

Pioneer International College Policy & Procedure

Enrolment & Confirmation

Purpose

The purpose of this Policy & Procedure is to ensure consistency in the enrolment of students into courses offered by the RTO by providing guidance to staff in implementation of the range of functions surrounding the enrolment and confirmation of students.

Inputs

Standard 1 - The RTO's training and assessment strategies and practices are responsive to industry and learner needs and meet the requirements of training packages and VET accredited courses.

- 1.2. For the purposes of Clause 1.1, the RTO determines the amount of training they provide to each learner with regard to:
 - a) the existing skills, knowledge and the experience of the learner.
- 1.7 The RTO determines the support needs of individual learners and provides access to the educational and support services necessary for the individual learner to meet the requirements of the training product as specified in training packages or VET accredited courses.

Standard 3 - The RTO issues, maintains and accepts AQF certification documentation in accordance with these Standards and provides access to learner records.

- 3.5 The RTO accepts and provides credit to learners for units of competency and/or modules (unless licensing or regulatory requirements prevent this) where these are evidenced by:
 - AQF certification documentation issued by any other RTO or AQF authorised issuing organisation, or
 - authenticated VET transcripts issued by the Registrar.
- 3.6. The RTO meets the requirements of the Student Identifier scheme, including:
 - a) verifying with the Registrar, a Student Identifier provided to it by an individual before using that Student Identifier for any purpose

Standard 5 - Informing and protecting students.

Clause 5.1

Prior to enrolment or the commencement of training and assessment, whichever comes first, the 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.

Clause 5.2

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 and at a minimum includes the following content:

- a. the code, title and currency of the training product to which the learner is to be enrolled, as published on the national register
- b. the training and assessment, and related educational and support services the RTO will provide to the learner including the:
 - i. estimated duration
 - ii. expected locations at which it will be provided
 - iii. expected modes of delivery
 - iv. name and contact details of any third party that will provide training and/or assessment, and related educational and support services to the learner on the RTO's behalf
 - v. any work placement arrangements.
- c. the learner's obligations:
 - i. in relation to the repayment of any debt to be incurred under the VET [Vocational Education and Training] FEE-HELP scheme arising from the provision of services

- ii. any requirements the RTO requires the learner to meet to enter and successfully complete their chosen training product
- iii. any materials and equipment that the learner must provide
- d. information on the implications for the learner of government training entitlements and subsidy arrangements in relation to the delivery of the services.

Clause 5.3

Where the RTO collects fees from the individual learner, either directly or through a third party, the RTO provides or directs the learner to information prior to enrolment or the commencement of training and assessment, whichever comes first, specifying:

- a. all relevant fee information including:
 - i. fees that must be paid to the RTO
 - ii. payment terms and conditions including deposits and refunds.
- b. the learner's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies
- c. the learner's right to obtain a refund for services not provided by the RTO in the event the:
 - i. arrangement is terminated early
 - ii. the RTO fails to provide the agreed services.

Standard 7 - Protecting pre-paid fees by students.

Clause 7.3

Where the RTO requires, either directly or through a third party, a prospective or current learner to prepay fees in excess of a total of \$1500 (being the threshold prepaid fee amount), the RTO must meet the requirements set out in the Requirements for Fee Protection in [Schedule 6](#).

National Code 2018 Standard 3 - Formalisation of enrolment and written agreements

3.1 The registered provider must enter into a written agreement with the overseas student or intending overseas student, signed or otherwise accepted by the student, concurrently with or prior to accepting payment of tuition fees or non-tuition fees. A written agreement may take any form provided it meets the requirements of the ESOS Act and the National Code.

3.2 If the overseas student or intending overseas student is under 18 years of age, the written agreement with the overseas student or intending overseas student must be signed or otherwise accepted by the student's parent or legal guardian.

3.3 In addition to all requirements in the ESOS Act, the written agreement must, in plain English:

- 3.3.1 outline the course or courses in which the student is to be 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 online and/or work-based training, placements, and/or other community-based learning and/or collaborative research training arrangements
- 3.3.2 outline any prerequisites necessary to enter the course or courses, including English language requirements
- 3.3.3 list any conditions imposed on the student's enrolment
- 3.3.4 list all tuition fees payable by the student for the course, the periods to which those tuition fees relate and payment options (including, if permitted under the ESOS Act, that the student may choose to pay more than 50 per cent of their tuition fees before their course commences)
- 3.3.5 provide 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
- 3.3.6 set out 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
- 3.3.7 outline the registered provider's internal and external complaints and appeals processes, in accordance with Standard 10 (Complaints and appeals)
- 3.3.8 state 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
- 3.3.9 only use links to provide supplementary material.

3.4 The registered provider must include in the written agreement the following information, which is to be consistent with the requirements of the ESOS Act, in relation to refunds of tuition fees and non-tuition fees in the case of student default and provider default:

- 3.4.1 amounts that may or may not be repaid to the overseas student (including any tuition and non-tuition fees collected by education agents on behalf of the registered provider)
- 3.4.2 processes for claiming a refund
- 3.4.3 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, consistent with the ESOS Act
- 3.4.4 a plain English explanation of what happens in the event of a course not being delivered, including the role of the TPS
- 3.4.5 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 rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies".

