

International Student Enrolment Policy & Procedure

1. Policy

- 1.1 This policy and procedure applies to international students who apply for a course at Flinders International College (FIC).
- 1.2 FIC enters into written enrolment agreements with all international students.
- 1.3 FIC informs all students of their rights and responsibilities prior to enrolment.
- 1.4 FIC informs all student information in accordance with FIC Student information policy prior to enrolment.
- 1.5 FIC assesses whether student's qualifications, learning needs, skills, knowledge, experience are appropriate for the course for which enrolment is sought.
- 1.6 FIC provides all required information to prospective students to facilitate informed decision making prior to completion of enrolment in accordance with FIC Student information and Marketing & advertising policies and procedures.
- 1.7 FIC does not make any verbal or written guarantees to a prospective client prior to enrolment, or an enrolled client:
 - will successfully complete a training product.
 - can complete a training product in a manner which is inconsistent with the training package, rules of evidence, principles of assessment, or FIC Training and assessment strategy for a given course requirements.
 - will obtain a particular employment outcome, where obtaining such an employment outcome is not within the organisation's control.
- 1.8 FIC encourages enrolment applications from students of all backgrounds, nationality, gender or culture.
- 1.9 FIC encourages applications from people with a disability, academic, language, literacy and numeracy, digital literacy, physical and personal/ welfare support need. Applicants are encouraged to disclose any disability during enrolment, if they wish to do so.
- 1.10 All applications received are assessed equitably and fairly in accordance with this, and the Access and equity policy and procedure.
- 1.11 The CEO is responsible for implementing this policy and procedure and reviewing its effectiveness.
- 1.12 In accordance with the requirements of the Privacy Act 1988 and Australian Privacy Principles, FIC treats all student personal data confidentially.
- 1.13 This policy is implemented in compliance with the requirements of the Data Provision Requirements 2012, and Outcome Standards for NVR Registered Training Organisations 2025 Standards 2.1, 2.2, 2.5, and Compliance Standards for NVR Registered Training Organisations 2025 Standards 8, 12, and 14, the National code of practice 2018 part B standards 2, 3, 7 and 8.

Procedure

2. Enrolment

Enrolling students (VET Courses)

- 2.1 On receiving enrolment requests pre enrolment information, an Enrolment form and International student handbook is supplied to each student via the FIC website.
- 2.2 All pre enrolment information is supplied to each student prior to enrolment being completed in accordance with the Student information policy.
- 2.3 On receiving an application the Training Manager will check if a place is available in the course and if not when the next place is available. Arrangements are then made with the applicant to undertake the Language, literacy, numeracy and digital literacy test and complete the Pre training review form.
- 2.4 On receiving applications either directly from students or through education agents FIC assesses the student's qualifications and experience and English language proficiency as follows:
 - Applications for enrolment are received by the Training Manager
 - Applicants who can provide evidence of English language proficiency of IELTS 5.5 or 6 (overall band or equivalent) are not required to complete a FIC Language and literacy test to demonstrate that they address English language course entry requirements.
 - All applicants regardless of country of origin or English language ability must undertake a numeracy and digital literacy test to demonstrate that they can address course requirements.
 - Arrangements are made with applicants for tests to be undertaken and submissions received by FIC.
 - The Training Manager reviews the Enrolment form, Pre Training Review form, and Language, literacy, numeracy and digital literacy test results and comes to a decision of whether the course applied for is appropriate in addressing the student's learning needs. Details of the decision-making criteria for the LLN and digital literacy test and Pre training review form are indicated in the respective Assessor guides.
 - Applicants are required to provide any documentary proof of qualifications and experience and English language level, where required.
 - Applicants are required to provide evidence to demonstrate their English language ability in accordance with Australian Department of Home Affairs requirements.
 - English language certificates provided by applicants must be certified by the agent as true copies or other appropriate organisations.
 - Where the evidence is provided of the appropriate English language level the student can be assessed at this stage as meeting English language requirements.
 - IELTS certificates are checked to establish that it comes from an approved IELTS testing centre. http://www.ielts.org/test_centre_search/search_results.aspx
 - An IELTS score of 5.5 or 6.0 (overall band) is required for entry into respective courses (or equivalent). General and Academic IELTS certificates are accepted. The TAS for each courses indicates the required IELTS English entry requirement.
 - Applicants who do not possess the required IELTS score or equivalent are advised to enroll in an ELICOS course to facilitate achieving the English language entry requirements.
 - Equivalent qualifications demonstrating English language proficiency are also accepted.
 - IELTS (or equivalent) certificates may not be required where:
 - Students have completed at least 6 months of a Certificate IV level course in an Australian RTO
 - Students have successfully completed a foundation course in Australia
 - Students have completed a FIC Language, Literacy and Numeracy Test for the relevant course.

