

PURPOSE

The purpose of this policy and procedure is to outline Austin Institute of Trades' (AIT) approach to ensuring it provides required information and support in Pre-Enrolment and Enrolment steps and manages student enrolment effectively. This policy governs the enrolment requirements of international students into AIT's courses. This policy provides consistency of practice in the enrolment and enrolment of international students.

SCOPE

This policy applies to all prospective and current students studying onshore at AIT. An international student is a student studying in a CRICOS registered course at AIT on a student visa.

The international and marketing team will ensure that the AIT website and student publications are kept up to date and accurate in relation to terms and conditions of enrolment, specific course details, international student related policies and procedures and any other relevant details.

All training/assessment and administration staff, including education agents, engaged in advising or assisting students to apply, accept or enrol at AIT, will use their best endeavours to ensure that international students fully understand the AIT student and international student related policies and procedures, the specifics about the chosen course, AIT facilities and services, and the terms and conditions of enrolment at AIT.

The Admissions Officer is responsible for the assessment and admission of international applications from international students.

DEFINITIONS

ASQA means Australian Skills Quality Authority which is the national VET regulator and the RTO's registering body

AVETMISS means Australian Vocational Education and Training Management Information Statistical Standard

ESOS Act means Education Services for Overseas Students Act 2000

National Code means National Code of Practice for Providers of Education and Training to Overseas Students 2018

PRISMS means Provider Registration and International Students Management System

SMS means an AVETMISS-compliant Student Management System

SRTOs means the Standards for RTOs 2015 – refer definition of 'Standards'

Standards means the Standards for Registered Training Organisations (RTOs) 2015 of the VET Quality Framework which can be accessed from www.asqa.gov.au

Student Identifier means a unique number assigned to an individual by the USI Registrar, in accordance with the Student Identifiers Act 2014

TPS means the Tuition Protection Service which is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study.

USI means Unique Student Identifier, and has the same meaning as 'Student Identifier'

REFERENCE

Standards/clauses 5.1, 5.2, 5.3, 7.3 in the Standards for RTOs 2015.

Standards/clauses 2.1, 2.2, 3.1, 3.2, 3.3 3.4, 8.5 in National Code 2018.

POLICY

- Individuals wishing to apply to enrol in a course with AIT can do so by following the procedures outlined on the relevant *Enrolment Process* and in *Student Handbook*.
- Individuals must demonstrate that they meet the entry criteria for a course stated on the Course Outline.
- Where the student is not deemed suitable for enrolment, the application will be denied and the reasons will be provided to the student in writing.
- All international students will be required to sign a *Student Agreement* upon enrolment to show acceptance of the Enrolment Terms and Conditions.
- Fees will only be accepted following acceptance of the enrolment.
- The Student Agreements for International Students will only use links to provide information other than that listed below, and include the following details, written in plain English:
 - Course and enrolment details including:
 - Course or courses in which the student is to be enrolled including the expected course start date, the location at which the course will be delivered, and the mode/s of study for the course.
 - Any prerequisites necessary to enter the course or courses, including English language requirements.
 - Any conditions imposed on the student's enrolment.
 - Fee information including:
 - All tuition fees and non-tuition payable by the student for the course, the periods to which those fees relate and payment options (including that the student may choose to pay more than 50 per cent of their tuition fees before their course commences).
 - Amounts that may or may not be repaid to the student (including any tuition and non-tuition fees collected by education agents on behalf of the registered provider).
 - Processes for claiming a refund.
 - The specified person/s other than the 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.
 - Terms and Conditions including:
 - The requirement to attend of 20 hours face-to-face scheduled course contact per week for the course.

- 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*.
 - Internal and external complaints and appeals processes.
 - 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.
 - 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”.
 - A requirement that the student while in Australia and studying with that provider, must notify the registered provider 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 and any changes to those details, within 7 days of the change.
- Students will be provided with a *Letter of Offer* along with their *Student Agreement*.

Student code of conduct

- All students are expected to abide by the *Student Code of Conduct* during their course and involvement with AIT. Where students do not abide by the conduct, disciplinary action may be taken in line with AIT’s *Training and Assessment Policy and Procedures*.
- The *Student Code of Conduct* is outlined in the *Student Handbook*.

Unique Student Identifiers

- AIT complies with the requirements of the Student Identifiers Act 2014 as required by Clause 3.6 of the Standards. This means that we collect Unique Student Identifiers (USIs) from students upon enrolment and ensure USIs are verified prior to the issuance of any certification documents.

