EMPIRE
INSTITUTE OF EDUCATION

National Code 2007
Standard 3
Policy & Procedure

Formalisation of Enrolment

Policy

1.1 The ESOS Act 2000 and the National Code 2007 require enrolment procedures of overseas students to be set out in precise terms, which provide the overseas student with Consumer Rights.

1.2 Empire Institute of Education Pty Ltd. (EIE) does not accept enrolments of overseas students who will be under 18 years of age, at the commencement of their studies.

1.3 Each overseas student will be offered and must sign or otherwise accept the EIE Acceptance Agreement prior to or at the same time as any money for tuition fees is being accepted by EIE. EIE may receive the Acceptance Agreement and the payment of Fees at the same time.

2 EIE International Student Enrolment Acceptance Agreement

2.1 The Enrolment Acceptance Agreement between EIE and the overseas student sets out the services to be provided, fees payable and information in relation to refunds of course money. *(Refer to Refund Policy)*

2.2 EIE International Student enrolment must be signed and returned to commence the Enrolment Acceptance process and to provide for the acceptance of money.

2.3 EIE International Student Enrolment Acceptance Agreement will:

2.3.1 Identify the course(s) in which the overseas student is to be enrolled;

2.3.2 Identify any conditions on the overseas student's enrolment such as any pre-requisite course or attainment of a certain level of English Language Proficiency;

2.3.3 Provide an itemised list of course money payable by the overseas student to EIE;

2.3.4 Set out the circumstances in which personal information about the overseas student may be shared between EIE, government departments/agencies and designated authorities and, if relevant, the TAS and the ESOS Assurance Fund Manager. This information includes personal contact details, course enrolment details and changes, and the circumstances of any suspected breach by the overseas student of a Student Visa condition;

2.3.5 Advise the overseas student of their obligation to notify EIE of a change of address while enrolled in the course(s); and

2.3.6 Language Literacy and Numeracy test to assess the ACSF level before commencement of student studies.

2.4 EIE will also include in the Agreement the following information, which is to be consistent with the requirements of the ESOS Act 2000, in relation to refund of course money in the case of an overseas student and provider default.

2.4.1 Amounts that may or may not be repaid to the overseas student (including, any course money collected by EIE agent on behalf of EIE);

2.4.2 Processes for claiming a refund;

> 2.4.3 EIE will write an English explanation of what happens in the event of a course not being delivered in EIE Brochures and Student Handbook;

> 2.4.4 EIE will provide guarantee for overseas student in the case of a course not being delivered and EIE will refund the course money or, under the TAS protection, will arrange the refund or transfer as per TPS framework; and

> 2.4.5 EIE will write this statement in the Acceptance Agreement:

This agreement, and the availability of Complaints and Appeals processes, does not remove the right of the student to take action under Australian Consumer Protection Laws.

2.5 EIE will provide this statement:

In the unlikely event that EIE is unable to deliver your course in full, you will be offered a refund of all the course money you have paid to-date. The refund will be paid to you within two weeks of the day on which the course ceased being provided. Alternatively, you may be offered enrolment in an alternative course at no extra cost to you.

You have the right to choose whether you would prefer a refund of course fees, or to accept a place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement.

2.6 EIE will not process any incomplete applications.

2.7 EIE will not process any application for those students who do not have study rights in Australia.

Definitions

Enrolment Fee:	The fee payable is set out in the Student Enrolment to make an Application to study the course, at Empire Institute. The Enrolment Fee is a non-refundable fee covering the cost of registration; the Enrolment Fee is subject to change.
Course:	A full-time registered course or program offered by the Institute and registered in accordance with the requirements of the ESOS Act.
Course Fees:	The money received by Empire Institute for providing the course to the Student includes: • Tuition fees • Any amount received by Empire Institute that must be paid to a registered health benefits organisation on behalf of the Student • Any other amount the Student has paid, directly or indirectly, to the Institute, in order to undertake the course (e.g. material fee) • A non-refundable fee covering the cost of Registration • A non-refundable airport reception and accommodation booking fee (where applicable) • Fees are subject to change
ESOS Act:	The Education Services for Overseas Students Act 2000 of the Commonwealth of Australia, as amended from time to time.

