



# Enrolment and Admissions Policy & Procedure

## Purpose & Scope

The purpose of this policy is to ensure Institute of Intellect Blending (IIB) has open, fair and transparent processes for making decisions about the selection of students into a program (the Program) offered by IIB, and that those procedures are based on the published and clearly defined entry requirements, and that students are selected on merit, based on those entry requirements, on an individual case by case basis.

This policy and procedure applies to:

- All domestic and international applicants to courses offered by IIB
- IIB Agents responsible for student recruitment
- IIB Marketing, Admissions, Student Services and Academic staff.

This policy satisfies the requirements of

- Standards 1, 2, and 3 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018
- Standards for RTOs 2015 clauses 1.7, 5.1 and 5.2.
- the English Language Intensive Courses for Overseas Students (ELICOS) Standards 2018
- related regulations for NSW Education Standards Authority (NESA) registered High Schools
- the Australian Qualifications Framework (AQF)
- the Tuition Protection Service (TPS)
- the Privacy Act 1988
- Corporations Act 2001
- Competition and Consumer Act 2010

## Definition

In the context of this policy the following definitions apply:

**Articulation** means an approved arrangement which recognises admission and/or credit into a College program of study as outlined in IIB's *Skills Recognition Policy and Procedure*.

**Certified/verified copy** means a copy of an original document that has been endorsed as a true copy of the original by a qualified individual.

**Conditional Offer/ Conditional Admission** is a status of course offer or admission whereby a restriction is placed on the student's offer or admission and remains in force until it has been deemed by IIB as having been satisfactorily addressed.

**Course** means a collection of academic subjects or units, which may or may not lead to the award of a certificate, diploma or degree.



**Department of Home Affairs (DHA)** is the Australian Government department responsible for issuance of student visa and provision of student visa services ([www.homeaffairs.gov.au](http://www.homeaffairs.gov.au))

**Domestic student**, in the context of this policy, means a student who is an Australian citizen (including Australian citizens with dual citizenship), or a student who is a New Zealand citizen or a student who has Permanent Resident Status.

**Entry Requirements** (may also be referred to as Admission Requirements, Selection Criteria, Admission Criteria and/or Entry criteria) are the set of one or more, or any combination of, requirements that an applicant must satisfy for admission and enrolment in the College and their chosen course. Admission requirement(s) may include (but not be limited to): academic requirements such as completion of a relevant high school or post-secondary qualification, attainment of a minimum English language proficiency; and other requirements such as criminal record check, working with children check, completion of a screening questionnaire or other admission assessment, or readiness for study program support participation requirements.

**Discontinued Student** (can also be referred to as excluded, terminated, or cancelled) refers to a student who has had their enrolment forcibly ceased by the College or another tertiary education institution for a specified minimum or maximum period due to the decision of a panel convened to examine a matter of academic or non-academic misconduct or convened to examine the failure to meet a core requirement of a course or other serious matters.

**Head of College** is the most senior staff member for the College (or their delegate). May also be referred to as Campus Manager or Academic Manager.

**International student/overseas student** means a student required to hold a student visa for study in Australia.

**National Code 2018** means the National Code of Practice for Providers of Education and Training to Overseas Students 2018 established under the Education Services for Overseas Students Act 2000 (ESOS Act) to provide nationally consistent standards for the conduct of registered providers and the registration of their courses.

**Offer** means the formal invitation of admission and/or initial enrolment made to a prospective student to commence a course at the College.

**Program of study** (program): see definition for course. Unit means a unit of study in a vocational course or a unit or subject in an ELICOS course.

**Qualifications** include degrees, diplomas, certificates, professional titles and professional standing that an individual acquires through recognised study or experience. It also includes the outcomes of an assessment and validation process obtained when a competent body determines that an individual has achieved relevant learning outcomes to given standards and/or processes the necessary competence in a specific area.



## Policy

IIB will ensure that all applicants seeking admission are treated fairly and equitably.

- Admission procedures will be fair and transparent, and admission and enrolment requirements will be course specific, based on clearly defined, consistent and equitable entry criteria used for making decisions about the selection of students.
- Students will be selected on merit, according to the published criteria, and on an individual case by case basis.
- Throughout the process of selection and admission, all applicants shall be treated courteously and expeditiously.
- Admission and enrolment requirements shall support the enabling of differing pathways for admission. These may include, but are not limited to: direct application to the College or through internal or external articulation.
- Entry criteria and application procedures are published in promotional brochures and on the IIB websites and shall not present unreasonable barriers to access.
- IIB consistently applies procedures for verifying applicants' credentials. This ensures that students entering IIB programs have an adequate basis of knowledge and skills to successfully undertake the studies proposed.
- Offers for admission apply to a specific intake and may be made on a conditional basis. If an applicant does not fulfil the condition(s), he/she may not normally enter the program without Academic Manager's approval. These conditions may include English ability and/or achievement of an academic requirement where evidence of attainment was not available at the time of application.
- In cases where an applicant is assessed as not being eligible to enter the course of choice, a review is undertaken of alternative courses within IIB's available course scope that may be suitable for the applicant and, where possible, the applicant will be advised of any alternate course(s) they may be eligible to enter.

## Procedures

### 1. Admission Procedures

#### 1.1 Start Dates

There are multiple start dates for each program across each calendar year. Start dates are published within the relevant brochures and on the IIB's websites. Applications for each start date are processed in the order in which they are received.

#### 1.2 Entry Criteria

Entry criteria and application procedures are published in IIB's brochures and on IIB's website for the information of those seeking admission. Persons seeking to enrol in course with IIB are required to submit acceptable evidence that they meet the published entry criteria for their chosen course. Each application is reviewed against the published entry criteria.



### 1.3 Method of contact

During the application process, an applicant may:

- make independent contact with the IIB Admissions Officer through email: [admissions@iib.edu.au](mailto:admissions@iib.edu.au); and/or
- if an international applicant, be assisted by an Education Agent, either onshore or offshore; and/or
- download *the Application for Enrolment Form* from IIB website and apply online; and/or
- visit the IIB campus to enrol.

