

1. PURPOSE

This policy governs the enrolment of international students by Pioneer College. These services are delivered in compliance with:

1.1 STANDARDS FOR REGISTERED TRAINING ORGANISATION 2015 (SRTOs 2015) SPECIFICALLY:

- Clause 4.1—Provide accurate and accessible information to prospective and current students.
- Clauses 5.1 to 5.3 and 5.4—Informing and protecting students:
 - Prior to enrolment or the commencement of training and assessment, whichever comes first, the 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 the individual learner, either directly or through a third party, the RTO provides or directs the learner to information prior to enrolment or 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 or changes to existing third party arrangements.

1.2 STANDARDS 2, 3 AND 8 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.

The written agreement must adhere to all requirements in the ESOS Act, and additionally, must include the following information in plain English:

- outline 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
- outline any prerequisites necessary to enter the course or courses, including English language requirements
- list any conditions imposed on the student's enrolment
- list all tuition fees payable by the student for the course, the periods to which those tuition fees relate and payment options (including, if permitted under the ESOS Act, that the student may choose to pay more than 50 per cent of their tuition fees before their course commences)
- provide 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
- set out 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
- outline the registered provider's internal and external complaints and appeals processes, in accordance with Standard 10 (Complaints and appeals)
- state 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
- only use links to provide supplementary material.

Refund information: The written agreement must include detailed information on refunds. For more information, you can check out Pioneer College's Refund Policy and Procedures.

Acceptance of course money

- Fees will not be accepted from a student until the student has signed and accepted the written agreement.
- Payments received before the signed agreement will not be processed, and the student will be notified.
- The offer letter will clearly instruct students to submit the signed agreement before making any payment.
- Copies of signed agreements and payment receipts will be kept for at least two years after the student finishes their studies.
- Pioneer College will not accept more than 50% of the student's total tuition fees for a course before the student has begun the course. Unless the student wishes to pay the course in full.
- If the student receives RPL or credit transfer, they will be informed about the reduced course duration.
 - Pioneer College will ensure the CoE is issued for the reduced duration.
 - Pioneer college will report any change in course duration in PRISMS if RPL or course credit is granted after the student's visa is granted.

2. RELATED DOCUMENTS

- Refund Policy and Procedure
- Deferral, Suspension and Cancellation Policy
- Recognition of Prior Learning (RPL) and Credit Transfer (CT) Policy
- Marketing Policy and procedure
- Complaints and Appeals Policy and Procedure
- Course Flyers
- Student Support Services Policy and Procedure
- Code of Conduct policy
- International Student Handbook

3. RELATED LEGISLATION

- Standards for Registered Training Organisations (RTOs) 2015
- 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)

4. SCOPE

4.1 This policy applies to all staff, trainers, agents and prospective and current international students at Pioneer College.

4.2 This policy covers the enrolment process and activities undertaken by Pioneer when a prospective international student applies to enrol in a course with Pioneer.

5. RESPONSIBILITY

5.1 The Marketing Manager and Student Service Supervisor are responsible for the enrolment of Students at Pioneer College

6. DEFINITIONS

CRICOS	The Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).
ESOS Act	The Education Services for Overseas Students Act 2000 of the Commonwealth of Australia.
National Code 2018	The National Code of Practice for Providers of Education and Training to Overseas Students 2018, established pursuant to Part 4 of the ESOS Act.
Principal Course	The principal course refers to the main/highest level course of study to be undertaken by the international student where a student visa has been issued. The principal course of study is typically the final course of study where the international student is granted a student visa to study multiple courses in Australia.
SRT0 2015	The Council of Australian Governments (COAG) Industry and Skills Council agreed to new regulatory standards for training providers and regulators—the Standards for Registered Training Organisations (RTOs), 2015. The <i>SRT0 2015</i> ensure nationally consistent, high-quality training and assessment across Australia's vocational education and training () system. Compliance with <i>the SRT0 2015</i> is a requirement for all ASQA registered training organisations.

