and Academic Requirements

a) Academic

- Completion of high school studies equivalent to Australian Year 11 or equivalent OR
- Completion of secondary school / A level education overseas OR
- Demonstrated knowledge, skills and experience in related industry
- If necessary, participate in a course entry interview to determine suitability for the course

b. English Language Proficiency

- IELTS Test Score of 6.0; OR
- PTE Academic Test Score of 51.6; OR
- Cambridge English: Advanced (CAE) Test Score of 169; OR
- OET Pass Grade; OR
- Language Literacy and Numeracy (LLN) score required as per AQF level



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- Currently studying in Australia and have studied for a period of 6 months or more at AQF Certificate IV level or above

The Department of Home Affairs (DHA) requires evidence of English language proficiency for student visa application, which may differ from the above given entry requirements.

Please visit [Department of Home Affairs](https://www.homeaffairs.gov.au) for further information.

3. Induction

International students are provided with an induction prior to commencement, where they are given an overview of the key policies, given a timetable of their training, are provided with a tour of the college, and ILLOURA COLLEGE ensures that all information has been correctly recorded.

Induction also ensures the international student is suitable, informed, and eligible to receive credit for previous studies.

4. Training Programs

ILLOURA COLLEGE Access & Equity Policy will ensure that all enrolments into training programs are conducted ethically and responsibly.

Training program places are subject to availability, based on maximum capacity of training venues, course type, learning structures, etc. within program/s.

5. Written Agreement

ILLOURA COLLEGE shall enter into a written agreement with each accepted international student for enrolment that is signed and otherwise accepted by the international student, or if the international student is under 18 years of age, their parent or legal guardian, concurrently with or prior to accepting course fees and applicable charges from the international student.

The written agreement can take any form that meet the requirements of the ESOS Act 2000 and the National Code 2018. The written agreement must be written in plain English providing the following information:

- A. Details of each CRICOS registered course for which the international student has been offered a place
- B. Any conditions on the international student's enrolment include the following but are not limited to:
 - i. Satisfactory completion of ELICOS course;
 - ii. Evidence of attaining a minimum English language proficiency; and
 - iii. Satisfactory completion of a course that has an entry requirement



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- C. Provides an itemised list of all course money that is compulsory for satisfactory completion of the course (including but not limited to):
- I. Non-refundable application fees;
 - II. Total tuition fees;
 - III. Fees per study period and the study periods to which each payment applies;
 - IV. International students must also be provided with an itemised list of all non-tuition fees (as relevant) including tool kit, uniforms or other resources (where relevant);
 - Educational resources including text books, workbooks etc. (where relevant);
 - Any additional charges for photocopying, printing, reassessment, etc.;
 - Licensing and registration fees where these are collected by ILLOURA COLLEGE (where relevant);
 - Where the fees are not compulsory but optional, these should be detailed on the written agreement and clearly marked as optional.
- D. Provide an itemised list of tuition fees payable by the international student including the study periods to which those tuition fees apply; and
- i. all relevant payment options (including, if permitted under the *ESOS Act 2000*, that the international student may choose to pay more than 50% of their tuition fees before the commencement of the CRICOS registered course.
- E. Provide details of any non-tuition fees the international student might incur, including as a result of undertaking reassessment, a deferral of study, late payment fees or any other circumstances for which non-tuition fees might be incurred by the international student.
- F. Provide information in relation to refunds of course fees/charges;
- G. Provide an outline of the ILLOURA COLLEGE'S Complaints and Appeals Policy and Procedure in accordance with National Code 2018, Part B, Standard 10;
- H. Set out the circumstances in which personal information about the international student may be shared between ILLOURA COLLEGE and the Australian Government, the Tuition Protection Service (TPS) and state and/or territory agencies, in accordance with the *Privacy Act 1988*. This information includes personal and contact details, course enrolment details and changes, and the circumstance of any suspected breach by the international student of a student visa condition
- I. Advise the international student of their obligation to notify ILLOURA COLLEGE of their contact details, including any change to their contact details as follows:
- i. The international student's current residential address, mobile number (if any) and email address (if any);
 - ii. Who to contact in emergency situations; and
 - iii. Any changes to those details within seven (7) calendar days of the change occurring;



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- J. Advise the international student of their obligation to maintain a copy of the written agreement with ILLOURA COLLEGE, as supplied by ILLOURA COLLEGE and receipts of any payments towards tuition and/or non-tuition fees; and
- K. Ensure that ILLOURA COLLEGE only provides links to information that is supplementary to these minimum requirements.

In addition to the above, the following information must be included in the written agreement to be consistent with the requirements of the ESOS Act, in relation to refunds of course fees/charges in the case of the international student and provider default:

- L. Amounts that may or may not be repaid to the international student (including any tuition and non-tuition fees collected by education agents on behalf of ILLOURA COLLEGE.
- M. Processes for claiming a refund
- N. The specified person(s), other than the international student, who can receive a refund in respect of the international student identified in the written agreement that is consistent with the ESOS Act 2000
- O. A plain English explanation of what happens in the event of a course not being delivered, including the role of the TPS
- P. A statement that "This written agreement, and the right to make complaints and 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"
- Q. All costs associated with reassessment charges, charges for replacement academic records or statements of attainment etc. must be itemised in the written agreement or a link to supplementary material that contains it; in the case of ILLOURA COLLEGE, this information is included in the International Student Fees Policy and, where appropriate, some fees are itemised also in the Student Handbook. This information must be made available to students as part of the supporting documentation to be issued with the Letter of Offer

6. Signed Written Agreement

- A. ILLOURA COLLEGE may receive the international student's signed written agreement by a range of methods including the following:
 - i. In person
 - ii. Via email
 - iii. Via an education agent or other representative and
 - iv. In traditional post (hard copy)
- B. Where the Quality and Assurance/Admissions receives the international student's signed written agreement electronically, any CoE issued from PRISMS on behalf of the organisation must be



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conditional on the receipt of, or satisfactory clearance of any bank cheques/bank draft for payment of course money to be indicated on the CoE.