Based on the information provided and subject to the application meeting the published entry requirements, a written offer of a place in the course will be made to the applicant. Acceptance of an offer of a place shall be taken to constitute acceptance by the applicant of all published regulations of the Institution (as updated from time to time) and all other terms and conditions of enrolment advised at time of offer.

### 1.4 Information to be provided to applicants

Irrespective of the contact method student, or intending overseas students, before they are enrolled will be provided with comprehensive and current information in plain English which includes:

- 1) the requirements for acceptance into a program, including:
  - prerequisites for entry to the course, including the minimum level of English language proficiency; and
  - educational qualifications or work experience required;
- 2) whether course credit may be applicable;
- 3) information about the course, including:
  - content and duration (and holiday breaks);
  - course qualification, award or other outcomes;
  - course content;
  - modes of study for the course including compulsory online and/or work-based training, placements and other community-based learning arrangements (if/as applicable);
- 4) information about the campus, including:
  - campus locations;
  - a general description of facilities, equipment and learning (including any library) resources available to students;
- 5) details of any arrangements with another registered provider, person or business to provide the course or part of the course, if applicable;



- 6) indicative tuition and non-tuition fees, including advice on the potential for changes to fees over the duration of a course, and IIB's cancellation and refund policies;
- 7) information about the grounds on which the student's enrolment may be deferred, suspended or cancelled;
- 8) any other information relevant to the student's study with the IIB in the intended course(s) and the outcomes associated with those courses; and

Additionally, for international applicants:

- 9) the CRICOS course code: IIB will include its CRICOS registered name and registration number in all written or online admissions material that is distributed or made publicly available
- 10) a description of the ESOS framework, including official Australian Government material or links to this material online; and
- 11) relevant information on living in Australia, including:
  - indicative costs of living;
  - accommodation options;
  - schooling obligations and options for school-aged dependants of intending students, including that school fees may be incurred; and
  - the policy and process the registered provider has in place for approving the accommodation, support and general welfare arrangements for younger overseas students (in accordance with National Code Standard 5), if applicable.

### 1.5 Application for admission

A person who is applying for admission into IIB's courses, and is 18 years of age or older at time of commencement of the course, must complete the relevant *Application for Enrolment Form*, stating details of the preferred program, and providing evidence of eligibility for enrolment.

The *Application for Enrolment Form* can be accessed on-line via IIB website, or requested by email through [admissions@iib.edu.au](mailto:admissions@iib.edu.au) or at Reception on IIB campus.

All completed applications must be signed by the applicant. Applications completed and/or signed by a third party will **not** be accepted.

The completed *Application for Enrolment Form* and the supporting evidence (see below) are then reviewed against the relevant entry criteria by one of IIB's Admissions Officers.

### 1.6 Supporting Evidence to be provided by applicants

The following documents must be provided by the applicant with the *Application for Enrolment Form*:

- Evidence the applicant meets the academic entry requirement for the proposed course(s) of study: original or verified copies of academic certificates and transcripts;



- Evidence the applicant meets the English proficiency requirement for the proposed course(s) of study (international applicants): verified copies of English test result documents (IELTS, TOEFL or other internationally recognised exam consistent with the Department of Home Affairs (DHA) regulations);
- Passport details (international applicants) or government issued proof of identity (domestic applicants);
- Relevant academic transcripts, unit outlines or detailed work history/experience if the applicants are seeking Recognition of Prior Learning (RPL) or Credit Transfer (CT). Refer to the *Skills Recognition Policy & Procedures* for further details on IIB Website.
- Current visa, study history and Confirmation of Enrolment (CoEs) offer to an Australian institution: university, foundation studies or TAFE/ VET certificate (if the student holds one) (international onshore applicants);
- Release confirmation from institution if currently studying in Australia and not yet completed six (6) months of the principal course of study (international onshore applicants);
- Any other document deemed necessary by IIB to assess the student against the Australian Department of Home Affairs (DHA) Genuine Temporary Entrant (GTE) and Genuine Student (GS) criteria (international applicants).

All supporting documentation for applications must be in original form or certified as a true and accurate copy by an authorised IIB representative, Justice of the Peace (JP), a Commissioner for Declarations, Public Notary or an authorised Australian Embassy or Consulate staff member. All documents must be made available in English.

The authorised officer must sign and print their name clearly, include the date and an official stamp or seal of the authorised officer's organisation. Where there are doubts about a student's claimed academic credential, IIB will contact the issuing institution for verification.

### 1.7 Methods for determining equivalency of academic qualifications

An applicant may present overseas academic qualifications at the time of application. These are assessed for equivalency consistent with Australian Government Department of Education and Training's (DET) approaches for qualification recognition and the associated Country Education Profiles (CEPs) qualifications recognition tool. For further details, refer to DET's websites at:

- <https://internationaleducation.gov.au/services-and-resources/pages/qualificationsrecognition.aspx> ; and/or
- <https://www.education.gov.au/international-students/get-your-overseas-qualification-or-skillsrecognised-australia>.

See *Appendix 2 for International Academic Requirement by Country*.



## 1.8 Methods for determining authenticity of academic qualifications

International academic qualifications submitted can be authenticated by:

- original documents (i.e., award and transcript of results) being provided to the authorised representative; or
- copies of the original documents (i.e., award and transcript of results) being provided which have been either:
  - certified/notarised by a Justice of the Peace or equivalent authority; or
  - verified as a true and correct copy of the original documents by an authorised representative of IIB.

The authorised representative must sign and print his/her name clearly, include the date, and record that the original has been sighted. If external to IIB, an official stamp or seal of the authorised officer's organisation must be added.

Should the Admissions Officer suspect that the academic document presented has been altered or fraudulently created, contact is made with the conferring institution to validate the claims of the applicant.

