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Policy

Technical Institute of Victoria (TIV) will ensure that all individuals who enter a Nationally Accredited Program have the appropriate skills and abilities they require to be successful in their studies. This policy is intended to provide a broad framework, and minimal requirements for determining admission to training courses and programs of Technical Institute of Victoria.

Purpose

The purpose of this policy and procedure is to

- demonstrate the method Technical Institute of Victoria and students will follow when making application and enrolling at the institute.

Scope

This policy applies to all prospective international student of Technical Institute of Victoria.

Requirements

Technical Institute of Victoria will.

- Provide applicants with information that will enable them to make informed decisions about their studies in Australia.
- Provide pre-enrolment information, including institute and campus details.
- Supply information about the availability of course credit.
- Course duration and holiday breaks.
- 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.
- Inform applicants of the modes of study through which the course may be offered.
- Have documented procedures for assessing applicant’s entry requirements and qualifications and they must implement these procedures.
- the details of any arrangements with another provider, person or business who will provide the course

or part of the course

- the grounds on which the overseas student's enrolment may be deferred, suspended or cancelled;
- Not knowingly enrol a student wishing to transfer from another provider before the student has completed six months of his or her principal course except in circumstances outlined in Standard 7 National Code 2018. These restrictions also apply to courses taken before the principal course in a package of courses.
- Follow the ESOS framework, including official Australian Government material or links to this material online
- Inform students the requirement of the in-house LL&N Test.
- Provide accommodation options and indicative costs of living in Australia.

Procedure – Application Stage

- 1) Applicants must complete the student application form, sign and date where required and attach evidence of qualifications, work experience (if relevant), age, and IELTS test results. Please refer the entry requirement policy for more details.
- 2) Standard 2.1.1 of the National Code 2018 requires providers to provide current and accurate information about the minimum level of English language proficiency required before accepting a student for enrolment in a course (i.e. before issuing a CoE).
- 3) All evidence of English language proficiency must have been completed within two years of your application to TIV.
- 4) In some cases, if the applicant does not meet TIV's English language proficiency direct entry level requirements, TIV may offer you to undertake an English Language course elsewhere in any another RTO as per student's choice. This course must be successfully completed prior to commencement of the VET course. A conditional CoE may be issued in this case.
- 5) IELTS testing may not be required where an applicant clearly has the required English language skills. The application of this rule will be on a case-by-case basis and in accordance with the English language requirements that apply to the visa eligibility for the country assessment level published by 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:
 - i. Students educated in an English-speaking country (LLN test will be required);
 - ii. Students who have completed the last two years of school in an English language speaking course (LLN test will be required);
 - iii. Students who have completed at least certificate IV level qualification in Australia.
- 6) Students who have enrolled or have CoEs from another provider must not be enrolled until they have completed the first six months of their principal course or have a letter of release from the provider of the principal course (unless it is a concurrent enrolment and the student agrees to comply with all the requirements of the course(s) he/she is enrolled in) . The methods for checking if a student is enrolled or has a CoE from another provider include:
 - i. Asking the student.
 - ii. Checking the student visa on VEVO if required.
 - iii. Flagged on PRISMS when TIV attempts to issue a CoE.
- 7) All the above methods should be applied to each student attempting to enrol onshore. If there is any doubt about the student's status, then do not provide the student with an offer letter or attempt to enrol them until status is confirmed.

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- 8) All enquiring students will be provided with a Pre-Enrolment Information (handbook or link to the TIV website) and a student application form.
- 9) Offers must not be made to students who will be under the age of 18 years at the time of proposed commencement date.
- 10) The Admissions Officer must review the student applications and determine if an offer should be made based on the entry requirements for the qualification.
- 11) Check the overseas qualification is equivalent or higher to Australian year 12th as per TIV entry requirement policy.
- 12) Check evidence of age – front page of the passport.
- 13) Check that the rest of the application form has been fully completed and no information has been left blank.
- 14) Check that the student has signed and dated the application.

