

Admission and Enrolment Policy and Procedure

Policy Purpose

Admission to a Think: Colleges course is determined on the basis of course entry requirements which may include but is not limited to academic merit and the capacity of the applicant for tertiary level study. Think: Colleges recognises that this can be measured by formal qualifications and by means other than formally recognised educational attainment. Think: Colleges assesses all applicants through procedures that are fair, equitable and transparent. Think: Colleges will also ensure that the opportunities and benefits of Commonwealth assistance will be made equally available to all eligible students.

Policy Scope

This policy provides information about admission, pre-arrival enrolment, enrolment on campus, inactive students, late enrolment, and continuing enrolment requirements and procedures for entry to all Think: Colleges courses.

Definitions

Refer to *Glossary of Terms*.

Policy Content

Think: College's applicants are assessed and admitted using fair, equitable and transparent procedures on the basis of clearly defined, consistent, and equitable criteria.

Each of the Think: Colleges ("the College") adhere to policies and procedures for verifying applicants' credentials and the granting of course credit. In this way, the College is satisfied that the admission requirements ensure that students entering a course have an adequate basis of knowledge and skills to successfully undertake the studies proposed in the course. The College also ensures that admission requirements do not present unreasonable barriers to access.

The Implementation Handbook of the Australian Qualifications Framework (2007, 4e) stipulates that candidates for entry into an accredited course will typically hold a Senior Secondary Certificate of Education (SSCE) or its equivalent. Mature age candidates may also apply for admission to a course regardless of achievement of the SSCE. The College adheres to the guidelines established under the AQF and has developed policies and procedures that reflect, and are compliant with, these guidelines.

A student who has completed, or partly completed, another qualification from a university or other approved higher education institution or Registered Training Organisation (RTO) may apply for course credit for their previous study towards a qualification or units of study or competency within a qualification. (Refer to the *Granting of Course Credit Policy*).

Think: Colleges documents student enrolments through procedures for pre-arrival enrolment, enrolment on-campus, inactive students, and continuing enrolment.

Students under 18 years old

Some, but not all courses accept students under 18. Where Courses allow students under 18, they may be issued a letter of offer, conditional offer, or if rejected they may be advised by a Course & Careers Advisor of a suitable alternative course. Where courses require a minimum age of 18, underage students may be issued a

letter of offer for an intake after they meet the minimum age requirement, or advised by a Course & Careers Advisor of a suitable alternative course.

Students under the age of 18 need to have their parent or legal guardian sign the application form and Written Agreement.

Additional information for overseas students under 18 – students need to complete and return the *Accommodation and Welfare Plans* form and make additional arrangements for guardianship and accommodation. All forms need to be signed by the student's parent or legal guardian.

International students enrolling in distance learning as part of on-campus studies in Australia

In compliance with National Code 2007 standards, Think: Colleges must ensure that international students enrolling in distance learning subjects as part of their on-campus studies in Australia:

- Enrol in at least one on-campus subject/unit during each compulsory study period; and
- Undertake at least 75% of their total course on-campus; and
- Ensure that at all times the student is in a position to complete the course within the expected duration as specified on the student's CoE

Admissions Standards

Students who apply for entry to the College do so by fair and open procedures with published criteria outlining entry requirements for all courses. The principles upon which admission decisions are made are stated clearly in College brochures and on the Website.

- Potential students intending to enrol in a course of study with the College would generally have significant contact with a Course & Careers Advisor and/or Agent (through interview, telephone and/or email contact) and are actively encouraged to seek further clarification and information regarding their possible study options.
- Information on student support and welfare services is available via the College Website and contained within the Student Handbook.
- Throughout the pre-enrolment process, Course & Careers Advisors and/or Agents are assessing the suitability of the potential student for admission and enrolment into a course of study. The student will be queried as to their reasons for undertaking the course and their educational and work history will be assessed against the course entry criteria.
- The College endeavours to address the reasonable needs of all students and potential students regardless of gender, ethnicity, age, disability or diversity of background.
- Course & Careers Advisors and/or Agents advise potential students in a professional, ethical, and responsible manner and do not provide potential students with false or misleading information or advice (National Code 2007, Standards 1.2 and 2). Course & Careers Advisors and/or Agents provide potential students with a prospectus and/or link to the relevant College website prior to a student being accepted to a course.
- International students are not actively recruited from other institutions in Australia within the first 6 months of their principal course of study (National Code 2007, Standards 1.3 and 7). However, these students will be assisted with their study plans if they are able to provide required documentation as outlined in the *Procedure for implementation (admissions)* below.

