

Entry Requirements Policy & Procedure

1. Policy

- 1.1 This policy and procedure apply to international students who apply for a course at The Centre of Excellence. The Centre of Excellence employs an effective entry requirements policy and procedure for all international students.
- 1.2 The Centre of Excellence enters into written enrolment agreements with all international students.
- 1.3 The Centre of Excellence informs all students of their rights and responsibilities prior to enrolment.
- 1.4 The Centre of Excellence informs all student information in accordance with The Centre of Excellence Student information policy prior to enrolment.
- 1.5 The Centre of Excellence assesses whether a student's qualifications, learning needs, skills, knowledge, and experience are appropriate for the course for which enrolment is sought.
- 1.6 The CEO is responsible for implementing this policy and procedure and reviewing its effectiveness.
- 1.7 In accordance with the requirements of the Privacy Act 1988, The Centre of Excellence treats all student personal data confidentially.
- 1.8 This policy is implemented in compliance with the requirements of the Data Provision Requirements 2012, Standards for Registered Training Organisations (RTOs) 2015 Standards 3, 4, and 5, the National code of practice 2018 Standards 2, 3, 7 and 8.

Procedure

2. Enrolment

Enrolling students (VET Courses)

- 2.1 On receiving enrolment requests, pre enrolment information including Enrolment and Pre Training Review forms and the International student handbook is supplied to each student.
- 2.2 All pre enrolment information is supplied to each student prior to enrolment being completed.
- 2.3 On receiving an application the Admissions officer will check if a place is available in the course and if not when the next place is available.
- 2.4 On receiving applications either directly from students or through education agents The Centre of Excellence assesses the student's qualifications and experience and English language proficiency as follows:
 - Applications for enrolment are reviewed by the Admissions officer or delegate.
 - The Admissions officer reviews the Enrolment and comes to a decision of whether the course applied for is appropriate in addressing the student's learning needs.
 - Applicants are required to provide any documentary proof of qualifications, school level completed, experience and English language level.
 - The Admissions officer establishes whether qualifications, experience and English language proficiency are appropriate for entry into the chosen course.
 - The certificates must be certified by the agent as true copies or other appropriate organisations
 - Where the evidence is provided of the appropriate English level the student can be assessed at this stage as meeting English language requirements.
 - IELTS certificates are checked to establish that it comes from an approved IELTS testing centre.
<https://ielts.com.au/find-test-centre/>
 - An IELTS score of 5.5 (overall band) is required for entry for up to Diploma level courses and Overall 6 for the Advanced Diploma of Civil construction design course and Graduate Diploma of Management learning course. General and Academic IELTS certificates are accepted.

- Applicants who do not possess the required IELTS score or equivalent are advised to enrol in an ELICOS course to facilitate achieving the English language entry requirements.
- Equivalent qualifications demonstrating English proficiency are also accepted.
- The equivalent qualifications are also accepted for demonstrating English proficiency:
- 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.
- Pearson Test of English (PTE) Academic Certificate
- 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.
- 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.
- Occupational English Test (OET) Certificate OET score of 'pass'
- 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.
- IELTS (or equivalent) certificates may not be required where:
 - Students have completed at least 6 months of a Certificate IV level course in an Australian RTO
 - Students have successfully completed a foundation course in Australia
- Tests results/ certificates and other evidence demonstrating English proficiency older than two years are not accepted.
- When assessing overseas qualification against AQF requirements refer to the equivalencies table for each country.
- Where there is insufficient or unclear information with regard to IELTS level or it's equivalent the application is forwarded to the CEO for assessment.
- Students must provide a certified copy of their passport as evidence that they are/ will be 18 at the commencement of their course. The original passport is checked at orientation.
- Where the evidence is provided of the appropriate qualifications and experience the student can be assessed at this stage as meeting the entry requirements.
- Where there is insufficient or unclear information with regard to entry requirements being met the application is forwarded to the CEO for assessment.
- Where there is a request for course credit or RPL the application is forwarded to the Academic Coordinator for assessment. Applications will be assessed in accordance with The Centre of Excellence RPL/CT policy and procedure.
- Application forms must be complete, signed and dated by the student.
- Incomplete application forms are returned to the student for completion.
- Supplementary information is requested from students who submit incomplete applications e.g. IELTS or school certificates.
- The 'official use' section of the application form is completed by the Admissions officer once all information is considered and received.

Where the applicant does not possess the formal vocational qualifications The Centre of Excellence will consider:

- Mature aged students with relevant work and/ or life experiences
- Supporting verifiable documentation from former employers
- Previous academic results
- Transferrable skills
- Personal attributes

Where experience is being claimed by the applicant, the following criteria must be formally satisfied in writing:

- Employers name and contact details;

