

Student Enrolment and Selection Policy and Procedure

1. Purpose

This policy governs the enrolment selection of international students by Contempo College. These services are delivered in compliance with:

1.1 Standards for Registered Training Organisations 2015 (SRTOs 2015) specifically:

- Clause 4.1 - Provide accurate information to learners about services and qualifications, and
- Clauses 5.1, 5.2, 5.3 and 5.4 - Inform and protect learners.
 - Prior to enrolment or the commencement of training and assessment, whichever comes first, the registered training organisation (RTO) provides advice to the prospective learner about the training product appropriate to meeting the learner's needs, taking into account the individual's existing skills and competencies.
 - Prior to enrolment or the commencement of training and assessment, whichever comes first, the RTO provides, in print or through referral to an electronic copy, current and accurate information that enables the learner to make informed decisions about undertaking training with the RTO.
 - Where the RTO collects fees from individual learners, either directly or through a third party, the RTO provides or directs the learner to information prior to enrolment of the commencement of training and assessment, whichever comes first.
 - Where there are any changes to agreed services, the RTO advises the learner as soon as practicable, including in relation to any new third party arrangements or a change in ownership to existing third party arrangements.

1.2 Standards 2 and 3 of the *National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 (National Code 2018)*:

- Registered providers must recruit responsibly and ensure that overseas students are appropriately qualified for the course they are seeking to enrol in. Overseas students must have sufficient information to enable them to make informed decisions about studying with their chosen registered provider.
- Obligations and rights of both registered providers and overseas students must be clearly set out in a formal written agreement between the two parties.

2. Related Documents

Refund and Cancellation Policy and Procedure

Deferral, Suspension or Cancellation Policy and Procedure

Recognition of Prior Learning (RPL) and Credit Transfer (CT) Policy and Procedure

Student Transfer and Release Policy and Procedure

Marketing Policy and Procedure

Complaints and Appeals Policy and Procedure

Course Flyers

Student Support Policy and Procedures

Complaints and Appeals Fact Sheet

Deferral, Suspension or Cancellation Policy and Procedures

Student Code of Conduct

International Student Handbook

Contempo Prospectus

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3. Related Legislation

National Vocational Education and Training Regulator Act 2011

Standards for Registered Training Organisations (RTOs) 2015

Vocational Education and Training Act 1996

Vocational Education and Training (General) Regulations 2009

Education Services for Overseas Students Act 2000

National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 (The National Code 2018).

4. Scope

4.1 This policy applies to all staff, trainers, prospective and current international students at Contempo College.

4.2 This policy covers the enrolment selection process and activities undertaken by Contempo College when a prospective international student applies to enrol in a course with Contempo College.

5. Responsibility

5.1 The Marketing Manager/CEO is responsible for the Enrolment and Selection of Students at **Contempo College**.

6. Definitions

CRICOS	The Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).
ESOS Act	The Education Services for Overseas Students Act 2000 of the Commonwealth of Australia.
National Code 2018	The National Code of Practice for Providers of Education and Training to Overseas Students 2018, established pursuant to Part 4 of the ESOS Act.
Principal Course	The principal course refers to the main/highest level course of study to be undertaken by the international student where a student visa has been issued. The principal course of study is typically the final course of study where the international student is granted a student visa to study multiple courses in Australia.
SRT0 2015	The Council of Australian Governments (COAG) Industry and Skills Council agreed to new regulatory standards for training providers and regulators—the Standards for Registered Training Organisations (RTOs), 2015 . The <i>SRT0 2015</i> ensure nationally consistent, high-quality training and assessment across Australia's vocational education and training system. Compliance with <i>the SRT0 2015</i> is a requirement for all ASQA registered training organisations.

7. Policy Provisions

7.1 This policy sets out the standards and procedures Contempo College follow in order to ensure compliance requirements set out in the SRT0s 2015 and the National Code 2018 to enable prospective and current students to make a well-informed decision regarding their study and enrolment opportunities at Contempo College. Contempo College will ensure that prior to the student enrolling in or commencing a course of study at Contempo College, they will be provided with, or access to, current and accurate information regarding Contempo College courses, services and relevant policies and procedures – this information will be provided via e-copy (an attachment or a link), or via the Contempo College website or via a third party, including an

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education agent.