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Entry requirements

The standard entry requirements for candidates into a course are as follows:

Entry Requirements for Think: Colleges' Vocational Courses

Minimum entry requirements for entry into VET Certificate, Diploma and Advanced Diploma courses are published on the college websites, in the prospectuses, and in the training and assessment strategy for each course.

Entry Requirements for Think: Colleges' Higher Education Courses

Minimum entry requirements for entry into the Associate Degree and Bachelor Degree courses are published on the college websites, in the prospectuses, and in the course accreditation documentation for each course.

Entry Requirements for ELICOS Courses

ELICOS courses do not require previous academic transcripts for entry. English language requirements are consistent with DIAC immigration requirements.

Procedure for implementation (admission)

1. The Course & Careers Advisors receive all student *Application forms* and supporting documents and assesses applications based on the entry requirements for the course. Certified copies of a student's credentials are required.
2. The Course & Careers Advisor will use the following procedures to verify the equivalency and authenticity of academic documents:

Methods for determining equivalency of academic qualifications

- Overseas academic qualifications presented by an applicant for admission to a Think: Education Group course are assessed for equivalency using the National Office of Overseas Skills Recognition (NOOSR) Country Education Profiles (CEPs). These are accessed online at <http://aei.gov.au/AEI/CEP/Default.htm>

Methods for determining authenticity of academic qualifications

- Overseas and domestic academic qualifications presented by an application for admission to a Think: Education Group course may only be authenticated via the two methods:
 - Original documents (i.e. Testamur and transcript of results) provided by the candidate to an authorised Think: Education Group representative
 - Copies of the original documents (i.e. Testamur and transcript of results) provided by the candidate which have been either:
 - Notarised by a Justice of the Peace or equivalent authority in the country of origin;

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- Verified as a true and correct copy of the original documents by an approved Think: Education Group representative.
- Where an authorised Think: Education Group representative may suspect that an academic document presented by an applicant may be altered or fraudulently created, the authorised Think: Education Group representative will make direct contact with the conferring institution to validate the claims of the applicant.

Methods for determining authenticity of IELTS and TOEFL scores

- All English language levels are verified for authenticity using the following methodologies:
 - IELTS - Online verification at <https://ielts.uct.ac.za/ielts-trf/index.jsp>
 - TOEFL - send the student ID number, TOEFL ID, the score and also the test date to the following email address TOEFLnews@ets.org. A response will be received within 24 hours.

Methods for determining authenticity of claims in a CV/ Resume in relation to claimed work experience

- All claimed work experience must be relevant to the qualification being applied for and be within the last 3 years of date of application. Mature age candidates must provide Statements of Service on official company letterhead providing contact details of the employer. Past employers will be contacted to verify work experience on a case by case basis.

3. The Course & Careers Advisor checks that the applicant's proof of English language proficiency is appropriate for course they are applying to. Overseas applicants should produce a satisfactory IELTS or equivalent English language test score based on the *IELTS Approved Equivalents* list managed by the Teaching and Learning Committee. If the applicant cannot produce a satisfactory test score, the applicant may be issued with a *Conditional Letter of Offer* listing the required English Language level and advising him/her to enrol in an English (ELICOS) course approved by the College for an appropriate duration until he/she achieves the required entry level.

4. The Course & Careers Advisor checks that the applicant's age meets the minimum entry requirement for the course they are applying to. Where an applicant is under the age of 18, the Course & Careers Advisor checks that the application has been signed by the parent or legal guardian. If the application has not been signed by the applicant's parent or legal guardian it will be returned for signing and re-submission.

