

## **International Student Application Policy and Procedure**

### **1. Purpose**

This policy sets the requirements for the processing of applications for admission to confirmation of enrolment of international students.

This policy complies with:

- Section 1.1 (Admission) of the Higher Education Standards Framework (Threshold Standards) 2015.
- The Education Services for Overseas Students Act 2000 (ESOS Act)
- The National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018).

### **2. Scope**

This policy applies to all EIA international student applications.

### **3. Responsibility**

The Student Admission and Enrolment Manager is responsible for overseeing and implementing this policy, procedure, admission condition and outcomes.

The Student Admissions & Enrolment Officer is responsible for implementing the procedures and ensuring international students are aware of the requirement and comply with its requirements.

The Compliance Manager is responsible for approving CoEs.

The Academic Board is responsible for monitoring compliance with academic entry requirements.

### **4. Definitions**

CoE: Confirmation of enrolment

IELTS: International English Language Testing System

OSHC: Overseas Student Health Cover

PRISMS: Provider Registration and International Student Management System

TOEFL: Test of English as Foreign Language

VEVO: Visa Entitlement Verification Online

### **5. Requirements**

5.1 EIA process applications compliantly, effectively and efficiently:

- a. to encourage, support and promote student diversity and equal opportunity for all students. EIA staff and students will foster and maintain a welcoming, inclusive and respectful learning environment;

- b. to support students from under-represented, and disadvantaged or disabled groups including, but not limited to:
- People with disability
  - Aboriginals and Torres Strait Islanders
  - Women
  - People from non-English speaking background
  - People located in rural and remote areas
  - People who are long-term unemployed
  - to ensure applicants have the academic qualification and achievements required to meet entry standards into the course of study and do not have any limitations that might impede their progression;
  - to ensure that application have the required evidence of proficient the English language entry requirement.

5.2 EIA must:

- provide appropriate and relevant information to assist them to make informed decision about studying and living in Australia;
- list all documents and certification requirements required from the applicant;
- provide course information and entry requirements include English language;
- provide information about all their proposed studies and advise, including the potential for fees to charge;
- provide applicants with information including policies, arrangements and potential eligibility for credit for prior learning;
- supply information including policies on changes to or withdrawal from offers, acceptances and enrolments, tuition protection and refunds of charges;

5.3 EIA must:

- provide a copy of the Education Services for Overseas Students Act 2000 (ESOS) framework to the applicant before enrolment;
- not knowingly enrol a student applying for a course or intending to transfer before completing a six months study of a course at another provider except for the reasons stipulated in the National Code 2018 - Standard 7;
- Not actively recruit a student when doing so directly conflicts with its obligations under the National Code 2018 - Standard 7.
- provide a formal letter of offer if an application meets the entry requirements and is accepted;
- Issue the student acceptance agreement which provides information on all possible fees, complaints and appeals process, refund process, the reason(s) for deferring, suspending or cancelling a student's application, and other information as required by the National Code - Standard 3.
- issue a conditional letter of the offer when the application does not fully meet the entry requirements, but where the conditions are such that the student is likely to be able to fulfil them to meet the course entry requirements;
- not accept a course tuition fee from the applicant before receiving the signed student acceptance agreement;
- only accept applications for credit transfer in writing using the RPL / Credit Transfer Application Form;
- provide the reason(s) for rejecting a student's application in writing (email or letter to the student or agent).

## 6 Procedures

### Applying for Admission/Offer

6.1 All enquiring applicants must be directed to access the following information on EIA's website:

- Student Application Form (International)
- Student Handbook
- Course Factsheet

6.2 Applicants must complete the Student Application Form (International), sign and date where required and return it to EIA along with the following supporting documentation (where applicable):

- Evidence the applicant meets the academic entry requirement for the proposed course(s) of study as outlined in EIA's (name of the entry requirement document)
- Evidence the applicant meets the English proficiency requirement for the proposed course(s) of study as outlined in EIA's (name of the English proficiency requirement document)
- Passport
- For an applicant seeking course credit or recognition of prior learning (RPL) relevant supporting documentation as outlined in EIA's Course Credit and Articulation Policy and Credit Transfer and Exemptions Procedures. This may include: relevant academic transcripts, unit outlines and/or work history.
- For international onshore applicants: current Confirmation of Enrolment (COE), visa and study history.
- For international onshore applicants: Release confirmation from provider if currently studying in Australia and not yet completed six (6) months of the principle course of study.
- Any other supporting documentation deem necessary by EIA to conduct the Genuine Temporary Entrant (GTE) and Genuine Student (GE) assessments against the relevant criteria set by the Department of Home Affairs (DHA).