If the application makes reference to studies currently being undertaken and is unable therefore to present evidence of the academic entry requirements having been met, then the offer of enrolment will be conditional upon the achievement of the required academic outcome.

## 2. Academic Entry Requirement

To be eligible for admission into IIB courses, all applicants must meet the relevant academic entry requirements for the respective course as published on the courses page of the IIB website. Academic entry requirements are specific to each course offered by IIB, as approved by IIB's Academic Board.

All overseas academic qualifications will be assessed by IIB against the Country Education Profiles (CEP) on the Australian government's Department of Education and Training website, for the relevant country, education level and/or institution to ascertain the deemed equivalency to the required Australian qualification level. Refer to the *International Academic Entry Equivalencies by Country* in Appendix 2.

In some instances, IIB may request that a testamur, diploma, certificate and/or academic transcript be accompanied by the certified translated version to ascertain the relevance, total credit points and/or duration of the qualification used to meet the academic entry requirement for an IIB course.

In the event that an application is not successful due to assessment of entry requirement, the applicant may request in writing to the Student Services Manager to review the application.





### 3. English Language Entry Requirements

Applicants seeking to enrol in a course with IIB are required to demonstrate that they meet any stated English entry requirements for their chosen course, by submitting verified copies of English test result. Details of specific English entry requirements for course entry are approved by IIB's Academic Board and published in the college brochures and websites.

#### 3.1 English language proficiency assessment in connection with ELICOS course duration

While ELICOS courses may not have specified minimum English language entry requirements for admission, students enrolling in an ELICOS courses may be required to demonstrate their English language proficiency as an indicator of the number of weeks of ELICOS English to be undertaken to attain the required English proficiency outcome. This may include supply of appropriate English language test scores completed within the last **two** years (e.g., IELTS, TOEFL, PTE Academic, OET, Cambridge Assessments). Students enrolled in an ELICOS course may also be required to undertake invigilated English language proficiency assessment on course commencement to assess which class the student will join and affirm the suitability of the student's chosen course duration for the required English proficiency outcome.

#### 3.2 Approval

Applications will be approved by Admissions based on the English language proficiency evidence submitted as part of the application process.

The required IELTS (or equivalent) proficiency level must be demonstrated in accordance with the course entry requirements specified by IIB, subject to exemptions or special circumstances outlined in this policy.

Applicants unable to demonstrate the required level of English language proficiency through an IELTS or equivalent recognised test result, will be requested to either undertake an English Placement Test, which will be administered and marked by IIB at no additional cost, to determine their English level for a direct entry into their VET course, or requested to complete a required length of ELICOS to be undertaken prior to commencing their VET or pathway course.

The English Placement Tests is composed of 4 sections:

- Grammar & vocabulary
- Reading comprehension
- Writing
- Oral communication

IIB reserves the right to request any applicant or existing student to undertake an English Placement test or other formal written or oral interview where there is any doubt as to the





authenticity of the documented evidence provided of a recognised English proficiency test as part of the application, or doubt as to the student's adequate English language proficiency.

Students will be informed of their entry requirements by way of:

- Website – downloading course information
- Requesting a hard copy of course information
- Receiving information from an education agent

### 3.3 English language proficiency requirements for ELICOS Courses

Any student wanting to enrol at IIB ELICOS course must meet the entry requirements specified.

#### ELICOS Course Language Proficiency Entry Requirements

Course	Levels	Entry Level
<b>General English</b>	Starter; Elementary; Pre-Intermediate; Intermediate; Upper-Intermediate; Advanced	<ul style="list-style-type: none"> <li>• There are no academic prerequisites for new students studying the General English course.</li> <li>• In order to place a new student in a class at an appropriate level, they must take an English placement test at orientation, on their first day at school.</li> <li>• Alternatively, students can be placed in a class based on previous General English summative test results.</li> </ul>
<b>IELTS</b>	Foundation  Advanced	<ul style="list-style-type: none"> <li>• In order to qualify for the Foundation Level, prospective students must achieve a <b>high Intermediate level</b> on an English placement test or pass the General English <b>Intermediate level</b>.</li> <li>• In order to qualify for the Advanced Level, prospective students must achieve a <b>high Upper-Intermediate level</b> on an English placement test or pass the General English <b>Upper-Intermediate level</b>.</li> </ul>
<b>English for Academic Purposes</b>	EAP 1  EAP 2  EAP 3	<ul style="list-style-type: none"> <li>• In order to qualify for this course, prospective students must achieve a <b>high Intermediate level</b> on an English Placement Test or pass the General English <b>Intermediate level</b>, or has an <b>IELTS 4.5-5.0</b> (or equivalent)</li> <li>• In order to qualify for this course, prospective students must achieve a <b>high Upper-Intermediate level</b> on an English Placement Test or pass the General English <b>Upper-Intermediate level</b>, or has an <b>IELTS 5.5</b> (or equivalent)</li> <li>• In order to qualify for this course, prospective students must achieve a <b>high Advanced level</b> on an</li> </ul>



		English Placement Test or pass the General English <b>Advanced level</b> , or has an <b>IELTS 6.0</b> (or equivalent)
<b>Pearson Test of English Academic</b>		<ul style="list-style-type: none"><li>In order to qualify for this course, prospective students must achieve a <b>high Intermediate level</b> on an English Placement Test or pass the General English <b>Intermediate level</b>.</li></ul>

Throughout these procedures, if there are any uncertainties about the applicant's English levels, IIB staff should offer the placement test to the applicant in order to verify their English level.

### 3.4 English language proficiency requirements for VET courses

Minimum entry requirements must be met for all VET courses.