5. If the applicant's age does not meet the entry requirements for a course, the Course & Careers Advisor may recommend a suitable alternative course or the applicant may be issued with a *Letter of Offer* for the first available intake after the applicant meets the required age.

6. The Course & Careers Advisor checks that any overseas students currently studying in Australia has completed at least 6 months of their principal course of study. If the student has not, the Course & Careers Advisor checks that one of the following is true:

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- The original institution and/or the course the student is enrolled in is no longer registered;
- The student has submitted a valid letter of release from their original institution;
- The student is prevented from continuing his/her course due to a sanction imposed on the original institution's registration by the Australian Government or state or territory government; 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 (National Code 2007, Standard 7.1)

For Overseas Students Studying / Seeking to Study in Queensland If the student is applying for an on-campus course based in Queensland, a letter of release from the original institution must be received from the institution and include information on whether or not the student:

- has demonstrated a commitment to their studies during the course,
- has a good attendance record, and
- has paid all relevant fees for the course. (QLD, Education (Overseas Students) Regulations 1998, Section 10)

For Students Under the age of 18 The Course & Careers Advisor checks that the student has included in their documentation, written confirmation that the applicant's parent or legal guardian supports the transfer.

If the student does not meet the above requirements, the student can only be issued a *Letter of Offer* to a course starting after they have completed at least 6 months of their principal course of study or met one of the conditions above.

7. In situations where there are other course specific entry requirements, the Course & Careers Advisor may consult, where appropriate, with the Head of College (or delegated nominee). Domestic applicants may be required to attend an interview/participate in a telephone interview with the relevant Head of College (or delegated nominee). Overseas students may be required to participate in a telephone interview.

8. If the applicant has included an application for Course Credit, applications are reviewed according to the *Granting Course Credit Policy and Procedure*.

9. If the student has disclosed any disabilities and/or learning difficulties within the application, these are forwarded to the Head of College (or delegated nominee) for review according to the *Access and Equity Policy and Procedure*.

10. Based on the full application review, applicants will be given one of the following:

- *Conditional letter of offer* - most entry requirements have been met and it will be possible for the applicant to meet the remaining entry requirements
- *Letter of offer* - all entry requirements have been met and letter includes a specific list of any Course Credit awarded and Reasonable Adjustments that will be made. This is sent along with the *Written Agreement* and a *Tax Invoice*. A *Student Information Package* is also sent to the student.

For Overseas Students Under 18 The Course & Careers Advisor sends the applicant the *Accommodation and Welfare Plans Information* including the *Accommodation and Welfare Plans form*.

- *Rejection letter* - one or more of the entry requirements have not been met and it will be difficult or impossible for the applicant to meet the remaining entry requirements

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Procedure for implementation (pre-arrival enrolment)

Confirmation of enrolment will be issued once the following requirements are met:

- Conditional entry requirements (if any) are fulfilled
- Signed acceptance of offer including *Written agreement* is received (for students under the age of 18, this must include the parent or legal guardian's signature)
- The submission of any compulsory information or data or special requirement information as required by the College, Government Departments or Agencies
- Proof of OSHC or payment received (if applicable)
- Payment of compulsory fees (where applicable)
- For overseas students under 18, accommodation and welfare arrangements must be approved by the Student Advisor according to the *Overseas Students Under 18 Policy and Procedure*. Related forms should be collected by the Course & Careers Advisor and forwarded to the Student Advisor for review and approval.

Payments and/or confirmation of enrolment is not processed until a *Written agreement* is received and has all required signatures.

1. Once all of the above have been received, the Course & Career Advisor updates the student's status in Hermes and confirms the student's enrolment.

Overseas students For overseas students, the details of their enrolment are entered into PRISMS following the processes outlined in the PRISMS User Guide. This includes nominating dates for accepting responsibility for approving student accommodation, support and general welfare arrangements using the DIAC pro forma letter.

