

# Pre-enrolment Policy

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### DOCUMENT REVISION

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## Purpose

Innovium Pty Ltd trading as Site Institute International has implemented this policy to provide a framework and set of principles regarding the commitment to the international student pre-enrolment and enrolment process and convey it in clear and simple terms to staff and students.

## Scope

This policy is applied to all International Agents and prospective International Students who wish to enrol in a course at Site Institute International.

Application procedures shall be applicant-focused, appropriately applied and equitable. All applications shall be treated fairly, with respect and sensitivity.

## Compliance Reference

- Education Services for Overseas Students (ESOS) Act 2000
- Commonwealth Register of Institutions and Courses for Overseas Students
- Migration Act 1958
- National Code of Practice for Registered Authorities and Providers of Education and Training to Overseas Students (The National Code) 2007
- Privacy Act 1998 and the Australian Privacy Principles
- Standards for Registered Training Organisations 2015

## Definitions

Acronyms	Definition
CRICOS	Commonwealth Register of Institutions and Courses for Overseas Students compliant with The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (The National Code) 2007.
IEA	International Education Agent (IEA means a person/representative/organisation (in or outside Australia) providing marketing, promotions and recruitment services to attract overseas students to a CRICOS registered provider.
PRISMS	PRISMS is a secure system for providers to issue 'Confirmations of Enrolment' to overseas students intending to study in Australia (the Department of Immigration and Border Protection requires these to issue a student visa), and report changes in course enrolment.

## Background and General Guidelines

**Site Institute International shall ensure that the international student pre-enrolment policy:**

1. is appropriate for the nature and scale of the business for international student enrolment;
2. provides a systematic approach to:
  - (i) comply with legislation, regulations and standard requirements; and
  - (ii) establish measurable objectives and targets to ensure continual improvement and elimination of risks for student enrolment;
3. applies guiding principles (relationship with other standards, scope, criteria and objectives, targets, responsibilities) to -

### PRE - ENROLMENT

1. Site Institute International will concurrently or before receipt of course money and again during the orientation of the student, provide international students with sufficient information about:
  - (i) its courses, course entry requirements, terms and conditions of the international student's enrolment, and related services to make an informed decision;
  - (ii) course duration for full-time courses (20 hours contact per week) which shall be specified on CRICOS and the Confirmation of Enrolment (CoE) for accredited and Vocational Education and Training (VET);
  - (iii) the grounds on which the international student's enrolment may be deferred, suspended, cancelled or transferred between registered providers, the impact these may have on the student's visa, and the Institute's responsibility to notify DIBP via PRISMS of changes to enrolment details
  - (iv) refunds policy
  - (v) complaint policy
  - (vi) appeals policy
  - (vii) living and working in Australia and social and cultural support services

### INCLUSIONS

- a) Free Wi-fi on campus
- b) Course resources and texts
- c) Library

2. A written Letter of Offer and Acceptance of Offer is entered into by Site Institute International and the International Student as set out in this policy.

The Letter of Offer and Acceptance of Offer shall be provided to the student and will include obligations and rights of the Institute and the student, course information, related services, course money payable and refunds less non-refundable.

3. Site Institute International will maintain records on accepted international students with prescribed details about -
  - (i) Personal - full name, gender, and date of birth
  - (ii) Geographic - country of birth, and nationality
  - (iii) Course - alphanumeric code used to identify the course of study, agreed start of study date, expected close of study date, and course starting day;
  - (iv) Payments - course money to be paid to Site Institute International before COE approval, total course price to be paid to Site Institute International, and OSHC premiums paid;
  - (v) Entry requirements - English language proficiency test result, if applicable; and
  - (vi) Student Visa requirements - DIBP Office where the student's application for a student visa was made or is expected to be made; passport number; student visa number; current residential address in Australia; and DIBP Office in Australia where information is received under the ESOS Regulation 2001.

### **Students and International Education Agents shall for:**

#### **PRE-ENROLMENT**

##### **a. Be aware of:**

- (i) their international student visa obligations; and
- (ii) the use of PRISMS to report the international student's failure to meet their visa conditions (a good attendance record of not less than 80 per cent of the scheduled contact hours and good course progress; deferral, suspension and change of enrolment; course duration; and paid all fees for the course).

##### **b. Concurrently or before receipt of course money and before enrolment, access information about:**

- (i) Site Institute International, its courses and related services to make an informed decision;
- (ii) Have a signed copy of the Acceptance of Offer between Site Institute International and international student.

**c. Notify Site Institute International:**

- (i) within five working days of arrival in Australia of their residential address in Australia;
- (ii) any change in their residential address in Australia within five working days after the change;
- (iii) of a request to defer study in compassionate or compelling circumstances evidenced by appropriate documentation; and
- (iv) of a change of CRICOS Registered Provider within five working days after the holder receives:
  - a valid Enrolment Offer from the new registered provider; or
  - if no valid Enrolment Offer is required to be sent, or if a failed electronic transmission prevented the education provider from sending it, evidence of the applicant's enrolment by Site Institute International.

## **Privacy**

All information and documentation supplied to Site Institute International by applicants will be treated confidentially and in accordance with the Privacy Act.

## **Publication**

This policy and procedure will be published and publically available on Site Institute International website.