



Policy Scope:

- This policy directly applies to Potential International Students of Veritas Institute Australia and Veritas Institute Australia's current staff.
- The Policy sets the pre-requisite that Marketing Policy must be implemented before students can commence enrolment. The Policy provided guidance on the order of Steps as to how Enrolment must proceed only after the student has read Marketing information (Marketing Flyers, Student Handbook).
- The Policy sets the requirements for students to provide specific information and documents by way of completing Enrolment application Form and Pre-enrolment Survey.
- The Policy sets the requirements for Veritas Institute Australia's operational managers to assess the student's provided information and documents as per course and admission requirements.
- The Policy provides guidance on what other policies are implemented during the student's assessment as per admission requirements.
- The Policy provides guidance on finalising Student offer & Written Agreement.
- This policy supports the ESOS National Code 2018.

Policy Aims:

- The Policy follows from Marketing Phase (Phase 1). The policy guides the Veritas Institute Australia's staff to assess students for course admission requirements in the student journey Phase 2.
- The Policy ensures that Veritas Institute Australia's staff provides accurate, updated and compliant marketing materials to potential international students who are looking to enrol with Veritas Institute Australia.
- The Policy guides the staff to efficiently assess potential international students' suitability for Enrolment by verifying provided documentation and information via various forms and processes in relation to Admission requirements. Specifically, the Policy provides procedure in relation to assessing whether the overseas student's English language proficiency, educational qualifications or work experience is sufficient to enable them to enter the course.

Associated documents / Policy / Procedures

- Marketing Policy & Procedure
- Marketing Flyer (s)
- Student Handbook - International Students
- Pre-enrolment survey & Student Interview / Pre-Training Review Form
- Enrolment Application Form
- Pre-enrolment Analysis (by college staff)
- Course Credit Policy & Procedure
- Student offer and Written agreement
- Applicable National Code, 2018
- Electronic confirmation of enrolments (eCoE)
- Student Support Policy & Procedure
- USI Procedure
- Teams Lite Student Management System
- Fees/refund policy & procedure and forms (during visa refusal)

Associated staff job descriptions

- CEO
- Campus Manager / RTO Manager



Veritas Institute Australia

ENROLMENT ASSESSMENT POLICY AND PROCEDURE

- Trainer/assessor
- Administration Staff
- Marketing Staff



Table 1: Enrolment & Enrolment Assessment Process

<p>Step Number 1 Appendix A is to be referenced</p>	<p>Steps before Enrolment process can be commenced, and before this Policy 'Enrolment Assessment Policy & Procedure' could be implemented.</p> <ul style="list-style-type: none"> Appendix A is to be referenced 	<ul style="list-style-type: none"> Pre-requisite is the implementation of Marketing Policy & Procedure before Enrolment can be commenced. Staff Ensures that Student are given Marketing Flyers and Student Handbook. Staff ensures that the Students understand marketing information. 	<p>If students show that they have not read Marketing information, staff invites them to read and understand marketing information before Enrolment commencement.</p>
<p>Step Number 2 Appendix A is to be referenced</p>	<p>Enrolment Application Form</p>	<ul style="list-style-type: none"> Staff again ensures that student has read marketing information by sending Marketing Flyers and student Handbook with Enrolment Application Form. This communication may take place in the form of email and phone. 	
<p>Step Number 3 Appendix A is to be referenced</p>	<p>Pre-Enrolment Survey</p>	<ul style="list-style-type: none"> Once student pays non-refundable application fees, completes enrolment application form and sign the form, the staff sends a Pre-Enrolment Survey to the student. Staff also supports the student by providing information on how to complete this survey. Marketing information also contains information on this. 	
<p>Step Number 4 Appendix A is to be referenced</p>	<p>Enrolment is assessed including:</p> <ul style="list-style-type: none"> Assessment for student's suitability in the course as per admission requirements Course credits (At this stage, the RTO staff is in a good position to know whether students meet course credits). 	<p>Once the student completes Enrolment Application form, provide documents as per checklist, pays non-refundable fee, completes Pre-enrolment survey, the Campus Manager:</p> <ul style="list-style-type: none"> Assesses information provided by student via Enrolment Form. Assesses documents provided along with Enrolment Application Fees. Assesses information provided via Pre-enrolment Analysis Form. Appendix A contains assessment document to be completed by the Campus Manager. The campus manager assesses course credits as per the Course Credit Policy & Procedure and appoints an assessor to finalise course credits. The College assessor and Campus Manager will make the decision on Course Credits as per the Course Credit Policy & Procedure. If Course Credits are provided, Table 4 needs to be completed with CT or RPL granted units so the eCoE reflects the revised training duration & fees. The staff assesses students as per Admission Requirements (English proficiency, educational qualifications, work experience etc.) as per the Enrolment 	