The English language proficiency requirements for all IIB Certificate, Diploma and Advanced Diploma courses are:

- an IELTS examination result of 5.5 (overall) or higher completed within the two years preceding the date of application
- a Pearson Academic overall score of result of 42-49
- TOEFL 46-59 (Internet based)
- Successful completion of a General English course from an approved ELICOS provider at Upper Intermediate level or higher (CEFR = B2)

The English language proficiency requirements for BSB80120 GRADUATE DIPLOMA OF MANAGEMENT (LEARNING) are:

- an IELTS examination result of 6.0 (overall score) or higher completed within the two years preceding the date of application
- a Pearson Academic overall score of result of 52-56
- TOEFL 60-78 (Internet based)
- Successful completion of a General English course from an approved ELICOS provider at Advanced level or higher (CEFR = C1)

Students unable to provide any of the above evidence of English proficiency must complete IIB's in-house Placement Test prior to enrolment to confirm that they hold the required language proficiency. Procedures:

- Where an international applicant has not provided sufficient evidence of having met the English language entry requirement for a VET course at IIB, the applicant will be requested to undertake an English Placement Test, which will be administered by IIB at no additional cost.
- If the student achieves an Upper-Intermediate level on an English placement test, the student will receive a direct entry into their VET course.



3. If the student cannot achieve an Upper-Intermediate level on an English placement test, the student will be requested to complete a required length of ELICOS to be undertaken prior to commencing their VET course.
4. Upon completion of the English Placement Test, a Letter of Offer for the ELICOS at IIB will be issued to the applicant based on the result of the English Placement Test and a Conditional Letter of Offer for the VET course at IIB will be issued, subject to meeting the English language entry requirement.
5. In cases where applicants decide not to undertake the English Placement Test despite request to do so, and seek enrolment in an ELICOS course at IIB prior to commencing their VET course at IIB or at another provider, a Letter of Offer for the ELICOS at IIB will be issued to the applicant based on the number of ELICOS weeks they apply for. Applicants will be made aware that they may not meet the English language proficiency level and that they may be required to re-enrol in further ELICOS and defer their VET course.
6. On completion of their ELICOS, and prior to commencement of their VET course, ELICOS Academic Manager or Academic Coordinator will be contacted to confirm if the package students have achieved an Upper or Advanced level to progress into their intended VET course at IIB without further testing.
7. The VET Academic Manager may still recommend an English Placement Test where unsure.
8. Applicants cannot commence their VET course at IIB until such time they have successfully met the English proficiency level required.

### 3.5 Waiver of English language proficiency requirements

IIB may approve an enrolment with a waiver of the required English language proficiency requirements for enrolment under special circumstances, and the reasons for the waiver must be clearly documented and placed on the student's file.

- Applicants with prior Australian Vocational or Tertiary Qualifications: Where an applicant can provide certified documentation of having successfully completed at least Certificate IV level (AQF Level 4), issued by an Australian RTO.
- Applicants completed the relevant ELICOS courses with recognised English language providers at Upper-Intermediate level or higher and completed within 24 months from the date of the application (see the ELICOS and VET entry requirements for details in previous sections);

Admissions staff will assess the evidence against the equivalence table, or will seek further information on equivalence from a reliable authority. Applicants in this group may also be required to undertake a general pre-enrolment language skills test and/or be interviewed either in person or over the phone.

Regardless of IIB's requirements, international applicants should be aware that they must still satisfy the Department of Home Affairs English language requirements for visa applications. Details of the Department of Home Affairs requirements can be found at [www.homeaffairs.gov.au/trav/stud](http://www.homeaffairs.gov.au/trav/stud).



## 4. International Student Additional Pre-Screening

In an effort to protect the integrity of the Australian government student visa programme and to help maintain a low immigration risk profile for IIB, International applicants will be asked to provide additional information about their background, current circumstances and future plans. This information will be considered in determining whether they are both a Genuine Student (GS) and Genuine Temporary Entrant (GTE).

Additional information considered may include:

- Complete education history and future education plans
- Compliance with, or refusals of any other visas, not limited to Australia
- Employment history and future employment plans
- Past, present and future financial circumstances and capacity
- Likelihood of returning to their home country upon completion of studies
- Likelihood of complying with their student visa conditions

Students who have their application for admission refused on these grounds may apply for an appeal of this decision to the Student Services Manager. The outcome of this appeal is final.

## 5. Offers

### 5.1 Access and Equity

IIB understands that preparation for study is not restricted to formal educational attainment and that valuable intellectual and skills development can be gained through wide ranging experiences. IIB will review applications on a case-by-case basis from persons of at least 21 years of age, who do not have formal qualifications for entry but who seek admission to courses on the basis of their educational and skills development through experience and informal study.

IIB is committed to upholding the fundamental entitlements of people with disabilities and to developing an institutional culture that values and strives for standards of excellence in all areas of access, including premises, curriculum design, communication and technology. A 'disability' can be a medical condition, mental health condition, learning difficulty, or any disability that impacts on study. Students who have a pre-existing disability requiring assistance and support, access services, assessment arrangements or reasonable adjustments must note this on the application form. This information is required to ascertain the resources required to support the students learning and to assess for course suitability. The Student Services Manager and Student Services Team is responsible for coordinating the preparations, admission assessment and outcome.



## 5.2 Offer of enrolment

Eligible Applicants will be issued a relevant Offer of Admission: a Letter of Offer and a Course Acceptance Agreement in writing. The Offer of Admission will be valid for a period of **fifteen** (15) business days from the date of issue, or until the last day to enrol for the applicable intake has passed; whichever is first.

No offer of admission will be made for a commencement date of more than **one** (1) year from the time of application, except where a student applies for admission through an approved packaged pathway of enabling courses to meet entry requirements.

International applicants currently in Australia, or current Australian student visa holders, will not be offered admission for a commencement date more than **six** (6) months in advance, except in the case where a student applies for admission through an approved packaged pathway of enabling courses to meet entry requirements.

