

## Enrolment and Transfer to another Provider Policy and Procedure

<b>Document Name</b>	<b>Enrolment and Transfer to another Provider Policy and Procedure</b>		
<b>Approved by</b>	<b>PEO or delegate</b>	<b>Date</b>	<b>29/05/2019</b>
<b>Responsible Officer</b>	Student Services Manager		
<b>This procedure applies to</b>	<b>ECA College and APIC Foundation</b> (RTO Code 45012; CRICOS Provider Code 02644C) <b>Australasian College of Care Leadership and Management</b> (RTO Code 40829, CRICOS Provider Code 03637E) <b>ECA Graduate Institute</b> (RTO Code 91423)		
<b>Related Documents</b>	Enrolment Form Letter of Offer Student Handbook Marketing Material Language, Literacy and Numeracy (LLN)		
<b>References and Legislation</b>	Standards for Registered Training Organisations (RTOs) 2015 The National Code of Practice for Providers of Education and Training to Overseas Students 2018 Standard 3; Standard 7		
<b>Version</b>	<b>Change description</b>	<b>Approved</b>	<b>Effective Date</b>
<b>v19.0</b>	Updated for new logo and alignment with ECA Group.	PEO	1/06/19
<b>v19.1</b>	Entry requirements updated	PEO	7/06/19

### 1. Purpose

The ECA Group is committed to recognizing the skills, knowledge and competencies of all learners (both International and Domestic students) regardless of where and how these skills have been acquired. The ECA Group will have in place procedures to ensure that the student enrolment and selection approach meets legislated and regulatory requirements.

### 2. Scope

This policy and procedure apply to international and domestic student (potential or actual) who are enrolled in Education Centre of Australia Pty Ltd (ECA Group) educational institutions including ECA Graduate Institute (EGI), ECA College (ECAC) and Australasian College of Care Leadership and Management (ACCLM).

### 3. Definitions

Item	Definition
<b>AQF</b>	Means Australian Qualifications Framework which can be accessed at <a href="http://www.aqf.edu.au/">http://www.aqf.edu.au/</a>

<b>Cancellation</b>	Cancellation of studies occurs when a student has left the program providing formal notification, or if they administration team have identified that the student is no longer fit for study, due to absenteeism or a serious breach of the code of conduct.
<b>Course</b>	Means any nationally recognised qualification, unit of competency, skill set or short course in which a student is enrolled with the RTO
<b>Course/Unit</b>	To simplify the language used in the VET Sector procedures and associated documents, the word 'course/unit' has been uniformly used to encompass both a 'unit of competency' from Training Packages and a 'module' from curriculum-based courses.
<b>Enrolment</b>	The recording of a learner's qualification(s)/program(s) and unit(s) of study for a specified enrolment period.
<b>Language, Literacy and Numeracy</b>	The purpose of an LLN is to assess the initial skills of an applicant to ensure they meet the Australian Core Skills Framework requirements for language, literacy and numeracy.
<b>Learner</b>	An individual, enrolled with the RTO, who is receiving, responding to and processing information in order to acquire and develop competence. This incorporates the processes of preparing and presenting for assessment.
<b>Program</b>	A structured and integrated program of education or training consisting of a number of units of competency or modules or an accredited short course, usually leading to the award of a qualification.
<b>Student Management System (SMS)</b>	A student management system is a software program that consist of relevant information to manage student and employer data related to their specific training program and training outcomes.
<b>Vocational Education &amp; Training (VET)</b>	Vocational education and training (VET) is that part of tertiary education and training which provides accredited training in job related and technical skills.

#### 4. Policy

- 4.1. Admission of an individual applicant is at the discretion of ECA Group. In exercising this discretion, the staff of the college will be guided by the following considerations:
- 4.1.1. There should be a reasonable expectation that anyone admitted to a program of study will be able to fulfil the learning objectives of the program and achieve the standard required for an award available within the program;
  - 4.1.2. In considering each individual applicant for admission to a course, evidence should be sought of personal, professional and educational experiences that provide indications of ability to meet the demands of the course;
  - 4.1.3. The processes followed should ensure equality of opportunity for all applicants. There will be no discrimination against any applicant in relation to age, colour, religious belief, disability, ethnic origin, gender, marital status, nationality, race, sexual orientation or social class. ECA Group's position on Anti-Discrimination, as well as legislative requirements are taken into consideration and this policy support this;
  - 4.1.4. Overseas students must satisfy sufficient level of the English language proficiency and the entry requirements to be admitted to ECA Group courses.
  - 4.1.5. Domestic students must meet the entry requirements stated in this policy and procedure or in marketing the course materials.