Full-time:	The normal amount of study for a particular Course, which is approved by the accrediting authority for the Course.
National Code:	The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students, established pursuant to Part 4 of the ESOS Act, as amended from time to time.
Principal Course:	The main course or program of study to be undertaken by a Student, where a Student Visa has been issued for multiple courses of study. The principal course or program of study would normally be the final course or program of study where the Overseas Student arrives in Australia with a Student Visa that covers multiple courses.
Student:	A Student who is enrolled at Empire Institute and includes both prospective Students and enrolled Students who are 'overseas students' as defined in the National Code and hold Student Visas, as defined by the ESOS Act.
Tuition Fees:	The fees for enrolment in a Course determined by the Institute and advised in the Letter of Offer as being the tuition fees for the Course.
Course Money:	Course Fees and Application Fees

Procedure

To achieve this, Empire Institute of Education (EIE) will:

• Assess a student's language, literacy and numeracy skill levels to ensure they have adequate skills and abilities to meet the requirements of their desired qualification;

• Provide accurate and ethical marketing and pre-enrolment information that enables them to make confident and suitable decisions about selected course;

• Determine if the student has any need for reasonable adjustment at the point of enrolment to allow training programs to be suitably adjusted;

• Ensure there are no barriers for people with a disability;

• Provide comprehensive administrative support services that allows the student to complete enrolment efficiently and commence training at Empire Institute of Education (EIE) Level 7 190 Queen Street Melbourne VIC 3000; and

• Inform prospective students about alternate pathways to training such as gaining credit for current competence or recognition of prior learning pathways.

Note: Refer to *Fees and Refund Policy and Procedure*

Student Enrolment Procedure

On initial contact, the student is to be informed of the Empire Institute of Education training and delivery mode to suit their particular circumstances.

Empire Institute of Education will not deliver any unit or course online or distance-learning mode. All classes are delivered face-to-face (20 hours per week) for each qualification.

The student will be provided with standard EIE brochures outlining the training program content, student handbook, qualification, delivery style and fees. The student will also be directed to the website for further information, such as access to the EIE Policy and Procedures, fees and charges and course outline, policies and other relevant forms.

Follow these steps to enrol a new student:

Step	Description	Action
1	Completing the International Student Application Form, by prospective student	Student Administration Department (SAD) ensures all required fields have been completed, including student Date of Birth and details of all current and completed studies with accurate dates and institutions listed.
2	Providing Supporting Documentation	Student Administration Department will check and verify the documents, submitted by the student. SAD is required to stamp all copies as original sighted. Administration Manager will check Student Visa conditions and, if required, request from the student any other supporting documentation with the Application. The Administration Manager will contact or email either the Education Agent or Student.
3	Applying for Advanced Standing	At the time of enrolment, if Administration Manager finds that enrolled students are eligible for advance standing, the result and qualification transcripts will be forwarded to the Training Coordinator for each qualification or unit of competency. Training Coordinator assesses the eligibility of advanced standing and advises the Administration Manager.
4	Student Enrolment Application	Student enrolment application completed
5	Student Visa Status	Administration Manager will check Student Visa status and study rights, prior to issuing the Letter of Offer: • If student only has Visa Grant Number, Administration Manager will verify the Student Visa status through VEVO (Visa Entitlement Verification Online) • Any changes to the Student's Visa, such as ceased, cancelled, or refused, the Administration Manager will immediately contact Student via phone or emails to submit updated Visa for study purposes. • Administration Manager collects the relevant evidence against the condition of student: Ceased, Cancelled or Refused Visa. Administration Manager generates a report through PRISMS to check Student Visa status and acts according to Empire Institute of Education Policy and Procedures and DIBP (Department of Immigration and