		<p>Assessment Policy & Procedure. Please see TAS for individual course to understand admission requirements. For detailed review, Marketing Flyers are to be seen.</p> <p>Admission requirements include :</p> <ul style="list-style-type: none"> • Age Requirements • Minimum Academic Qualification • Work experience • Minimum English language proficiency • Computer literacy requirements • Health and Fitness requirements 	
<p>Step Number 5 <i>Table 3 & Table 4 are applicable here. Appendix B is to be referenced</i></p>	<p>Student Offer & Written Agreements</p>	<p>Once the Enrolment assessment has been completed by the College staff, the following decisions are taken:</p> <ul style="list-style-type: none"> • Student Enrolment has been refused. • Student Enrolment has been approved • Course credits are awarded (if student meets the criteria). Course money & duration are also adjusted in Student Offer & Written Agreement. • Finally, the CEO approves the Student Offer & Written Agreement as per the Requirements laid in this Policy. • Delegated staff or the CEO reflects Course credits, any conditions on enrolment, adjusted duration & fees (if applicable), course money and checks the Student Offer & Written Agreement by aligning it with requirements of Standard 3 (See Appendix A). 	<p>If enrolment is refused, student is sent Offer refusal letter as per the College format by providing reasons.</p>
<p>Step Number 6 <i>Appendix B is to be referenced</i></p>	<p>Student Offer & Written Offer acceptance by Student</p>	<p>The Student accepts the offer by accepting:</p> <ul style="list-style-type: none"> • College conditions • Course credits and adjusted money and duration • Course Offer and policies and procedures • The student signs every page of the document appropriately. • Information provided about course, duration, fee, refunds, etc. (see Student Offer & Written Agreement Section) 	
<p>Step Number 7 <i>Appendix B is to be referenced</i></p>	<p>Issuance of eCoE</p>	<p>Once the College staff receives the Signed and appropriately completed Student Offer & Course Agreement Acceptance:</p> <ul style="list-style-type: none"> • The CEO signs the Student Offer & Written Agreement and sends student a copy to be kept for their records. • Checks whether student has made payment as per outlined in the Student Offer & Written Agreement. • Checks whether the student has requested any extra services (airport pickup, accommodation etc.) • Issues electronic confirmation of enrolment (eCoE) and sends to the student. • The CEO mentions all pre-paid course fees and duration the pre-paid fees covers, adjust course duration & fees as per course credits, 	



		provides the Course start date and finish date.	
Step Number 8	Student Visa approval / rejection	If the student visa is approved, the following steps are implicated. If the student visa is refused, the College refunds all pre-paid course money as per the fees and refund policy and without the student filling the refund form.	
Step Number 9	Airport Pick up Accommodation	Campus Manager organizes the airport pickup and accommodation only if the student has requested and paid for it.	
Step Number 10	Orientation	Student arrives in the Country and attends the College Orientation	



Table 3: Trainer/assessors and Campus Manager to complete

Along with Yes & No, you are to provide comments in the comment section describing the Assessment. You are to examine Learner response to Pre-enrolment Survey, Enrolment Application Form and submitted documents and / or information gathered via interview.

