



IIB Admissions: Formalization of Enrolment and Written Agreements Policy

Purpose & Scope

The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 requires providers to enter into a Written Agreement with each overseas student, outlining the obligations and rights of both provider and the student, including schedule of tuition fees payable, refund arrangements and other conditions and requirements relating to the enrolment.

This policy is in place to ensure that Institute of Intellect Blending (IIB) formally enters into written agreements with each student that meet all necessary requirements. This will be by way of letter of offer.

This policy applies to:

- international students seeking enrolment with IIB
- IIB's Education Agents
- IIB Marketing, Admissions and Student Services staff.

This policy satisfies the requirements of Standards 3 and 5 of the National Code 2018.

Policy

IIB will enter into a written agreement with each overseas student or intending overseas student, signed by the student, prior to accepting any money (tuition fees or non-tuition fees) from the student. A written agreement may take any form provided it meets the requirements of the ESOS Act and the National Code under Standard 3. Institute of Intellect Blending will not accept students under the age of 18.

By signing the written agreement, students confirm that they have been informed of, read, understood and accepted the conditions of their enrolment.

IIB will retain records of all written agreements as well as receipts of payments made by students under the written agreement for at least 2 years after the person ceases to be an accepted student.



The Letter of Offer and Course Acceptance Agreement at IIB consists of the following documents:

- letter of Offer (Full or Conditional)
- Conditions of Acceptance
- Administration fees, charges and refunds
- Course Acceptance Agreement

Each agreement will have as a minimum the following points, written in plain English:

- a) outline 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;
- b) outline any prerequisites necessary to enter the course or courses, including English language requirements;
- c) list any terms and conditions imposed on the student's enrolment;
- d) list all tuition fees payable by the student for the course, the periods to which those tuition fees relate and payment options (including, if permitted under the ESOS Act, that the student may choose to pay more than 50 per cent of their tuition fees before their course commences);
- e) provide 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;
- f) set out the circumstances in which personal information about the student may be disclosed by the registered provider, the Commonwealth including the TPS, or state or territory agencies, in accordance with the *Privacy Act 1988*;
- g) outline the registered provider's internal and external complaints and appeals processes, in accordance with Standard 10 (Complaints and appeals);
- h) state that the student is responsible for keeping a copy of the written agreement as supplied by the registered provider, and receipts of any payments of tuition fees or non-tuition fees;
- i) only use links to provide supplementary material;



- j) A requirement that while you are in Australia and studying with **IIB**, you must notify the College of your contact details including:
- a) your current residential address, mobile number (if any) and email address (if any)
 - b) who to contact in emergency situation.
 - c) any changes to those details, within 7 days of the change.

Procedures

Staff Roles

1. All students seeking to enrol with IIB CRICOS registered courses are sent a Letter of Offer and Course Acceptance Agreement asking them to carefully read and return a signed copy to Admissions.
2. IIB will not accept tuition fees from students before receiving the signed Course Acceptance Agreement.
3. Admissions will send the Confirmation of Enrolment to the student, or the Education Agent representing the student, upon having received the signed Course Acceptance Agreement.
4. Signed Course Acceptance Agreements are kept on each student e-file and RTOM (Student Management System).

Education Agent Role

Education Agents formally appointed by IIB are required to provide timely, appropriate and comprehensive information to each student seeking to enrol with IIB CRICOS registered courses.

Student Role

All students accepting their offer to enrol with IIB CRICOS registered courses are required to sign the Course Acceptance Agreement, acknowledging that they have read, understood and agree with the Terms and Conditions relating to their enrolment and that they return their signed copy to IIB Admissions.

Related policies and procedures

- Education Agent Management Policy and Procedure
- Student Fees, Charges and Refund Policy
- Admissions Manual



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- Course Acceptance Agreement
- Letter of Offer