



Government of **Western Australia**  
Department of **Training**  
and **Workforce Development**



# **INTERNATIONAL STUDENT ADMISSIONS AND ENROLMENT POLICY - SCHOOLS**

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## CONTENTS

1. POLICY STATEMENT .....	3
2. SCOPE .....	3
3. BACKGROUND .....	3
4. DEFINITIONS AND ACRONYMS .....	3
5. PROCEDURES.....	4
6. RELATED POLICIES AND OTHER RELEVANT DOCUMENTS.....	6
7. RELEVANT LEGISLATION.....	6
8. CONTACT INFORMATION.....	8

## 1. POLICY STATEMENT

This policy governs the admission and enrolment of international students by TAFE International Western Australia (TIWA) in compliance with the *Education Services for Overseas Students Act 2000 (ESOS Act)*, specifically Standards 2 and 3 of the *National Code 2018* which is enshrined in the legislation.

## 2. SCOPE

This policy applies to all onshore international students applying for admission to study at one of Western Australia's public schools. This policy covers the admissions and enrolment activities undertaken by TIWA when a prospective international student applies to study in Western Australia.

## 3. BACKGROUND

Under the ESOS Act and Standards 2 and 3 of the *National Code 2018*, registered providers must:

- recruit students in an ethical and responsible manner;
- provide information that enables students to make informed decisions about studying with the registered provider in Australia;
- ensure that students qualifications, experience and English language proficiency are appropriate for the course for which they are applying for admission; and
- provide students with a written agreement that sets out the services to be provided, fees payable and information in relation to refunds of course fees.

## 4. DEFINITIONS AND ACRONYMS

<b>Commonwealth Register of Institutions and Courses for Overseas Students</b>	CRICOS is a searchable database managed by the federal Department of Education and Training under the ESOS legislative framework. CRICOS provides details of those education institutions approved to recruit, enrol and deliver education and training services to overseas students, and details of their courses.
<b>Provider Registration and International Student Management System</b>	CRICOS Providers must submit certain information about overseas students to the Australian Government. This information must be submitted electronically through PRISMS. PRISMS is a secure system for providers to: <ul style="list-style-type: none"> <li>• issue Confirmations of Enrolment to overseas students intending to study in Australia the Department of Home Affairs requires these to issue a student visa), and;</li> <li>• report changes in course enrolment.</li> </ul>
<b>Tuition Protection Service</b>	The TPS is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to either: <ul style="list-style-type: none"> <li>• complete their studies in another course or with another education provider, or;</li> <li>• receive a refund of their prepaid unspent tuition fees.</li> </ul>

## 5. PROCEDURES

In order to meet *National Code 2018* compliance requirements in relation to the engagement of students before enrolment (Standard 2) and the formalisation of enrolment (Standard 3), TIWA will undertake the following:

### 5.1 Application and Admission

5.1.1 Provide to the prospective student, comprehensive, current and plain English information related to:

- the requirements for an overseas student's acceptance into a course, including the minimum level of English language proficiency, educational qualifications or work experience required, and course credit if applicable;
- the CRICOS course code, course content, modes of study for the course including compulsory online and/or work-based training, placements, other community-based learning and collaborative research training arrangements and assessment methods;
- course duration and holiday breaks;
- the course qualification, awards or other outcomes;
- campus location and a general description of facilities, equipment, and learning and library resources available to students;
- the details of any arrangements with another provider, person or business who will provide the course or part of the course;
- indicative tuition fees and non-tuition fees, including advice on the potential for changes to fees over the duration of a course, and the registered provider's cancellation and refund policies;
- the grounds on which the overseas student's enrolment may be deferred, suspended or cancelled;
- the ESOS framework, including official Australian Government material or links to this material online;
- where relevant, the policy and process the registered provider has in place for approving the accommodation, support and general welfare arrangements for younger overseas students; and
- accommodation options and indicative costs of living in Australia

5.1.2 Process a prospective student's application, and assess and verify whether an age appropriate and suitable education program is available and within current school capacity. A placement request is sent to the school for review of academics, English and age for acceptance. English testing results (where provided and previous school reports will be considered by the school when assessing students need for enrolment into an IEC prior to mainstream schooling. Further testing will be undertaken by the school on arrival and language requirements will be adjusted where necessary.

