

Enrolment Policy and Procedures

Table of Contents

1. Purpose
2. Scope
3. Policy Statement
4. Related Documents
5. Policy Owner and Delegated Authority
6. Approval Personnel
7. Definitions
8. Procedure

Version	Issue Date:	Issue History:
1.1	1st July 2024	Creation of policy
Regulatory Alignment		
RTO standards 2015; <ul style="list-style-type: none"> ○ RTO Standard 1.7 ○ RTO Standard 4 ○ RTO Standard National Code 2018 <ul style="list-style-type: none"> ○ Standard 2 (2.1, 2.2, 2.3 2.4, 2.5, 2.6) ○ Standard 3 (3.1, 3.2, 3.3.1, 3.3.2, 3.3.3, 3.3.4, 3.3.5, 3.3.6, 3.3.7, 3.3.8, 3.3.9, 3.4.1, 3.4.2, 3.4.3, 3.4.4, 3.4.5, 3.5.1, 3.5.2, 3.5.3, 3.6, 8.5) ESOS Act 2000 <ul style="list-style-type: none"> ● Section 19 		

Policy Title	Enrolment
Purpose	The purpose of this policy is to set out the principles and requirements for enrolment in Australian Tertiary Institute (ATI) as per relevant Commonwealth, State and Territory laws. As ATI is committed to provide quality training and assessment to its learners, this policy has been developed to clearly define the fair and anti-discriminatory process of enrolment for its clients to comply with standards for Registered Training Organisations (RTOs 2015). This policy is applicable for enrolment in all courses at ATI.
Scope	This Enrolment Policy applies to all prospective students seeking admission to the institution at all levels of study, including but not limited to: <ul style="list-style-type: none"> • Certificate I to Certificate IV • Diploma Courses • Advance Diploma Courses • Graduate Diploma • International Students • Transfer students
Policy Statement	ATI is committed to ensure that's it's all clients are treated fairly and equitably, and they have clear information about enrolment process, conditions, details regarding their intended course, their rights and obligations. This policy outlines the eligibility criteria for various programs, including academic qualifications, prerequisite courses, standardized test scores, relevant experience, and any additional requirements specific to certain programs.
Supporting Documents	<ul style="list-style-type: none"> ○ Genuine Student (GS) requirement 2024 (see details https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500/genuine-student-requirement) ○ Deferral, suspension and cancellation policy ○ Student support policy ○ Complaints and appeal policy ○ Course Progress Monitoring Policy & Procedure ○ Marketing and Promotional Materials Policy & Procedure ○ Attendance Policy & Procedure ○ Recognition of Prior Learning, Credit Transfer and Course Credit Policy & Procedure ○ Refund policy ○ Student Fees and Charges Policy ○ International Student Handbook;

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CRICOS No: 03691K

	<ul style="list-style-type: none"> ○ Enrolment Form ○ Letter of Offer ○ LLN Policy and procedure ○ Supplementary course details ○ Course Acceptance Agreement
Policy Owner and Delegated Authority	<ul style="list-style-type: none"> ○ Director of operation/Studies ○ Admission officer ○ Student support officer
Approved by	<ul style="list-style-type: none"> ○ Compliance Officer

Definitions

- **Enrolment** The process of registering and confirming a learners' participation in ATI's training products
- **Learner** an individual who is enrolled in one of the RTO's training products.
- **International student** means international students or intending international students on a student visa under the Migration Act 1958.
- **DHA** means Department of Home Affairs.
- **CoE** means Confirmation of Enrolment.
- **PRISMS** means Provider Registration & International Students Management System.
- **Educational and support services** may include, but are not limited to: a) pre-enrolment materials; b) study support and study skills programs; c) language, literacy and numeracy (LLN) programs or referrals to these programs; d) equipment, resources and/or programs to increase access for learners with disabilities and other learners in accordance with access and equity; e) learning resource centres; f) mediation services or referrals to these services; g) flexible scheduling and delivery of training and assessment; h) counselling services or referrals to these services; i) information and communications technology (ICT) support; j) learning materials in alternative formats, for example, large print; k) learning and assessment programs contextualised to the workplace; and l) any other services that the RTO considers necessary to support learners to achieve competency.
- **ESOS** Education Services for Overseas Students
- **Student Identifier** has the meaning given in the Student Identifiers Act 2014.
- a traumatic experience which could include involvement in, or witnessing a serious accident; or witnessing or being the victim of a serious crime; or
- where a registered provider is unable to offer a pre-requisite unit; or
- the student has failed occasional units throughout a course without warranting activation of an intervention strategy.