7.2 In addition, and prior to enrolment or the commencement of training and assessment Contempo College will:

- recruit students in an ethical and responsible manner,
- provide information that enables students to make informed decisions about studying with the registered provider in Australia,
- ensure that students qualifications, experience and English language proficiency are appropriate for the course for which they are applying to enrol, and
- provide students with a written agreement that sets information such as (but not limited to) the course details e.g.: duration (including Terms and breaks), support services and services provided, tuition and non-tuition fees payable and refund, complaints and appeals policies.

8. Policy Information

Authorised Officer	CEO
Supporting documents, procedures & forms of this policy	Refund and Cancellation Policy and Procedure Deferral, Suspension or Cancellation Policy and Procedure Recognition of Prior Learning (RPL) and Credit Transfer (CT) Policy and Procedure Student Transfer and Release Policy and Procedure Marketing Policy and Procedure Complaints and Appeals Policy and Procedure Course Flyers Student Support Policy and Procedures Complaints and Appeals Fact Sheet Deferral, Suspension or Cancellation Policy and Procedures Student Code of Conduct International Student Handbook Contempo College Prospectus
Related Legislation and Codes of Practice	National Vocational Education and Training Regulator Act 2011 Standards for Registered Training Organisations (RTOs) 2015 Vocational Education and Training Act 1996 Vocational Education and Training (General) Regulations 2009 Education Services for Overseas Students Act 2000 National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 (The National Code 2018)
Audience	Public

9. Procedure

In order to meet the compliance requirements, set out in the *SRTOs 2015* and the *National Code 2018* in relation to the recruitment of students before enrolment (Standard 2) and the formalisation of enrolment (Standard 3), Contempo College will undertake the following:

9.1 Prior to Enrolment

Provide to the prospective student accurate, comprehensive, current and plain English information which explains:

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- Academic Requirements:
Applicants will be required to satisfy the academic requirements for enrolment into a course, applicants must meet the following entry requirements, depending on AQF level they intend to apply for:
 - Successful completion of Year 10 in their home country equivalent to an Australian Year 10 qualification (For Certificate IV qualifications)
 - Successful completion of Year 11 in their home country equivalent to an Australian Year 11 qualification (For Certificate IV qualifications)
 - Successful completion of Year 12 in their home country equivalent to an Australian Year 12 qualification (For Diploma and Advanced Diploma qualification)
- English Language Requirements:
Applicants will be required satisfy the English entry level requirements for enrolment into a course, applicants must meet the following English requirements:
 - IELTS band score of 5.0 for Certificate III Levels
 - IELTS band score of 5.5 for Certificate IV, Diploma and Advance Diploma Levels
 - IELTS band score of 6.0 for Graduate Diploma Levels
 - 6.0 OR equivalent internationally recognised exam results in line with the DOHA regulations
 - Or Contempo English Test

Notes:

1. Student who does not have IELTS band score or equivalency will be required to complete Contempo College English placement test. Enrolment application outcome is based on result of the test.
 2. In addition, all students must be 18 years of age or over at the time that they commence the course for which they have applied.
- Additional Enrolment Requirement:
In addition to the enrolment requirements stipulated above, the following additional requirements which applicants are required to meet in order to verify their identity and demonstrate their capacity for enrolment in the course. These may include, but are not limited to:
 - Identification document (Birth Certificate/Passport);
 - International Students to provide a copy of their Student Visa prior to course commencement; (for onshore international students)
 - Proof of health cover (for onshore international students)
 - Copy of academic transcripts (for onshore and offshore international students)
 - Attendance at interviews (if required -for onshore and offshore international students)
 - Submission of supplementary information / forms (if required).
 - Genuine Temporary Entrant Criteria (for offshore international students)
 - Statement of Purpose (for offshore international students)
 - Financial Viability (for offshore international students)

9.2 Submission of Application

- Online: Applications for enrolment to a course may be made online and lodged in the manner prescribed on Contempo College website.
- Registered Education Agents: The prospective students to complete and sign Contempo College's application form in person or online and provide copies academic and additional requirements.
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9.3 Application Verification and Check

All applications are to be reviewed and checked by the Marketing Manager or a Contempo College nominated staff member. Applicants who apply to undertake a course of study at Contempo College must submit documentary evidence that demonstrates they meet the published enrolment entry requirements (including English proficiency) for their chosen course. Original documents must be presented to the Marketing Manager, the Education Agent or a nominated Contempo College staff member, or provide a certified copy of the relevant and required documentation. All supporting documentation /evidence must be submitted with the student's application or within the timeframe stipulated in writing.