6.2.1 All supporting documentation must be certified by a person in Australia listed under the Statutory Declarations Regulations 1993-Schedule 2 or, for international offshore applicants, by the Commissioner of Oaths in your local district. All documents must be made available in English.

6.2.2 The application form and other required documents must be signed by the applicant. Application form and other required documents signed by a third party will not be accepted.

6.3 At its discretion EIA may consider other factors about an applicant if he or she does not meet the entry requirements. Verified evidence of these other factors must be included with the application. Other factors may include:

- Mature age applicant who are 21 years of age who do not have formal qualifications but seeking admission on the basis of their educational and skills development through work, life experience and informal study.
- Previous academic results such as Foundation studies or Vocational Studies

### **Application Processing**

6.4 The Student Admissions & Enrolment Officer must:

- review all student application,
- create an Application ID for each applicant,
- confirm and/or validate evidence provided by the student,
- complete the Student Application checklists and
- decide whether the application meets the entry requirements for the qualification in order to make an offer.

The Student Admissions & Enrolment Officer will:

- Assess the equivalence of the overseas qualification against the Australian AQF with the Overseas Qualifications Unit of Victorian government.
- Validate the IELTS or TOEFL statement with an accredited IELTS or TOEFL testing authority and the result against EIA entry requirements;
- Validate the applicant's age;
- Assess that the Application Form (International) has been completed, signed and dated;
- Assess and verify previous academic statements/ qualifications (Student must present their ORIGINAL certificate & certified translations, if required, on enrolment);
- The Student Admissions & Enrolment Officer may establish contact with the applicant to conduct the Genuine Temporary Entry (GTE) check and ascertain that students understand the learning requirements of courses offered by EIA.

### **Onshore Students or With an Existing CoE**

6.5 Applicants who are enrolled with or have CoEs from another provider must not be enrolled until they have completed the first six months of their principal course or have been officially released by the current provider.). The methods for checking if a student is enrolled with or has a CoE from another provider may include:

- Checking their Student Application Form which includes details of their current enrolment in other institutes in Australia;
- Checking the applicant's Visa Entitlement Verification Online (VEVO) account;
- Checking with the Department of Education and Training via PRISMS; Prior enrolment will be flagged on PRISMS if EIA tries to issue a CoE.

6.6 All the above methods will be applied to each student attempting to enrol onshore. Further discussion with the student will be required to resolve any issues. Otherwise, the application should not be processed.

### **Issuance of the Letter of Offer**

6.7 Eligible Applicants will be issued a Letter of Offer – Student Acceptance Agreement document from EIA in writing. The Letter of Offer will be valid for 90 days from the date of issue, or until the Enrolment Final Date of the applicable intake, whichever is first.

6.8 In the event that an application is not successful, the Student Admission & Enrolment Officer will provide the applicant with the reason(s) via email.

6.9 The Student Admissions & Enrolment Officer will send the Letter of Offer – Student Acceptance Agreement to the eligible applicant or their education agency along with the following documents:

- Student handbook
- ESOS Framework factsheet for international students
- Course factsheet

6.10 If the applicant has only partially met the entry requirements, Letter of Offer – Conditional will be sent to the applicant/their education agent, which will show the conditions to be met before issuing the Letter of Offer.

6.11 On their application form students will be asked to identify whether they belong to any particular sub-groups, including but not limited to students with a learning disability, Aboriginal or Torres Strait Islander students, students with mental health issues etc. Students will also be advised to fill out the Academic Skills and Learning Adjustment Registration Form when they apply.

6.12 The Student Admissions and Enrolment Officer must notify the Academic Learning Support Officer (for academic matters) and the Welfare Support Officer (for non-academic matters) about any applicants that belong to identified sub-groups.

6.13 When the students commence their studies at EIA, the Academic Learning Support Officer and the Welfare Support Officer must meet with each student and provide Study Support Plans specific to their respective areas.