Procedure

The following procedure is to be followed for enrolling any international student in a CRICOS course conducted by ATI;

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1. The student must send or submit the completed ATCWA enrolment form along with all supporting documentation listed in the form.

2. All international students enrolled in CRICOS (Commonwealth Register of Institutions and Courses for Overseas Students) courses must meet specific entry requirements related to both age and English language proficiency. This ensures that students have the necessary background and skills to succeed in their studies in Australia. (Note: You are required to meet the Department of Home Affairs English language requirements for student visa applications, which may differ from the aforementioned entry requirements. Please refer to <https://www.homeaffairs.gov.au/> to find out the assessment level for your country and to determine the required level of English that you need.

3. Admission Officer of ATI will assess the application form, record the outcome and submit the assessment outcome to the OM for review. If RPL or CT apply, the Admissions Officer to follow the relevant procedures before finalising the outcome of the application. Also, if conducting interview to meet the eligibility of the candidate, the Admissions Officer should liaise with the DOS for conducting interviews prior finalising the outcome of the application.

4. Enrolment officer to send the course offer to the prospective student along with the course details for their reference.

5. The Enrolment officer to assess the LLN test conducted by the candidate and verify the eligibility of the candidate. This practice aligns with the requirements of the pre-enrolment analysis procedure that is embed in each training and assessments strategy of ATI. Followed by the LLN policy and procedure, verifying candidate's LLN level and the other requirements such as conducting interviews to verify the work experience must be competed for the applicable candidates prior to the enrolment process finalized. In this pre-enrolment analysis procedure, the enrolment team must seek advice and guidance from Director of Operations (DOO).

6. After approved by the DOO, Operational Manager to submit the final outcome of the enrolment assessment to the DOO for approval.

7. Operational Manager to coordinate with the Admissions Officer to send a Course Acceptance Agreement together with a letter of offer to the applicant. A Course acceptance agreement must be issued to each intending international student with the Letter of Offer and supporting documentation.

8. Once this procedure is followed, the enrolment officer must use the pre-enrolment checklist and confirm the completion of all required steps and documentation prior to sending invitation for orientation.

9. Prior to commencement, all students are provided with an orientation where they are given an overview of the key policies and procedures, including attendance policy, course monitoring policy as per student visa requirements. Also, students are provided with timetable of their training sessions, assessment methods, and detailed tour of the college.

Course Acceptance Agreement

ATI assures that it enters into a written agreement with all international students, that is signed and otherwise accepted by that international student, concurrently with or prior to accepting course fees and applicable charges from the international student. The agreement can take any form that meet the requirements of the ESOS Act 2000 and the National Code 2018. The agreement must;

- Be written in plain English
- Details of each CRICOS registered course for which the student has been offered a place;
- Any conditions on the student's enrolment (these may include but are not limited to):
 - a) Satisfactory completion of ELICOS course;
 - b) Evidence of attaining a minimum English language proficiency; and
 - c) Satisfactory completion of a course that has an entry requirement.
- Provides an itemized list of all course money that is compulsory for satisfactory completion of the course (including but not limited to):
 - Non-refundable application fees;
 - Total tuition fees;
 - Fees per study period and the study periods to which each payment applies;
 - Intending international students must also be provided with an itemized 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 ATI (where relevant)

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- Where the fees are not compulsory but optional, these should be detailed on the International Student Course Acceptance Agreement also and clearly marked as optional.
- Provide an itemized list of tuition fees payable by the international student including
 - a) the study periods to which those tuition fees apply; and
 - b) 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);
- 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;
- Provide information in relation to refunds of course fees/charges;
- Provide an outline of the ATI's Complaints and Appeals Policy and Procedure in accordance with National Code 2018, Part B, Standard 10;
- Set out the circumstances in which personal information about the international student may be shared between ATI 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;
- Advise the international student of their obligation to notify ATCWA of their contact details, including any change to their contact details as follows:
 - a) The international student's current residential address, mobile number (if any) and email address (if any);
 - b) Who to contact in emergency situations; and
 - c) Any changes to those details within seven (7) calendar days of the change occurring;
- Advise the international student of their obligation to maintain a copy of the written agreement with ATI, as supplied by ATI and receipts of any payments towards tuition and/or non-tuition fees; and

- Ensure that ATI 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 student and provider default:

- 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 ATI);
- Processes for claiming a refund;
- 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;
- A plain English explanation of what happens in the event of a course not being delivered, including the role of the TPS; and
- 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”.
- All costs associated with reassessment charges, charges for replacement academic records or statements of attainment etc. must be itemized in the written agreement or a link to supplementary material that contains it; in the case of ATI, this information is included in the International Student Fees Policy and, where appropriate, some fees are itemized 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.