- Overseas students are issued a *CoE* for an agreed period of study provided the expected duration of study does not exceed the CRICOS registered course duration except under circumstances listed in the *Deferral Policy and Procedure*.
- Overseas students under 18 are issued a *CAAW* only if they are staying with a home stay with a Think pre-approved home stay provider and they have arranged guardianship through ISA. For overseas students under 18 with a packaged offer with another provider, the dates for welfare coverage can be discussed and agreed to with the other provider to ensure no gap in coverage between courses. Note: students under 18 staying with a relative are not issued with a *CAAW*.

2. The Course & Career Advisor notifies the Head of College (or delegated nominee) of any Reasonable Adjustments that must be implemented

Procedure for implementation (enrolment on-campus)

During orientation and prior to commencement of studies, the following items are done:

- Think: Student Services confirms that a signed *Written agreement* is on file. If no signed written agreement is on file, students are required to sign a written agreement at orientation. Think: Student Services also confirms that the student has brought any other required documentation such as proof of citizenship.
- Students have made arrangements for payment of their tuition fees.
 - **Overseas students enrolled in all courses and domestic students enrolled in a vocational course which is not VET FEE-HELP enable** - if fee payments are not up-to-date, the amount due/overdue must be paid at this time. If fees are not paid, Think: Student Services does not allow the student to continue with the orientation or enrol in subjects and the student's status is updated in Hermes to Withdrawn or Declined by applicant.

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- Domestic Students enrolled in a higher education course or a VET FEE-HELP enabled course
 - students will be allowed to continue with orientation and enrol in subjects if arrangements for payment have not been made. Students are advised on their payment options and advised to make arrangements by the census date for their course.
- Students are given another opportunity to apply for Course Credit, see the *Granting of Course Credit Policy and Procedure*.
- Students select and enrol in specific subjects using the *Enrolment Form*

For International students enrolling in distance learning subjects as part of their on-campus studies in Australia; Think: Student Services must ensure students:

- Enrol in at least one on-campus course during each compulsory study period
- Undertake at least 75% of their total course on-campus
- Ensure that at all times the student is in a position to complete the course within the expected duration as specified on the student's *CoE*

Once all of the above have been completed, Think: Student Services issues students with their *Timetable* and Think: Colleges *Student Identification Card*.

Late Admissions

Think: Colleges understands that some students will face delays to their admission due to a range of exceptional circumstances (e.g. offshore visa processing delays or delays in receiving English language results). Under exceptional circumstances, a student may be approved by the Head of College (or delegated nominee), for admission to a course after no more than two weeks of the initial study period has elapsed. Late admission is subject to the following conditions:

- (1) The student agrees to undertake an orientation and additional academic support including individual tutoring upon commencing the program;
- (2) The student must take responsibility for completing all outstanding work that has been missed;
- (3) The student attends at least three, one-hour weekly sessions with a Program Director (or delegated nominee).

Overseas students seeking to defer the commencement of their studies based on an inability to begin within the first 5 days due to a delay in receiving a student visa must follow the *Deferral Policy and Procedure*.

Timetable changes

Students select and enrol in their timetable during orientation as part of their enrolment on campus.

Think: Colleges acknowledges that some students may wish to make changes to their course timetables. Requests to change timetables will be approved in exceptional circumstances (i.e. circumstances that are beyond the control of the student occurring after the date of the student's enrolment on campus). Changes may only be made with approval by the Head of College (or delegated nominee) and are based on the availability of space in classrooms.

To request a timetable change, students must submit a completed *Timetable Change Request form* to Think: Student Services. Students should continue to attend their current timetabled classes until they are notified of the outcome of their request by Think: Student Services.

Inactive Students

Think: Colleges acknowledges that some students may enrol in a course and not show up on campus to commence studies, not enrol in subjects for a compulsory study period, or not return after a break. Students who have not attended the first two weeks of any study period or who have not attended class for 5 consecutive days at the start of a study period or after a break without approval will be considered Inactive. These students will have their enrolment automatically cancelled. A letter notifying the student of enrolment cancellation will be sent to the student along with a *Change/Deferral/Withdrawal* form and a *Special Circumstances* form. Students may be eligible for a refund based on the *Refund Policy and Procedure*.