#### 5. Procedure

- 5.1. ECA Group is committed to ensuring that all enrolling Domestic and International students are provided with necessary, timely and accurate information that relates to enrolments and transfers to another provider requests.

## 5.2. Enrolment Application Procedure

In receiving an enrolment enquiry or application from a student:

- Student Services ensure that all applicants are aware of ECA Group's Domestic and International Student Information.
- Student Services enquire and assess whether the applicant's qualifications, experience (including work) and English language proficiency are appropriate for the course for which enrolment is sought.
- Student Services must review the applicant's educational records against the applicable course entry requirements and only accept a student's enrolment where a student meets the applicable course entry requirements:
  - Be 18 years of age or over;
  - Academic entry requirements for all vocational courses requires satisfactory completion of Australian Year 12 or overseas equivalent school qualifications;
  - English language entry requirements for Certificate IV level courses is evidence of IELTS 5.0 (no band less than 4.5) or its equivalence
  - English language entry requirements for Diploma and Advanced Diploma level courses is evidence of IELTS 5.5 (no band less than 5.0) or its equivalence
  - English language entry requirements for Graduate Diploma level courses is evidence of IELTS 6.0 or its equivalence
- Student Services may request that an international applicant undertake an online English Placement Test. The test results must be returned to Student Services and reviewed by ECA Management for an English Language Proficiency assessment.
- In the case of an International applicant being assessed as below the English language level requirement the student may be referred to ELSIS for further English bridge training or potential ELICOS course enrolment.
- Student Services inform the International applicant that in the event of a referral to another College for English language the applicant must comply with that institution's enrolment procedures for the English course.
- Where an International or Domestic applicant has met the course entry requirements of ECA Group, Student Services may commence the Enrolment procedure.

## 6. Enrolment Procedure

- Student Services provide (by mail or by hand) the applicant with a 'Letter of Offer and Acceptance' for the relevant course being applied for. On receiving a completed Letter of Offer and Acceptance, Student Services ensure that the enrolling student has signed the ECA Letter of Offer and Acceptance and that for an International student, they have acknowledged their receipt of the 'ESOS Framework' information, by ticking the relevant box on the letter of offer and acceptance.
- Student Services ensures that for an International student they only receive course money from a student or Education agent after or at the same time the signed letter of offer and acceptance has been received.
- Student Services may only accept 100% payment of course tuition fees for the first study period where the course enrolment applies to a course with a study period that is less than 24 weeks in duration.
  - Note: the course duration may be longer than the 24 week maximum study period when holidays are included.
  - Note: a study period less than 24 weeks may also consist of two short courses in which case 100% of tuition fees may be required prior to course commencement.
- Student Services may only accept payment of 50% of tuition fees where the course enrolment applies to a course with a study period that exceeds 24 weeks in duration.

- Student Services may only request payment of further tuition fees 2 weeks before the commencement of the second study period (students may choose to pay remaining tuition fees before the 2-week requirement).
- Once the application and Letter of Offer and Acceptance has been received from an International student, Student Services will initiate an electronic confirmation of enrolment (eCoE) through the PRISMS system and return the ECA Group signed Letter of Offer and Acceptance and relevant eCoE to the student.
- Student Services enter the enrolled student's contact detail in the 'Enrolled Student Contact Register' and will seek to update the ECA's current information from enrolled students at least every 3 months.
- Student Services report to the ECA Group Management any student who fails to commence his or her course within 10 days of their non-commencement.
- ECA Group Management report any International student for non-commencement of courses via the PRISMS System within the ESOS Act (Section 19.1c) requirement of 14 days.