Requirement

Registered providers must formalise their enrolment of overseas and domestic students through written agreements which protect the rights and set out the responsibilities of each party, as well as the courses and related education services to be provided, tuition and non-tuition fees payable, and refund policies.

Reference Documentation

Other reference documentation which relates to this P&P.

Tools & Templates

This P&P is supported by the Tools & Templates identified at each stage in the process.

Policy

Pioneer International College implements a formalised enrolment process for both overseas and domestic students through written agreements which protect the rights and set out the responsibilities of each party, as well as the courses and related education services to be provided, tuition and non-tuition fees payable, and refund policies.

Procedure

Receive application for admission

Applications for admission to Pioneer International College must be completed using an Overseas or Domestic Student Application Form.

- Applications for admission can be submitted either from a student directly or via an approved Agent.
- All the documents provided by education agents should be verified with attested stamp or signature of education agent.
- Copies of supporting documents must be provided at the time of application either in person, electronically or by post.
- The College accepts scanned documents submitted online in support of applications for admission to courses of study.
- All supporting documents must be a true and complete records. An applicant may be asked to provide original documents or original certified copies of supporting documents upon request at any time.
- An acknowledgment email is to be sent to the applicant with all relevant pre-enrolment information.

Tools & Templates

- PIC - Overseas Student Application Form
- PIC - Domestic Student Application Form

Output: A complete application is received

Responsibility: Administrator

Review and process the application from an overseas student

Assess eligibility of the applicant using Overseas Student Application Assessment Checklist and Pre training review form the outcomes of this assessment must be addressed as follows:

- Verify application is complete and the correct information and supporting documents have been provided (including attachments)
- If application is incomplete (missing information or supporting documents), ask for missing, additional information and/or supporting documents.
- Applications that are complete and demonstrate the eligibility and suitability of the applicant for the course applied for can proceed to complete the LLN test which is verified and marked by a qualified assessor.
- When the applicant has successfully deemed competent in the LLN test then administrator proceeds towards preparation of a Letter of Offer.
- Letter of offer and written agreement is sent.
- Students sign the written agreement and pays the initial fee.
- Administrator verifies payment and issues the Confirmation of Enrolment (COE) via PRISMS.
- Create new student record on the Pioneer International College Student Management System (SMS)
- The aim is to complete processing of applications within 5 working days of receipt.
- If application is not valid, reject the application.

Tools & Templates

- PIC - Overseas Student Application Assessment Checklist
- PIC - PTR form
- LLN Robot for LLN test.
- PIC - Letter of Offer and Written Agreement

Output: The validity of the application has been determined and decision on the application is finalised.

Responsibility: Administrator / Trainer & Assessor

Review and process an application from a domestic student

Once the domestic student returns the completed application form, review the contents in order to identify:

- Verify application is complete and the correct information and supporting documents have been provided (including attachments)
- If application is incomplete (missing information or supporting documents), ask for missing, additional information and/or supporting documents.
- Applications that are complete and demonstrate the eligibility and suitability of the applicant for the course applied for can proceed to complete the LLN test which is verified and marked by a qualified assessor.
- When the applicant has successfully deemed competent in the LLN test then Administrator proceeds towards preparation of a Letter of Offer.
- Letter of offer and written agreement is sent.
- Students sign the written agreement and pays the initial fee.
- Administrator verifies payment and confirms the enrolment.
- Create new student record on the Pioneer International College Student Management System (SMS)
- The aim is to complete processing of applications within 5 working days of receipt.

- If application is not valid, reject the application.

Tools & Templates

- PIC - PTR form
- LLN Robot for LLN test.
- PIC - Letter of Offer and Written Agreement (Domestic)

Output:

The validity of the application has been determined and decision on the application is finalised.

Responsibility

Administrator / Trainer & Assessor

Prior Knowledge, Skills and Experience

Pioneer International College offers a range of training tailored to the needs of the students and based on the level of prior knowledge, skills and experience they have in the area of competence addressed by the course they wish to enrol in.

The College will recognise prior learning, and grant course credits in accordance with the PIC – RPL & Credit Transfer

Tools & Templates: PIC – RPL & Credit Transfer

Output: Students prior knowledge, skills and experience recognised

Responsibility: Administrator / Trainer & Assessor

Process visa outcomes

For prospective overseas students, the following action are to be taken once their visa outcome has been determined:

- If visa is declined, cancel the enrolment process in accordance with PIC – Student Management
- If visa is granted complete the visa details on Student Record.
- If outcome of visa is not received before or upon commencement of the course, defer enrolment in accordance with PIC – Student Management

Tools & Templates

- PIC – Student Management

Output:

Visa outcome actioned.

Responsibility

Administrator

Unique Student Identifier (USI)

All students that enrol in Pioneer International College must have a USI. If the student does not already have one, Pioneer International College will assist them to obtain one during Orientation week.

Administrator must verify this number prior to updating in SMS.

Ensure the security mechanisms for SMS are implemented to prevent unauthorised access, modification, or disclosure of a student's USI.

Output: Student's USI Validated

Responsibility: Administrator

Key Performance Indicator:

The needs of students are correctly identified and addressed prior to enrolment.

Students are only enrolled in courses which meet their needs.