- C. Where the Quality and Assurance/Admissions receives the international student's signed written agreement, it must be confirmed that:
- I. It is completed entirely and accurately
 - II. The international student has acknowledged receiving the ESOS Framework by placing a tick in the relevant box
 - III. The international student's signed written agreement details remain the same as those issued on the Letter of Offer and the Course Acceptance Agreement respectively
 - IV. All signatures match across all documentation and
 - V. It is entered, scanned and uploaded into RTO Manager within twenty-four (24) hours of receipt. Any CoE should only be issued in accordance with the ILLOURA COLLEGE Issuing a CoE on PRISMS Policy and Procedure

7. Receipts of Course Monies

The Quality and Assurance/Admissions of ILLOURA COLLEGE must NOT accept tuition or non-tuition fees until the intending international student (or the parent or legal guardian if the intending international student is under the age of 18) has signed or otherwise accepted the written agreement together with all supporting documentation and that intending international student has had sufficient time to consider his/her options and make an informed decision about studying in Australia with ILLOURA COLLEGE.

It should be noted that 'sufficient *time*' for an intending international student who is offshore for example would be considered that the Quality and Assurance/Admissions (or other employee of ILLOURA COLLEGE) has:

- A. Received an application for enrolment from the intending international student
- B. Assessed the intending international student's eligibility for enrolment
- C. Emailed the intending international student, education agent or other representative the acceptance of the application with all supporting documentation and written agreement and
- D. The intending international student, education agent or other representative after having had an opportunity to speak with and confirm the details with the intending international student, returns the signed written agreement

When the Quality and Assurance/Admissions receives a copy of a bank cheque / draft cheque with the signed written agreement, this must be noted:

- A. On the international student's file



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- B. On the international student's CoE and
- C. In their calendar as an item for follow up in fourteen (14) days to confirm that it has successfully cleared

Where the signed written agreement and/or accompanying documentation states that a direct deposit has been paid into the ILLOURA COLLEGE banking account using the details provided by ILLOURA COLLEGE, the Quality and Assurance/Admissions must confirm with the Accounts Officer that the payment has been received prior to issuing the CoE in accordance with ILLOURA COLLEGE Issuing a CoE on PRISMS Policy and Procedure.

Where the international student has requested to be enrolled in multiple courses with ILLOURA COLLEGE, for example a Certificate IV in Business and a Diploma of Business, the Quality and Assurance/Admissions must:

- A. Issue a separate CoE for each course that the international student has requested enrolment in
- B. Ensure that the commencement and end dates of each course are based on the end dates of the previous course
- C. Where course credit has been approved, the course duration of any courses enrolled in is adequately reduced from the relevant CoE

8. Issuance of CoE

When the Quality and Assurance/Admissions has finished creating the COE(s) a copy must be printed for the international student's file, as well as create a PDF version to be sent to the international student (or provided in hard copy if the international student is in person).

Where the signed written agreement of the international student was provided electronically, the PDF version of the CoE must be attached to the originating email and sent to the person requesting it (either the international student or the international student's representative).

A copy of each written agreement between ILLOURA COLLEGE and the international student, as well as receipts of payments made by international students under the signed written agreement must be maintained in the international student's file for at least two (2) years after the international student ceases to be an accepted student of ILLOURA COLLEGE.

9. Commencement of Study

At the commencement of each study period, the Quality and Assurance/Admissions must confirm the study commencement on PRISMS by clicking on '*Confirm Study Commencement*' for each relevant international student in each relevant CoE. The Director of Studies/Compliance must also run a report from the PRISMS database to confirm each student who is due to commence on the specified date.



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Where an international student fails to attend the compulsory orientation session and/or commence their course within ten (10) business days from the course commencement date, and the international student, parent, legal guardian, education agent or other representative have not notified of a delay, the Quality and Assurance/Admissions must notify Director of Studies/Compliance or Chief Executive Officer immediately before the end of the ten (10) business day.

10. Report of Non-commencement

Where ILLOURA COLLEGE becomes aware of an international student failing to attend the compulsory orientation session and/or commence their course within fourteen (28) days of the course commencement date as specified on the student's CoE and no notification of a delay due to student visa processing or a request for deferral under Standard 9 of the National Code 2018 has been provided by the international student, parent, legal guardian, education agent or other representative, the Quality and Assurance/Admissions must report this to the Department of Home Affairs (DHA) via PRISMS in accordance with Section 19 of the ESOS Act 2000 within fourteen (14) days.

11. Related Legislation and Regulations

- A. The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 (The National code 2018)
- B. Education Services for Overseas Students Regulation 2001
- C. Education Services for Overseas Students Act 2000

12. Related Policies and Procedures / Documents

- A. Enrolment Form
- B. Letter of Offer – International Students
- C. Course Acceptance Agreement
- D. Access and Equity Policy
- E. Student Fees and Charges Policy
- F. Refund Policy
- G. Refund Request Form
- H. Refund to Alternative Payee Form
- I. Complaints and Appeal Policy and Procedure
- J. Course Progress Monitoring Policy & Procedure
- K. Deferment, Suspension and Cancellation Policy & Procedure
- L. Recognition of Prior Learning, Credit Transfer and Course Credit Policy & Procedure



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13. Enrolment Process at A Glance

