

International Admissions and Enrolment Policy

Institution	Concord English College
Policy Name	International Admissions and Enrolment Policy
Policy Governance	PEO
Reference to Standards	National Code 2018 – Standard 2, 3.6 and 8.2
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1. Purpose

Concord English College establishes this policy to ensure that international students are admitted and enrolled into courses that are best suited to their needs and aspirations and are made aware of their rights and responsibilities before they accept their enrolment as a student.

2. Definitions

Concord/The College: Concord English College

Pre-requisites: Any requirements that the candidate must meet prior to being accepted in a course.

Course: A course listed on the CRICOS and that The College is registered to deliver. The course that the student will follow.

eCoE: Electronic confirmation of enrolment

3. Policy

3.1. The International Admissions and Enrolment Policy facilitates the selection of international students who are able to succeed in their chosen course.

3.2 Students are enrolled in courses that best align with their aspirations, individual choices and learning needs.

3.3 The admissions process is applied in a fair, objective and consistent manner.

3.4 The admissions and enrolment process comply with all relevant legislative and regulatory requirements.

- 3.5.** The College will accept applications either directly from applicants or via a registered Agent.
- 3.6.** The College will not enrol any students under the age of 18 years of age (on the eCoE course start date).
- 3.7.** The College will assess all applications in a fair and equitable manner whilst ensuring that the applicant meets the entry criteria for the course for which they are applying.
- 3.8.** The College will enrol the applicant only in courses that address the applicant's current knowledge and skills requirements and them to achieve their further study or future aspirations.
- 3.9.** The College will assess all applicants English Language proficiency, educational qualifications (or work experience if applicable) and ensure its sufficient to enable them to enter the course
- 3.10.** The College will retain records of all written agreements as well as receipts of payments made by students under the written agreement for at least 2 years after the student ceases to be an accepted student
- 3.11.** The College will not recommend an expected duration of study for a overseas student's eCoE which will exceed the CRICOS registration duration.
- 3.12.** Prior to accepting an overseas student (or intending overseas student) for enrolment, The College will develop it's marketing materials and student information (in comprehensive, current and plain English) and ensure the following is provided:
 - a) the requirements for acceptance into a course, including the minimum level of English language proficiency, educational qualifications or work experience required (if applicable)
 - b) CRICOS course code, course content, modes of study for the course including compulsory online and/or work-based training, placements, other community-based learning and collaborative research training arrangements, and assessment methods
 - c) the course content, duration and holiday breaks,
 - d) course qualification, award or other outcomes
 - e) campus location and description of facilities, equipment, and learning resources available to students;
 - f) details of any arrangements with another registered provider, person or business to provide the course or part of the course (if applicable);
 - g) indicative course tuition and non tuition fees including advice on the potential for fees to change during the student's course and The Colleges cancellation and refund policies;
 - h) information about the grounds on which the student's enrolment may be deferred, suspended or cancelled;

- i) the ESOS framework including official Australian Government material or links to this material online;
- j) relevant information on living in Australia, including:
- k) indicative costs of living in Australia and accommodation options;
- l) where relevant, schooling obligations and options for school-aged dependants of intending students, including that school fees may be incurred. ESOS information and link to website

The College will not knowingly recruit an onshore student in contravention of the National Code.

4. Responsibility

The Marketing Manager is responsible for the International Admissions and Enrolment Policy.

5. Procedure

- 5.1.** Applicants must complete a Student Application Form, which must be signed and dated.
- 5.2.** If the applicant is under 18 then a parent or guardian must sign the form before it can be accepted. If this has not happened, then the form must be returned to the parent/guardian for signature.
- 5.3.** If the applicant is onshore at the time of the application (i.e. is /has been a student at another College/RTO), then the International Student Transfer Policy must be followed prior to considering the academic requirements.
- 5.4.** If an applicant does not meet the entry requirements then they will normally be issued with a Conditional Offer requiring them to meet the minimum level (and provided evidence of attainment).
- 5.5.** The student's study plan must reflect the actual learning requirements or choices of the student.
- 5.6.** The revised course durations and revised course fees in all of these instances must be specified in the written agreement and noted on the electronic Confirmation of Enrolment (eCoE).
- 5.7.** All documentary evidence must be provided initially as certified copies and if not originally written in English, must be accompanied by a certified translation.
- 5.8.** All enrolled students will be notified of changes to delivery location or deliver arrangements (such as subcontracting or auspice arrangements) 20 days prior to course commencement.