Completions

- Upon completion of a course, students will be issued with their certification documents in line with our *Qualification Policy and Procedure* for students. These will be issued within 30 days of completion, provided that all fees have been paid.
- Records of completion and issuance are stored according to *Records management Policy and Procedure*.

PROCEDURES

Enquiry and application

Responsibility:

- Admissions Officer

A. Student enquires about a course

- When a student enquires about a course, provide them with full details of the course they are considering enrolling in. This must include the Course Outline, applicable fees, *Student Handbook* and the *Enrolment Application Form*.
- The same information can also be obtained from the AIT website.

B. Student applies to enrol

- All prospective students must apply for admission as an international student via *Enrolment Application Form*.
- Applicants with a disability should indicate in the appropriate section of the application form their disability status and may be asked for further details for AIT to assess, consider and implement any reasonable study adjustment requirements.
- By applying to AIT and accepting the terms and conditions of enrolment, students acknowledge and accept that their personal and academic details may be shared with relevant state and Commonwealth Government departments and agencies, with AIT service delivery agencies and with AIT partners where the application relates to a Packaged Program/Course. These will be appropriately marketed.
- Upon receipt of a completed *Enrolment Application Form*, review the documentation for completeness. This includes checking:
 - Enrolment Form information is complete.
 - All required information has been provided.
 - If applying for a course that has entry requirements or pre-requisites, required evidence has been provided (as indicated on the Course Outline) such as verified copies of qualifications, transcripts, CV, English Language documentation (if required for international students) or other as specified.
- Once an Enrolment Application Form is received, enter basic student details in the student management system:
 - Student name, address and contact details
 - Forms received

C. Course Enrolment Requirements

- Course enrolment requirements are the minimum requirements that an applicant needs to fulfil to be eligible to enrol in a course.
- Applications that do not meet the standard entry requirements may be assessed on a case-by-case basis.
- To be eligible for enrolment to AIT as an international student, applicants must satisfy the approved and published course enrolment requirements. Each application will be assessed against the following minimum criteria:
 - Qualification package entry criteria
 - English language proficiency entry criteria
 - Any other program specific criteria (for example, interview, portfolio, aptitude testing)
 - Any legislative or Government policy requirements (for example, requirements relating to student visas)
 - Any enrolment or business rules (for packaged courses and offers and/or collaborative arrangements)

D. Enrolment Rules

- International students must not be offered, accepted or enrolled in a course that is not CRICOS registered, or where any details of the CRICOS registration are incorrect.
- All applicants must be 18 years of age or older at the commencement of their study.
- All applicants must supply translated and original (language) documentary evidence to support their application, detailing their academic qualifications and English test results. These documents must be certified true and correct. Authorised AIT agents can certify documents.
- AIT international admissions staff will use online qualification verification tools where available.
- Academic, English and any other entry criteria will be reviewed as required and upon each renewal of course CRICOS registration.
- Compliance with relevant legislative or Government policy will be considered and rules/guidelines pertaining to these established accordingly.

Processing enrolments

Responsibility:

- Compliance Officer

A. Application screening

- Contact the student and complete the *Application Checklist* with them to determine their initial suitability.
- This can be done over the phone, via teleconferencing or face-to-face.
- If the student is not suitable for the course, discuss alternative courses with the student.
- Record the details of the application screening process on the student management system.
- Create student file.

B. Offer and Enrolment to Courses

- Formal *letters of offer* into AIT courses must include: course details, prerequisites and terms and conditions of enrolment (if applicable), fees, refund and cancellation policies, and the AIT complaints and appeals process as per the requirements of the National Code 2018.
- Offers to courses are made in accordance with AIT enrolment and/or business rules and relevant legislation.
- Recognition of prior learning (RPL) and recognition for credit will be in accordance with the AIT *Recognition of Prior Learning Policy and Procedure & Credit Transfer Policy and Procedure*.
- Fill in the *Student Agreement* for international students. Ensure it includes an accurate quote of applicable fees and detail any other paperwork required to process enrolment.
- Send to the student along with the following as applicable (unless already received).
 - If the student is applying for RPL, forward the RPL application kit as per the process outlined in the Training & Assessment Strategy.
 - If the student is applying for Credit, include a Credit application form.
 - Deposit/Enrolment Fee invoice (once issued, if paying own fees).