Procedure – Pre-Enrolment Stage

- 1) Once an application has been thoroughly assessed an offer letter must be prepared and dispatched to the student accompanied by a student acceptance of agreement.
- 2) A written agreement may take any form provided it meets the requirements of the ESOS Act and the National Code.
- 3) The written acceptance agreement will
 - i. 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 CRICOS course code, the offered modes of study for the course, including compulsory online and/or work-based training, placements.
 - ii. outline any prerequisites necessary to enter the course or courses, including English language requirements.
 - iii. list any conditions imposed on the student's enrolment
 - iv. 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);
 - v. provide details of any non-tuition fees the student may incur, including because 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.
 - vi. 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.
 - vii. outline the registered provider's internal and external complaints and appeals processes, in accordance with National Code 2018 Standard 10 (Complaints and appeals).
 - viii. 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;

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- 4) The written agreement will also include 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:
 - i. 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).
 - ii. processes for claiming a refund.
 - iii. 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.
 - iv. a plain English explanation of what happens in the event of a course not being delivered, including the role of the TPS.
 - v. 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”.
- 5) The written agreement will also mention the 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:
 - i. the student’s current residential address in Australia, mobile number (if any) and email address (if any), Overseas address.
 - ii. who to contact in emergency situations?
 - iii. any changes to those details, within 7 days of the change.
- 6) The student acceptance of agreement must be completed and returned to TIV and required initial payment as indicated on the acceptance of agreement.
- 7) If at the time of application, 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.
- 8) Once the completed written agreement and the fee is received (and cleared from the Accounts department for clearance from the bank) an Electronic Confirmation of enrolment (CoE) will be generated via PRISMS.
- 9) The CoE must be prepared in accordance with the requirements of the PRISMS User Guide. There must be a CoE issued for each qualification that the student is going to be enrolled in and for which an award will be issued if the student is successful.
- 10) Admissions Officer will also ensure that the student has a valid OSHC cover for his/her entire study period.
- 11) Unique Student Identifier (USI) or USI Consent Form.
- 12) TIV will ensure to 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.

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- 13) Scan and save all Admission Documents:
 - i. Application form.
 - ii. Student Identification.
 - iii. previous qualification.
 - iv. English proficiency documents.
 - v. Offer letter and Acceptance of Agreement.
 - vi. Any other documentation presented at the time of enrolment (Credit Transfer evidence).

Procedure – Student Post Enrolment Stage (Orientation)

- 1) Administration officer prepares a list of students who are due to commence their courses in the upcoming intake.
- 2) An email/SMS/mail is sent to the students in advance inviting the students for Orientation and Induction. The orientation is usually scheduled a week in prior to the start intake date of the course.
- 3) The Orientation email comprises of information for students such as,
 - i. location, date, and time of orientation.
 - ii. What will be done on the day of orientation.
 - iii. Requirement to bring in the original identity and qualification documents if not provided earlier.
 - iv. Any pending initial fee information.
 - v. Additional Requirements.
- 4) Language, Literacy and Numeracy Test: All students seeking enrolment must also complete a Language, Literacy and Numeracy (LLN) test at the time of enrolment to identify their competence in literacy and numeracy levels which will highlight course suitability and or whether additional student support services are required. Refer Language, Literacy, Numeracy Policy.
- 5) Administration Staff conducts the orientation.
 - i. Student Details Form.
 - ii. Sighting original documents.
 - iii. Tour of the campus.
 - iv. Payment plan will be provided.
 - v. Induction Presentation which will include Work placement information for Commercial Cookery courses.
 - vi. Issuing Timetable.
 - vii. Issuing Learning Resources/ Material.
 - viii. Agent feedback Survey.
 - ix. Induction/Orientation Checklist.
- 6) Administration team marks the successfully enrolled students as 'Active' / 'Commenced' in Student Management System and as 'Commenced' in the PRISMS
- 7) Administration team updates any change of address/email/phone noted on the enrolment form both in the Student Management System and PRISMS
- 8) Student commences study at TIV.

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Responsibility

The Admissions Team, Course Coordinator, CEO and RTO Manager are responsible for TIV's adherence to the Standards for RTOs 2015, ESOS Act 2000 and National Code of Practice for Providers of Education and Training to Overseas Students.