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## **Enrolments and Admissions Procedure**

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### **Procedure**

Following the receipt of a prospective students enquiries regarding courses/training, the following procedure must be adhered to:

#### **Online Delivery**

1. Greenwich English College Pty Ltd does not offer any online award courses;
2. Greenwich English College Pty Ltd does not offer any online courses that are intended or advertised to pertain to fulfilling any part of an international student's obligations for course progress or attendance with an award or non-award course;
3. Any online courses offered or delivered by Greenwich English College Pty Ltd are additional to and unrelated to an international student's obligations for course progress or attendance with an award or non-award course.

#### **Enrolments for Classroom delivery**

1. All enrolments in courses offered or delivered by Greenwich English College Pty Ltd involve classroom delivery of 20 hours per week or more of course curriculum and a monitored and recorded against an international student's obligations for course progress or attendance with an award or non-award course.

#### **Application and Enrolment Procedure – Pre Arrival**

1. All applications for enrolment in courses delivered by Greenwich English College Pty Ltd must be made in writing and using a Greenwich English College Pty Ltd application form or online application form;
2. The application process, including pre-enrolment marketing and advertising, the application form, communications with the admissions team during application process, and any associated Letter of Offer work together to ensure that students are, prior to final enrollment, made aware of each of the following:
  - i. the requirements for acceptance into a course, including the minimum level of English language proficiency, educational qualifications or work experience required and whether course credit may be applicable
  - ii. the CRICOS course code, course content, qualification offered if applicable, modes of study including any online and/or work-based training, placements, other community-based learning and collaborative research training arrangements and assessment methods
  - iii. course duration and holiday breaks, course qualification, award or other outcomes
  - iv. campus locations and a general description of facilities, equipment, and learning and library resources available to students
  - v. details of any arrangements with another registered provider, person or business to provide the course or part of the course
  - vi. indicative tuition and non-tuition fees including advice on the potential for fees to change during the student's course and applicable refund policies
  - vii. any non-tuition related fees, such as for accommodation or OSHC

- viii. all requirements and rules that apply to the student's enrolment, such as minimum attendance requirements, course progress requirements,
  - ix. information about the grounds on which the student's enrolment may be deferred, suspended or cancelled
  - x. a link to an official explanation of the ESOS framework, including official Australian Government material or links to materials online
  - xi. the policy and process the registered provider has in place for approving the accommodation, support and general welfare arrangements for younger overseas students, where relevant
  - xii. relevant information on living in Australia, including indicative costs of living and accommodation options.
3. All Greenwich English College Pty Ltd require students give relevant personal information, stipulate the visa the student plans to study on, and course choice and length information. The application forms also include the full Terms and Conditions of enrolment including clarification of the College's Cancellations and Refunds Policies and both the students and the college's obligations under the ESOS Act and consumer protection legislation, and require that all applicants read and acknowledge these.
  4. Once an application has been received by the admissions staff of Greenwich English College Pty Ltd it is checked to ensure information is included and clear and that the enrolment is possible.
  5. Where the course applied for requires the student to meet particular entry requirements the Greenwich English College Pty Ltd admissions team ensure that evidence is included that the student has satisfied these requirements. Where this evidence is not available the Greenwich English College Pty Ltd admissions staff will contact the student or their representative to obtain that information.
  6. Where a student needs to demonstrate English language proficiency at a particular level to meet entry requirements this must be demonstrated via an internationally recognized certificate, such as IELTS, TOEFL, or Cambridge. Where the student does not have this they will be required to complete the Greenwich English College Pty Ltd Placement Test including an interview. Note that the restrictions applied by the Australian Government on minimum English levels for student visa applications will take precedence where a student's Assessment Level or their application to an award based course require.
  7. After these preliminary steps, the prospective student's details are entered into the student management system – STARS – and a Letter of Offer, Student Invoice, and Written Agreement are produced and sent to the student and/or their representative. These documents contain all Terms and Conditions of enrolment, including the Cancellation and Refund Policies, visa related requirements, all payment terms and conditions and all fees payable, and consumer rights references.
  8. To accept this offer the student must sign and return the Written Agreement and then make the initial payment as set out in the Student Invoice.
  9. On receipt of the Written Agreement and of the initial payment required in the Student Invoice for a student intending to study on a Student Visa, the Greenwich English College Pty Ltd admissions team create an eCoE in PRISMS and forward it to the student and/or their representative along with 2 pre-arrival pack.
  10. Special cases relating to the creation of an eCoE in PRISMS are dealt with further below.
  11. On receipt of the Written Agreement and of the initial payment required in the Student Invoice for a student intending to study on a non-Student Visa, the Greenwich English College admissions team create a receipt for the payment received and return this to the students and/or their representative.