If, upon completion of the admissions assessment and verification of credentials, the applicant is deemed eligible for entry to the course or program of courses, then a Letter of Offer is issued to the applicant either electronically or by standard mail. This Letter of Offer comprises:

- the course or courses in which the student is to be enrolled;
- the campus location(s) at which the course(s) will be delivered;
- the expected course start date;
- the expected course end date;
- the expected course orientation date or period;
- the offered modes of study for the course, including if applicable any compulsory online and/or work-based training, placements, and/or other community-based learning and/or collaborative research training arrangements;
- any prerequisites necessary to enter the course or courses, including English language requirements and listing any conditions imposed on the student's enrolment;
- all tuition fees payable by the student for the course, the periods to which those tuition fees relate and payment options (including, if an international student and 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);
- 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;
- offer and enrolment Terms and Conditions;
- IIB's Cancellation and Refund Policy;
- a plain English explanation of what happens in the event of the Program not being delivered and associated course assurance arrangements, including the role of the TPS for international students;
- IIB's internal and external complaints and appeals policy and procedure;



- the Course Acceptance Agreement for completion by the applicant to confirm acceptance of the offer;
- IIB will only accept course fees from the student after IIB received the signed Letter of Offer and Course Acceptance Agreement;
- 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;
- the circumstances in which personal information about the student may be disclosed by the registered provider, the Commonwealth (including the TPS if international student), or state or territory agencies, in accordance with the Privacy Act 1988;
- that 'The 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'; and
- details on other documents and links to supplementary information applicable to the enrolment.
- The Letter of Offer for international students will also outline information relating to the ESOS Framework and include information, which is to be consistent with the requirements of the ESOS Act, in relation to refunds of tuition fees and non-tuition fees in the case of student default and provider default set out at National Code 2018 at Standards 3.4, 3.5 and 3.6.

### 5.3 Course Acceptance Agreement

The Letter of Offer, signed by IIB, with the Course Acceptance Agreement, signed by the Applicant (and his/her parent or guardian if the applicant is under 18 years of age) become the Contract of Enrolment (the Contract). The Course Acceptance Agreement must include:

- IIB's refund policy
- The circumstances in which personal information about the student may be shared with others
- The obligation of students to notify IIB of any change of address while enrolled in the course.

Verbal offers of admission are not made or accepted as they are not formal and not binding.

International students will be issued a CoE to apply for an Australian student visa only upon receipt of their signed 'Course Acceptance Agreement', payment of any required application fee and tuition fee deposit and evidence that any conditions stipulated on the Offer of Admission are met (including CoE from partner providers for approved packaged offers of admission).



## 5.4 Electronic records and electronic signature

Subject to any other legal obligations, IIB can create and maintain Records in electronic form. The electronic record together with its supporting documentation must be:

- complete, accurate and authentic
- safe from unauthorised access, loss or damage
- can only be accessed and amended with appropriate authorisation.

Electronic signatures are acceptable for most documents that need to be signed to meet a Contract requirement. For example:

- IIB internal forms
- Assessment cover sheets
- Course acceptance agreement
- teacher endorsement of an attendance roll for Evidence of Participation

An 'electronic action equivalent to a signature' means an electronic method of obtaining a person's agreement or endorsement of information as an alternative to making an ink-based signature on paper. For an 'electronic action equivalent to a signature' to meet the requirements in the Contract, the following main principles must be satisfied:

- Identity (being able to identify the person)
- Consent (the person completing the form is clearly agreeing to the terms of the form)
- Reliability (the electronic action is reliable, specifically, to a degree of reliability equivalent to the circumstances)

The list below identifies common methods for obtaining electronic signatures:

- Graphical representation of a signature (for example, using an electronic pen or finger to make a signature directly onto an electronic device).
- Use of an electronic signature program (such as Adobe Acrobat Reader)
- Ticking a box in an online form.
- Sending or receiving an email if it's from an email address that is verified to belong to a particular person. For example, an email from a student that IIB has recorded in their student file as their primary contact address.
- Typing one's name in an online form.
- Completing a step in an electronic workflow.
- An ink-based signature that is scanned into an electronic format and cut and pasted into a document.

A combination of one or more of these methods might be needed for a higher risk application. For example, a student signature on the Course Acceptance Form.

A single one of these methods may be sufficient for lower risk applications, or for actions occurring within a secure system (i.e. within an online platform that includes both **authentication** [secure login] and **authorisation** [restricts particular actions to authorised users]).





### 5.5 Advising an unsuccessful applicant of alternative options

If, once the credential verification is completed, the applicant is identified as not being eligible for entry to the Program, a review of alternative courses of study occurs from within other divisions of IIB. Where possible, the applicant is advised of any he/she is eligible to enter. Should the applicant accept the alternative course of study, an appropriate Letter of Offer is issued.

### 5.6 Record of enrolment

Once the Course Acceptance Agreement has been signed by the applicant (and his/her parent or guardian if the applicant is under 18 years of age), and received by IIB the enrolment will be noted within the student database.

### 5.7 Filing of enrolment documents

All documentation, including the Application for Admission Form and supportive evidence, and signed Course Acceptance Agreement will be collated and a file created for the applicant on IIB SharePoint.

See *Student Records Archiving, Retention and Retrieval Policy and Procedure* for details.

### 5.8 Confirmation of Enrolment

Once the signed Course Acceptance Agreement has been received by IIB, the fees have been processed and a receipt issued, then the enrolment is confirmed within the student database (RTOM), and a Confirmation of Enrolment is generated and provided to the applicant.

If the applicant chooses to delay the commencement date before the issuing of a visa, the Admissions Officer ascertains the next most suitable date for the commencement, and adjusts IIB records accordingly. A new Confirmation of Enrolment is then provided to the applicant.

### 5.9 Deferment

Students who are unable to arrive and start their course on time as agreed, or no later than **seven** (7) days after the agreed start date, will have to apply to IIB to defer their studies. All deferment of course commencement need to be notified to IIB in writing using *Amendment of Enrolment Form* available on IIB website. IIB will hold all prepaid tuition fees in trust without penalty until the student enrolls in the course.

