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## **Assessing Enrolment Applications Policy and Procedure (CRICOS)**

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# Assessing Enrolment Applications Policy and Procedure

## Introduction

House of Learning Pty Ltd, trading as Builders Academy Australia (BAA) ensures that all applications for enrolment are appropriately assessed to ensure that all intending International Students on a Student Visa have every opportunity to satisfy the requirements for satisfactory course progress in their proposed course of enrolment at BAA.

## Purpose

To ensure that BAA has a Policy and Procedure to guide BAA Staff in relation to formally assessing applications for enrolment to ensure that they meet the requirements of the National Code 2018 – Standard 2 and 3 and the ESOS Act 2000. To ensure the course that the International Student is seeking enrolment in has met all requirements to confirm that they can maintain the conditions on their Student Visa.

## Scope

This Policy and Procedure applies to all BAA Staff who process International Student enrolments in CRICOS registered courses at BAA.

## Responsibilities

Student Administration, Management

## Definitions

**Accepted Student** of a Registered Provider means a Student (whether within or outside Australia):

- (a) who is accepted for enrolment, or enrolled, in **a course** provided by the Provider; and
- (b) who is, or will be, required to hold a Student Visa to undertake or continue the course.

Therefore, Students are accepted into a program and not the organisation. Record keeping periods are applicable to the course enrolment at the time of any event.

**DHA** means Department of Home Affairs.

**eCoE** means Electronic Confirmation of Enrolment.

**International Student** means International Students or intending International Students on a Student Visa under the Migration Act 1958.

**PRISMS** means Provider Registration and International Students Management System.

This Policy and Procedure is aligned with National Code of Practice for Providers of Education and Training to Overseas Students 2018 Standard 2 and 3.

## Policy Statement

BAA will ensure that it assesses all applications for enrolment by International Students to ensure that they are eligible for enrolment, have every opportunity to meet the requirements of the program and can meet any Student Visa conditions that BAA is required to monitor or is able to assist the Student to monitor.

## Procedure

This Policy and Procedure should be read in conjunction with the Student Enrolment Policy and Procedure.

The enrolment process refers to the different stages in the application for enrolling into a CRICOS approved program with BAA.

These are:

1. Enquiry
2. Application
3. Assessment of Application
4. Offer and Agreement
5. Student Acceptance
6. Issuing CoE
7. Commencement of Studies

This Policy and Procedure covers Stages 3 to 7. Stages 1 and 2 are covered in the Student Enrolment Policy and Procedure.

Upon receiving an application for processing, BAA Staff must confirm:

- That the International Student has been issued with or been provided access to International Student Information including but not limited to, the International Student Handbook which includes information about BAA and Living in Australia; and the Program Information Booklet
- The application for enrolment is complete (all sections have been completed), the application is signed. If the application for enrolment is not complete, it must be returned to the Applicant (or their Education Agent) for completion before it can be processed.
- Statement of Purpose
- That the Applicant has included as relevant:
  - Certified copies of their qualifications (where the original is not in English, an official translation, also certified must be provided);
  - Evidence meeting all entry requirements including English language proficiency for the course as specified in the Program Information Booklet
  - A copy of the International Student's Passport; and
  - A copy of the International Student's Visa (where possible, otherwise a copy of this must be provided at orientation).

Where the Student is not able to provide certified copies, originals must be provided, for verification no later than at orientation.

Upon confirmation that the application is complete and that all required supporting documentation is present, BAA Staff members must confirm that the supporting documentation, including evidence of English language proficiency, is adequate for acceptance of a place into the course requested.

However, if the Student has ticked that they have a disability or medical condition in the enrolment form and subsequently, a Health Management Plan.

This must be reviewed by the Student Welfare Coordinator or the Individual Learning Needs Officer who if required, will follow up further with the Student. If this case, determination of the acceptance into the course may be affected.

### **3. Stage 3 - Assessment of Application**

All BAA programs have admission criteria to assist BAA Staff to determine whether or not an Applicant is suitable for enrolment at BAA in their chosen program.

BAA has the following general admission criteria which must be met to enable International Students to have their enrolment accepted:

1. International Students must be a minimum of 18 years of age;

BAA also has criteria that need to be met for individual program and these will vary from one to another. These criteria will include (but are not limited to);

1. Minimum English Language requirements (while these are aligned to Student Visa requirements, these English language proficiency levels also ensure that the International Student is able to communicate at an appropriate level of the Australian Core Skills Framework (ACSF) and with sufficient Language, Literacy and Numeracy (LLN) capability);
2. Pre-requisites or entry requirements for the specific course;

International Students will also have requirements that need to be met and monitored for the purposes of their Student Visa including (but not limited to) for example:

1. International Students can only enrol in CRICOS registered courses;
2. International Students must have Overseas Student Health Coverage (OSHC) for the duration of their Visa;
3. International Students must demonstrate financial capacity to live in and study in their enrolment;
4. International Students must meet the Genuine Temporary Entrant (GTE) criteria.