### Application and Enrolment Procedure – On Arrival

1. All students arriving at Greenwich English College Pty Ltd are required to complete an arrival form which obtains all required student information, including contact and residential address details, visa and passport copies, and USI and AVETMIS data where relevant;
2. The students' visa details are checked by the Reception and Students Services Officer in the VEVO system to ensure all details are valid.
3. All data is entered into the student management system, STARS.
4. All students are required to attend an orientation session and, in the case of ELICOS students, are tested prior to being allocated to a class.
5. During the orientation session all requirements and relevant rules for students, including those stipulated under the elements of the ESOS framework are communicated, including
  - i. Ensuring Greenwich English College Pty Ltd are made aware of any change in residential address within 7 days
  - ii. meeting minimum attendance and course progress rates
  - iii. adhering to the student code of conduct, including academic conduct

### USI – Unique Student Identifier

1. Greenwich English College Pty Ltd will collect the verified Unique Student Identifier (USI) of the student and record this in a secure place so that it can be later recorded on the qualification or statement of attainment
2. If the student does not already hold a USI, the college will obtain a USI on their behalf and record it in their student records file.
3. No certificate, qualification or statement of attainment can be issued to the student until the USI has been received by Greenwich English College Pty Ltd and noted on the documentation.
4. Greenwich English College Pty Ltd will record the qualification or statement of attainment with the USI Scheme in accordance with Standard 3 (Clause 3.6) under the Standards for Registered Training Organisations 2015.
5. Qualifications or statements of attainment that are recorded under the USI Scheme will not be documented or recorded with additional records within Greenwich English College Pty Ltd to demonstrate the achievement.

### Release letters

1. Where a student applying to study at Greenwich English College Pty Ltd has a current eCoE with another provider the student will need to provide a valid release letter before their enrolment at Greenwich English College Pty Ltd;
2. Where the student or agent has supplied a release letter from the previous provider, the Admissions Officer can proceed with creating a student's eCoE;
3. Where the student has stated that they are ending their enrolment with the previous provider, a release letter is required before the application can be finalised and an eCoE issued;
4. Where the student has stated that they are deferring their enrolment with the previous provider, either a release letter or an official confirmation of deferment is required before the application can be finalised and an eCoE issued;
5. Where the student has stated that their previous provider has refused their application for a release letter, the issue should be raised with the General Manager. The General Manager will raise the issue with the relevant position holder at the provider. Without a release letter, it is not

possible to proceed with the enrolment unless there is indication that the other provider has illegitimately refused the release letter. If the latter is true, the Admissions Officer will request that the Operations Manager or the General Manger contact the Department of Home Affairs (DHA) to address the matter and clarify whether an enrolment con proceed;

6. Where a student has stated that they wish to study with Greenwich during a scheduled break in their other course, the Admissions Officer will check with the student regarding the dates of the break to ensure there is no conflict of dates that may cause problems for the student. Then an eCoE will be issued despite the warning of the conflicting eCoE, entering a comment that the dates of the students break mean there is no conflict between the two programs. The student should be warned that they may be contacted by immigration to confirm there is no conflict and that they will not breach the conditions of their visa. They should be advised that the application could impact on their visa.
7. Where the student has stated they wish to study at Greenwich and continue their current enrolment, an eCoE must still be created. The student should be warned that they may be contacted by immigration to confirm there is no conflict and that they will not breach the conditions of their visa. They should be advised that the application could impact on their visa. If they choose to proceed, the eCoE should be created despite the warning of the conflicting eCoE and a comment entered into PRISMS along the lines of "Student wishes to supplement their primary course with some English language lessons".
8. In all above cases, appropriate comments must be entered into PRISMS and into Stars. The student should be notified that they will need to take the eCoE created to an immigration office to confirm their visa status and to confirm that they have approval to proceed with the course at Greenwich.

## References

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Student Record of Information Received  
Enrolment / Admissions Form 2018  
Student Code of Conduct (Student Handbook)  
Student Handbook 2018  
Student Identifier Act 2014

Authorising Officer: \_\_\_\_\_ Date: \_\_\_\_\_ Review Date: \_\_\_\_\_  
This policy is to be reviewed twelve (12) months from this date.