C. Raise invoice and formalise enrolment

- Once the completed documents received, create an invoice for deposit or tuition/concession fees and any other applicable fees, in line with the *Student Agreement* and the *Fees & Refund Policy & Procedure*.
- Provide to fee payer along with Student or Employer Agreement as applicable.
- Provide receipts to students making payments.
- Keep copies of all documents and file in student file.

- Upon receipt of payment of fees by AIT, students must confirm their acceptance of the letter of offer and agree to AIT's terms & conditions of enrolment (including the refund policy). All students must receive a COE.
- Students who are issued with a COE but do not arrive by the required date to commence their program, may seek approval for 'late arrival'. It is at the program area's discretion to approve or deny this request. Should students not be allowed to commence late, they must choose to defer to a later date or cancel their enrolment.
- An applicant may apply to defer their commencement of studies. However, if the original course has been superseded or changed in any way, including entry criteria or fees, students may need to reapply for the new course. Administration fees may apply for deferrals or reapplications. Refer to the *Fees and Refunds Policy and Procedure*.
- International applicants may apply to change their course. Fees may apply. Refer to the *Fees and Refunds Policy and Procedure*.
- AIT reserves the right to cancel and rescind an offer of admission to an international student where the offer: was made in error; was based on incorrect or misleading information provided by the student or representative; is for a course which is no longer offered; or where the applicant fails to meet legislative requirements.
- Applicants who are dissatisfied with the outcome of an assessment of their application may seek re-assessment.
- The submission of an application and the acceptance of an offer in the AIT constitutes the written agreement in relation to Standard 3 of the National Code.

D. Processing enrolment

- Once the Enrolment Fee has been paid, complete the *Enrolment Processing Checklist* to ensure all required information / documentation has been received. The following documents must be held on student file:
 - Signed and dated *Enrolment Application Form*
 - Completed and signed *Student Agreement*.
- Keep copies of all documents and/or store in cloud as per *Records Management Policy and Procedure*.
- Where the student has provided approval (in the *Enrolment Application Form*) for the RTO to generate the USI, see below for steps.
- Update student details in student management system:
 - Add personal details
 - Add statistical data from enrolment form (if available)
 - Enrol in relevant course
 - Add commencement date
- Ensure correct funding source identifier is selected.
- If Credits are applicable, conduct Credit assessment in accordance with the *Credit Policy and Procedure*.

E. Enrolment and Registration

- International students must not be enrolled in a course delivered exclusively online or in distance mode.
- Students must not be enrolled in online units/subjects for more than one-third of their course.
- In any term, students must study at least one unit that is not by distance or online learning, unless the student is completing the last unit of their course. This is for special condition only, like COVID-19 restrictions. In such cases, during their online study, any student must not be disadvantaged by additional costs or the inability to access resources and community offered by AIT.

- An International student's COE must match their AIT enrolment and registration. Details such as the proposed start and end dates, the course title, CRICOS code, campus and other information, must accurately reflect what the student is undertaking at AIT.
- International students must maintain full time enrolment in each term in their course of study.
- International students will be monitored, where practicable, to ensure their compliance to AIT policies and procedures, government legislation and student visa conditions.

F. LLND Test and Pre-Enrolment Review

- Contact the student and arrange a time to complete the LLND Test and Pre-Enrolment Review. This should be well in time before commencement of studies to make better decision.
- **LLND Assessment:** Ask the student to complete the LLND test.
 - Mark the LLND test (if not automated) and determine appropriate LLND levels based on the marking guide. Determine whether the student has suitable skills to study in the course and whether or not additional support would be required.
 - If the student requires additional support, ensure this is documented.
- **Pre-Enrolment Review:** Conduct the Pre-Enrolment Review (PER) by following the items on the *PER Form* by conducting formal interview. Check off each item once it has been completed, taking notes about each step where applicable, and noting down the answers.
- Make a decision about whether the student is suitable for the course, based on:
 - The skills and job outcomes the student want to achieve by completing the course.
 - The LLND levels and Pre-Enrolment Review of the student and any individual support that might be required and whether this can be provided by the AIT.
- Document the decision and forward all paperwork to the Admissions office within 2 business days.
- Orientation session is also undertaken before the commencement of training so that if there are any other needs arise for the students, the institute can take appropriate steps.