BAA Staff must assess each International Student application for enrolment to ensure that all Applicants meet the eligibility criteria for the course that they have applied for and respond in one of three (3) ways:

1. The application for enrolment can be accepted and a formal offer made to the International Student;
2. The application for enrolment can be conditionally accepted and a conditional offer made;
3. The application for enrolment is denied.

Where an enrolment application is denied, the Student will be notified of this in writing stating the reasons for this.

Where an offer or conditional offer of enrolment is made, any conditions on the Applicant's enrolment must be included in the written course agreement between BAA and the International Student.

Where an International Student applies for Recognition of Prior Learning (RPL), Credit Transfer (CT) or Course Credit, the Recognition of Prior Learning (RPL) and Credit Transfer (CT) Policy and Procedure (CRICOS) must be read in conjunction with this Policy and Procedure.

BAA Staff must at all times ensure as much as possible that documentation is authentic. Some indicators of non-genuine documentation include for example (but are not limited to):

- Unexpected lines that might appear due to repeated photocopying;
- Security watermarks appearing in photocopies where it would not be expected to see any;
- Dates that do not align with Student enrolment details;
- Certification that has incorrect codes and titles;

- Previously submitted documentation;
- Signatures do not match.

Where a concern about the authenticity of a document exists, BAA Staff must not approve the application. However, seek further confirmation or explanation from the International Student. Where it is identified that an International Student has submitted falsified information or documentation in their application, their application for enrolment will not be processed.

If it is identified after enrolment has been processed, the International Student's enrolment will be cancelled. If the Student has enrolled through an Education Agent, BAA will investigate the matter with the Education Agent, and if applicable, action will be taken as relevant.

While BAA will offer all International Students' RPL or CT where, during the application process it is identified that the International Student might benefit from applying for course credit, ultimately, it is incumbent upon the International Student to accept that offer and make a formal application to BAA.

### English Language Proficiency

When assessing an application for enrolment from an International Student at BAA, the Enrolment Team and Individual Learning Needs Officer must seek the required evidence that the International Student has met the requirements for eligibility in the course as described previously and as per the relevant course.

BAA Staff must sight certified evidence that all Applicants who are offered a place at BAA in a CRICOS registered course meet these requirements at a minimum. Where the evidence of English language proficiency does not meet the minimum requirement on its own, this may be combined with additional English Language Intensive Courses for Overseas Students (ELICOS) classes either as per the recommendations in the table from the Department of Home Affairs (DHA) website or more if required. BAA Staff may also accept evidence of a minimum two (2) years study in a previous qualification in Australia as evidence of English language proficiency when this is combined with an LLN assessment.

All International Students, regardless of their English language proficiency must undertake an LLN assessment prior to commencement of their course.

### Reporting Details of English Language Tests

As per Regulation 9 of the *Education Services for Overseas Students Regulations 2019*, in circumstances where a Student who has undertaken an English language test as a requirement for the purposes of a Student Visa, BAA must report the name of the English language test, the date the Student took the test and the score that the Student received.

Note that this requirement does not apply to the English Language Proficiency testing conducted by BAA. It applies to the test that the Student completed to demonstrate English language suitability when applying for their Visa to study.

### Minimum Academic Requirements

In all Vocational Education and Training (VET) International Students will need to demonstrate minimum academic suitability. All Students will be required to complete a Language, Literacy and Numeracy (LLN) assessment prior to commencing classes to determine each Students' overall ACSF Level against the 5 Core Skills – Reading, Writing, Oral Communication, Numeracy and Learning.

## Technology Literacy Requirements

Students are expected to have a basic working knowledge of simple computer programs, including being able to use Microsoft Word and an internet browser.

## Passport and Visa

BAA Staff must confirm that the copy of the International Student's Passport and Visa (where possible) are current and valid and confirm that the Student's Visa (where relevant) allows:

- a) The International Student to study under the Visa subclass that they hold
- b) Sufficient time for the International Student to complete the course within the expected duration or, where there is insufficient time remaining on the Student's Visa, that it is placed as a condition of enrolment that the International Student is required to obtain a new Student Visa.

The above can be confirmed through the Visa Entitlement Verification Online system (Vevo).

## Student Visa Requirements

As part of the enrolment process Students are required to indicate their intentions to enrol into the program with BAA. Where BAA Staff have concerns about the Student's genuine intention to study, further assessment of the Student's purpose and reason for enrolling will take place.

The following criteria is assessed as suitable for enrolment based on the exemplar responses provided by BAA Management:

- Financial Capacity;
- The International Student's history in Australia;
- Post – Study intentions.

Other criteria that support successful completion of academic programs at BAA are (but are not limited to):

- Ensuring all fields on all documents are completed properly;
- The International Student does not appear to be going from one Provider to another:
  - For short periods of time;
  - For lengthy periods (in other words the International Student has completed at least 2 courses with other providers);
- The commencement date on the International Student Visa was several years prior to the International Student's enrolment application at BAA;
- The International Student's English language proficiency evidence is outdated by several years;
- The International Student's OSHC has expired or is due to lapse;
- Provision of the Unique Student Identifier (USI)

### Unique Student Identifier (USI)

A USI is mandatory for all International Students. Students must provide their USI no later than the Orientation day. Information for this is provided in the Student Handbook and Program Information Booklet.