- Tests results/ certificates and other evidence demonstrating English proficiency older than two years are not accepted.
- When assessing overseas qualifications against AQF requirements FIC refers to the equivalencies table for each country.
- Where there is insufficient or unclear information with regards to IELTS level or its equivalent the application is forward to the CEO for assessment.
- Students must provide a certified copy of their passport as evidence that they are/ will be 18 at the commencement of their course. The original passport is checked at orientation.
- Where the evidence is provided of the appropriate qualifications and/ or experience the student can be assessed at this stage as meeting the course entry requirements.
- If application tests results indicate the applicant possesses appropriate language, literacy, numeracy and digital literacy, then the student can be assessed at this stage as meeting the course entry requirements.
- Applicants are contacted where there is insufficient or unclear information with regard to them addressing course entry requirements.
- Applicants are provided with an opportunity to discuss their submission and address any inconsistencies or responses that do not fully address the assessment criteria.
- Applicant learner needs may be identified and assessed at this point. If a client does not address entry requirements, but after assessment FIC has identified that it can appropriately support the applicant's learner needs during the course, then the application will be accepted and the student enrolled.
- Where there is request for course credit or RPL the application is forwarded to the Training manager for assessment. Applications will be assessed in accordance with FIC RPL/CT policy and procedure.
- Enrolment and Pre training review forms and Language, literacy, numeracy and digital literacy tests must be completed, signed and dated by the student. Digital signatures are accepted for the LLND test.
- Incomplete documentation is returned to the student for completion
- Supplementary information is requested from students who submit incomplete applications
- The 'official use' section of the application form is completed by the enrolment officer once all information is considered and received.

Where the applicant does not possess the formal vocational qualifications FIC will consider:

- Mature aged students with relevant work and/ or life experiences
- Supporting verifiable documentation from former employers
- Previous academic results
- Transferrable skills
- Personal attributes

Where experience is being claimed by the applicant, the following criteria must be formally satisfied in writing:

- Employers name and contact details;
- Job title;
- Period the position was held;
- References from employers, including details about the tasks undertaken whilst in their employ, and the level of work responsibilities;
- Letters from students, supervisors, employers, contractors; and
- Portfolio of all relevant evidence supporting the application.

2.5 If a student's application is incomplete, or the outcome of assessing the application is that the course is not appropriate for addressing the student's learning needs, or the student does not meet the entry

- requirements a letter stating the application has been declined along with reasons and options for the student is forwarded.
- 2.6 If a student meets the entry requirements and the outcome of assessing the application is that the course is appropriate for addressing the student's learning needs, an offer letter is sent to the student along with the written agreement and instructions on how to confirm acceptance of the offer.
 - 2.7 The Letter of Offer that will include course details, duration, total course fees and course fees due to be paid now, enrolment fee, materials fee (if any) and OSHC fees, course start and end time and dates.
 - 2.8 The letter of Offer is sent directly to the student or education agent (if application was forwarded by one) along with the written agreement.
 - 2.9 The student accepts the written agreement by signing and returning it to FIC.
 - 2.10 Once FIC acknowledges receipt of the written agreement the student is asked to forward payment of agreed fees.
 - 2.11 Acceptance of the offer is confirmed by returning the completed written agreement and confirmation of payment of the required fees.
 - 2.12 Student payments are processed in accordance with FIC Fees and refund policy.
 - 2.13 Student tuition fees are not accessed until the written agreement has been received from the student and until the student has commenced their studies.
 - 2.14 On receiving the written agreement and confirming receipt of funds the Enrolment Officer generates a CoE via PRISMS and forwards this to the student (or education agent) along with pre departure information.
 - 2.15 A CoE is generated for each course in which the student is enrolled. The duration of the CoE generated is consistent with the course duration registered on PRISMS.
 - 2.16 A file is created for each student and all documentation is placed in the file.
 - 2.17 Each student is placed on the relevant course list.
 - 2.18 All applications and subsequent process will be responded to/ completed within 5 working days of receipt.
 - 2.19 Student tuition fees are not accessed until the course commences.
 - 2.20 Each student is placed on the relevant course list.
 - 2.21 A file is created for every student on the Student Management System. This contains: name and contact details, title of qualification, competencies, scheduled hours, timeframe for achievement, delivery mode/s, training to be undertaken, assessment details and arrangements, parties responsible for delivery, and assessment of each unit of competency, records of CT and RPL granted (where appropriate).
 - 2.22 The RTO collects Unique Student Identifier (USI) data from each enrolled student.
 - 2.23 USI's will be requested on the Enrolment form. The RTO will advise students to request a USI from www.usi.gov.au if they do not have one at enrolment. Instructions on the website are to be followed.

