Student Recruitment and Enrolment Policy
(International Students)

Purpose

This procedure describes the application and selection process to ensure that

- Students who are capable of success in their chosen course of study are selected
- The selection process is conducted in an ethical and responsible manner
- Appropriate access and equity principles are considered in selection criteria
- The application and selection process is consistent and compliant with relevant ESOS Act, Department of Education (DE) and DIBP regulations and Standards for RTOs 2015

Policy also sets procedure describes administrative processes for enrolling new and continuing international students to comply with Standards of the National Code 2007.

Scope

This procedure applies to the selection and enrolment of all international students in courses offered by the Institute. It describes processes associated with:

- International student selection and recruitment
- Applications submitted by prospective students
- Selection and issuance of a Letter of Offer acceptance of the Letter of Offer
- Issuance of an electronic Confirmation of Enrolment (eCOE)
- Enrolment and re-enrolments
- Variation to enrolments

Responsibility

The principal Executive Officer (PEO) and student administration officer are to ensure that the staff members and students at Frontier Leadership (FL) are aware of its application and that staff implement its requirements.

Definitions

Admission: the process by which a prospective student applies for a place in a course offered by the Institute is considered and either selected or rejected.

International Student: a student studying in Australia who is the holder of a valid student visa granted by the Australian Government.

ESOS Act (2000): Federal Government act that regulates the provision of education and training services to international students in Australia and which stipulates student VISA conditions.

Department of Immigration and border protection (DIBP): DIBP’s Student Visa Program provides student visas to international students to allow them to study on campus onshore with an accredited provider.

PRISMS: Acronym for Provider Registration and International Student Management System. A government-administered system used to process international student information. This system provides Australian education providers with the Confirmation-of-Enrolment (CoE) facilities required for compliance with the Education Services for Overseas Students (ESOS) legislation.

SMS: Student Management System used by Frontier Leadership to manage student information.
Electronic Confirmation of Enrolment (eCOE): A student’s Confirmation of Enrolment is issued by DIBP and required for the issuing of student visas for international students. eCOEs are generated through PRISMS.

IELTS: a comprehensive test of English language proficiency designed to assess the ability of non-native speakers of English who intend to study or train in the medium of English.

Letter of Offer: a formal invitation to a prospective student to commence study at the Institute in the course offered.

Requirements

- Application procedures shall be applicant-focused, consistently applied and equitable.
- All applications shall be treated fairly, with respect and sensitivity, and in accordance with the Institute’s Privacy Policy.
- Applications for admission shall be lodged according to the relevant guidelines provided to the applicants in the Student Prospectus.
- The Institute shall reserve the right to request additional information from applicants which may be relevant to their application, including documentation of previous academic records, medical certificates, or other supporting documentation in the case of Special Consideration applications on any of the established grounds for Special Consideration.
- The Institute reserves the right to request applicants’ authorisation to obtain further information from relevant third parties, where necessary, regarding their application.
- Applicant information shall remain confidential between the designated parties and will only be used as per the Privacy Policy.

Procedures

Application by Prospective Students

- All enquiring students must be provided with a Student Prospectus, a Student Agreement and the ESOS Framework, or link to the ESOS Framework. International students can only be offered places in CRICOS-registered courses.
- Prospective applicants (applying from overseas) shall be advised that the Application Form should be received no later than six weeks before a course commencement date to allow the Institute time to assess the application and for DIBP authorities to approve the student visa application.
- All prospective students must complete the Institute’s Application Form to apply for admission into the courses offered. Applicants must sign and date the Student Agreement on the application and attach all supporting documents including:
  - Certified academic transcripts
  - Evidence of English language level (e.g. IELTS, TOEFL) and/or
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- Certified educational or academic certificates (in both the original language and in English).
- Other documents that may be required include:
  - English translations of all documents, Academic transcripts from previous educational institutions (if applying for advanced standing/credits)
  - Letter of Release from another provider for the relevant study period.

- Upon receipt of the application, a student file is created and relevant details recorded using a Student Application Checklist.
- Application can be made by email, fax or in person or through an authorised representative.

Selection Process
- The Student Administration officer or an authorised Admissions Officer must review and assess the application and determine, based on the selection and entry requirements for the course, whether a Letter of Offer should be made.
- To be accepted the applicant must meet the following:
  - Academic Entry Requirements
  - minimum English language requirements
  - age requirement
- The Academic and English Entry Requirements will be assessed using the Institute’s entry requirements policy for the overseas students.

- English testing is not required where an applicant clearly has the required English language skills. Verified evidence of this would include:
  - Completing education in an English-speaking country.
  - completing a substantial part of a Certificate IV or higher level qualification in Australia
- Full details of language requirements are available in the Institute’s English language requirements policy.
- The applicants may be interviewed to ensure they meet minimum entry requirements and to assess their learning needs. During the interview, applicants shall be provided with information on the following:
  - Course details including course content, duration and qualification offered assessment information (contact hours per week, recommended text books, etc.)
  - Fee structures including refunds and other fees applicable.
  - Institute requirements
  - Recognition of other AQF qualifications, Recognition of Prior Learning & Credit Transfer information
  - Legislative and regulatory education guidelines and requirements.
  - Campus information
  - Description of ESOS framework
Campus Locations and general description of facilities, equipment and learning and library resources available

relevant information on living in Australia, including:

i. indicative costs of living

ii. Accommodation options; and

iii. Where relevant, schooling obligations and options for school-aged Dependants of intending students, including that school fees may be incurred.