Step	Description	Action
		Border Protection) and ESOS (Education Services for Overseas Students). • If student fails to provide a valid reason of his/her Visa ceased status on PRISMS, Administration Manager will cancel student enrolment with Empire Institute of Education.
6	Assessment of Application	Student Administration Department (SAD) and Administration Manager will assess the application, prior to making an Offer: • Student requirements and needs are assessed, and if there is any uncertainty about the student's enrolment information, they will be contacted by phone, and the Agent/Student will clarify their support requirements and intentions of commencement date. • When the student has completed the on-line application form, they will send it to EIE via email: admissions@eie.edu.au or hand-deliver to EIE Reception. If any questions have been missed, the Student will be prompted to complete these, before re-submitting the application. When the application is received, the Administration Manager will review the eligibility and an offer will be made. Student needs to review the offer and acceptance is made through written agreement. Once EIE receives the signed Agreement, the Student needs to deposit fees, so that eCoE can be issued by EIE.
7	Letter of Offer	Letter of Offer issued and Acceptance Agreement sent to Student.
8	Student Confirmation of Offer	Student accepts and returns signed Acceptance Agreement and Acceptance Declaration.
9	Receipt of Signed Acceptance Agreement and Acceptance Declaration	EIE receives signed Acceptance Agreement and Acceptance Declaration.
10	Payment of Fees	Student submits tuition fees, prior to commencement date of the first course.
11	Confirmation of Enrolment	EIE sends Confirmation of Enrolment (eCoE) to Student.

Letter of Offer

1. Letter of Offer and Enrolment form should follow the format as displayed in sample Letter of Offer and Enrolment Form. Staff should be careful to ensure that the Letter of Offer and Enrolment Form correctly identify the course and corresponding course fees, in accordance with the Student Application for Enrolment. Staff may have to delete courses, if student has not applied to undertake all of the three courses presently on Empire Institute Scope of Registration.

2. Enrolment Form must include this Refund Policy.

Acceptance of a Place

1. Student must sign Enrolment Form, before or at the time of Payment of Fees.

2. Enrolment Form must be signed by Empire Institute designated staff.

3. The designated staff at Empire Institute to accept the Letter of Offer and Enrolment Form are the Student Admin Manager, and Compliance Manager

4. Student is required to pay fee(s) due, in advance, and OSHC before Confirmation of Enrolment (eCoE) is issued.

5. Payment maybe made either by bank draft or telegraphic transfer (direct transfer) in to Empire Institute Account.

6. eCoE can be issued when copy of bank draft or receipt of payment at bank is received and other required documents.

7. eCoE is issued to student's closest DIBP Office within 14 days of student accepting offer.

Enrolled Students Changing Course

1. Students must complete new application form

2. Student must view Letter of Offer and sign Acceptance Agreement and Acceptance Declaration

3. Student completes new enrolment form, which is to be signed by Empire Institute admin staff

4. On receipt of signed Enrolment form for new course create new eCoE within 14 days and before student commences course. (See Acceptance of Place instructions above for details required in eCoE)

5. Record Students course variation on PRISMS, and Student Enrolled in Same/Another Course (Same Provider) against original eCoE

Forms/Record Keeping

Title	Location	Responsibility	Minimum Retention
Enrolment Form	Student File	Student Support Officer Administration Manager	Two (2) years
Letter of Offer	Student File	Administration Manager Admissions Manager	Two (2) years

Document Control

Policy ID	3
Contact Officer	Administration Manager
Policy Owner	RTO Manager
Endorsed By	Chief Executive Officer
Person Responsible for Implementation	RTO Manager
Endorsement Date	May 2017
Policy Circulation Date	May 2017
Implementation Date	May 2017
Next Review Date	May 2018
Version	1.2
Version Details	Date Written: Version 1.2 May 2017 Date Reviewed: Version 1.2 May 2017 Date Changes of Version: May 2017 Last Update Version on: May 2017
Latest Changes in Version Details	Minor updates on grammar and formatting of the policy and procedure
Version History	Version: 1.0 Nov 15 Version: 1.1 May 16 Version: 1.2 May 17
Staff Access Policy and Procedure Location	Empire Google Drive: National Code Policy and Procedure/Standard 3/ formalisation of enrolment Policy and Procedures