



POLICY: ENROLMENT

POLICY NUMBER:	ADM006	VERSION:	6.3
DATE ADOPTED:	19 March 2012	DATE LAST REVIEWED:	06 November 2019
DATE OF NEXT REVIEW:	06 November 2020	REVIEW FREQUENCY:	Two Years
AUTHORISED BY:	Chief Executive Officer	REVIEWED BY:	CEO
RESPONSIBLE FOR REVIEW:	CEO		
REVIEW PROCESS:	CEO		
DOCUMENT MANAGEMENT:	U:/Policies and Procedures		
COMMUNICATION	All relevant staff will be automatically notified by email when the reviewed policy has been authorised		
Policy context: This policy relates to:			
HE STANDARDS FRAMEWORK 2015	1.1		
ESOS	3.1, 3.2 5.1, 5.2, 5.3		
STANDARDS FOR RTO'S 2015	5.1, 5.2		
LEGISLATION OR OTHER REQUIREMENTS	Tertiary Education Quality and Standards Agency Act 2011 The Education Services for Overseas Students (ESOS) Act 2000 National ELICOS Standards National Vocational Education and Training Regulator Act 2011		
OTHER POLICIES	Recognition Policy Course Credit Policy Younger Students (Under 18) Policy		



	Learner Support Policy
FORMS AND OTHER DOCUMENTS	Under 18 Living Arrangements Form Letter of Offer and Acceptance Application form Enrolment Survey form
KEY WORDS (META DATA)	ESOS, DHA, Letter of Offer, IELTS, application, VET – Vocational Education and Training
DEFINITIONS	The Institute – International Institute of Business and Technology (IIBT) DHA – Department of Home Affairs eCOE - electronic confirmation of enrolment ELICOS - English Language Intensive Courses for Overseas Students ESOS – Education Services for Overseas Students Act PRISMS - The Provider Registration and International Student Management System is the database system used to process information given to the Department of Education by registered providers RPL – Recognition of prior learning
EVIDENCE	Completed Enrolment Survey form

Policy Information:

POLICY	IIBT staff will provide necessary, timely and accurate information to all potential and enrolling students. IIBT staff and management will at all times respond in a responsible manner to all reasonable requests for information about IIBT’s Training and Assessment, VET, ELICOS and Higher Education courses. IIBT is committed to ensuring that entry requirements published in all promotional materials are adhered to and that applicants who satisfy the requirements are correctly placed in their chosen course. IIBT welcomes applicants from any culturally diverse background.
SCOPE	This policy applies to all students enrolled at IIBT
PROCEDURES	IIBT will publish entry requirements in all of its course brochures and relevant publications, including the IIBT website. Application Procedure for International Students



On receiving an enrolment enquiry or application from an overseas student, the enrolling staff member will:

- Ensure that all applicants are aware of IIBT Overseas Student Prospectus information.
- Assess whether the applicants' qualifications, experience (including work) and English language proficiency are appropriate for the course for which enrolment is sought.
- Review the applicant's authenticated educational records against the applicable course entry requirements and only accept a student's enrolment where a student's educational records satisfy the applicable course entry requirements.

Recognition of qualifications and/or educational records will be at IIBT's discretion. Special admission may be granted based on the assessment of formal or informal skills, competence or learning, at the discretion of the Academic Director. See IIBT's Course Credit Policy for more details on Recognition of Prior Learning (RPL).

- Alert IIBT management where an applicant's English language proficiency is identified as being below an IELTS (or equivalent) test score that is relevant to the course being applied for (please refer to the IIBT Prospectus or www.iibt.edu.au).

The enrolling officer may request that the applicant undertake an additional Internal English Placement Test. The test results must be returned to the enrolling officer and reviewed by IIBT management for an English Language Proficiency assessment.

- In the case of an applicant being assessed as below the course requirement, the student may be referred to an internal training service at IIBT for further English studies.
- Where an applicant has met the course entry requirements of IIBT, the enrolling officer may commence the Enrolment procedure.

