

P03 - International Student Selection, Admission and Enrolment

1. Purpose

- 1.1. The purpose of this policy and procedure is to ensure that the selection, admission and enrolment of potential international students is equitable, fair and in accordance with the requirements, training packages and relevant legislation (the Education Services for Overseas Students Act 2000, National Code 2018 and National Vocational Education and Training Regulator Act 2011, Standards for Registered Training Organisations 2015).

2. Responsibility

- 2.1. The Director of Studies is responsible for the implementation of this policy and procedure and for ensuring that staff and students are aware of its application and that the Admissions Department implements its requirements.

3. Definitions

- 3.1. Prospective students are known as 'Applicants' prior to receiving an official Letter of Offer.
- 3.2. A 'Quality Student' is a genuine student who is able to demonstrate that he/she intends to obtain a successful educational outcome and has the necessary language, educational and material background and will comply with their student visa conditions.
- 3.3. Authorised representative means an authorised Baxter Institute representative or an authorised Education Agent, who is permitted to undertake the enrolment assessment with a prospective international student.
- 3.4. A VET qualification means a qualification that is delivered to international students, is approved on the CRICOS register and is listed on Baxter Institute's scope of registration on training.gov.au.
- 3.5. A pre-requisite means any requirement that the applicant must meet prior to being accepted into a course of study.
- 3.6. A course is a training program where a student can study and gain a qualification on the successful completion of the course in which they are enrolled.
- 3.7. A unit of competency is a subject that is packaged into a qualification and may vary from a few hours, up to (but not limited to) 240 hours of training and assessment.
- 3.8. An assessment is the tool by which a student is deemed to be Competent or Not Yet Competent in each unit of competency. For a student to be awarded a qualification, they must be deemed competent in all units of the qualification for which they enrolled.
- 3.9. eCOE is an electronic Confirmation of Enrolment, which is issued via PRISMS to enable the applicant to apply for a student visa at the Australian High Commission/Embassy/Consulates in the students' home country or the local Department of Home Affairs office and refers to the student's current education provider.
- 3.10. A nominated education agent is an authorised representative with a valid agent agreement in place with the Institute. An education agent may guide a student with an application to enrol in a course.
- 3.11. PRISMS is a secure database owned and maintained by the Department of Education and Training for the purposes of administering the Education Services for Overseas Students Act 2000 (The ESOS Act). PRISMS provides a range of reports and data exports, which can assist providers, State Education Departments and the Department of Education and Training by consolidating the information provided. PRISMS provide the means whereby education and training providers comply with legislative requirements by:

- a) issuing bona fide confirmation of enrolment (CoE) as 'evidence of enrolment' in a registered full-time course, to enable a student visa to be issued by Department of Home Affairs; and
- b) reporting changes in course enrolment, particularly where study ceases (non-compliance), or the duration of the study changes. PRISMS also facilitate the monitoring of student compliance with visa conditions, as well as the provider's compliance with the ESOS Act.

4. Requirements /Process

General

- 4.1. Prospective students applying for a course must be provided with adequate pre-enrolment information prior to enrolling in order to make an informed decision. A prospective student is required to access the Institute's course guide. The marketing of Baxter Institute's education and training services demonstrates professionalism and maintains the integrity and reputation of the VET industry.
- 4.2. The following information is collected through interview by the authorised representative to assess if the prospective student is eligible for enrolment and whether he/she is a genuine applicant:
 - applicant's circumstances
 - applicant's intended study plan
 - applicant's education and employment history
 - applicant's supporting documentation
 - clarification and verification of supporting documentation
- 4.3. In order to enroll, the applicant must complete a standard Baxter Institute application form (AD101.a for onshore applicants and AD101.b for offshore applicants), which must be signed and dated by the applicant. The application form (AD101.a or AD101.b) must be supported with sufficient documental evidence pertaining to formal identification, i.e. passport or national ID card, academic transcripts/records and English language proficiency.
- 4.4. The entry requirements include academic and language proficiency.
- 4.5. An applicant will be required to undergo a PTR process so that the Institute can confirm the training option that the applicant has selected is most appropriate.
- 4.6. All supporting documentary evidence submitted with an application must be provided as certified copies. If a document has not originally been written in English, the document must be accompanied by a certified translation.
- 4.7. If an applicant does not meet the entry requirements (including participating in the PTR process), he or she may be issued with a conditional offer letter. The letter will outline all the conditions that the applicant must meet prior to the enrolment. On the orientation day, the applicant will be given another chance to sit in the PTR process. Prior to enrolment, the applicant will also be required to provide evidence that he/she has satisfactorily met the conditional entry requirements.
- 4.8. If the applicant is onshore (within Australia) at the time of the application (i.e. is or has been a student at another training provider), then the Transfer In process must be followed prior to considering the application. Refer to policy P07 – Student Transfer.
- 4.9. An applicant will not be accepted, and the Institute will not accept any course tuition fee from the student, unless a fully signed and dated student written agreement is in place.
- 4.10. This student written agreement must do the following:

