

Formalisation of Enrolment

Procedure

Table of Contents

1. Purpose
2. Scope
3. Policy Statement
4. Related Policies and Procedures
5. Related Forms
6. Policy Owner and Delegated Authority
7. Approval Personnel
8. Approval Date
9. Definitions

Issue Date:	Issue History:
August 2014	Initial release (V1.0)
September 2015	Reviewed (V1.0)
October 2016	Reviewed and updated (V1.1)
August 2017	Reviewed and revised (V1.2) Director of Quality Assurance removed
February 2018	Reviewed and revised (V2.0) Changed DIBP to DoHA

Parent Policy Title	Formalisation of Enrolment Procedure
Procedure	<p>Cambridge International College (WA) will:</p> <ul style="list-style-type: none"> - Assess a student's English Proficiency level requirement for VET to ensure they have adequate skills, knowledge and ability to meet the requirements of their desired qualification; - Provide accurate and ethical marketing material and pre-enrolment information that enables them to make confident and appropriate decisions about the courses offered; - Determine if the student has any need for reasonable adjustment at the time of enrolment to allow training programs to be efficiently delivered; - Ensure there are no barriers for people with a disability; - Provide comprehensive administrative support services that allows the student to complete enrolment efficiently and commence training at Cambridge International College (WA) - Inform prospective students about alternate pathways to training such as gaining credit for current competence or recognition of prior learning pathways. - Direct the student to CIC website for information on the ESOS Act and other relevant legislation. <p><i>Note: Also Refer to the Fees and Refund Policy</i></p> <p><u>Student Enrolment Procedure</u></p> <p>The following steps are to be followed when enrolling a new student: On initial contact, the student is to be informed of the Cambridge International College (WA) training and delivery mode. The student will be provided with CIC brochure outlining the training program content, qualification delivery mode and fees. The student will also be directed to the student handbook and website for further information on CIC policies and procedures, ESOS Framework, TPS information, fees and charges and course outline, policies and other relevant forms.</p> <p>Step 1 – Completing the International Student Application Form by prospective student. The Student Admission Department (AD) ensures ALL required fields have been filled in, including student date of birth and details of all current and completed studies with accurate dates and course providers. The Admission Department need to make sure that there is:</p> <ul style="list-style-type: none"> - Completed application form with applicant signature. - Verified copies of academic qualification and transcripts. - Verified copies of English Language proficiency (where appropriate), and - Copies of passport (main page and visa page where appropriate). - Letter of offer and details for payment of tuition and other fees sent to student prior to written agreement acceptance. <p>Step 2 - Providing Supporting Documentation</p> <p>The Admission Department will check and verify the documents submitted by the student. AD is required to stamp all copies as original sighted. The admissions officer checks the student visa condition and if required, provides the student with any other supporting documentation with the application. The admissions officer may contact or email either the education agent and/or the student.</p> <p>Step 3 – Applying for Credit Transfer and/or RPL. At the time of enrolment if the student admission officer finds that enrolled students is eligible for or applies for credit transfer or RPL, the result and qualification transcripts will be forwarded to Director of Studies for each qualification or unit. The Director of Studies assesses the eligibility of the application and advises student admission officer</p> <p>Or</p> <p>If an applicant is applying for Credit transfer or RPL they are required to attached the application for CT or RPL form with the application, detailing all subjects they have successfully completed and certified copies of qualifications and academic transcripts as supportive evidence.</p> <p>Step 4 – Student enrolment application completed</p> <p>Step 5 – Student Admissions officer will check student visa status and study rights prior to issuing the offer letter.</p> <ul style="list-style-type: none"> --- If student provides only the only visa grant number, student service officer will verify the student visa status through VEVO (Visa Entitlement Verification Online) --- In case of any changes in the student visa status e.g. cancellation, refusal etc. student admission officer will immediately contact student via phone or emails to provide updated visa for study

purpose.

--- Student admission officer collects the relevant evidence for the visa cancelation or refusal
 --- Student admission officer generates a report through PRISMS to check the student visa status and act in accordance with the Cambridge International College (WA) policies and procedures and DoHA, ESOS Standards for overseas students.

--- In case a student is unable to provide a valid reason for his/her visa cancellation, the student admission officer will cancel the student enrolment with Cambridge International College (WA).

Verification of Documentation

Admission department will verify the certified copies, together with English translations (where appropriate), of documentation included in application for admission must be appropriately verified. The Admission department must sign up and print their name clearly, include the date and official stamp or seal of the admission department of CIC. Where there are doubts about a student's claimed academic credentials, CIC will contact the issuing institute for verification of documents.

Step 6 – Admission Department will assess the application and issue an offer letter.

Step 7 – Student offer letter issued and Acceptance agreement sent to the student/Agent.

Step 8- Student accepts offer and signs acceptance agreement (written agreement).

Step 9- CIC receives acceptance agreement

Step 10 – Student pays the tuition fees

Step 11 – eCoE is issued.

Applicants who do not satisfy any of the CIC course requirements or eligibility requirements may seek entry into a course under special admissions provisions or conditional enrolment.