Qualifications submitted in a language other than English must be accompanied by a certified copy of the official translation. Where there is any doubt about the authenticity of any documentation provided, the Marketing Manager or a nominated Contempo College staff member may correspond with the document issuer or the student to seek further information and/or to make further relevant enquiries.

All completed Student Enrolment Applications submitted to Contempo College will be reviewed, validated and check for correctness by the Marketing Manager or a nominated Contempo College staff member.

9.4 Initial Check of Applications (Step 1)

All Student Enrolment Applications received at Contempo College will be initially checked by the Supervisor, Student Services using the Contempo College Student Enrolment Checklist regarding, but not limited to:

- Check the application has been completed correctly, that all required field have been entered, and supporting documentation/evidence is attached,
- The student has completed and acknowledged that they have met all required enrolment entry requirements,
- A certified/verified copy of the student's passport is included, and details entered (for international students).
- A verified copy of the student's English language test or evidence of their English language proficiency,
- A certified/verified copy of the student's qualifications and academic records/transcripts,
- A copy of the students current OSHC (If student is onshore),
- Student is 18 years of age or older,
- A copy of the students Genuine Temporary Entrant Criteria (for offshore international students),
- A copy of the students Statement of Purpose (for offshore international students), and
- A copy of the student's financial viability (for offshore international students).
- Where the student's application is **found to be lacking** e.g.: incomplete, incorrect and/or missing /no supporting documentation and/or evidence attached, and not verified and/or certified where applicable:
 - The Supervisor, Student Services (or an appointed student services Officer) is to contact the student via email directly to the students appointed Education Agent (CC the students registered personal email address), or where the student does not have an appointed Education Agent – contact the student directly the students registered personal email address detailing all areas of the students Enrolment Application that is not completed, inaccurate or missing – and request corrective action be taken/provided within 72 hours or as directed in the email, and
 - Advised the student and/or their Education Agent that the application will be filed and no further action taken if resolution has not occurred after two (2) further attempts by Contempo College

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Note: Details of all contact made with the student and/or Education Agent must be retained on the Student/Application record.

- If Application is completed **correctly** and all supporting documentation and evidence is attached and verified/certified as applicable:
 - The Supervisor, Student Services is to pass the Students Enrolment Application, all supporting documentation/evidence and the initially completed Contempo College Student Enrolment Application Checklist on to the Marketing Manager for their further checking, assessment and action.

9.5 Application Final Review and Action by Marketing Manager (Step 2)

- Create applicant file
- Allot a student ID
- Conduct a final check of the following:
 - Check Application for correctness and completion,
 - Check documentation is attached and verified/certified correctly as applicable,
 - Check application for Credit transfer (CT) or Recognition of Prior Learning (RPL) and required evidence/documentation is attached and verified/certified (if applicable),
 - The student is 18 years of age or older,
 - Check that the student has evidence/documentation to demonstrate the required level of English proficiency – and is verified/certified, and
 - Check that students’ academic level is appropriate and evidence provided to support the enrolment requirements.
- Ensure that the “*Student Enrolment Application Checklist*” has been completed correctly and all evidence/documentation is present, then
- Arrange an interview to be held with the applicant and the Marketing Manager (where required)

9.6 Outcome of Application (Approved)

The Marketing Manager is to Issue the Applicant with a Contempo College ‘*s Letter of Offer*.

Contempo College may make unconditional or conditional offers to enrol applicants as appropriate. **Acceptance of an Offer to Enrol** shall be taken to constitute acceptance by the applicant of all published enrolment terms, conditions and relevant codes and regulations associated with enrolling into a course of study with Contempo College.

- Confirmation of Enrolment

Contempo College on receipt of a signed and completed student Acceptance of an Offer to Enrol will then finalise the student’s enrolment once a final check of the following conditions has been confirmed as met:

- The student *Acceptance of an Offer to Enrol*, has been received at Contempo College and has been signed /acknowledgement completed by the student,
- The student has paid the minimum required amount payable as indicated on the Letter of Offer, and Contempo College has documents confirmation of having received this amount paid directly into the nominated Contempo College bank account or Bank Draft.