- identify the course or courses in which the student is to be enrolled and any conditions of the enrolment
 - identify the agreed starting date of the course
 - identify the location for the commencement of the course
 - specify the study periods within the course and the length of each study period
 - specify the tuition fee per study period
 - provide an itemised list of course tuition fees
 - provide an itemised list of additional costs (if applicable)
 - provide information on the refund policy and procedure in relation to the course tuition fee including the process of making a refund application
 - provide information on refund processes where the payment is directed to a third party (e.g. OSHC)
 - provide information on the circumstances in which a student's personal information may be shared between Baxter Institute and the Australian Government and designated authorities and, if relevant, the Tuition Protection Service (TPS) framework. This information includes personal contact details, course enrolment details and changes, and any other circumstances pertaining to a breach of student visa conditions and/or other enrolment matters
 - advise the student of his or her obligation to notify Baxter Institute, via the student portal, of a change of address within seven days while enrolled in the course (update contact details function)
 - provide the student with an explanation, in plain English, of what happens in the event of a course not being delivered
 - provide information in full of the policies and procedures that a student is bound by after enrolment (e.g. course progress requirements, student code of behavior, etc)
 - advise the student that the student's written agreement and the availability of the complaints and appeals process does not remove the right of the student to take action under Australia's consumer protection laws
 - advise students of their rights, responsibilities and obligations as an international student studying in Australia
- 4.11. The procedure to process an application is defined in the Process Map "PM1-03 International Students Application" (applicable to staff only and accessible via the staff portal).
- 4.12. If an application is accepted then the applicant is sent a Letter of Offer, the Student Written Agreement, and pre-enrolment information including the Course Progress Policy and Procedure, and the ESOS Framework Factsheet.
- 4.13. Upon the signed agreement being returned and the minimum payment required being received by the Institute, an Electronic Confirmation of Enrolment (eCoE) will be issued to the student via PRISMS.
- 4.14. Admissions Officers must read and understand PRISMS User Guide before they are registered as PRISMS users by Institute's Principal Executive Officer. The Principal Executive Officer determines the level of access available to individual users. Before using PRISMS, users must complete the PRISMS online training.
- 4.15. All students must attend a compulsory orientation session prior to commencing any course.

Under 18 years of age

- 4.16. Baxter Institute does not enroll international students under the age of 18 years on student visa.

Students with disability/ special needs

- 4.17. Baxter Institute encourages all applicants to enroll, including those with disabilities and/ or any special needs.

Admission of a transferring student (Transfer In)

- 4.18. For transferring students, the transfer policy and procedure must be followed (see Policy P07- Student Transfer). If the student has not completed six months of his/her principal course, then the student will be required to provide a release letter from the current provider. If the student does not require a letter of release, the grounds for not requiring one will be documented. In addition, all transferring students' study rights must be verified using VEVO.
- 4.19. Baxter Institute will not knowingly enroll a student wishing to transfer from another registered provider's course prior to the student completing six months of his or her principal course of study except where:
- the original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered;
 - the original registered provider has provided a written letter of release;
 - the original registered provider has had a sanction imposed on its registration by the Australian Government or State or Territory government that prevents the student from continuing his or her principal course, or
 - any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.
- 4.20. All existing Credit Transfers and RPLs recognised by the previous registered RTO will be recognised by Baxter Institute if the original evidence is provided – See Policy P12 National Recognition, Credit Transfer, and Recognition of Prior Learning.
- 4.21. Baxter Institute will not seek to enrol a student who has not yet completed six months of their principal course of study with another RTO, unless at least one of the National Code conditions listed in 4.18 is met. Baxter Institute will not require a letter of release if the student's start date of the principal course is not affected.
- 4.22. Baxter Institute will take due diligence when transferring in any Streamlined Visa Processing (SVP) student, as generally a student changing courses needs to enrol in another streamlined eligible course (or a package of courses) at the same level as the course the student is currently enrolled in (to remain compliant with their current student visa).
- 4.23. The 'Changing Courses' policy for SVP students can be found on the Department of Home Affairs website.
- 4.24. Baxter Institute (at its sole discretion) may enrol a SVP student who is changing their course level (this is exclusive to a change such as Bachelor degree to an advanced Diploma). However, the SVP student will be issued a conditional eCoE (such that the student must provide proof that an application for a new student visa has been made in line with the relevant visa subclass).
- 4.25. In the event that Baxter Institute knowingly enrolls a student wishing to transfer from another registered provider's course prior to the student completing six months of his or her principal course of study, documentary evidence of at least one of the four conditions listed in 4.19 above must be obtained and placed in the transferring student's file.