International students who have been issued with a CoE from IIB and hold a valid student visa may defer the commencement of their proposed course of study only due to compassionate and compelling circumstances. Student might be granted a deferment or suspension of their course start date up to **four** (4) times within **twelve** (12) months of their original start date, before an enrolment is cancelled. CoE variation fees will be charged (\$50 per CoE).



Refer to the *Deferring, Suspending or Cancelling the Overseas Student's Enrolment Policy & Procedure* for details.

International students who have been issued with a (CoE) from IIB and do not hold a valid student visa will have each deferment case assessed to ensure their circumstances are still considered to meet the GTE and GS criterion at that time. In this case deferment may be granted up to a maximum of **one** year.

### 5.10 Non-commencing Students

Students who do not start their course in the commencement period specified on the Letter of Offer and who are not granted a deferment of commencement, will be deemed to have forfeited their place in the IIB course and the offer of admission will lapse.

If a student wishes to start at a later date, they may be required to lodge a new application for admission to IIB and issued a new offer of admission. The Admissions Officer determines the impact such a deferment will have on the finishing date of the course and will proceed in accordance with IIB's policy for deferring, suspending or cancelling a student's enrolment

Refer to the *Deferring, Suspending or Cancelling the Overseas Student's Enrolment Policy & Procedure* for details. Students may incur additional fees for processing.

IIB will notify the DHA by cancelling the CoE of international students who fail to enrol within **7** days (for ELICOS) or **14** days (for VET) after the agreed course start date. This may lead to a student's visa being cancelled.

IIB must not actively recruit a student where this clearly conflicts with its obligations under the National Code Standard 7 Transfer between registered providers. Refer to *IIB Overseas Student Transfer Policy and Procedures* for details.

## 6. Commencement Procedure

The following procedures apply during the period of student orientation, upon commencement:

- Student services staff and or administration staff at the location:
  - confirm that a signed Course Acceptance Agreement has been received by IIB
  - confirms that the student has brought the required documentation, which includes:
    - address details;
    - personal email address, and phone number(s);
    - name, address and phone number of the caregiver if under 18;
    - a photocopy of the personal details and visa pages from his/her passport;
  - checks to ensure that relevant fees have been paid. If the appropriate fees have not been paid the student will be advised of the payment options, and alternative arrangements made; and
  - ensures each student:



- has an identification photograph taken and is issued with the appropriate identification card;
- is issued with the timetable and an explanation is given; and
- is provided with the Handbook, and guided through key policies and procedures, including academic progress, attendance, assessment, and grievances.

## 7. Student Records

Each student is required to complete an Application for Admission and supporting documents prior to commencing studies. This provides the essential information for the identification process and must be retained in the student's file.

Staff in IIB's Admissions Department, and/or staff on campus enter the student details into the student database (RTOM). This creates a dedicated student file with:

- student name;
- gender;
- details of the Program with subjects to be studied;
- date of birth;
- a unique identification number for the student;
- local or overseas student classification;
- starting date and nominal completion date;
- fees applicable;
- name of concerned or overseas agent; and
- details of support services required, such as OSHC and Homestay.

The student attends orientation to commence the Program. At this time, student details are individually checked. A digital photograph of the student is then placed within the front screen of the student's electronic file for identification purposes.

Refer to *Student Records Archiving, Retention and Retrieval Policy and Procedure* for details.

## 8. Refusal of application, withdrawal of an offer of admission and cancellation of admission or enrolment

IIB reserves the right to refuse an application, withdraw an offer of admission and cancel admission or enrolment under the following conditions:

- when the applicant or enrolled student has provided untrue, inaccurate or incomplete information in their admission application;
- when IIB is not satisfied that an international applicant meets the Genuine Temporary Entrant and/or Genuine Student requirements set by the Department of Home Affairs (DHA), or



- when any legislation or regulation prohibits the student's admission and/or course commencement.

## 9. Appeals

An applicant may appeal against a decision made under this policy. Appeals must be made in writing, to the Principal Executive Officer or its delegate officer. The appeal decision will be based on the written material provided. To appeal a selection decision, an applicant will be required to provide evidence of the following:

- lodgement of an application for admission on time, in the correct manner, accompanied by all relevant documents; and
- satisfaction at the time of the application of all of the published entrance requirements to the program.

The circumstances under which an appeal may be considered are:

- IIB's selection and admissions policy and procedures were not made available to the applicant; or
- IIB did not apply the selection criteria as published in the selection and admissions policy and procedures, in the brochure or on the website.

Applicants who wish to appeal a decision made under this policy must do so in accordance with IIB's *Complaints and Appeals Policy and Procedure* within **ten (10)** working days of receiving notification of the admission decision.

## 10. Conflict of Interest

IIB staff who participate in the student admissions process shall recuse themselves in any case where they have, or appear to have, a conflict of interest concerning a student's application for admission to an IIB course. A conflict of interest is present if the staff member may have an interest in the outcome of whether a student is admitted to an IIB course or is rejected.