- 6.14 If after consideration of any other factors the applicant is deemed not to meet the entry requirements, the applicant is informed in writing of the decision and its basis.
- 6.15 If a student has a satisfactory IELTS, or an international recognised English test (TOEFL, Pearson PTE, Cambridge CAE) results (listed under entry requirements), the applicant will be offered a place in the chosen course.
- 6.16 If an applicant cannot produce a satisfactory IELTS or an international recognised English test score, the applicant will be advised to enrol in an English (ELICOS) course and work towards achieving an IELTS score. The applicant will be informed of the duration and costs of the English course that is recommended to complete to meet the English requirement.
- 6.17 EIA maintains the right to determine and impose the entry requirements that include a certain level of English language skills and required an applicant to demonstrate these. This applies to the visa eligibility for the country assessment level published by the Department of Home Affairs. Any evidence supplied in support of an application under this rule would require original copies of reliably authenticated evidence. Generally, an IELTS test will not be required in the following situations:
- Students who have been schooled in an English-speaking country (New Zealand, Canada, South Africa, Republic of Ireland, United Kingdom, United States of America);
  - Students who have completed a minimum two-year study in a higher education course, using English as the main medium.
  - Students who completed an ELICOS course recognised by EIA for direct entry

#### **Paying a Deposit Payment**

- 6.18 Applicants wishing to accept the offer must sign and date the last page of the Student Acceptance Agreement and return it to EIA and pay the fee requested in the Letter of Offer along with any required supporting documentation. A deposit fee can only be collected after the receipt of the signed Letter of Offer - Student Acceptance Agreement. Students wishing to defer must lodge an application in accordance with EIA's Enrolment Policy and Procedure.

#### **Issuance of Confirmation of Enrolment (COE)**

- 6.19 International students will be issued a COE to apply for their student visas only upon receipt of their signed Letter of Offer – Student Acceptance Agreement document, payment of the required initial deposit and evidence that any conditions stipulated on the Letter of Offer are met. The expected course duration on the COE must not exceed the CRICOS registered duration of the course.
- 6.20 The staff member who create a CoE must check location capacity prior to issue any CoE. If the site capacity reaches 80%, the issue must be reported to the Compliance Manager. The Compliance Manager will table the issue at EIA's senior staff monthly meeting for a resolution.
- 6.21 Before approving a CoE, the Compliance Manager will check the PRISM's location capacity to ensure it will not exceed the approved capacity.
- 6.22 For a credit transfer and exemption application, a CoE with a reduced duration toward graded credit will be issued according to the Credit Transfer and Exemptions Procedures.

### **7. Orientation**

- 7.1 Once the student visa has been granted, students will be notified of the dates of Orientation Day and course commencement and given a pre-arrival pack. Students will receive a letter informing them of:
- a. Date, time and venue for the Orientation
  - b. Documents to bring to the Orientation including:
    - Original passport;
    - Evidence of visa granted;
    - Original academic documents;

- Original proof of English proficiency;
- Evidence of OSHC.

7.2 The Welfare Support Officer will provide an Orientation Plan, conduct Orientation and collect the signed Orientation Checklist (Orientation Plan) from the students. The Welfare Support Officer will ensure the Orientation Checklist is complete. The Orientation Program will include but is not limited to:

- Tour of EIA
- Key contacts
- Course information
- Student Support Services
- Payments and refunds

7.3 The Student Admissions and Enrolment Officer will place all documents in the student's file and check all information is present and validated (where relevant), then sign off against the Student File Checklist. Copies of all student acceptance agreements along with details of any fees and refunds are to be retained for two years after the cessation of a students' study.

## 8. Incomplete or false information and fraudulent documents

In case a student has been granted an offer or permitted to enrol in a course by providing, inaccurate or false information, EIA reserves the right to withdraw the offer and cancel the student's enrolment.

## 9. Non-commencement

Students who fail to commence their course of study within the period as specified in the Letter of Offer and not granted for a deferment of study, will be deemed to have forfeited their offer. In this case, EIA will notify the Department of Home Affairs (DHA) by cancelling the COE. This may lead to a student's visa being cancelled.

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Version Number	Amendments
2.0 (approved on 19/05/2020)	<ol style="list-style-type: none"> <li>1. Add provisions for considering evidence to meet academic and English requirements</li> <li>2. Add requirement to issue a reduced CoE for RPL applicants receiving successful outcome</li> <li>3. Remove the reference to payment plan calculation as it is an automate process.</li> <li>4. Revise the sequential order in issuing offer, received sign acceptance agreement, issuing CoE.</li> </ol>

2.1 (approved on 19/05/2020)	Change company name to Edvantage Institute Australia (EIA); update responsibility
2.2	1. Add responsibility of approving CoE 2. Add two control points when issuing and approving CoEs to ensure EIA will not exceed its approved capacity