

Enrolment/Admission Policy & Procedure

Client: Refers to an "Overseas Student"

1. Policy

- 1.1. Achiever's Global employs an effective Enrolment Policy and Procedure for all clients.
- 1.2. Achievers Global enters into written agreements with all clients.
- 1.3. Achievers Global informs all clients of their rights and responsibilities prior to enrolment.
- 1.4. Achievers Global informs all client information in accordance with the College Client Support Policy and Procedure prior to enrolment.
- 1.5. Achievers Global assesses whether client's qualifications, experience and English language proficiency and Language, Literacy and Numeracy skills are appropriate for the course for which enrolment is sought.
- 1.6. The Marketing Manager in consultation with Admin Manager and CEO is responsible for implementing this Policy and Procedure and reviewing its effectiveness.
- 1.7. This policy is implemented in compliance with the requirements of the Standards for Registered Training Organisations (2015) clause 1.1, 1.2, 1.7, 3.6, 4.1, 5.1, 5.2 and 5.4, and the National Code 2018 Standard 1, 2 and 3 and Fees and Refunds Policy and Procedure.

2. Procedure

Enrolling International students

- 2.1. On receiving enquiries pre-enrolment information is provided to prospective students verbally or by email.
- 2.2. All client pre-enrolment information is supplied to each client prior to enrolment being completed in accordance with the Achievers Global's Client Support Policy and Procedure. Students who express interest in applying for a course will be forwarded the student Handbook, Pre-Training Review, LLN test and Enrolment Forms.
- 2.3. Students read the student Handbook. Students are encouraged to contact the Achievers Global to clarify any information.
- 2.4. Students who wish to apply for a course should complete and return the Enrolment form, LLN and Pre- Training Review forms along with any supporting documentation. The information provided in the Enrolment, LLN test and Pre-Training Review forms is assessed by relevant staff member.
- 2.5. On receiving applications either directly from students or through education agents; the College assesses the student qualifications, experience and English language proficiency as follows:
 - a) Applications for enrolment are received by the Achievers Global Enrolment Officer
 - b) If applicants are required to provide any documentary proof of qualifications, experience and English language level.
 - c) Applicants from level 1 and 2 countries will be asked to complete the Pre-Training Review to address English language course entry requirements.
 - d) Applicants from level 3 countries will be asked to complete the Pre-Training Review and supply evidence of an English language ability equivalent to IELTS 5.5 (overall band)
 - e) The Enrolment Officer conduct an interview on phone or personally with client and consults with the relevant staff to review the Enrolment and Pre- Training Review forms and LLN test and comes to a decision of whether the course applied for is appropriate in addressing the student's learning needs.

- f) It is also established whether course entry requirements have been appropriately addressed and documentary evidence has been supplied.
- g) Applicants with specific learning needs are identified during the enrolment process.
- h) Research on the type of need and support requirements is undertaken at this time.
- i) Once the extent of the support needs is identified, a decision is then made whether it is feasible to support the individual needs.
- j) Support is provided for clients with identified needs in accordance with the Client Support Policy and Procedure.
- k) Where the evidence is provided of the appropriate IELTS level the client can be assessed at this stage as meeting English language requirements.
- l) The IELTS certificate is checked that it comes from an approved IELTS testing centre.
<https://www.ielts.org/ielts-for-organisations/processing-and-verifying-ielts-results>
- m) General and Academic IELTS certificates are accepted.
- n) Applicants who do not possess the required IELTS score or equivalent are advised to enrol in ELICOS course with some other providers to facilitate achieving the English language entry requirements.
- o) The equivalent qualifications are also accepted for demonstrating English proficiency into Vocational courses:
1. Test of English as a Foreign Language Internet-Based Test (TOEFL iBT) Certificate
TOEFL iBT score of 46 or above for direct entry into a course; or 35 with an ELICOS course to be taken before your main course.
 2. Pearson Test of English (PTE) Academic Certificate. PTE verification is done through the below link:
<https://srw-prd-front.srw.ptecademic.com/login>
PTE Academic score of 42 or above for direct entry into a course; or 36 with an ELICOS course to be taken before your main course.
 3. Cambridge English: Advanced (CAE) Certificate
CAE test score of 47 or above for direct entry into a course; or 41 with an ELICOS course to be taken before your main course.
 4. Occupational English Test (OET) Certificate OET score of 'passes'
 5. TOEFL Paper-Based Test (PBT) Certificate (This test is only acceptable if taken in one of the following countries where IELTS is not available: Belarus, Ecuador, El Salvador, Guatemala, Honduras, Kyrgyzstan, Mali, Moldova, Solomon Islands, Suriname, Tajikistan, Tanzania, Uganda and Uzbekistan. TOEFL PBT test score of 527 or above for direct entry into a course; or 500 with an ELICOS course to be taken before your main course
- p) English Language Evidence Exemptions:
You do not need to provide evidence of an English test score with your visa application if one of the following applies:
- you are a citizen and hold a passport from UK, USA, Canada, NZ or Republic of Ireland
 - you are an applicant who is a Foreign Affairs or, Defense sponsored student or a
 - you have completed at least 5 years' study in English in one or more of the following countries: Australia, UK, USA, Canada, New Zealand, South Africa, or the Republic of Ireland
 - in the 2 years before applying for the student visa, you completed, in Australia and in the English language, either the Senior Secondary Certificate of Education or a substantial component of a course leading to a qualification from the Australian Qualifications Framework at the Certificate IV or higher level, while you held a student visa.