- **Additional Procedure for International Students**

Think: Student Services will notify the Secretary of DEEWR within 14 days after an international student is confirmed as Inactive.

Continuing Enrolment

Students must complete a new *Enrolment form* at the beginning of each study period to confirm their enrolment and contact details.

Overseas students enrolled in all courses and domestic students enrolled in a vocational course which is not VET FEE-HELP enable and articulating to additional courses:

Where a student articulating from one course to another has met the requirements of the first course earlier than anticipated, the Head of College (or delegated nominee) will explain the implications of early transfer. Think: Student Services will issue a new *Letter of Offer*, *Written Agreement* and *Tax Invoice* with the revised dates. Once the *Written Agreement* is signed and returned, Think: Student Services will update the student's record in Hermes and notify the relevant Head(s) of College (or delegated nominee(s)). For overseas students, Think: Student Services will advise DEEWR via PRISMS of the changes, issue a new *CoE* and advise the student to contact DIAC. Changes to fees will be processed according to the *Refund Policy and Procedure*.

Students are issued statements 4 weeks before the due date of a payment. Students enrolled in a course at Think: Colleges must pay required fees according to their payment plan based on one of the following procedures:

Overseas students enrolled in all courses and domestic students enrolled in a vocational course which is not VET FEE-HELP enabled

1. If payment is not received by the due date, one of the following occurs:

- a. Overseas Students: Think: Student Services issues the student with a letter stating payment is overdue and intention to report the student to DEEWR for non-payment of fees. The letter indicates that the student has 20 days to appeal through the *Non-Academic Grievance Policy and Procedure*.
- b. Domestic Students: Think: Student Services issues the student with a letter stating payment is overdue and intention to discontinue the student's enrolment. The letter indicates that the student has 20 days to appeal through the *Non-Academic Grievance Policy and Procedure*.

2. If payment is not received within 20 days, one of the following occurs:

- a. Overseas Students: Think: Student Services issues a final letter stating payment is overdue and intention to report the student to DEEWR for non-payment of fees. The letter includes details on

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the Think: Colleges *Non-Academic Grievance Policy and Procedure*. Think: Student Services also follows-up by phone and email.

b. Domestic Students: Think: Student Services issues a final letter stating payment is overdue and intention to cancel the student's enrolment. The letter includes details on the Think: Colleges *Non-Academic Grievance Policy and Procedure*. Think: Finance Team also follows-up by phone and email.

3. If payment is not received within 20 days, one of the following occurs:

a. Overseas Students: Think: Student Services reports the student to DEEWR through PRISMS for non-payment of fees.

b. Domestic Students: Think: Student Services cancels the student's enrolment.

For Overseas students enrolling in distance learning subjects as part of their on-campus studies in Australia, Think: Student Services must ensure students:

- o Enrol in at least one on-campus course during each compulsory study period
- o Undertake at least 75% of their total course on-campus
- o Ensure that at all times the student is in a position to complete the course within the expected duration as specified on the student's *CoE*

Domestic Students enrolled in a higher education course or a VET FEE-HELP enabled course

1. If payment is not received by the census date, Think: Student Services issues the student with a letter stating that payment must be received within the next week. The letter indicates that the student may appeal through the *Non-Academic Grievance Policy and Procedure*.

2. If payment is not received within 7 days, Think: Student Services issues a final letter stating intention to suspend the student's enrolment if payment is not received within 2 weeks. The letter includes details on the Think: Colleges *Non-Academic Grievance Policy and Procedure*. Think: Finance Team also follows-up by phone and email.

3. If payment is not received within 14 days, Think: Student Services suspends the student's enrolment.

This policy, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

Publication

These procedures are to be published for students on the Think: Colleges website and in the Student Handbook to ensure current and prospective students have up to date and accurate information publicly available to them.

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