G. Requests to Defer Studies

- Students may only defer or suspend their studies, including taking leave of absence, in certain circumstances.
- Durations of less than 2 weeks are considered leave of absence and may be approved by the Admissions Officer. Durations of more than 2 weeks are considered a deferral.
- Deferral requests for longer than 12 months may not be granted. Students may need to withdraw and reapply should they wish to return.
- Applications for deferral will be assessed and approved/denied in accordance with this policy and associated procedures.
- The allowed circumstances for deferrals are, but not limited to:
 - compassionate and compelling circumstances beyond the control of the student and may have an impact on course progress or wellbeing.
 - serious illness or injury – a medical certificate must state clearly that the student was unable to attend classes
 - bereavement – the death of close family members e.g. spouse/de facto/partner, parents, children, siblings or grandparents. Where possible a death certificate should be supplied
 - major political upheaval or natural disaster in the home country which requires the student to return (emergency travel) and this has impacted on studies
 - traumatic experience – for example, being involved in or witnessing an accident or or a crime which has a negative impact on the student's capacity to study (in these cases Police or Psychologist's reports are required)
 - where AIT cannot offer student a pre-requisite unit

- the student's inability to begin studying on the course commencement date due to a delay in receiving a student visa
- Students whose enrolment is deferred, consistent with this policy and Standard of the National Code, will be told to seek advice from the Department of Home Affairs about the impact on their student visa.

H. Requests to Withdraw

- Students may request to withdraw from their studies.
- Where practical, students must meet with AIT staff in an effort to retain the student and address any concerns with the student's experience.
- Students must pay any outstanding fees payable to AIT on withdrawal.
- Students who withdraw from a package of AIT courses may be eligible to exit early with a lower-level course. This will be assessed at the time of the withdrawal application.
- If withdrawing to transfer to another provider refer to Section 'Transfer between Registered Providers'.

I. Requests to Change Course

- Students may request to change their enrolment in a course.
- All requests will be processed by the Admissions Officer.
- Students may be counselled on their intended career aspirations to ensure that the change of enrolment is in the student's best interest.
- Fees may apply to students who change their enrolment to another course. Refer to the *Fees and Refunds Policy and Procedure*.
- Students who change course from a package of courses may be eligible to exit early with a lower course. This will be assessed at the time of the application to change course.

J. Extension to Course Duration

- An extension to the expected duration of an international student's study program may be approved by the Admissions Officer. It will typically only be considered on the grounds of:
 - Compassionate and/or compelling circumstances
 - An intervention strategy which has been implemented or being implemented as per the *Attendance and Course Progress Policy and procedure*
 - A leave of absence approved
 - Deferral of studies
 - Failure of topics throughout the course
- If an extension is granted, AIT will notify the student to contact Department of Home Affairs to seek advice on any potential impacts to their visa, including the possible need to apply for a new visa.
- If an extension is refused and the student does not complete within the expected duration as specified on the COE, AIT will not issue a new COE.

K. Suspension or Cancellation of Studies

- AIT may suspend or cancel a student's studies in particular circumstances. These circumstances include, but are not limited to, where the student:
 - is absent from their course without approval for more than two consecutive weeks in a study period
 - does not pay tuition fees when they are due
 - there are compassionate and/or compelling circumstances
 - breaches the AIT *Conduct of Conduct Policy*
 - breaches the *Attendance and Course Progress Policy*, any other AIT policy, or their visa or legislative obligations or requirements.
- International students, whose enrolment suspension or cancellation is initiated by AIT, will be notified in writing (via email) of:

- AIT's intention to suspend or cancel their enrolment
- The student has right to appeal through the AIT's *Complaints and Appeals Policy*, in accordance with Standards of the National Code, within 20 working days.
- Any suspension or cancellation will not take effect until the internal or, if applicable, external appeals process is completed, unless the student's health or wellbeing, or the wellbeing of others, is likely to be at risk.
- Students whose enrolment is suspended or cancelled, in accordance with this policy, and Standards of the National Code, will be recommended to seek advice from the Department of Home Affairs about the impact on their student visa.

L. Requests to Transfer Between Providers - General

- International students cannot transfer between providers before they have completed six months of their principal course unless:
 - the original provider or program of study in which the student is enrolled ceases to be CRICOS-registered, or
 - the original provider has agreed to the student's release and has recorded it in PRISMS, or
 - the original provider is subject to a government sanction which prevents the student from continuing their principal program of study
- The principal course is the final qualification in a package. It will usually be the course connected to the student visa.
- After completing six calendar months of the principal course, an international student can transfer (withdraw) without issue.

