



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



INTERNATIONAL STUDENT ADMISSIONS AND ENROLMENT POLICY

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1. POLICY STATEMENT

This policy governs the admission and enrolment of international students by TAFE International Western Australia (TIWA). These services are delivered in compliance with:

- *Standards for Registered Training Organisations 2015* (SRTOs 2015) specifically:
 - Clause 4.1 - Provide accurate information to learners about services and qualifications:
 - Clauses 5.1, 5.2, 5.3 and 5.4 - Inform and protect learners
 - Prior to enrolment or the commencement of training and assessment, whichever comes first, the registered training organisation (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.
 - 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.
 - Where the RTO collects fees from individual learners, either directly or through a third party, the RTO provides or directs the learner to information prior to enrolment of the commencement of training and assessment, whichever comes first.
 - Where there are any changes to agreed services, the RTO advises the learner as soon as practicable, including in relation to any new third party arrangements or a change in ownership to existing third party arrangements.
- Standard 2 and 3 of the *National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018* (National Code 2018):
 - Registered providers must recruit responsibly and ensure that overseas students are appropriately qualified for the course they are seeking to enrol in. Overseas students must have sufficient information to enable them to make informed decisions about studying with their chosen registered provider.
 - Obligations and rights of both registered providers and overseas students must be clearly set out in a formal written agreement between the two parties.

2. SCOPE

This policy applies to all onshore international students applying for admission to study at one of Western Australia's TAFE colleges including English Language Intensive Courses for Overseas Students (ELICOS), vocational education and training (VET) and higher education courses. This policy covers the admissions and enrolment activities undertaken by TIWA when a prospective international student applies to study in Western Australia.

3. BACKGROUND

This policy sets out the standards and procedures TIWA follows in order to ensure compliance requirements set out in the SRTOs 2015 and the National Code 2018 to enable informed choice for clients and learners by providing factual information whether this is done directly (including through the website) or by a third party, including an education agent.

Prior to enrolment or the commencement of training and assessment, TIWA will:

- 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, tuition and non-tuition fees payable and refund policies.

4. DEFINITIONS AND ACRONYMS

Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS)	CRICOS is a searchable database managed by the federal Department of Education and Training under the Education Services for Overseas Students (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.
Provider Registration and International Student Management System (PRISMS)	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"> • issue Confirmations of Enrolment to overseas students intending to study in Australia (The Department of Home Affairs (Home Affairs) requires these to issue a student visa); and • report changes in course enrolment.
Tuition Protection Service (TPS)	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"> • complete their studies in another course or with another education provider; or • receive a refund of their prepaid unspent tuition fees.

5. PROCEDURES

In order to meet the compliance requirements set out in the *SRTOs 2015* and the *National Code 2018* 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 accurate, comprehensive, current and plain English information which explains:

- the requirements for an overseas student's acceptance into a course,
- the minimum level of English language proficiency, educational qualifications or work experience required,
- course credit if applicable;
- the requirement that students will need to undertake a minimum of 20 hours contact time;
- the CRICOS course code, title and currency training products as published on the National Register;
- 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 of any third party including 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;
- payment terms and conditions including deposits and refunds;
- the learner's rights to obtain a refund for services not provided by the RTO in the event the:
 - arrangement is terminated early; or
 - the RTO fails to provide the agreed services.
- 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;
- accommodation options and indicative costs of living in Australia; and
- TIWA's obligation to the learner, including the responsibility for the quality of the training and assessment in compliance with the *SRTOs 2015* and issuance of Australia Qualifications Framework certification documentation.

- 5.1.2 Assess and process a prospective student's application, verifying that the prospective student's qualifications, experience and English language proficiency are appropriate for the nominated qualification/course. Where necessary, TIWA will seek guidance from the relevant TAFE college to determine an applicant's prior learning and eligibility for advanced standing admission into the course.
- 5.1.3 Send a written agreement in the form of a *Letter of Offer and Acceptance* to successful applicants. The *Letter of Offer and Acceptance* must be signed or otherwise accepted by the student, the student's parent or, if the student is under 18 years of age, the legal guardian.
- 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;
 - information regarding the refunds of tuition fees and non-tuition fees in the case of student default and provider default including:
 - processes for claiming a refund; and
 - 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.
 - a statement explaining what happens in the event of a course not being delivered including the role of the Tuition Protection Service;
 - 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 right of the student to take action under the Australian Consumer law if the Australian Consumer Law applies*";
 - 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*;
 - a statement that while in Australia and studying with TIWA, must notify their college of any changes to contact details and/or who to contact in emergency situations within seven 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 offer documentation including:
 - *International Student Code of Conduct*;
 - *Refund Policy*;
 - *Deferral, Suspension or Cancellation Policy*;
 - *Student Transfer and Release Policy*;
 - *Complaints and Appeals Policy*;
 - *TIWA's Start Planning Guide*; and
 - link/s to detailed course flyers.