Student Name		Country			
Qualification	Code	Qualification Name			
Assessment Question Number	Pre-Enrolment analysis	Yes	No	Not Applicable	Comments
1	Did the potential learner / Student read Marketing information before completing the Pre-enrolment Survey?				If NO, Student Enrolment MUST NOT proceed without the student understanding & reading marketing information (Marketing Flyer (s), Student Handbook)
2	Is the Student 18 years old or over?				If NO, Student Enrolment MUST NOT proceed.
3	Has the student provided the correct information in the pre-enrolment survey?				Office Staff is to ensure that answers to all questions are in line. If not, request the student for clarification.
4	Does the student have experience, knowledge and skills for any subject area? Any indications for RPL. See Course Credit Policy & Procedure.				Eligibility for RPL
5	Is the student eligible for credit transfer? See Course Credit Policy & Procedure.				Only if the student has AQF Transcripts
6	Are elective units aligned to students' professional and personal development needs?				
7	Is Qualification (s) aligned to the learner's expectations?				The RTO Officer needs to make comments if the qualification is not in line with the learners' expectations and anticipations.
8	Does the learner have adequate English Proficiency to undertake and complete the qualifications. See Marketing Flyers for required benchmark as per each different test.				If not, make the Enrolment conditional to LLN assessment.
9	Did the learner complete Year 12?				If not, the RTO officer needs to consider learners' work-experience experience / age/ maturity as per the Qualification (s).
10	Do the RTO's training strategies suit this learner? Do the learner need specific support in delivery?				The RTO officer needs to consider learner responses to the training strategies.



11	Do the RTOs assessment strategies suit this learner?				The RTO officer needs to consider learner responses to the assessment strategies.
12	Does the learner have any learning difficulty?				The RTO assessment will need to include the trainer and assessors to ascertain level of support required if there is a learning difficulty.
13	Does the learner have required computer literacy?				The RTO Officer needs to make comments if the learner does not have computer literacy.
14	Does the Learner have access to specific work-placement / employment? (only if this is required)?				
15	Did learner make any additional comments that might be useful?				The RTO Assessor may obtain further information from the Learner if required. In that case, the RTO Officer MUST put comments outlining further queries.
16	Does the Learner meet visa requirements?				
17	Overall, taken together from information obtained via pre-enrolment, enrolment, and interview, is the student genuine?				

Campus Manager Comments (if further clarity was required from the student via interview or other methods:



Table 4: Evaluation of Student Enrolment

to the TAS, CT, RPL, or additional comments by the trainer/assessor that may be of relevance. The Campus Manager & trainer and assessor need to reference the RTO Support Policy & Procedure and work out support at the level of each Phase of the Student Journey.

ENROLMENT OUTCOME

<i>Student Name</i>	<i>Course applied</i>	<i>Country</i>	<i>Comments:</i>
Outcome	Yes	No	Comments
Enrolment to proceed			
Enrolment not to proceed	<i>Students need to be sent written refusal letter.</i>		
Enrolment to proceed with adjustments <i>Student Support Policy & Procedure and TAS are to be referenced by the College Staff</i>			For example, student needs to sit: <ul style="list-style-type: none"> • English Proficiency Test • Computer Skills Test • Interview
Enrolment to proceed with RPL or CT <i>Staff is to reference Course Credits Policy & Procedure</i> <ul style="list-style-type: none"> • CT is free of charge • RPL attracts fees 	<ul style="list-style-type: none"> • <i>Student Offer & Written Agreement is adjusted (Course length, number of units, fees)</i> • <i>If student accepts the agreement, Yes, eCoE duration and course fee are to be adjusted</i> 		
Specific Training and Assessment Strategy is prepared & implemented			E.g., TAS, Version Number
<i>If Enrolment is to proceed, students are required to be sent Student Offer & Written Agreement after making necessary adjustments (if applicable)</i>		<i>The CEO approves this step & delegates different tasks to staff members.</i>	
.....		
<i>Trainer/ assessor signature</i>		<i>Campus Manager signature</i>	
<i>CEO Approval with Signature & Date</i>		<i>CEO Signature, Date</i> <i>Comments (if any):</i> ----- ----- ----- -----	