6. Initial Application

6.1. Applications for courses

If an applicant wishes to study an English course, he/she needs to present either an IELTS certificate (less than 2 years old and original must be brought to enrolment) showing current English level or undertake The College's English Placement test (there is no English minimum entry level requirement for General English Course). The College's English Placement test is conducted at enrolment for General English Students (no dictionaries/phones are allowed). Applicants interested in the IELTS course must either;

- a) present an IELTS certificate (less than 2 years old and original must be brought to enrolment) to obtain their offer letter, or
- b) undertake The College English Placement Test on campus or at an authorised agent

The table below shows the minimum English entry levels required for IELTS courses:

	IELTS Course Int Level	IELTS Course Upper Int Level	IELTS Course Advanced Level
English Level Requirement	IELTS 4.5 or Intermediate level on the College's English Placement Test	IELTS 5.0 or Upper-Int level on the College's English Placement Test	IELTS 5.5 or Advanced level on the College's English Placement Test

6.2. English Testing Procedure

For courses which have a minimum English level for entry (IELTS), applicants will need to provide evidence of their English skills or sit The College English Placement Test to confirm the applicant has the required English skills (Intermediate or above). The College staff or authorized agents must ensure that:

- a) the applicant is always supervised whilst taking the test
- b) the applicant does not use any dictionaries, telephones while doing the test
- c) no friend or staff has assisted the applicant
- d) time limits on the test are carefully observed

Once the English test is completed, they will scan and email the test to The College where the Academic Manager will assess the results. A speaking test (over the phone) may be conducted if required.

If the applicant has the English skills required for IELTS entry, the student will be informed that they can directly enter. If the applicant's English skills are lower than the entry level, the applicant will be advised to study "X" weeks of General English before being able to enter their next course.

6.3. Transferring Student

If the student is a transferring student, or if The College has reasons to believe so, then a check should be carried out on PRISMS to ascertain status and ensure that this does not conflict with information The College has received to date. If there is a conflict, which cannot be resolved through discussions with the student and/or agent then the enrolment should be refused and the applicant can then apply for a refund. A note should be put on PRISMS.

6.4. Issuing an Offer

Following review of the application and associated documents in line with the process map, the officer will enter the details including any conditions into the student database system.

The officer will then generate a combined Student Offer Letter and Agreement for the applicant. Documents received will be scanned into the electronic database.

7. Applicant accepts offer

7.1. Receipt

To accept an offer the applicant must return the following:

- a) Completed and signed student agreement

- b) Credit card payment form (completed and signed) or Telegraphic Transfer Form (completed) or cash payment or other payment evidence
- c) Copies of any other documentation requested.

The credit card payment form will be sent to Finance Department for processing. If the payment is not processed Finance must notify Admissions as soon as possible. If a transfer has been arranged, then Finance is to check that it is complete.

7.2. Issuing eCoE

Approved applications will now have an eCoE issued through PRISMS. The eCoE will be sent to the applicant or agent for the individual to apply for Student visa.

7.3. Arrival at The College

On arrival at The College, this process will be complete.

8. Cancellation/withdrawal offer

The eCoE is issued on the basis that the funds transfer has taken place. If the transfer is found not to have happened after relevant enquiries have been made, the offer will be withdrawn.

If subsequent enquiries or information shows that the documents used as evidence are not genuine then the offer will be cancelled and withdrawn.

In either case the eCoE will be cancelled and the student and/or agent notified.

8.1. Applicant / student wishes to withdraw

See Deferment, Suspension and Cancellation Policy

8.2. Visa Refusal

If an applicant's visa is refused after the eCoE has been issued, any payments made will be refunded in accordance with the refund policy and the student's eCoE will be cancelled as soon as practicable.

9. Non commencement of course

If a student fails to commence their course once a eCoE is issued, all endeavours will be made to contact the student via phone, email agent (if applicable). If the student still cannot be contacted for 14 days from the eCoE commencement date, the student will be reported for non-commencement on PRISMS

10. Student File



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On receipt of an application a student file will be set up and a checked. All correspondence, certificates and eCoE activity will be recorded in this file. In addition, a record will be created on the student database and will be updated as appropriate.