4.26. The transferring student must provide a written letter of release from the original registered provider, except when:

- The student no longer has a student visa and therefore no principal course.
- Where a student's enrolment may have been cancelled under Standard 9 of the National Code ("Deferring, suspending or cancelling the overseas student's enrolment"), there is no need for the provider to also issue a release letter. In this situation, the cancellation would be sufficient.

Processing of Applications

4.27. An admission officer will assess the application using the compliant admission checklist form, CL134, for international students.

4.28. The checklist includes the following criteria for verification of education level/equivalency as follows:

4.27.1. Academic Requirement (one of the following criteria only):

- Completion of at least year 11 or equivalent which is recognised by the Victorian Curriculum And Assessment Authority of Overseas Qualification

OR

- Completed any qualification from the Australian Qualifications Framework at Certificate III level or higher. Completed Certificate III in a vocational course or foundation studies in Australia.

OR

- Completion of the Pre-Training Review (see 4.26.3. below)

Note: *To verify the authenticity of documents relating to evidence of academic qualifications, Admission Officers are briefed on the basic characteristics of forged documents to facilitate identification of non-authentic documents. Academic Records must be certified as true copies by government bodies or MARA or a reputable education agent (such as IDP).*

4.27.2. English Language Proficiency Requirement:

- IELTS of 5.5 or equivalent (TOEFL iBT, TOEFL PBT, PTE, CAE or OET) which is recognised by the DIBP
- An English Proficiency of Upper Intermediate level or equivalent from another English Australia Member or accredited ELICOS course
- An onshore transcript at V.C.E, Foundation Studies or Senior High School level (where the student must meet the English entry requirement equivalent to IELTS 5.5 to commence these courses)
- Completed any qualification from the Australian Qualifications Framework at Certificate III level or higher. Completed Certificate III in a vocational course or foundation studies in Australia.
- Completion of the Pre-Training Review (see 4.26.3. below)

4.27.3. **Pre-Training Review:** All applicants will undergo a PTR (Pre-training review) process to determine the suitability of their preferred course or qualification as per the institute's

documented policies and procedures. This PTR process includes a PTQ (pre-training questionnaire) and PTI (pre-training interview). The PTR process helps determine if the course chosen by the applicants would be the most suitable and appropriate for them by identifying their aspirations and interests, existing educational attainment and capabilities, competencies previously acquired (RPL, recognition of current competency (RCC) or credit transfer), experiences and aptitude as well as determining ACSF core skills level (learning, reading, writing, oral communication and numeracy skills), and digital capability. For further details, see Policy *P49 Pre-Training Review Policy and Procedures*.

4.27.4 Language Literacy and numeracy (LLN) assessment

All applicants **MUST** undertake an LLN assessment prior to commencing their course of study, except where the applicant can demonstrate the following:

Certification of completion of an accredited AQF qualification of Certificate III or above

Certification of completion of an accredited University Degree or higher

4.27.5 Verification of study rights using VEVO (*Visa Entitlement Verification Online*) if applicable

4.27.6 Verification of any documentation that forms a letter of release (*applicable to onshore students transferring from another provider*)

4.27.7 If the student meets the entry requirements for admission, a place is designated for the student subject to completion of the PTR process. An offer letter outlining the course details will be issued to the student.

- 4.29. If a new student fails to commence within 15 working days of the scheduled intake date as specified on the letter of acceptance the eCoE will be cancelled and the enrolment is null and void. The student will not be entitled to refunds or an extension as a result of non-commencement (student default). The eCoE will be cancelled, the student and/or Education Agent will be notified prior to the cancellation and a copy of the cancelled eCoE will be sent for their reference.

Issuing an Offer

- 4.30. To issue an offer letter, the admission officer will enter the AVETMISS and relevant student details, including any conditions on the enrolment, into the student management system. This system will then generate the offer letter including any conditional offers (if applicable) and the student written agreement.
- 4.31. The letter of offer and student written agreement will be sent directly to the student and/or where applicable via the education agent.
- 4.32. The letter of offer includes information that the student has two months to accept the offer. If accepted, the student must return a signed student written agreement before or at the same time as making the tuition fee payment.
- 4.33. If a student pays the tuition fee via a bank cheque or a money order before returning a signed student written agreement, Baxter Institute will immediately contact the student or the Education Agent to advise that the payment will not be accepted until the signed agreement is received.
- 4.34. Any applications received from an Education Agent that does not have a valid agent agreement in place will not be processed.
- 4.35. The admission officer is required to record all correspondence either by phone, email or through the nominated Education Agent regarding the prospective student and the progress of the application.

- 4.36. The offer from Baxter Institute will be withdrawn/invalid after the two-month period if the student does not accept the offer by returning the signed student written agreement and agreement.