## Pro-forma and supporting documents

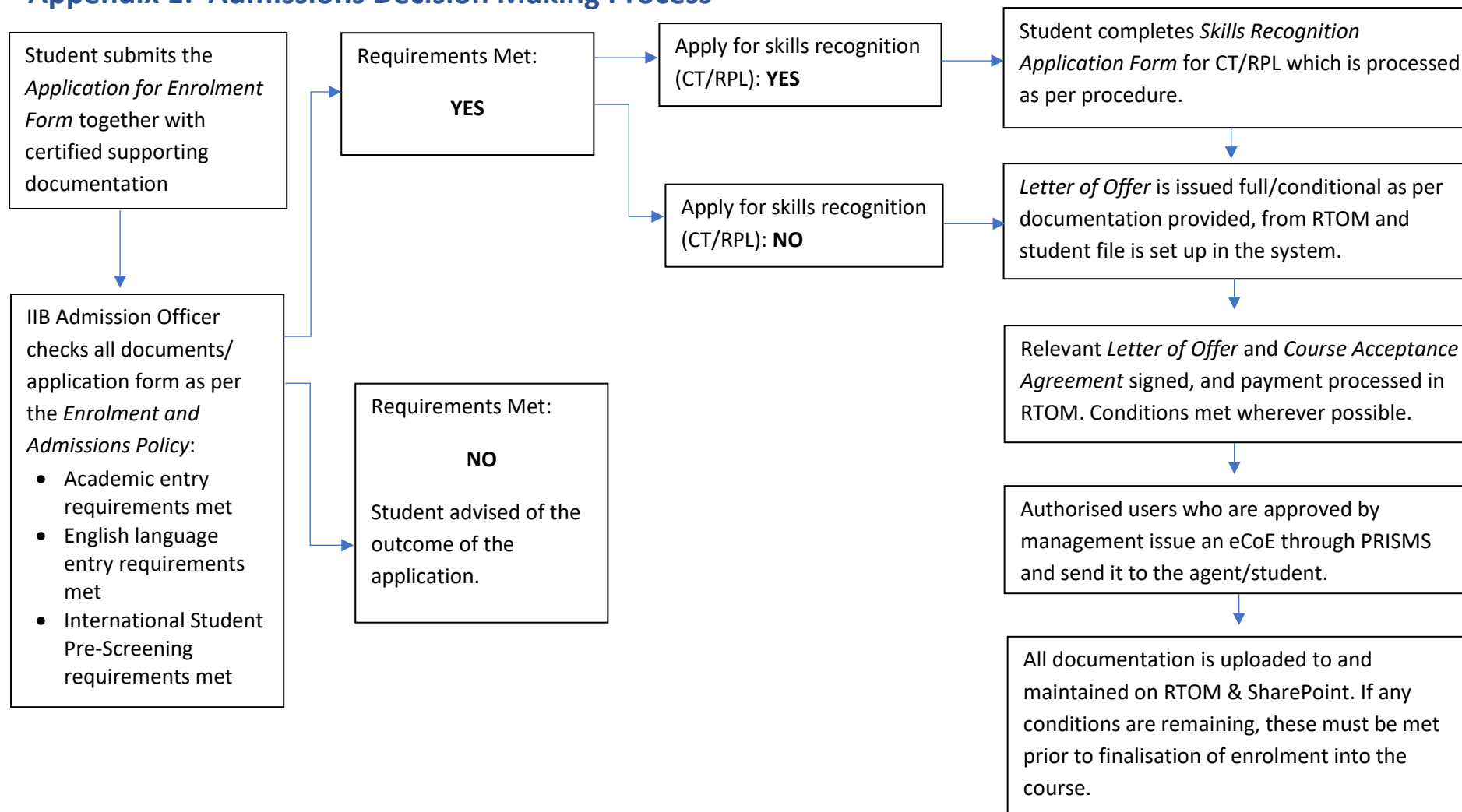
- Marketing Information and Practices Policy
- Student Privacy Policy
- Student Records Archiving, Retention and Retrieval Policy and Procedure
- Student Fees, Charges and Refund Policy and Procedure
- Overseas Student Transfer Policy and Procedure
- Deferring, Suspending, or Cancelling the Overseas Student's Enrolment Policy,
- Skills Recognition Policy and Procedure,



- Complaints and Appeals Policy and Procedure
- Course Approval and Review Policy and Procedure
- Application for Enrolment Form
- Skills Recognition Application Form
- Letter of Offer & Course Acceptance Agreement
- Amendment of Enrolment Form
- Complaint & Appeal Form



## Appendix 1: Admissions Decision Making Process





## Appendix 2: International Academic Requirements by Country

Adapted from: <https://www.tafensw.edu.au/documents/60140/285049/TAFE-International-Academic-Requirements-by-Country.pdf>

Country	Year 10 Equivalent	Year 12 Equivalent
<b>Australia</b>	Australian Year 10 or equivalent	Australian Year 12 or equivalent* OR (AQF) Certificate 3 or Certificate 4 qualification * Australian Foundation programs are considered equivalent to Year 12
<b>International Qualifications</b>		
<b>International Baccalaureate Certificate (IB)</b>	International Baccalaureate Diploma with a minimum score of Satisfactory for three subjects	International Baccalaureate Diploma with a minimum score of 22
<b>Cambridge International</b>	International General Certificate of Secondary Education (IGCSE) OR GCE O-Level (4 Passes)	GCE A-Level* (2 passes with an aggregate score of 3)
<b>Edexcel</b>	GCE O-Level (4 Passes)	GCE A-Level* (2 passes with an aggregate score of 3)
<b>OxfordAQA</b>	International General Certificate of Secondary Education (IGCSE) OR GCE O-Level (4 Passes)	GCE A-Level* (2 passes with an aggregate score of 3)
* Score is based on Advanced Level where A*=6, A=5, B=4, C=3, D=2, E=1. Note: AS subjects are not acceptable		
<b>Country Specific Qualifications</b>		
<b>Bangladesh</b>	Secondary School Certificate (Minimum CGPA is 3.5 or 60%)	Higher Secondary Certificate/Vocational higher secondary certificate with a CGPA of 3.5 or 60%
<b>Brazil</b>	Brazilian Year 10 with a grade average of 60%	A grade average of 60% in one of the following: Diploma de Ensino Medio OR Diploma de Tecnico de Nivel Medio





