



Formalisation of Enrolment

National Code Standard 3

Written agreements between registered providers and students set out the services to be provided, fees payable and information in relation to refunds of course money.



V 3.0

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Definitions

CoE	Confirmation of Enrolment
Course	A full-time registered program of education or training registered on CRICOS for the attainment of a testamur or certificate. Defined as course in the ESOS Act.
International Student	A person who holds an Australian Student Visa and is an 'overseas student' as defined by the ESOS Act.
Letter of Offer (including Student Written Agreement):	The contractual agreement between the education provider and the student.
Entry Requirements	Official documents required to join a course(s) with the education provider.
Application for Admission	An application by an International student to apply for SCA's program.
CRICOS	Commonwealth Register of Institutions and Courses for Overseas Students
DIBP	Department of Immigration and Border Protection
Education Agent	An accredited person or organisation with the authority to promote the SCA's courses and services to Students or intending Students in nominated regions.
National Code 2018	The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students, established pursuant to Part 4 of the ESOS Act, as amended from time to time.
OSHC	Overseas Student Health Cover
Program/Course:	A full-time registered program of education or training registered on CRICOS for the attainment of a testamur or certificate. Defined as Course in the ESOS Act.
Business Day	Monday to Friday excluding public holidays.





Purpose

This Formalisation of Enrolment Policy for Salisbury College Australia (SCA) relate to Salisbury College Australia's commitment to provide full and accurate information in the student written agreements to prospective international students;

Applications/Scope

The policy applies to all staff and the relevant stakeholders (e.g. students and approved education agents of SCA) of Salisbury College Australia (SCA).

Principles

- These guidelines are to assist Salisbury College Australia staff with admissions and recruitment of new students.
- These guidelines articulate the Salisbury College Australia's practices as they apply to international students in compliance with the Education Services for Overseas Students Act 2000 and the National Code 2018 from Standard 3.
- Registered providers have to ensure that *“Written agreements between registered providers and students set out the services to be provided, fees payable and information in relation to refunds of course money.”*

The key requirements of standard 3 for Salisbury College Australia are:

- *The provider must enter into a written agreement with the student before (or at the same time as) accepting course money from the student.*
- *The written agreement must contain, as a minimum, the information specified in section 3.1 of National Code Part D, Standard 3.*
- *Information about the refunds of course money must cover, as a minimum, the information specified in section 3.2 of National Code Part D, Standard 3.*
- *The written agreement must:*
 - *include information about the provider's refund policy;*
 - *set out the circumstances in which personal information about the student may be shared with others; and*
 - *advise the student of his or her obligation to notify the provider of a change of address while enrolled in the course.*





General Requirements

- A. Salisbury College Australia policy and procedures on student engagement before enrolment comply with Standard 3 of The National Code, formalisation of enrolment, and apply to the all AQF courses currently offered under the CRICOS scope of Salisbury College Australia.
1. Prior to formalizing the enrolment for the student through a student written agreement, the registered provider must provide, in print or through referral to an electronic copy, current and accurate information regarding the following:
 - The provider must enter into a written agreement with the student before (or at the same time as) accepting course money from the student.
 - The written agreement must contain, as a minimum, the information specified in 3.1.
 - Information about the refunds of course money must cover, as a minimum, the information specified in 3.2.
 - Under the National Code 2007, providers are required to have a written agreement with each student, whereas under the National Code 2001 written agreements were optional. The provider must not accept course money from the student before this agreement has been signed or otherwise accepted (for example, through online acceptance).
 - The written agreement must:
 - include information about the provider's refund policy;
 - set out the circumstances in which personal information about the student may be shared with others; and
 - advise the student of his or her obligation to notify the provider of a change of address while enrolled in the course.
 2. A copy of the provider's refund policy, if separate from the written agreement.





Procedures

A. Applications

1. Student applies for a course are required to apply using the Student Application form located on the Salisbury College Australia's website. Students may apply directly either through face-to-face, post, online, or through an approved Education Agent.
2. The procedures for students to apply for a course as follows:
 - a) Choose a course and check the course outline for any course entry requirements.
 - b) Read all the information regarding about Salisbury College Australia, Course and Course Entry Requirements, Course Fees and other charges, Refund Policy, Credit Transfers, and Information on Living in Australia from our website on or in the Student Handbook available from the College Campus or from the website.
 - c) Complete the International Student Application form which can be accessed on our website.
 - d) All required documents must be attached to the application form.
 - e) Application form must be returned with all the required documents via fax, mail, email (admissions@sc.edu.au) or in person to the College.
 - f) If you do not have major LLN issues that are stopping you to enrol into your chosen course, we will send you your Letter of Offer together with the Student Written Agreement.
 - g) You should read, understand and sign the student written agreement should you wish to accept the offer.
 - h) Once we receive your Letter of Offer, we will inform you if you can pay the applicable fees as stated in your offer. Send the payment details to the college by the offer valid date.
 - i) We will issue your Confirmation of Enrolment (CoE).
 - j) Take your CoE and your Letter of Offer to the local Australian Consulate to apply for your student visa.
 - k) Once you arrive Australia, you must attend your orientation session before your course commences. This is a mandatory part of your enrolment process.