Enrolment Procedure for International Students

The enrolling staff member will provide (by email or by hard copy) the applicant with a letter of offer and acceptance for the relevant course being applied for.

- On receiving a completed Letter of Offer and Acceptance the enrolling staff member will ensure that the enrolling student has signed IIBT letter of offer and acceptance and that they have acknowledged their receipt of the 'ESOS Framework' by ticking the relevant box on the letter of offer and acceptance.
- The enrolling staff member will ensure that they only receive course fees from a student or education agent after or at the same time as the signed letter of offer and acceptance has been received.



- Once the application and letter of offer and acceptance has been received, the enrolling staff member will initiate an electronic confirmation of enrolment (eCOE) through the PRISMS system and provide a copy to the student.
- The enrolling staff member will report to IIBT Management any student who fails to commence his or her course within 10 days of their non-commencement.
- IIBT Management will report any student for non-commencement of courses via the PRISMS System within the ESOS Act (Section 19.1c) requirement of 14 days.

Students Under 18 years of Age

On receiving an enrolment enquiry or application from an overseas student who is under the age of 18 years and not under the care of a parent, legal guardian or approved relative, the Overseas Student Services Officer will:

- Assume responsibility for verifying the suitability of the student's accommodation, support and general welfare whilst they are studying the courses to be undertaken. This is done by using the services of a professional homestay organisation, namely, Australian Homestay Network (AHN).
- Ensure that the student's accommodation and welfare needs are reviewed on a regular basis.
- Identify the dates where responsibility for the student's accommodation, support and general welfare will be assumed by IIBT and when that responsibility is due to cease.
- Advise DHA of these dates utilising the DHA pro-forma (available through the PRISMS website).
- Where accommodation is deemed unsuitable, IIBT will contact AHN for a change to the accommodation arrangements.
- Any changes to the students' reported accommodation arrangements will be reported to DHA using the DHA pro-forma letter (available through PRISMS).
- In the event of the students enrolment being suspended, transferred or cancelled, the Overseas Student Support Officer will 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 Support Officer reports to DHA that it can longer approve of the arrangements of the student.



Enrolment Procedures for Domestic Students

- On receiving initial contact by a potential or enrolling domestic student, IIBT staff will assess any specific needs such as Language, Literacy & Numeracy (LLN) and ensure that the student is provided with the relevant terms and conditions of their course enquiry. Students must also be advised of the relevant course information on the IIBT website.
- On receiving a request for information concerning RPL, IIBT staff will ensure that enquirers are handed or sent the 'RPL Application form' and provided with information about the process of RPL.
- Within the enrolment process the following fee information must be provided to each student:
 - a) The total amount of all fees including course fees, administration fees, materials fees and any other charges;
 - b) Payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee;
 - c) The nature of the guarantee given by IIBT to complete the training and/or assessment once the student has commenced study in their chosen qualification or course;
 - d) The fees and charges for additional services, including such items as issuance of a replacement qualification and/or testamur; and
 - e) Repeating of a unit of study or unit of competency incurs full tuition fees, and;
 - f) The organisation's refund policy.
- Enrolling students must indicate to the enrolling officer that they have read/understood the relevant IIBT course terms and conditions.
- All students enrolled at IIBT have access to their own records that relate to their current or past training and assessment records. Students may contact reception during office hours to request a copy of their student records.
- All acceptances of enrolment will be accompanied by details of the relevant course orientation date, commencement date, course calendar and resource requirements.

Student Engagement and Enrolment Review Procedures

- Following course commencement each student will be required to complete an Enrolment Survey.
- When a completed survey is received by IIBT it will be reviewed by the Academic Dean and forwarded to the IIBT management meeting for review.



	<ul style="list-style-type: none">• All actions taken to improve client services and enrolment processes will be recorded in the IIBT management meeting minutes.

END OF DOCUMENT