Staff is to alert the student to the following information present in Marketing Flyer (s) and student handbook as this is a complex stage requiring steps in the right order:

Enrolment Steps	Fee (s) Payable	Student Task	Purpose	College Response
Step 1	Not Applicable at this stage	Student will read marketing information from Course Flyer (s) and the college staff. Student will also read Student Handbook that contains comprehensive information for students. The College staff will individual email Student Handbook to the potential student during recruitment ensuring that it is read and understood.	The student will assess the marketing materials whether the course, college and country are suitable for the student. This is a critical step and students are advised to discuss marketing information with their superiors, college staff and / or parent/guardians.	The College will provide further information (in addition to student handbook, marketing flyer, if the agent is involved) if required by the student.
Step 2		Student will also fill Enrolment Form .	College will assess whether all documents are submitted by student as per Enrolment Form Document Checklist.	College will clarify certain points in Enrolment Form or Documents submitted (mistakes, errors by student on Enrolment Form) if further clarity is required.
Step 3		Pre-enrolment survey AND Oral Interview (in person, or SKYPE)	It is a pre-enrolment assessment that will allow the college to know more information about the student (i.e., course credits, English level, student expectations, course suitability to students, students' prior experience, student support requirements, computer literacy etc.)	The College will assess students' responses to Enrolment Form, Pre-enrolment survey and Oral Interview to ascertain whether: The College and its courses are suitable for students, the student has required prior skills and knowledge to undertake and complete the course within COE timeframe, support needs, English levels, computer literacy, student expectations and obligations.
Step 4	No fees are acceptable prior to the student agreeing to the College Offer and conditions by way of signing.	The College either provides the student the Student offer & Written Agreement Or Offer Rejection Letter.	If the student meets all admission requirements, the College will send a formal student offer with written Contract outlining detailed conditions, policies and procedures, fees and refunds. A student will be Entering into a FORMAL Agreement with the College at this stage. Alternatively, if the Student did not meet the admission requirements the College will send an Offer Rejection Letter outlining reasons.	The College will check whether the student has signed Course Acceptance appropriately and every page of the document. College may seek further clarification whether the student understood the conditions.
If the student has been sent a refusal letter , the Enrolment Phase is finished here and the student can apply at a later time point if they meet the admission criteria. No fees have been accepted till this point, hence, refunds are not applicable.				
Step 5	Student pays 1 st Fees instalment required for eCoE.	Electronic Confirmation of enrolment (eCOE) is issued and the College asks whether the student needs any more information.	The student receives the eCoE outlining course, fees paid and payable) from college. The student checks information on the eCoE for accuracy.	The College ascertains whether the student has paid and received the eCoE.
	Further fees are only payable if the student needs additional service	Student Applies for Australian	The College responds to the student with fees and invoice if the student has requested	The College helps the student in providing any information about studying in Australia.



Step 6	from the college (e.g., airport pick up, accommodation arrangement etc.)	Student Visa	additional services (e.g., airport pick up, accommodation arrangement etc.)	
Step 7 (This step applies only if the Student Visa is Refused)	Refund of pre-paid (e.g., 1 st Fees instalment) as per the Student Written Agreement is the visa is refused	Student fills the Refund application form	The College responds to the student with refund details as per the written contract.	The College refunds the money as per its refund policy outlined in the Student offer & Course Acceptance Agreement.
Step 8		Student arrives in Australia and attends the College Orientation	The College takes the Orientation Program. Additional services are provided to the student if the student has requested any.	The College orientation is a great way in getting to know the College staff and facilities and course curriculum and information about buses, time tables, trains etc.