7. POLICY PROVISIONS

7.1 This policy sets out the standards and procedures Pioneer follow to ensure compliance requirements set out in the SRT0s 2015 and the National Code 2018 to enable prospective and current students to make a well-informed decision regarding their study and enrolment opportunities at Pioneer. Pioneer College will ensure that prior to the student enrolling in or commencing a course of study at Pioneer, they will be provided with, or

access to, current and accurate information regarding Pioneer’s courses, services and relevant policies and procedures – this information will be provided via e-copy (an attachment or a link), or via the Pioneer website or via a third party, including an education agent.

7.2 In addition, and prior to enrolment or the commencement of training and assessment, Pioneer 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 to enrol, and
- Provide students with a written agreement that sets information such as (but not limited to) the course details e.g.: duration (including Terms and breaks), support services and services provided, tuition and non-tuition fees payable and refund, complaints and appeals policies.

8. PROCEDURE

To meet the compliance requirements, set out in the *SRTOs 2015* and the *National Code 2018* in relation to the recruitment of students before enrolment (Standard 2) and the formalisation of enrolment (Standard 3), Pioneer will undertake the following:

8.1 Prior to Enrolment: Provide to the prospective student accurate, comprehensive, current, and plain English information which explains:

- **Academic Requirements:** Applicants will be required to satisfy the academic requirements for enrolment into a course, applicants must meet the following entry requirements, depending on AQF level they intend to apply:
 - **For Certificate III qualifications:** Successful completion of Year 10 in their home country equivalent to an Australian Year 10 qualification.
 - **For Certificate IV qualifications:** Successful completion of Year 11 in their home country equivalent to an Australian Year 11 qualification.
 - **For Diploma and Advanced Diploma qualification:** Successful completion of Year 12 in their home country equivalent to an Australian Year 12 qualification.

- **English Language Requirements:** Applicants will be required satisfy the English entry level requirements for enrolment into a course, applicants must meet the following English requirements:
 - IELTS band score of 6.0
 - Equivalent English Language tests (TOEFL, PTE, CAE, etc).
 - LLN assessment (conducted at the time of enrolment by sending a link to the LLN Robot via email to the student.)
 - Some students may have to go for a ELICOS training before being admitted into the Pioneer program.

Note: In addition, all students must be 18 years of age or over at the time that they commence the course for which they have applied.

- **Additional Enrolment Requirement:** In addition to the enrolment requirements stipulated above, the following additional requirements which applicants are required to meet in order to verify their identity and demonstrate their capacity for enrolment in the course. These may include, but are not limited to:

For Offshore students:

- Identification document (certified true copies) (Birth Certificate/Passport);
- Copy of academic transcripts
- English proficiency depending on country of application and course level requirements
- Submission of supplementary information / forms (if required).
- Fulfil the Genuine Student Criteria
- Statement of Purpose
- Financial Viability

For Onshore students:

- Identification document (Certified True Copy) of Birth Certificate and or Passport;
- International Students to provide a copy of their Student Visa prior to course commencement; (for onshore international students)
- Proof of health cover (for onshore international students)
- Copy of academic transcripts (for onshore and offshore international students)
- Submission of supplementary information / forms (if required).
- Fulfil the Genuine Student Criteria

- Statement of Purpose
- In case a student is already enrolled in a different program with any other institution and prefers to join a program being offered by Pioneer, he must get a release letter from his / her current institute (normally after minimum 6 months of study in his principal course).

8.2 Submission of Application

- Registered Education Agents: The prospective students to complete and sign Pioneer's application form in person or electronic copy to admin@pioneercollege.edu.au and provide attested copies of academic and additional requirements.