## **7. Transfer Student Enrolment**

**7.1.** ECA Group Admissions staff will not knowingly enrol a student who has not completed six months of their principal course.

### **7.2. Course Enrolment Transfer from another Provider**

On receipt of an application for transfer of enrolment, Student Services shall:

Ensure that the student has completed at least six months of his or her principal course of study unless:

- The original registered provider has ceased to be registered or the course has ceased to be registered. The original registered provider has provided a written letter of release.
- The original registered provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her principal course, or any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.
- Any government sponsor of the student deems that a transfer is in the student's best interest and supports the transfer request in writing.

### **7.3. Course Enrolment Transfer to another Provider**

When a student requests a transfer of their enrolment to another registered provider, Student Services will:

- Provide the student with advice on the ECA Group's procedures for applying for course transfer, including the need to formalise the request in writing stating the reasons they want to transfer their course enrolment to another provider.
- Advise that the student must have completed 6 months of the principal course if in a package of courses within the ECA Group.
- Advise the student that their request may take as long as, but will not extend past a 7-day assessment period.
- Provide a 'Letter of release' only after the student has provided a letter indicating a valid enrolment offer from another registered provider.
- Issue a 'Letter of release' at no charge to an International student informing the student that they should contact DHA for further information concerning their student visa requirements. Refuse an application for transfer where a transfer is considered detrimental to the student's academic progress.
- Provide a 'Letter of release refusal' outlining the reasons why the students request for transfer has been refused.
- Provide advice of the ECA Group's complaints and appeals process should a letter of release refusal be issued.

- Ensure that all records associated with a transfer application are filed within the ECA Group's student records system.

#### **7.4. Refuse Transfer to another Provider**

ECA Group may refuse a transfer to another registered provider's course where the student

- Has outstanding course fees.
- Found the same course for a cheaper cost at another provider.
- Lost interest in the course or changed their mind about the course.
- Applies for release in order to avoid being reported to DHA for failing to meet attend academic progress requirements where they have not engaged with ECA Group's intervention procedures.
- Has not provided written confirmation from another registered provider that a valid enrolment offer has been made.
- Is transferring to a lower level qualification than the one they are currently enrolled in.
- Is transferring to a course which will jeopardise their progression through a package of courses.
- Has a reason that is considered detrimental to student.

#### **7.5. Procedure for Transfer request within 6 months of the principal course**

- Students requesting transfer to another provider must complete the ECA Group Request form available with the following documentation attached:
- A statement explaining reasons for release request, and
- An offer letter from new provider confirming a valid offer of enrolment has been made.
- Students are advised to also understand the Fees and refunds policy in making an application decision.
- ECA Group will assess the application against the conditions of the policy and procedure and other documentation. The Director of Studies may also have to consider academic progress and issues affecting studies.
- ECA Group will respond in writing to the student within 10 working days of the required documentation being submitted.
- A student has the right to appeal against any ECA Group decision to refuse transfer as per the Complaints and Appeals policy.
- All documentation will be retained on the student file.

#### **7.6. Procedure for Transfer request after 6 months of the principal course**

- Where a student has completed 6 months with their registered provider, the application for transfer will be assessed fairly and equitably.
- Students requesting transfer to another provider must complete the Request form with the following documentation attached:
  - A statement explaining reasons for release request, and
  - An offer letter from new provider confirming a valid offer of enrolment has been made.
- Students are advised to also understand the Fees and Refunds policy in making an application decision. Students should lodge the application for withdrawal in a timely matter.

### **8. Review and Continuous Improvement**

The ECA Group is committed to ongoing monitoring and improvement of its policies and procedures, and to this end has an integrated strategy including:

- The ECA Group Management Team conducting reviews of specific elements of the Enrolment policy and procedures when an application raises a possible problem to be addressed that has not been factored into the existing policy and/or procedure. This will then be referred to the ECA Group PEO and/or the Management Review Committee for approval.
- Staff at the College with responsibilities relating to the managing of Enrolments are encouraged to submit any concerns about, and suggestions for making improvements to the Enrolment Policy



and Procedure to the appropriate Manager in the college who is responsible for ensuring that appropriate responses are reported to the ECA Group for development.