APPENDIX A – National Code 2018

Enrolment & Pre-enrolment Information

2.1 Prior to accepting an overseas student or intending overseas student for enrolment in a course, the registered provider must make comprehensive, current and plain English information available to the overseas student or intending overseas student on:

2.1.1 the requirements for an overseas student's acceptance into a course, including the minimum level of English language proficiency, educational qualifications or work experience required, and course credit if applicable

2.1.2 the 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

2.1.3 course duration and holiday breaks

2.1.4 the course qualification, award or other outcomes

2.1.5 campus locations and facilities, equipment and learning resources available to students

2.1.6 the details of any arrangements with another provider, person or business who will provide the course or part of the course

2.1.7 indicative tuition and non-tuition fees, including advice on the potential for changes to fees over the duration of a course, and the registered provider's cancellation and refund policies

2.1.8 the grounds on which the overseas student's enrolment may be deferred, suspended or cancelled

2.1.9 the ESOS framework, including official Australian Government material or links to this material online

2.1.10 where relevant, the policy and process the registered provider has in place for approving the accommodation, support and general welfare arrangements for younger overseas students (in accordance with Standard 5)

2.1.11 accommodation options and indicative costs of living in Australia.

2.2 The registered provider must have and implement a documented policy and process for assessing whether the overseas student's English language proficiency, educational qualifications or work experience is sufficient to enable them to enter the course.

2.3 The registered provider must have and implement a documented policy and process for assessing and recording recognition of prior learning (RPL), and granting and recording course credit, if it intends to assess RPL or grant course credit. The decision to assess prior learning or grant course credit must preserve the integrity of the award to which it applies and comply with requirements of the underpinning educational framework of the course.

2.4 If the registered provider grants RPL or course credit to an overseas student, the registered provider must give a written record of the decision to the overseas student to accept and



retain the written record of acceptance for two years after the overseas student ceases to be an accepted student.

2.5 If the registered provider grants the overseas student RPL or course credit that reduces the overseas student's course length, the provider must:

2.5.1 inform the student of the reduced course duration following granting of RPL and ensure the confirmation of enrolment (CoE) is issued only for the reduced duration of the course

2.5.2 report any change in course duration in PRISMS if RPL or course credit is granted after the overseas student's visa is granted.



APPENDIX B - National Code 2018

Formalisation of enrolment and written agreements

- 3.1 The registered provider must enter into a written agreement with the overseas student or intending overseas student, signed or otherwise accepted by the student, concurrently with or prior to accepting payment of tuition fees or non-tuition fees. A written agreement may take any form provided it meets the requirements of the ESOS Act and the National Code.
- 3.2 If the overseas student or intending overseas student is under 18 years of age, the written agreement with the overseas student or intending overseas student must be signed or otherwise accepted by the student's parent or legal guardian.
- 3.3 In addition to all requirements in the ESOS Act, the written agreement must, in plain English:
 - 3.3.1 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
 - 3.3.2 outline any prerequisites necessary to enter the course or courses, including English language requirements
 - 3.3.3 list any conditions imposed on the student's enrolment
 - 3.3.4 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)
 - 3.3.5 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
 - 3.3.6 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*
 - 3.3.7 outline the registered provider's internal and external complaints and appeals processes, in accordance with Standard 10 (Complaints and appeals)
 - 3.3.8 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
 - 3.3.9 only use links to provide supplementary material.
- 3.4 The registered provider must include in the written agreement the following information, which is to be consistent with the requirements of the ESOS Act, in relation to refunds of tuition fees and non-tuition fees in the case of student default and provider default:



- 3.4.1 amounts that may or may not be repaid to the overseas student (including any tuition and non-tuition fees collected by education agents on behalf of the registered provider)
 - 3.4.2 processes for claiming a refund
 - 3.4.3 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, consistent with the ESOS Act
 - 3.4.4 a plain English explanation of what happens in the event of a course not being delivered, including the role of the TPS
 - 3.4.5 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 rights of the student to take action under the *Australian Consumer Law* if the *Australian Consumer Law* applies”.
- 3.5 The registered provider must include in the written agreement a requirement that the overseas student or intending overseas student, while in Australia and studying with that provider, must notify the registered provider of his or her contact details including:
- 3.5.1 the student’s current residential address, mobile number (if any) and email address (if any)
 - 3.5.2 who to contact in emergency situations
 - 3.5.3 any changes to those details, within 7 days of the change.
- 3.6 The registered provider must 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 person ceases to be an accepted student.