8.3 Application Verification and Check

- All applications are to be reviewed and checked by the Student Support Supervisor or a Pioneer nominated staff member. Applicants who apply to undertake a course of study at Pioneer must submit documentary evidence that demonstrates they meet the published enrolment entry requirements (including English proficiency) for their chosen course. –All relevant and required attested documents with Pioneer College enrolment application form must be presented to the Admin Staff, the Education Agent or a nominated Pioneer staff member. Qualifications submitted in a language other than English must be accompanied by a certified copy of the official translation. Where there is any doubt about the authenticity of any documentation provided, the—nominated Pioneer staff member may correspond with the document issuer or the student to seek further information and/or to make further relevant enquiries.

All completed Student Enrolment Applications submitted to Pioneer College will be reviewed, validated and check for correctness by the Student Service Supervisor or a nominated Pioneer staff member.

8.4 Initial Check of Applications (Step 1)

- All Student Enrolment Applications received at Pioneer College will be initially checked by the Supervisor, Student Services using the "Student Enrolment Checklist" regarding, but not limited to:
 - Check the application has been completed correctly, that all required field have been entered, and supporting documentation/evidence is

attached,

- The student has completed and acknowledged that they have met all required enrolment entry requirements,
 - A certified/verified copy of the student's passport is included, and details entered (for international students).
 - A verified copy of the student's English language test or evidence of their English language proficiency,
 - A certified/verified copy of the student's qualifications and academic records/transcripts,
 - A copy of the students current OSHC (If student is onshore),
 - Student is 18 years of age or older,
 - A copy of the student's Genuine Student criteria
 - A copy of the students Statement of Purpose, and
 - A copy of the student's financial viability (for offshore international students).
- Where the student's application is **found to be lacking** e.g.: incomplete, incorrect and/or missing /no supporting documentation and/or evidence attached, and not verified and/or certified where applicable:
 - The Admin(or an appointed student services Officer) is to contact the student via email directly to the students appointed Education Agent (CC the students registered personal email address), or where the student does not have an appointed Education Agent – contact the student directly the students registered personal email address detailing all areas of the students Enrolment Application that is not completed, inaccurate or missing – and request corrective action be taken/provided within 72 hours or as directed in the email, and
 - Advised the student and/or their Education Agent that the application will be filed and no further action taken if resolution has not occurred after two (2) further attempts by Pioneer College.
- Note:** details of all contact made with the student and/or Education Agent must be retained on the Student/Application record.
- If Application is completed **correctly** and all supporting documentation and evidence is attached and verified/certified as applicable:
 - The Admin, Student Services is to pass the Students Enrolment

Application, all supporting documentation/evidence and the initially completed College Student Enrolment Application Checklist on to the Student Services Supervisor for their further checking, assessment and action.

8.5 Application Final Review and Action by Student Services Supervisor (Step 2)

- Create applicant file in Pioneer College Student Management System
- Allot a student ID
- Conduct a final check of the following:
 - Check Application for correctness and completion,
 - Check documentation is attached and verified/certified correctly as applicable,
 - Check application for Credit transfer (CT) or Recognition of Prior Learning (RPL) and required evidence/documentation is attached and verified/certified (if applicable),
 - The student is 18 years of age or older,
 - Check that the student has evidence/documentation to demonstrate the required level of English proficiency – and is verified/certified, and
 - Check that students’ academic level is appropriate and evidence provided to support the enrolment requirements.
- Ensure that the “*Student Enrolment Checklist*” has been completed correctly and all evidence/documentation is present, then
- Arrange an interview to be held with the applicant and the Student Service Supervisor (where required)

8.6 Outcome of Application (Approved)

The Admin is to Issue the Applicant with a Pioneer College ***Letter of Offer*** valid no longer than 28 (twenty – eight) working days.

Pioneer College may make unconditional or conditional offers to enrol applicants as appropriate (for example payment plan agreed by Students). ***Acceptance of an Offer to Enrol*** shall be taken to constitute acceptance by the applicant of all published enrolment terms, conditions and relevant codes and regulations associated with enrolling into a course of study with Pioneer College.