- q) Tests results/ certificates and other evidence demonstrating English proficiency older than two years are not accepted.
 - r) When assessing overseas qualification against AQF requirements refer to the equivalencies table for each country.
 - s) Where there is insufficient or unclear information with regards to IELTS level or its equivalent the application is forward to the Marketing Manager for assessment.
 - t) Student passport should be checked to ensure that the student is over 18 at the commencement of their course.
 - u) Where the evidence is provided of the appropriate qualifications and experience the student can be assessed at this stage as meeting the entry requirements.
 - v) Where there is a request for Credit Transfers or RPL; the application is forwarded to the course coordinator for assessment. Applications will be assessed in accordance with the College RPL/CT Policy and Procedure.
 - w) Enrolment Forms must be complete, signed and dated by the student.
 - x) Incomplete forms are returned to the students for completion.
 - y) supplementary information is requested from students who submit incomplete applications.
 - z) The 'Official Use' section of the Enrolment Form is completed by the Enrolment Officer once all information is considered and received.
- 2.6. The college collects Unique Student Identifier (USI) data from each enrolled student.
- 2.7. USI will be requested on the Enrolment form. The college will advise student to request a USI from www.usi.gov.au if they do not have at the time of the enrolment. Instructions on the website are to be followed.
- 2.8. If the student does not have a USI they can instruct the college to apply this on their behalf.
- 2.9. Written evidence of permission will be retained in such circumstances.
- 2.10. If the student does not supply the USI or instruct the college to collect the data on their behalf at enrolment, this information will be collected either before certification or before AVETMISS reporting.
- 2.11. If a student's application is incomplete or the student does not meet the entry requirements an email/letter stating the application has been declined along with reasons and options for the student is forwarded.
- 2.12. If a student meets the entry requirements an offer letter is sent to the student along with the written agreement and instructions on how to confirm acceptance of the offer.
- 2.13. The Letter of Offer and Acceptance Agreement that will include course details, duration, total course fees and course fees due to be paid now, enrolment fee, materials fee (if any) and OSHC fees, course start date, end date and relevant policies.
- 2.14. The Letter of Offer and Acceptance Agreement is sent directly to the student or education agent (if application was forwarded by one)
- 2.15. The student accepts the Offer by signing and returning the Acceptance Form to the College.
- 2.16. Once the College acknowledges receipt of the Acceptance the student is asked to forward payment of agreed fees.
- 2.17. Acceptance of the offer is confirmed by returning the completed Offer and Acceptance Form and confirmation of payment of the required fees.
- 2.18. Student payments are processed in accordance with the College Fees and Refunds policy.
- 2.19. Student tuition fees are not accessed until the written agreement has been received from the student and until the student has commenced their studies.
- 2.20. On receiving the written agreement and confirming receipt of funds, a CoE is generated via Prisms and forwarded to the student (or education agent) along with pre departure information.

- 2.21. A CoE is generated for each course in which the student is enrolled.
- 2.22. A file is created for each student and all documentation is placed in the file
- 2.23. Each student is placed on the relevant course list.
- 2.24. All applications and subsequent process will be responded to/ completed within 5 working days of receipt.

3. Content of Enrolment form and Written agreement

- 3.1. Identifies the course or courses in which the student is to be enrolled and any conditions on his or her enrolment.
- 3.2. Provides an itemised list of course money payable by the Client.
- 3.3. Provides information in relation to refunds of course money.
- 3.4. Sets out the circumstances in which personal information about the student may be shared between the College and the Australian Government and designated authorities. This information includes personal and contact details, course enrolment details and changes, and the circumstance of any suspected breach by the student of a student visa condition
- 3.5. Collects AVETMISS data (as appropriate) including Unique Student Identifier (when available).
- 3.6. Advises the student of his or her obligation to notify the College of change of their details while enrolled in the course.
- 3.7. Refund information including:
 - a. amounts that may or may not be repaid to the student
 - b. processes for claiming a refund
 - c. a plain English explanation of what happens in the event of a course not being delivered
 - d. a statement that "This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws".

4. Documents to be employed when implementing this Policy and Procedure:

- Achievers Global Eligibility flowchart
- Student handbook
- Pre- enrolment information
- Offer letters
- Written agreement
- enrolment form
- RPL/CT Policy and Procedure
- Client files