5.1.3 Send a written agreement, in the form of a *Letter of Offer and Acceptance* to successful applicants that must be signed or otherwise accepted by that student, or the student's parent or legal guardian if the student is under 18 years of age.

5.1.4 The *Letter of Offer and Acceptance* includes the following information:

- an outline of the course or courses in which the student is 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 and placements;

- any pre-requisites necessary to enter the course or courses, including English language requirements where specified;
- any conditions imposed on the student's enrolment;
- a list of all tuition fees payable by the student for the course, the periods to which those tuition fees relate and payment options;
- 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;
- details of refunds of tuition and non-tuition fees including amounts that may or may not be repaid to the overseas student collected by education agents on behalf of the registered provider;
- 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 1998*;
- a statement that while in Australia and studying with TIWA, must notify their school of any changes to contact details and/or who to contact in emergency situations within 7 days of the change;
- an outline of the internal and external complaints and appeals process, in accordance with Standard 10 of the *National Code 2018*;
- a statement 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; and
- links to supplementary material including **TIWA's** *Start Planning Guide*.

5.1.6 On receipt of the student's payment and Acceptance, and the meeting of any conditions; issue the Confirmation of Enrolment (CoE) to the student.

## **5.2 Enrolment and Student Management**

5.2.1 Receive and process students tuition fees, including requests for instalment plans; and follow up of all outstanding tuition fees.

5.2.2 In collaboration with the schools, provide an orientation program that provides information about:

- support services available to assist overseas students to help them adjust to study and life in Australia;
- English language and study assistance programs;
- any relevant legal services;
- emergency and health services;
- the registered provider's facilities and resources;
- complaints and appeals processes as outlined in Standard 10 of the National Code;
- requirements for course attendance and progress, as appropriate;
- the support services available to assist students with general or personal circumstances that are adversely affecting their education in Australia; and

- services students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman.
- 5.2.3 Enter the Student Variation to the CoE on PRISMS when a student fails to start their enrolled course on the advertised date and has not negotiated an alternative start date; within five (5) business days of the default occurring for students under 18 and twenty (20) business days for students over 18.
- 5.2.4 Process requests from students regarding their enrolment. This may include a change of school, fee refunds, deferment and/or withdrawal, or transfers to other providers.
- 5.2.5 Manage the continued development of IA to monitor the currency and accuracy of student enrolment and attendance data, relevant for school enrolments. This will include:
- providing timely resolution on any data discrepancy found in IA in consultation with the school;
  - providing timely resolution and communication on any IA system failure and faults impacting the school portal.
  - storing student application documentation including the application and supporting documentation used to determine the admission in IA (for example, copies of academic documentation);
- 5.2.6 Retain records of all written agreements as well as receipts of payments made by students under the written agreement; for at least 2 years after the person ceases to be an accepted student.

### **5.3 Course Package Arrangements**

- 5.3.1 Manage the admissions process for students who wish to enter into a packaging arrangement as follows:
- an English course with an approved private English provider to a school;

## **6 RELATED POLICIES AND OTHER RELEVANT DOCUMENTS**

- *International Student Fee Payment and Refund Policy – schools*
- *International Student Deferral, Suspension or Cancellation Policy – schools*
- *International Student Transfer and Release Policy – schools*
- *Marketing of Courses to International Students Policy – schools*

## **7 RELEVANT LEGISLATION**

- *Education Services for Overseas Students Act 2000*
- *National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 (The National Code 2018)*
- *Department of Education Enrolment policy*
- *Department of Education Enrolment of students from overseas policy*

**8. CONTACT INFORMATION**

TAFE International Western Australia  
Service Delivery Directorate