Initial payment received will be process by Pioneer Accounts department for no longer than 7 (seven) working days.

- Confirmation of Enrolment

Pioneer College on receipt of a signed and completed student Acceptance of an Offer to Enrol and initial payment received will then finalise the student's enrolment once a final check of the following conditions has been confirmed as met:

- The student *Acceptance of an Offer to Enrol*, has been received at Pioneer College and has been signed/acknowledgement completed by the student,
- The student has paid the minimum required amount payable as indicated on the Letter of Offer, and Pioneer has documents confirmation of having received this amount paid directly into the nominated Pioneer College bank account or Bank Draft.

Once the above requirements and conditions have been met and confirmed, Pioneer will issue an electronic Confirmation of Enrolment (eCOE) through PRISMS. The eCoE is the official document confirming the student's enrolment at Pioneer College for the nominated course/s of study as per the Pioneer Letter of Offer sent to the applicant and the signed Pioneer College's Students *Acceptance of an Offer to Enrol*

8.7 The "**Letter of Offer**" and the "**Student Acceptance Agreement**" will include the following information at a minimum:

- An outline of each course or courses in which the student is enrolled, with the CRICOS course code and course duration,
- the expected course starts date and Last date,
- the location(s) at which the course will be delivered,
- the offered modes of study for the course, including compulsory work-based training and placements if any,
- any Course pre-requisites and/or entry requirements necessary to enter the course or courses, including English language proficiency and academic level requirements as 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 Pioneer, students must notify their college of any changes to contact details and/or who to contact in emergency situations within 7 (seven) days of the change,
- concurrent course enrolment with statutory declaration in case concurrent enrolment is permitted and the implication of the student commitment while agreeing to the concurrent course.
- 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

- The following links, access and copies of relevant policies, procedures, course information and documentation will be provided to the student including, but not limited to:
 - Code of Conduct policy,
 - Deferral, Suspension and Cancellation Policy,
 - Complaints and Appeals Policy and procedure,
 - The International Student Handbook,
 - Course Flyers and outlines,

8.8 Outcome of Application (Not Approved)

The Admin is to advise the applicant of the outcome of the Application to Enrol at Pioneer College via a College Letter – sent via email is acceptable (CC the applicants Education Agent where applicable) and ensure the applicant letter advises the applicant of their right to appeal the decision including details on where/how to access the appeal policy and procedure.

8.9 Student Release Authorisation

As required in the National Code 2018, Pioneer College will not knowingly accept enrolment and/or enrol a student who is seeking to transfer from another provider prior to the student completing their six months of study in their principal course of study. Under the National Code 2018, the following conditions may be considered as acceptable grounds for an exception to this legislated requirement:

- 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 and/or has confirmed the students release approval within the students record on PRISMS
- 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
- 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.
- Pioneer College staff will follow the Pioneer College when assessing students' applications to enrol at Pioneer and who are known to be requesting to transfer from another provider, see Pioneer "Student Transfer Policy" for more details.

NOTES:

- 1. Each student is to provide their relevant documented evidence and supporting documentation for their application to enrol /Transfer which must be directly relevant to the above stated conditions.**
- 2. Pioneer College will review each student's application and supporting evidence/ documentation on a case-by-case basis and each case will be assessed on its own merits.**

8.10 Enrolment and Student Management

The Supervisor, Student service is to ensure that the student information and data is current and accurate and entered into the Pioneer College Student Management system (SMS) and that all student records, information and documentation is saved and maintained on the student record at all time in accordance with the SSRTOs 2015 and National Code 2018.

8.11 Student Orientation

The Supervisor, Student services will liaise with the Academic Manager/PEO and Marketing Manager to ensure that the Pioneer College Student Orientation Program is current and accurate and relevant to each intake and/or students' enrolment and needs, and the program to be delivered to students contains information that includes, but is not limited to the following:

- 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 process 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.

Please refer to the Pioneer College Student Orientation Policy and Procedures for further information.