Once the above requirements and conditions have been met and confirmed, Contempo College will issue an

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electronic Confirmation of Enrolment (eCOE) through PRISMS. The eCoE is the official document confirming the student’s enrolment at Contempo College for the nominated course/s of study as per the CONTEMPO COLLEGE Letter of Offer sent to the applicant and the signed Contempo College’s Students *Acceptance of an Offer to Enrol*

9.7 The “Letter of Offer” and the Student “Acceptance of an Offer to Enrol” will include the following information at a minimum:

- A course flyer/outline of each course or courses in which the student is enrolled,
- the expected course start date,
- the location(s) at which the course will be delivered,
- the offered modes of study for the course, including compulsory work-based training and placements,

- any pre-requisites and/or entry requirements necessary to enter the course or courses, including English language proficiency and academic level requirements as specified,
- any conditions imposed on the student’s enrolment,
- a list of all tuition fees payable by the student for the course, the periods to which those tuition fees relate and payment options,
- 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,
- details of refunds of tuition and non-tuition fees including amounts that may or may not be repaid to the overseas student collected by education agents on behalf of the registered provider,
- information regarding the refunds of tuition fees and non-tuition fees in the case of student default and provider default including:
 - processes for claiming a refund, and the specified person(s), other than the overseas student, who can receive a refund in respect of the overseas student identified in the written agreement.
- a statement explaining what happens in the event of a course not being delivered including the role of the Tuition Protection Service,
- 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 right of the student to take action under the Australian Consumer law if the Australian Consumer Law applies”,
- 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,
- a statement that while in Australia and studying with Contempo College, students must notify their college of any changes to contact details and/or who to contact in emergency situations within seven days of the change,
- an outline of the internal and external complaints and appeals process, in accordance with Standard 10 of the National Code 2018,
- a statement 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, and

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- The following links, access and copies of relevant policies, procedures, course information and documentation will be provided to the student including, but not limited to:
 - International Student Code of Conduct,
 - Cancellation and Refund Policy,
 - Deferral, Suspension or Cancellation Policy,
 - Student Transfer and Release Policy,
 - Complaints and Appeals Policy,
 - The International Student Handbook,
 - Course Flyers and outlines, and
 - The Contempo College Prospectus/Brochure.

9.8 Outcome of Application (Not approved)

The Marketing Manager is to advise the applicant of the outcome of the Application to Enrol at Contempo College via a College Letter - sent via email is acceptable (CC the applicants Education Agent where applicable) and ensure the applicant letter advises the applicant of their right to appeal the decision including details on where/how to access the appeal policy and procedure.

9.9 STUDENT RELEASE AUTHORISATION

As required in the National Code 2018, Contempo College will not knowingly accept enrolment and/or enrol a student who is seeking to transfer from another provider prior to the student completing their six months of study in their principal course of study. Under the National Code 2018, the following conditions may be considered as acceptable grounds for an exception to this legislated requirement:

- The original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered
- The original registered provider has provided a written letter of release and/or has confirmed the students release approval within the students record on 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
- 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.
- Contempo College staff will follow the Contempo College "Student Transfer Policy" when assessing students' applications to enrol at Contempo College and who are known to be requesting to transfer from another provider, see Contempo College's "Student Transfer Policy" for more details.

NOTES:

1. ***Each student is to provide their relevant documented evidence and supporting documentation for their application to enrol /Transfer which must be directly relevant to the above stated conditions.***
2. Contempo College ***will review each student's application and supporting evidence/ documentation on a case-by-case basis and each case will be assessed on its own merits.***

9.10 ENROLMENT AND STUDENT MANAGEMENT

The Supervisor, Student service is to ensure that the student information and data is current and accurate and entered into the Contempo College Student Management system (SMS) and that all student records, information and documentation is saved and maintained on the student record at all time in accordance with the SSRTOs 2015 and National Code 2018.

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9.11 STUDENT ORIENTATION

The Supervisor, Student services will liaise with the Academic Manager, Marketing Manager and PEO to ensure that the Contempo College Student Orientation Program is current and accurate and relevant to each intake and/or students' enrolment and needs, and the program to be delivered to students contains information that includes, but is not limited to the following:

- support services available to assist overseas students to help them adjust to study and life in Australia,
- English language and study assistance programs,
- any relevant legal services,
- emergency and health services,
- the registered provider's facilities and resources,
- complaints and appeals process as outlined in Standard 10 of the National Code 2018,
- requirements for course attendance and progress, as appropriate,
- the support services available to assist students with general or personal circumstances that are adversely affecting their education in Australia; and
- services students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman.

9.12 Please refer to the Contempo College Student Orientation Policy, Procedures and PPT for further information.

Revision History

Version Control	Creation Date	Comment	Revised By
1.3	10 Aug 22	Added RTO and Cricos code, update emails	CEO
2.0	03 Mar 23	Review and update	CEO
2.1	10 Apr 24	Updated English requirement band score following changes implemented by the Australian Government	CEO