Receive International Student Course Acceptance Agreement

ATI may receive International Student Course Acceptance Agreements by a range of methods including the following:

- a) In person;
- b) Via email;
- c) Via an education agent or other representative; and
- d) In traditional post (hard copy)

- Where the Operations Manager receives the International Student Course Acceptance Agreement electronically, any Confirmation of Enrolment (CoE) issued from PRISMS on behalf of ATI, it must be 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.
- Where the Operations Manager receives an International Student Course Acceptance Agreement, they must confirm that:
 - It is completed entirely and accurately;
 - The student has acknowledged receiving the ESOS Framework by placing a tick in the relevant box;
 - The International Student Course Acceptance Agreement details remain the same as those issued on the Letter of Offer;
 - All signatures match across all documentation; and
 - 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 ATI 's Issuing a CoE on PRISMS Policy and Procedure.

Receipt of Payment

Admissions Officer of ATI must only accept fees from an international student or intending international student after ATI has issued to the student a Letter of Offer with all supporting documentation including an International Student Course Acceptance Agreement and that international student has had sufficient time to consider their options and make an informed decision about studying in Australia with ATI. It should be noted that 'sufficient time' for a potential international student who is offshore for example would be considered that the Operations Manager (or other employee of ATI) has:

- Received an application for enrolment from the international student;
- Assessed the international student's eligibility for enrolment;
- Emailed the international student, education agent or other representative the acceptance of the application with all supporting documentation and the International Student Course Acceptance Agreement; and
- The international student, education agent or other representative after having had an opportunity to speak with and confirm the details with the international student, returns the completed International Student Course Acceptance Agreement.

When the Admissions Officer receives a copy of a bank cheque / draft cheque with the International Student Course Acceptance Agreement, they must ensure that this is noted:

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

Where the International Student Course Acceptance Agreement or accompanying the details provided by ATI, the Operations Manager must confirm with the Admin Officer/Accounts Officer that the payment has been received prior to issuing an CoE in accordance with ATI Issuing a CoE on PRISMS Policy and Procedure.

Where the international student has requested to be enrolled in multiple courses with ATI, for example a Certificate IV in Business and a Diploma of Business, the Operations Manager must:

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

documentation states that a direct deposit has been paid into the ATI banking account using

Issuance of the CoE

When the Operations Manager has finished creating the COE(s) they must print a copy for the International Student 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 International Student Course Acceptance Agreement 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 ATI and the international student, as well as receipts of payments made by international students under the 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 ATI.

Commencement of Studies

At the commencement of each study period, the Operations Manager must confirm the study commencement on PRISMS by clicking on 'Confirm Study Commencement' for each relevant international student in each relevant CoE. The Operations Manager must also run a report from the PRISMS database to confirm each student who is due to commence on the specified date. Where an international student fails to attend the compulsory orientation session and/or commence their course within 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 Operations Manager must notify the Director of Operations or Chief Executive Officer immediately before the end of the 10th Business day.

Report on Non-Commencement

Where ATI becomes aware of an international student failing to attend the compulsory orientation session and/or commence their course within fourteen (14) 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 Operations Manager 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.

Student Identifier

All clients are required to provide their unique Student Identifier (USI), in accordance with requirements of the Student Identifier Act. Students will be advised on the process of obtaining a Student Identifier if they do not already have one, via <http://www.usi.gov.au/Pages/default.aspx>. ATI will verify and maintain all Student Identifier numbers in records. The USI is confirmed as part of the Induction Process.

Credit Transfer/RPL

A student may be eligible to apply for credit transfer and/or Recognition of Prior Learning (RPL) at the point of enrolment. This allows students to receive recognition for previously completed studies or relevant work experience, potentially shortening their course duration. (Please see ATI's Credit transfer and RPL policy and procedure for details).

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Refund

students can apply for a refund under certain circumstances as outlined in the ATI Refunds Policy. This policy details the conditions under which refunds may be granted, ensuring transparency and fairness in the process. (Please see ATI's refund policy and procedure for details).

Complaints/Appeal

If students are dissatisfied with the enrolment process, they have the right to lodge a complaint or appeal in accordance with the college's Complaints & Appeals Policy. Alternatively, students can also seek resolution through an appropriate government body, such as the Ombudsman Western Australia. (Please see ATI's Complaints and Appeal Policy and Procedure for details).