5.1.5 On receipt of the student's payment and acceptance of offer, and meeting of any conditions; TIWA will issue the Confirmation of Enrolment (CoE) to the student.

5.1.6 Negotiate commencement dates for students enrolled in a mainstream VET program who are unable to arrive in week one of any semester, with the International Centre Manager at the relevant TAFE college.

5.1.7 Monitor and manage course quotas and negotiate with TAFE colleges to increase course quotas to accommodate student demand as appropriate.

5.2 Enrolment and Student Management

5.2.1 Provide the TAFE college with access to students applications and supporting documentation, through the TIWA International Admissions (IA) database; that contains current and accurate information about the prospective student to facilitate the establishment of a student record in the college's student management system.

5.2.2 Receive and process student's tuition fees, including requests for instalment plans; and follow up of all outstanding tuition fees.

5.2.3 Liaise with TAFE colleges to ensure they 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 2018*;
- 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.
- 5.2.4 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 business days of the default occurring for students under 18 and 20 business days for students over 18 years of age.
- 5.2.5 Process requests from students regarding their enrolment. This may include a change of course and/or campus, fee refunds, deferment and/or withdrawal, or transfers to other providers.
- 5.2.6 Manage the continued development of IA to monitor the currency and accuracy of student enrolment and attendance data, relevant for VET courses. This will include:
- providing timely resolution on any data discrepancy found in IA in consultation with the TAFE college;
 - providing timely resolution and communication on any IA system failure and faults;
 - storing student application documentation including the application and supporting documentation used to determine the admission in IA (for example, certified copies of academic documentation);
 - providing relevant TAFE college staff access to and training in, the use of the IA Institution Module. The scheduling of this training will be determined through consultation with the International Manager (TAFE) and TIWA's Manager Business Services; and
 - managing the continued development and distribution of college specific management reports that assists in the formulation of initiatives that maximise the benefits of the international onshore students business for both parties.
- 5.2.7 Retain records of all written agreements as well as receipts of payments made by students under the written agreement; for at least two 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 VET course at a TAFE college; or
 - a VET course packed with a university course from the list of approved TIWA TAFE WA articulation agreements with one of Western Australia's universities.
- 5.3.2 Work with TAFE colleges to ensure that articulation arrangements are kept up to date to ensure that packaging of VET courses may be facilitated.

6. RELATED POLICIES AND OTHER RELEVANT DOCUMENTS

- *International Student Fee Payment and Refund Policy*
- *International Student Deferral, Suspension or Cancellation Policy*
- *International Students Skills Recognition Learning Policy*
- *International Student Transfer and Release Policy*
- *Marketing of Courses to International Students Policy*
- *Complaints and Appeals Policy*
- *TAFE International Course Guide Start Planning Guide*
- *International Student Support Information*
- *Course Flyers*
- *TAFE Western Australia English Course Flyer*
- *TAFE Student Support Information*
- *Complaints and Appeals Fact Sheet*
- *Deferral, Suspension or Cancellation Fact Sheet*
- *How to Apply Fact Sheet*
- *Student Skills Recognition Policy Fact Sheet*
- *Student Code of Conduct Fact Sheet*
- *Student Transfer and Release Policy Fact Sheet*
- *Student Visa Requirements and Obligations Fact Sheet*

7. RELEVANT LEGISLATION

- *National Vocational Education and Training Regulator Act 2011*
- *Standards for Registered Training Organisations (RTOs) 2015*
- *Vocational Education and Training Act 1996*
- *Vocational Education and Training (General) Regulations 2009*
- *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)*

8. REVIEW DATE – 23 MAY 2020

Development Date		June 2011 <i>RTO Policy 8 Recruitment and Enrolment of ETI Students</i>	
Revision History			
Review Date	Reviewer Name	Review Reason	Outcome and Changes
Sept 2012 V1.1	Director Academic Strategy	Continuous Improvement	Reviewed in accordance with <i>National Code 2007</i> requirements – rewritten to reflect Standards 2 and 3.
April 2014 V2.0	Director Academic Strategy	Continuous Improvement	Updates to reflect legislative changes, and; changes to names of government departments
April 2015 V2.1	Director Academic Strategy	Continuous Improvement	Updated to accurately reflect university packaging under SVP arrangements
July 2016 V 2.2	Director Academic Strategy	Sectoral changes	Updated to reflect change from STPs to TAFE colleges, and ETI to TIWA. Updated to reflect cessation of SVP arrangements as of 1 July 2016.
August 2017 V.2.3	Director Academic Strategy	Continuous improvement	
January 2018 V3.0	Director Academic Strategy and Manager Education Programs	National Code Changes	Updated to reflect change from National Code 2007 to the National Code 2018.
March 2019 V.3.0	Manager, Education Programs	Continuous improvement	Annual Policy Review.

9. CONTACT INFORMATION

TAFE International Western Australia
Service Delivery Directorate