### Receiving Course Money

BAA Staff must only accept fees from an International Student or intending International Student after BAA 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 BAA. It should be noted that 'sufficient time' for a potential International Student who is offshore for example would be considered that BAA Staff have:

- 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; including OHSC fees if applicable, 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.

Where BAA Staff receive any payment arrangements, with the International Student Course Acceptance Agreement, they must ensure that this is noted in the electronic Student file and used as relevant.

Where the International Student Course Acceptance Agreement or accompanying documentation states that payment has been made into the BAA banking account using the details provided by BAA, BAA Staff will ensure that all funds have received by BAA prior to issuing the CoE.

Under no circumstances must BAA Staff accept any course money from International Students or intending International Students at this stage of the enrolment process. Where payment is inadvertently received prior to the arrival/receipt of the course acceptance, the receiving Staff member must notify the International Student, Parent/Legal Guardian and/or the Education Agent and advise them in writing that the enrolment cannot be processed until such time as the course acceptance is received.

Where the application and supporting documentation meet these requirements, and there are sufficient places available for the specific intake requested, the application can be accepted, and an offer of enrolment made. Where the application cannot be accepted, a letter denying the enrolment application must be issued.

## 4. Stage 4 - Offer and Agreement

Where BAA Staff have accepted the application for enrolment, they must issue the Applicant with the following documentation:

- Letter of Offer;
- Course Agreement;
- International Student Handbook; and
- ESOS Framework.

They must provide this documentation in one (1) of the following formats:

- Reply email (ensuring that the documentation is attached to the requesting email);
- In person; or
- By Post (hard copy).

Course Acceptance Agreement must be issued to each intending International Student with the Letter of Offer and supporting documentation. Each International Student Course Acceptance Agreement that is issued to an intending International Student of BAA must contain the information as per the National Code 2018. Such as:

- Identify 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);
- Evidence of attaining a minimum English language proficiency;
- Provides an itemised 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;
- OSHC information (as relevant)
- Intending International Students must also be provided with an itemised list of all non-tuition fees (as relevant).

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.

All costs associated with re-enrolment 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 BAA, this information is included in the International Student Fees and Charges Policy and Procedure and, where appropriate, some fees are itemised also in the Student Handbook. This information is made available prior to completion of the application for enrolment and is made available to Students as part of the supporting documentation to be issued with the Letter of Offer.

The Student must review, accept the offer and sign the agreement in order to secure a place with BAA.

## **5. Stage 5 -Student Acceptance**

Once the completed and signed documentation is received, BAA Staff will check that this is correct and that allows us to proceed.

BAA Staff will also commence an electronic International Student file for each Applicant upon receipt of an application and all correspondence and supporting documentation must be included in this file. The International Student file is to contain all documentation and is to be stored securely as per standard BAA procedures.

## **6. Stage 6 - Issuing the eCoE**

Student who are accepted into a program will be issued with a CoE as per the Issuing a CoE PRISMS Policy and Procedure.

When BAA Staff have finished creating the eCoE/eCoEs, they must keep a copy for the International Student File, as well as create a PDF version to be sent to the International Student. The CoE email to the Student is confirmation of their acceptance of their course pending Visa status.



## 7. Stage 7 - Commencement of Studies

### Reporting Commencement of Studies

At the commencement of each study period, BAA Staff must confirm the study commencement on PRISMS by clicking on '*Confirm Study Commencement*' for each relevant International Student in each relevant eCoE. BAA Staff 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 fourteen (14) days of the course commencement date and the International Student, Parent, Legal Guardian, Education Agent or other representative has provided no notification of a delay, BAA Staff must notify the Chief Executive Officer immediately before the end of the fourteenth (14<sup>th</sup>) day.

### Reporting Non-Commencement of Studies

Where BAA 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 eCoE 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, Education Agent or other representative, the Chief Executive Officer 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.

### Related Documents

- Complaints and Appeals Policy and Procedure;
- Monitoring Course Progression Policy and Procedure;
- Deferral, Suspension and Cancellation of Enrolment Policy and Procedure;
- Enrolment Form (CRICOS);
- Course Acceptance Agreement (CRICOS);
- International Student Fees Policy;
- International Student Handbook;
- Issuing an eCoE on PRISMS Policy and Procedure;
- Letter of Offer (CRICOS);
- Marketing and Promotional Materials Policy and Procedure;
- Recognition of Prior Learning (RPL), Credit Transfer (CT) Policy and Procedure;
- Refund Policy and Procedure;
- Student Enrolment Policy and Procedure.

Document Control			
Version	Date	Author	Change Description
1.0	1.06.2018	BAA	Creation of Policy
2.0	6 October 2019	BAA	Updated to incorporate amendments from ESOS Regulations 2019
3.0	30 April 2020	BAA	Review and Update as Required