- 2.24 If the student does not have a USI they can instruct the RTO to collect this on their behalf. Written evidence of permission will be retained in such circumstances.
- 2.25 If the student does not supply the USI or instruct the RTO to collect the data on their behalf at enrolment, this information will be collected either before certification or before AVETMISS reporting.

3. Content of Written Agreements

- 3.1 Identifies the course or courses in which the student is to be enrolled and any conditions on his or her enrolment.
- 3.2 Provides an itemised list of tuition and non tuition fees to be paid by the student. Examples of non tuition fees include: enrolment fee, re-assessment fee, course change fee, cost of laptop and software required to undertake the course, materials and equipment costs.
- 3.3 Outlines 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
- 3.4 Outlines any prerequisites necessary to enter the course or courses, including English language requirements
- 3.5 Lists any conditions imposed on the student's enrolment.
- 3.6 Lists all tuition fees payable by the student for the course, the periods to which those tuition fees relate and payment options (including, that the student may choose to pay more than 50 per cent of their tuition fees before their course commences).
- 3.7 Provides 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
- 3.8 Sets out the circumstances in which personal information about the student may be disclosed by FIC, the Commonwealth including the Tuition Protection Service (TPS), or state or territory agencies, in accordance with the Privacy Act 1988
- 3.9 Outlines FIC internal and external complaints and appeals processes, in accordance with the FIC Complaints and appeals policy and procedure.
- 3.10 States that the student is responsible for keeping a copy of the written agreement as supplied by FIC, and receipts of any payments of tuition fees or non-tuition fees.
- 3.11 Only use links to provide supplementary material.
- 3.12 Sets out the circumstances in which personal information about the student may be shared between the FIC and the Australian Government and designated authorities. The information that may be shared includes personal and contact details, course enrolment details and changes.
- 3.13 Advises the student of his or her obligation that while in Australia and studying with FIC, must notify FIC of his or her contact details including:
 - the student's current residential address, mobile number (if any) and email address (if any)
 - who to contact in emergency situations
 - any changes to those details, within 7 days of the change
- 3.14 Provides refund terms, conditions, processes and arrangements. Refund information includes:
 - amounts that may or may not be repaid to the student (including any tuition and non-tuition fees collected by education agents on behalf of the registered provider)
 - processes for claiming a refund

- 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
 - availability of a cooling off period after paying fees
 - an explanation of what happens in the event of a course not being delivered, including the role of the TPS
- 3.15 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”.
- 3.16 FIC maintains copies of all Enrolment forms, Written agreements and receipts of payments from each student for a period of 2 years from the date the student ceased their enrollment at FIC.

Documents to be employed when implementing this policy and procedure:

- Pre enrolment information
- International student handbook
- FIC English Placement Test
- Offer letters
- Enrolment form
- Written agreement
- Student support policy and procedure
- Fees and refund policy and procedure
- Records management policy and procedure
- Student information policy and procedure
- Marketing policy and procedure
- RPL/CT policy and procedure

Revision history

Creation/ Revision Date	Comment	Created/ Revised by
1/1/19	Policy created	CEO
1/7/20	Policy updated	CEO
1/10/21	Policy reviewed	CEO
1/10/23	Policy reviewed	CEO
1/6/25	Updated for revised standards for RTO's 2025	CEO