Applicant Accepts Offer

- 4.37. To accept an offer from Baxter Institute the applicant must return the following:

- Completed and signed student agreement (signed on all pages of the agreement Form AD107.a)
- Credit card payment form (completed and signed if applicable) or original bank draft or cheque or cash (in person).
- Certified copies of any other documentation requested.

Note:

- If the student written agreement is not signed and received, then the student has not accepted the offer and the Institute cannot process any payment or enrolment.
 - If in cases where Baxter Institute receives direct payment of money into its bank account prior to the signed student written agreement being received, then this course tuition fee will not be used, and staff should contact the student or Education Agent immediately to inform them that the payment cannot be accepted, and the enrolment cannot proceed.
 - Evidence must be kept that the money has not been used. All prepaid tuition fees must be kept in Baxter Institute's Trust Account.
- 4.38. When a student accepts the offer, an appropriate payment (such as credit card payment form or evidence of direct payment) will be sent to the Finance Department for processing. If the payment is not processed, the Finance Department must notify Admission Department as soon as possible. If a funds transfer has been arranged, then the Finance Department must check that it has been received; if not the pending matter should be diarised to check again.

Issuing eCoE

- 4.39. Upon receipt of payment evidence and confirmation from the Finance Department, the Admission Officer will issue an eCoE and letter of acceptance will be sent to the student or the nominated education agent. An eCoE is issued through PRISMS and all relevant course information, including but not limited to tuition fee information and applicable conditions to the offer, will be entered on PRISMS. The letter of acceptance outlines all the information the student requires prior to attending orientation. The student is advised to access the International Student Handbook as an additional source of information, including but not limited to, guidance in settling in Australia, policy and procedures, and pre-departure information.
- 4.40. The Admission Officer must record verified existing English language test results (e.g. IELTS score or English Placement Test results) on the eCoE.

Arrival at Baxter Institute

4.41. All students at Baxter Institute must attend a compulsory orientation. The orientation program is described below; each activity is important and must be undertaken by each student prior to commencing their study.

- Introduction of student support staff
- Completing the PTR process (if applicable)
- Updated contact details (complete form SS122)
- Meeting with a finance officer to verify minimum payment required, discuss payment options and, if applicable, agree to a payment schedule arrangement (PSA)
- Learn about student services and student obligations to policies and procedures
- Receiving an induction on the course training plan, course progress requirements and student code of behavior
- Selection of a suitable timetable and training plan
- Collecting any applicable material and equipment
- Issuance of a student ID card
- Log in to student portal and e-mail
- Verifying/Creating USI

Cancellation/Withdrawal Offer initiated by Baxter Institute

4.42. In the event an eCoE is issued on the basis of sighting payment evidence, when in fact the funds have not been received by the due date, then the offer will be withdrawn and the eCoE cancelled.

4.43. If the documents used as evidence for an application are found to be non-genuine then the offer will be withdrawn and the eCoE cancelled.

4.44. Baxter Institute will initiate a cancellation of the offer and the eCoE after 15 working days when:

- A new student fails to commence within 15 working days of the scheduled intake date as specified on the letter of acceptance. The student will not be entitled to refunds or an extension as a result of non-commencement (student default).
- The eCoE will be cancelled, the student and/or Education Agent will not be notified prior to the cancellation and a copy of the cancelled eCoE will be sent for their reference. Appealing rights are not offered when the student has not commenced studies at Baxter Institute. **N.B:** *Appealing rights are not offered when the student has not commenced studies at Baxter Institute.*

Tuition Protection Service (TPS)

4.45. Under section 47C of the ESOS Act, Baxter Institute must notify the Secretary and the TPS Director in writing of student default within five business days of the default occurring.

4.46. Student default occurs when:

1. the course starts at the location on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn); or
2. the student withdraws from the course at the location (either before or after the agreed starting day); or

3. the registered provider of the course refuses to provide, or continue providing, the course to the student at the location because of one or more of the following:
 - the student failed to pay a monetary amount to the provider for the course;
 - the student breached a condition of his/her student visa;
 - misbehaviour by the student (the student is entitled to natural justice under subsection 47A (3) of the ESOS Act).

Applicant / student wishes to withdraw

- 4.47. If an applicant wishes to withdraw then he/she must notify Baxter Institute in writing by completing a cancellation form (SS115). The student must complete a refund application form (FN108) for a refund to be processed. The refund application will be processed in accordance with the refund policy and procedure P26 – Fees and Refunds.

Student File

- 4.48. On receipt of an application a student file will be set up and a checklist attached.
- 4.49. All correspondence, certificates and eCoE activity will be recorded on this file.
- 4.50. In addition, a record will be created on the student management system and will be updated as appropriate.

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