--- An applicant who does not meet a course or entry requirement criteria may apply for entry due to reasons of disadvantage.

--- Disadvantage includes but is not limited to:

--- An applicant seeking entry into a course on the basis of disadvantage should speak to the course coordinator prior to submitting their application for entry to determine what supporting documentation is required to support the application.

--- The course coordinator will make recommendations based on a range of methods such as:

--- Portfolio of evidence that will demonstrate a reasonable likelihood of success in the course of study; and/or

--- Additional English language course; and / or

--- An interview; and/or

--- Supporting evidence in the way of documentary proof of disadvantage, such as medical or relevant certificate, statutory declaration. The Admissions Department (AD) will identify the student need during the pre-enrolment assessment. The Admissions Department (AD) will negotiated with the student and put in place before the commencement of the training program which suitable for student. If there is any uncertainty about the student's enrolment information, they will be contacted by phone, agent or student to clarify their support requirements and intentions of commencement date before issuing eCoE. Once the student has completed the application form, the student/agent can send it to CIC by Email: admissions@cambridgecollege.com.au or hand it in at VET Reception. If a student missed any questions, the AD will ask you to complete these before your application will be submitted. After the application is received, the Admission Department will review the eligibility and an offer will be made.

The student needs to review the offer and acceptance is made by signing the written agreement. Once CIC receives the agreement, students need to deposit the fees so that an eCoE can be issued by CIC

Refunds policy

1) Refund applications must be made in writing to the Institute. Funds will be refunded within 14 days of receipt of a written application and will include a statement explaining how the refund was calculated.

1.1 Tuition Fees

Withdrawal at least 10 weeks prior to agreed course start date	90% tuition fee refund
Withdrawal at least 4 weeks prior to agreed course start date	75% tuition fee refund

Withdrawal less than 4 week to agreed course start date	50% tuition fee refund
Withdrawal on or after the agreed course start date	No refund on 1 st study period
Withdrawal on or after the agreed courses start date and at least 10 weeks to agreed course start date for subsequent study period(s)	80% tuition fee refund.
Withdrawal on or after agreed VET course start date	No refund on Pathways to higher education deposit.
Withdrawal notified in writing and received by the CIC after course commencement and less than 4 weeks for 2 nd Study period	No refund of current course tuition fees. No refund on higher education pathway deposit
CIC found false or fraud documents submitted for GTE application or Visa refused due to fraud documents submission	No refund on deposited amount.

Note: For detail refund refer to Refund policy

(<http://cambridgecollege.com.au/melbourne-current-students/>)

Letter of Offers

1. Letter of offer must be printed on CIC letterhead and emailed or posted to the applicant or applicant education agent.
2. Letter of offer must includes;
 - i. The amount of tuition fees for the entire course
 - ii. Invoiced detail, and require pre---paid amount details
 - iii. Start date, end date and length of the course
 - iv. Orientation date
 - v. Commencement date
 - vi. Location
 - vii. Clearly mentioned the study period and length of each study period
 - viii. Course CRICOS code and name of the course
 - ix. CIC CRICOS code
3. Letter of offer specifies any conditions of an enrolment placement.

Acceptance of a Place

1. Student must sign Enrolment Form and acceptance of place before or at the time of payment of fees.
2. Student must meet a condition/s as stated on their offer letter before eCoE can be issued.
3. The designated staffs at CIC to accept the letter of offer and Enrolment Form are from Admission Department.
4. Student is required to pay fee due in advance and OSHC before Confirmation of Enrolment (eCoE) is issued.
5. Payment maybe made either by bank draft or telegraphic transfer (direct transfer) in to CIC Account.
6. The eCoE can be issued when copy of bank draft or receipt of payment at bank is received with other required documents.
7. In case of a student studying ELICOS, they are required to pay their ELICOS and their first semester's tuition fee.
8. The eCoE is issued to the student's closest DoHA office within 14 days of student accepting offer.

	<p>Enrolled Students Changing Course</p> <ol style="list-style-type: none"> 1. Students must complete a new application form. 2. Student must sign a variation to existing acceptance agreement (written agreement). 3. Student completes a new enrolment form, which is to be signed by CIC admin staff. 4. On receipt of the signed Enrolment form and written agreement for new course create new eCoE within 14 days and before student commences course. 5. Record Students course variation on PRISMS, and Student Enrolled in Same/Another Course (Same Provider) against original eCoE. 6. Students who have completed a program and are applying to for new program follow the application process.
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Forms/Record Keeping

Title	Location	Responsible Officer	Minimum Retention Period
Enrolment Form	Student File	Admission Department	2 Years
Cambridge International College (CIC) Refund Request Form	Student File	Finance manager	2 years
Letter of Offer	Student File	Marketing department/Admission Department	2 Years

Related Procedure:	Marketing information Policy Student Engagement Before Enrolment Policy and Procedure Education Agent policy Refund policy
Related Form	Enrolment Form
Procedure Owner:	Admissions Manager
Approved by:	CEO
Approved Date:	August 2014

Definition (if any)