



EMPIRE
INSTITUTE OF EDUCATION

National Code 2007
Standard 3
Policy & Procedure





Formalisation of Enrolment

Purpose

This policy supports the ESOS National Code 2007 Standard 3 that states:

The provider must enter into a written agreement with the student before (or at the same time as) accepting course money from the student. The written agreement must contain, as a minimum, the information specified in 3.1. Information about the refunds of course money must cover, as a minimum, the information specified in 3.2.

Under the National Code 2007, providers are required to have a written agreement with each student, whereas under the National Code 2001 written agreements were optional. The provider must not accept course money from the student before this agreement has been signed or otherwise accepted (for example, through online acceptance).

The written agreement must:

- *include information about the provider's refund policy;*
- *set out the circumstances in which personal information about the student may be shared with others; and*
- *advise the student of his or her obligation to notify the provider of a change of address while enrolled in the course.*

Scope

The scope of this policy covers the key information covered in the Institute's written agreement and the procedure for student enrolment and change of course.

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: <ul style="list-style-type: none">• 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)



	<ul style="list-style-type: none">• 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

Policy

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.

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

Each overseas student will be offered and must sign to 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.

EIE International Student Enrolment Acceptance Agreement

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*)

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

EIE International Student Enrolment Acceptance Agreement will:

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



- 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;
- Provide an itemised list of course money payable by the overseas student to EIE;
- 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 ASTAS insurance and TPS director. 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;
- Advise the overseas student of their obligation to notify EIE of a change of address while enrolled in the course(s); and
- Language Literacy and Numeracy test to assess the ACSF level before commencement of student studies.

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.

- Amounts that may or may not be repaid to the overseas student (including, any course money collected by EIE agent on behalf of EIE);
- Processes for claiming a refund;
- EIE will write an English explanation of what happens in the event of a course not being delivered in EIE Brochures and Student Handbook;
- 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 TPS protection, will arrange the refund or transfer as per TPS framework; and
- 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.

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.

EIE will not process any incomplete applications.

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

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 course 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, and other relevant forms.

Procedure for Enrolling International Students

1. Empire Institute of Education International Student Application form must be filled out; available at <http://www.empire.edu.au/Yale/Publics/ueditor/php/upload/file/20170714/1500015679840632.pdf>.
2. Documentation must be provided from the student such as: academic history (certified copies of reports/certifications etc.), evidence of English language proficiency, student's passport and number (certified copy of the identification pages), visa details either from passport or VEVO – make sure on international *student* visa and Overseas Student Health Cover (OSHC) information.
3. Students must submit all forms and documentation (application, documentation and application for advanced standing) via either email at admission@empire.edu.au or hand the application into reception at Empire Institute of Education.
4. The Student Admissions Department check if the student is eligible for the course by checking the student visa conditions and by completing an admissions checklist. The department will then assess the application and also assess the student's requirements and needs. If there is any uncertainty about the enrolment information, the student/agent will be contacted via phone or email for clarification.
5. If the student is deemed eligible by the Admissions Department then an offer letter is sent out to that student.
6. If the student agrees to all the terms set out in the offer letter and acceptance agreement, the student must sign and return the acceptance agreement and acceptance declaration.
7. Receipt of signed acceptance agreement and acceptance declaration
8. The student must submit tuition fees, prior to the commencement of the first course date. See Fees and Refund Policy for more information.
9. A confirmation of enrolment (CoE) will be sent to the student from the RTO Manager.

Procedure for Enrolling Domestic Students

1. Empire Institute of Education Domestic Student Application form must be filled out; available at <http://www.empire.edu.au/Yale/Publics/ueditor/php/upload/file/20170821/1503299986529783.pdf>.
2. Documentation must be provided from the student such as: academic history (certified copies of reports/certifications etc.), evidence of English language proficiency, student's passport and number (certified copy of the identification pages).
3. Students must submit all forms and documentation (application, documentation and application for advanced standing) via either email at admission@empire.edu.au or hand the application into reception at Empire Institute of Education.
4. The Student Admissions Department check if the student is eligible for the course by completing an admissions checklist. The department will then assess the application and also assess the student's requirements and needs. If there is any uncertainty about the enrolment information, the student will be contacted via phone or email for clarification.



5. If the student is deemed eligible by the Student Admissions Department then an offer letter is sent out to that student.
6. If the student agrees to all the terms set out in the offer letter and acceptance agreement, the student must sign and return the acceptance agreement and acceptance declaration.
7. Receipt of signed acceptance agreement and acceptance declaration
8. The student must submit tuition fees, prior to the commencement of the first course date. See Fees and Refund Policy for more information.
9. A confirmation of enrolment (CoE) will be sent to the student from the RTO manager.

Acceptance of a Place

1. Student must sign enrolment form, before or at the time of, the payment of fees.
2. Enrolment form is then signed by the Student Admissions Department.
3. Student is required to pay fees and OSHC in advance, before Confirmation of Enrolment is issued.
4. Payment may be made either by bank draft or direct transfer into Empire Institute of Education account.

After payment is received, a Confirmation of Enrolment is issued to the student's closest DIBP office within 14 days of student accepting offer.

Procedure for Enrolled Students Changing Course

1. Student 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 Admissions.
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 student course variation on PRISMS.

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