B. Assessing Applications (Enrolment Procedures)

1. Application form received

Application forms received together with all the required documents should be forwarded to the relevant Admissions Officer to determine whether the applicant meets the course entry requirements.

- a) Applications that meet all the course entry requirements are processed in 2 business days.
- b) Applications that are more complex in nature or does not have all the required documents will require more processing days but will have to be finalised within 10 business days.
- c) Applications requesting Academic Credit Transfer(s) will be reviewed by the VET Academic Manager and once assessed will be forwarded to the Admissions Officer.
- d) Applications that are successful will be issued with Letter of Offer (LOO).
- e) Unsuccessful applicants are acknowledged with a valid reason why they are not accepted into the course.
- f) A conditional Letter of Offer (LOO) can be issued where a student will have to meet the course entry requirements prior to the course commencement date.

2. Overseas Qualifications not in English

- a) Applicants holding a qualification from Overseas which are not in English must have it translated by an authorised translator.



- b) All the applicants must provide the translations and the original document or certified copy with the application form.

3. Credit Transfer

- a) Academic credit transfer enables students to gain credit in another AQF course for study that they have previously undertaken.
- b) If an applicant is applying for academic credit transfer, they are required to attach to the application, a certified copy of the statement of attainment or statement of results.
- c) The Admissions Officer will forward the application (and attachments) to the VET Academic Manager for assessment.

4. Letter of Offer (LoO)

- a) Letter of Offer (and Rejection) must be printed on the College's Letterhead and either emailed or posted to the application and/or agent.
- b) Letter of Offer (LOO) together with the Student Written Agreement is an acceptance document into a course and is legally binding contract between the student and the College.
- c) Letter of Offer document including 'Student Written Agreement' must be read by the student prior to signing the Letter of Offer.
- d) Special Conditions (where applicable) must be listed under Conditions (Conditions of Enrolment) on the Student's Letter of Offer. These can include providing evidence of meeting the English Language Requirement, and the provision of Original or Certified Documents. (Any condition/s must be met before a Confirmation of Enrolment can be issued or commencement of a course as specified in Letter of Offer).

5. Acceptance of Letter of Offer (LOO)

- a) Students must sign the Letter of Offer including Student Written Agreement of the Enrolment before or at the time of payment of the course related fees.
- b) Student must meet any Condition/s as stated on their Offer Letter before a CoE can be issued.
- c) Student is required to pay first semesters Tuition Fee due and OSHC (visa length) in advance before the CoE issuance.
- d) Once payment is received, a Confirmation of Enrolment (CoE) is issued. Staff must be registered to create CoEs on PRISMS.
- e) Course related fees are listed in the Letter of Offer.
- f) Confirmation of Enrolment can be issued when a copy of the bank draft or receipt of payment at bank is received.
- g) Confirmation of Enrolment is issued to student's closest DIBP Office within 4 days of student accepting offer.
- h) Information to be included in Confirmation of Enrolment:
- Student's full name as on passport, gender, date of birth, nationality and country of birth.
 - DIBP Office where visa application is to be made.
 - Course title and CRICOS Code.
 - Course start date (refer offer letter).
 - Course end date (refer offer letter).
 - Fee paid in advance.
 - Total course fee (allowing for adjustments due to Academic Credit Transfer).
 - OSHC paid.
 - English test type and score.
 - Passport and visa number if student is already in Australia.





- Enter in Comments section any extra information e.g.: OSHC obligations met.

6. Change of Course

a) Students must complete a Student Inquiry Form.

- Admissions Officer will create a new Letter of Offer or Rejection letter.
- Student must sign the new Letter of Offer including Terms and Conditions of Enrolment.
- Student pays a change of CoE Fee (see Course Fees and other charges on our [Website](#)) and any tuition fee is applicable or fill up a Fee Refund form to have any Course Fee credited from previously enrolled course. This is subject to the duration the student has studied in the previous course.
- On receipt of signed Letter of Offer including the Student Written Agreement, change of CoE fee and any applicable tuition fee, a new CoE is created within 4 business days.
- The CoE for the previous course is cancelled and a copy placed in the student file along with the Student Query Form and uploaded into the Wisenet under the student's profile.





Revision History

Revision	Date	Description of Modifications
V0.1	13 August 2017	Original
V1.0	20 October 2016	Full revision, update on procedures, definitions are adjusted against the entire policy – Policy is now endorsed by the PEO
V2.0	20 February 2017	Updated document template, layout of policy updated and endorsed and implemented by SCA
V3.0	15 December 2017	Updated Policy to incorporate the National Code 2018.



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