M. Students Transferring from AIT to another Provider (Outgoing)

- In accordance with the general provisions of stated above, international students may apply for a transfer from AIT to another provider.
- Students must apply for a release using the relevant form available on the AIT website. A release will not be assessed without a valid letter of offer from the receiving provider.
- All requests and decisions for releases will be maintained by AIT for at least two years from the date the international student ceases to be an accepted student, or as per the *AIT Records Management Policy*, whichever is the longest.
- AIT will consider granting a release for a student to transfer to another provider in the following circumstances, but not limited to:
 - the international student has been reported because they are unable to achieve satisfactory course progress even after engaging in a AIT intervention strategy to assist the student in accordance with Standards of the National Code (Overseas student visa requirements)
 - AIT fails to deliver the course as outlined in the written agreement
 - there is evidence that the international student's reasonable expectations about their current course are not being met
 - there is evidence that the international student was misled by AIT or an education or migration agent regarding AIT 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 international student
 - the student's circumstances have changed and an interstate move is required
 - a notification of Intention to Report to Department of Home Affairs has been issued
 - the course the student wishes to transfer:
 - better meets the study capabilities of the student
 - better meets the long-term goals of the student

- the transfer is supported by the relevant Program Area
- a student does not successfully complete a prerequisite course as part of a package of programs
- it is in the interests of the student's welfare, such as where a relative relocates and the student remaining alone in AIT's location is not an option
- evidence of other compassionate and/or compelling circumstances
- AIT will inform the international student in writing (email is acceptable) that:
 - the release and transfer have been granted, and that
 - the international student should contact Department of Home Affairs to seek advice on whether the change in the student's enrolment:
 - breaches a visa condition; and/or
 - requires a new student visa to be sought;
 - requires a change in the responsibility for the student's welfare
- AIT will refuse a request for release and transfer if, but not limited to:
 - the student's fees are still outstanding
 - the student is currently in a complaints and resolution process for unsatisfactory progress or for not meeting course attendance requirements
 - the student is not genuinely engaging with the intervention strategy
 - the student has been legally charged for misbehaviour, including sexual harassment charges
 - the student has caused severe damage to AIT property
 - the student is under police investigation
 - the student has breached a student visa condition(s) and has been reported on PRISMS
 - the transfer may jeopardise the student's progression through a package of courses
 - a valid *offer letter* from another provider has not been received
 - the transfer is perceived to be detrimental to student
 - the transfer request is based on change of course and that same course is also offered at AIT
 - the commencement date on the letter of offer from the transferring provider has passed (i.e. after the start date of the program of study into which the student wishes to transfer)
 - the student has simply changed their mind
 - issues such as living a long distance away from campus
 - the student has not utilised AIT's support services or academic resources and assistance
 - AIT suspects that the student is trying to avoid being reported to the Commonwealth for failure to meet the pathway provider's academic progression rules
 - the student is experiencing difficulties adjusting to AIT locality (state / city) life and the demands of academic work at AIT without having exhausted all of AIT's student support services
- AIT will inform the international student in writing (email is acceptable) within 10 working days and save correspondence in the student's file:
 - the reasons for the refusal
 - the international student's right to access, within 20 working days, the AIT's complaints and appeals process, in accordance with Standards of the National Code (Complaints and appeals).
- The outcome of the release and transfer request will be recorded in PRISMS. However, AIT must not finalise a student's refusal status in PRISMS until the international student has:
 - chosen not to access the complaints and appeals processes within the 20-working day period,
 - an appeal finds in favour of AIT, or
 - the international student withdraws from the process

N. Students Transferring to AIT from another Provider (Incoming)

- AIT must not knowingly enrol an international student seeking to transfer from another registered provider's course prior to the international student completing six months of his or her principal course except where any of the following apply:

- the releasing registered provider has agreed to the international student's release and this has been recorded in PRISMS
- the releasing registered provider, or the course in which the international student is enrolled, has ceased to be registered
- the releasing registered provider has had a sanction imposed on its registration by ASQA that prevents the international student from continuing his or her course at that registered provider
- AIT must also ensure that there are no gaps in the welfare arrangements during the transfer from the previous provider to AIT.

The updated details regarding enrolment and living in Australia are provided on the website and *Student Handbook*.