- The Admission Officer must ensure that all required documents are received at the time of application assessment.
- All application details must be entered into the Institute’s Student Management System (SMS) and all documents must be filed.

**Issuing the Letter of Offer**

- Successful applicants shall be sent a Letter of Offer that includes instructions for accepting the Offer. The Student Administration officer or an authorised Admissions Officer, must sign the Letter of Offer and/or the Student Agreement to be sent to the applicants.
- Applicants who do not meet an entry requirement will be notified in writing. Where applicable, unsuccessful applicants shall be offered alternative study options.
- The Letter of Offer and Student Agreement letter are sent via email to the students or their nominated representative.
- A copy of the Letter of Offer and Student Agreement are filed in the student file.

**Acceptance of the Letter of Offer**

- Applicants must accept a Letter of Offer by the due date and by returning the signed Student Agreement form, accompanied by payment of tuition fees and Overseas Student Health Cover (OSHC), as outlined in the Letter of Offer.

**Issuing the Confirmation of Enrolment (eCOE)**

- The Institute shall send an eCoE letter, generated through PRISMS, to students once the Student Agreement and funds have been received.
- The Accounts Department will confirm receipt of tuition fees and approve issuance of an eCOE.
- The eCOE must be prepared and generated as per the PRISMS User Guide.
- Prior to the issuance of the eCOE, the student application file is checked to ensure all requirements are met.
- The eCOE is then sent to the student, or the authorised representative, via email.
- A copy of the eCOE is filed in the student file and the SMS is updated.
- The eCOE will be used by the student to apply for a student visa.
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**Enrolment at campus and Re-enrolment**

Enrolment of new students and re-enrolment of continuing students will be conducted via the following processes:

<table>
<thead>
<tr>
<th>Steps</th>
<th>Responsibility</th>
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</thead>
<tbody>
<tr>
<td>1. Notify international students of the official enrolment date</td>
<td>Student Administration</td>
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<tr>
<td>2. Attend enrolment location, as advised, to formally enrol</td>
<td>Student</td>
</tr>
<tr>
<td>3. Issue “Student Enrolment Form” to students</td>
<td>Student Administration</td>
</tr>
<tr>
<td>4. Complete, sign and submit the Enrolment Form</td>
<td>Student</td>
</tr>
<tr>
<td>5. Confirm fee payments</td>
<td>Accounts</td>
</tr>
<tr>
<td>6. Check Enrolment Form to ensure all details have been completed</td>
<td>Student Administration</td>
</tr>
<tr>
<td>7. Activate student enrolment in the Student management system (RTO Manager)</td>
<td>Student Administration</td>
</tr>
<tr>
<td>8. Issue student with a student number and student ID card</td>
<td>Student Administration</td>
</tr>
<tr>
<td>9. Issue timetable to students</td>
<td>Student Administration</td>
</tr>
<tr>
<td>10. Apply for Credit Transfer or RPL if applicable or required</td>
<td>Student and Student Administration</td>
</tr>
<tr>
<td>11. Update student records in the Student management system (SMS) &amp; PRISMS</td>
<td>Student Administration</td>
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<tr>
<td>12. File Enrolment Form in student file</td>
<td>Student Administration</td>
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<tr>
<td>13. Generate report on who accepted an offer but did not enrol (inactive withdrawal)</td>
<td>Student Administration</td>
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</tbody>
</table>
Variation to Enrolment

Variation to enrolment applies where a student changes their suspension or defers the commencement of their course of study, or withdraws for their course.

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<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Complete the relevant form – deferment suspension or cancellation form</td>
<td>Student</td>
<td>Student needs to submit a signed form to the student administration department</td>
</tr>
<tr>
<td>2. Approve variation to student’s enrolment</td>
<td>Student Administration</td>
<td>As applicable, confirm full time study requirements are still being met</td>
</tr>
<tr>
<td>3. Process variation to student’s enrolment and update details in the Student management system (SMS)</td>
<td>Student Administration</td>
<td></td>
</tr>
<tr>
<td>4. Advise Department of Education (DE)/DIBP - Department of Immigration border protection of changes to student’s enrolment via PRISMS</td>
<td>Student Administration</td>
<td>The Student Administration Officer is responsible for ensuring that this occurs.</td>
</tr>
</tbody>
</table>

Enrolling a Transferring Student

1.1 The Institute will not seek to enrol a student who has not yet completed six months of their principal course of study with another registered provider unless the requirements of the National Code are met, which includes sighting of a “Letter of Release” provided by the student’s previous provider.

1.2 Applicants for Credit Transfer must complete the Credit Transfer Application Form, attach a copy of a verified Qualifications or Statement of Attainment and submit the application to the Student Administration.

1.3 Trainer and assessor will check the Qualifications or Statements of Attainment and grant Credit Transfer for identical units that have been identified as completed at another Registered Training Organisation.

1.4 Verified copies of Qualifications and Statements of Attainment used as the basis for granting Credit Transfer must be kept in the student’s file.

1.5 Granting of Credit Transfer must be recorded as a unit outcome in the student’s file

1.6 After Credit Transfer is granted, a student’s course schedule must be reviewed and modified to ensure a full-time load and details of this must be recorded in the student’s file.

1.7 Any course duration reduction as a result of Credit Transfer granted to students must be indicated on the eCOE if granted prior to the issue of a visa or on PRISMS if granted after the issue of a visa.

Associated Procedures/Documents
- Entry requirement and verification of documents policy
- Deferment, suspension and cancellation of study policy and form
- Transfer between providers form
- Application form
- Student offer letter
- Student agreement