- Job title;
 - Period the position was held;
 - References from employers, including details about the tasks undertaken whilst in their employ, and the level of work responsibilities;
 - Letters from students, supervisors, employers, contractors; and
 - Portfolio of all relevant evidence supporting the application.
- 2.5 If a student's application is incomplete, or the outcome of assessing the application is that the course is not appropriate for addressing the student's learning needs, or the student does not meet the entry requirements a letter stating the application has been declined along with reasons and options for the student is forwarded.
- 2.6 If a student meets the entry requirements and the outcome of assessing the application is that the course is appropriate for addressing the student's learning needs, an offer letter is sent to the student along with the written agreement and instructions on how to confirm acceptance of the offer.
- 2.7 The Letter of Offer/ Written agreement includes 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 and end time and dates.
- 2.8 The Letter of Offer/ Written agreement is sent directly to the student or education agent (if the application was forwarded by one) along with the written agreement.
- 2.9 The student accepts the Letter of Offer/ Written agreement by signing and returning it to The Centre of Excellence.
- 2.10 Once The Centre of Excellence acknowledges receipt of the Written agreement the student is asked to forward payment of agreed fees.
- 2.11 Acceptance of the offer is confirmed by returning the completed written agreement and confirmation of payment of the required fees.
- 2.12 Student payments are processed in accordance with The Centre of Excellence Fees and Refund Policy.
- 2.13 Student tuition fees are not accessed until the written agreement has been received from the student and until the student has commenced their studies.
- 2.14 On receiving the written agreement and confirming receipt of funds a CoE is generated via PRISMS and forwards to the student (or education agent).
- 2.15 A CoE is generated for each course in which the student is enrolled. The duration of the CoE generated is consistent with the course duration registered on PRISMS.
- 2.16 A file is created for each student and all documentation is placed in the file.
- 2.17 Each student is placed on the relevant course list.
- 2.18 All applications and the subsequent process will be responded to/ completed within 5 working days of receipt.
- 2.19 Student tuition fees are not accessed until the course commences.
- 2.20 Each student is placed on the relevant course list.
- 2.21 A file is created for every student on the Student Management System. This contains name and contact details, the title of qualification, competencies, scheduled hours, timeframe for achievement, delivery mode/s, training to be undertaken, assessment details and arrangements, parties responsible for delivery, and assessment of each unit of competency, records of CT and RPL granted (where appropriate).
- 2.22 The RTO collects Unique Student Identifier (USI) data from each enrolled student.

- 2.23 USI's will be requested on the Enrolment form. The RTO will advise students to request a USI from www.usi.gov.au if they do not have one at enrolment. Instructions on the website are to be followed.
- 2.24 If the student does not have a USI they can instruct the RTO to collect this on their behalf. Written evidence of permission will be retained in such circumstances.
- 2.25 If the student does not supply the USI or instruct the RTO to collect the data on their behalf at enrolment, this information will be collected either before certification or before AVETMISS reporting.

3. Content of Written Agreements

- 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 tuition and non-tuition fees to be paid by the student.
- 3.3 Outlines 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
- 3.4 Outlines any prerequisites necessary to enter the course or courses, including English language requirements
- 3.5 Lists any conditions imposed on the student's enrolment.
- 3.6 Lists all tuition fees payable by the student for the course, the periods to which those tuition fees relate and payment options (including, that the student may choose to pay more than 50 per cent of their tuition fees before their course commences).
- 3.7 Provides 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.
- 3.8 Sets out the circumstances in which personal information about the student may be disclosed by The Centre of Excellence, the Commonwealth including the Tuition Protection Service (TPS), or state or territory agencies, in accordance with the Privacy Act 1988.
- 3.9 Outlines The Centre of Excellence's internal and external complaints and appeals processes, in accordance with The Centre of Excellence Complaints and appeals policy and procedure.
- 3.10 States that the student is responsible for keeping a copy of the Written agreement as supplied by The Centre of Excellence, and receipts of any payments of tuition fees or non-tuition fees.
- 3.11 Only use links to provide supplementary material.
- 3.12 Sets out the circumstances in which personal information about the student may be shared between The Centre of Excellence and the Australian Government and designated authorities. The information that may be shared includes personal and contact details, course enrolment details and changes.
- 3.13 Advises the student of his or her obligation that while in Australia and studying with The Centre of Excellence, must notify The Centre of Excellence of his or her contact details including:
- the student's current residential address, mobile number (if any) and email address (if any)
 - who to contact in emergency situations
 - any changes to those details, within 7 days of the change
- 3.14 Provides refund terms, conditions, processes and arrangements. Refund information includes:
- amounts that may or may not be repaid to the student (including any tuition and non-tuition fees collected by education agents on behalf of the registered provider)
 - processes for claiming a refund

- 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
 - availability of a cooling-off period after paying fees
 - an explanation of what happens in the event of a course not being delivered, including the role of the TPS
- 3.15 A statement that “Student may also seek legal redress through usual court processes if they feel unsatisfied. This agreement, and the availability of complaints and appeals processes, do not remove the rights of the student to take action under Australia’s consumer protection law.
- 3.16 The Centre of Excellence maintains copies of all Enrolment forms, Written agreements and receipts of payments from each student for a period of 2 years from the date the student ceased their enrollment at The Centre of Excellence.

Documents to be employed when implementing this policy and procedure:

- International student handbook
- Offer letter/ Written agreement
- Enrolment form
- Student support services policy and procedure
- Fees and Refund Policy and Procedure
- Records management policy and procedure
- Student information policy and procedure
- Marketing policy and procedure
- RPL/CT policy and procedure