<b>Cambodia</b>	Year 10 of the Upper Secondary Education with a grade average of 60%	Diploma of Upper Secondary Education with a grade average of 60%
<b>China</b>	Senior Middle 1 (Gao Yi) with 60% average or equivalent	Senior Middle 3 (Gao San) with 60% average in 3 years or equivalent
<b>Colombia</b>	Year 10 of the Upper Secondary Schooling with an average grade of 60%	Bachiller/Bachillero/Bachillerato with a grade average of 60%
<b>Egypt</b>	Year 10 of the Senior Secondary School with an average of 50%	General Secondary Education Certificate with an average of 50%
<b>Fiji</b>	Form 4 with an average of 60% in the best 4 subjects	Form 6 with an average of 60% in the best 4 subject
<b>Hong Kong</b>	Secondary 4 with a minimum total score of 8 in best 4 subjects (Category A and C)  Grades are calculated where: 5**=6, 5*=5.5, 5=5, 4=4, 3=3, 2=2 and 1=1	Hong Kong Diploma of Secondary Education (HKDSE) with a minimum total score of 8 in best 4 subjects (Category A and C)  Grades are calculated where: 5**=6, 5*=5.5, 5=5, 4=4, 3=3, 2=2 and 1=1
<b>India</b>	Year 10 in one of the following:  All India Secondary School Certificate (CBSE) with an average of 55% OR  Indian Certificate of Secondary Education (ICSE) with an average of 55% OR  Secondary School Certificate (SSC) with an average of 60%	Year 12 in one of the following:  All India Senior School Certificate (CBSE) with an average of 55% OR Indian School Certificate (ISC) with an average of 55% OR Higher Secondary Certificate (State Boards) with an average of 60% OR Certificate of Vocational Education with an average of 60%
<b>Indonesia</b>	SMA 1 / SMK 1 / MA 1 with an average of 60%	Senior Secondary School Certificate of Completion (ijazah/STTB SMA/STTB SMK/STTB MA) with an overall average of 60%
<b>Iran</b>	Year 10 of the National High School Diploma with a GPA of 12 out of 20	Pre-University Certificate (Dowre-Ye Pish Daneshgahi) with an overall GPA of 12 out of 20
<b>Iraq</b>	Year 10 with an average of 65%	Preparatory Baccalaureate OR Vocational Baccalaureate with an overall percentage of 65%



<b>Italy</b>	Year 10 with an average of 60% in one of the following: Upper Secondary School OR Technical and Vocational Upper Secondary School OR Regional Vocational Training	Year 12 with an average of 60% in one of the following: Upper Secondary School OR Technical and Vocational Upper Secondary School OR Regional Vocational Training
<b>Japan</b>	At least 1 year of Upper Secondary School (Kotogakko) with a GPA of 2.5 out of 5	Upper Secondary School Certificate of Graduation (Kotogakko) with a GPA of 2.5 out of 5
<b>Jordan</b>	Year 10 with an average of 60%	National final exam (Al-Tawjihi) with an average of 60% with one of the following: General Secondary Education Certificate OR Vocational Secondary Education Certificate
<b>Kenya</b>	Year 10 with a grade average of 55% (C+ grade)	Kenya Certificate of Secondary Education (KCSE) with a grade average of 55% (C+ grade)
<b>Korea</b>	Year 10 with an average of 55%	Year 12 with an average of 55% in one of the following: General Senior High School Certificate OR Vocational Senior High School Certificate
<b>Laos</b>	Year 10 with an average of 55% (i.e. Year 1 of Upper Secondary School)	Upper Secondary School Diploma (Baccalauréat) with an average of 60%
<b>Lebanon</b>	Year 10 with an average of 55%	Year 12 with an average of 55% in one of the following: Baccalaureat Libanais (Lebanese General Secondary Certificate) OR Baccalaureat Technique
<b>Malaysia</b>	Sijil Pelajaran Malaysia (SPM) (4 Passes)	Sijil Tinggi Persekolahan Malaysia (STPM) with an average of 50%
<b>Myanmar</b>	Year 10 / Standard IX with an average of 55%	Matriculation / Basic Education High School (BEHS) Examination Certificate with an average of 55%
<b>Nepal</b>	School Leaving Certificate (Year 10) with an average of 55%	Nepalese Higher Secondary Certificate (HSC) administered through:



		Higher Secondary Education Board (HSEB) Year 12 with an average of 55% OR National Examinations Board (NEB) Year 12 with a GPA of 2.21 (i.e. 55%)
<b>Nigeria</b>	Year 10 of Senior Secondary School with acceptable grades in the best 6 subjects Acceptable Grades: A1, B2, B3, B4, C5, C6	Senior Secondary Certificate (WAEC/NECO) with acceptable grades in the best 6 subjects Acceptable Grades: A1, B2, B3, B4, C5, C6
<b>Pakistan</b>	Secondary School Certificate (Year 10) with an average of 60%	Year 12 with an average of 60% in one of the following: Higher Secondary School Certificate OR Intermediate Examination Certificate
<b>Philippines</b>	Year 10 with an average of 55%	Year 12 with an average of 55%
<b>Russia</b>	Year 10 with a GPA of 3.5	Attestat o Srednem Polnom Obshchem Obrazovanii (Certificate of Secondary Complete General Education) with a GPA of 3.5
<b>Saudi Arabia</b>	Year 10 with an average of 60%	General Secondary School Certificate with an average of 60%
<b>Spain</b>	Graduado en Educación Secundaria Obligatoria (Compulsory Lower Secondary Education Certificate) with a GPA of 4.0	Titulo de Bachillerato OR Titulo de Tecnico with a GPA of 4.0
<b>Sri Lanka</b>	Sri Lankan GCE O-Level (4 passes)	Sri Lankan GCE A-Level* (2 passes with an aggregate score of 3)
<b>Taiwan</b>	Year 10 with an average of 55%	Senior High School Diploma or Senior Vocational School Diploma with an average of 55%
<b>Thailand</b>	Year 10 / Matthayom 4 with a GPA of 1.5	Year 12 / Matthayom 6 with a GPA of 1.5 in one of the following: Certificate of Secondary Education OR Certificate in Vocational Education
<b>Vietnam</b>	Year 11 with a GPA of 6.5	Year 12 with a GPA of 6.0 in one of the following: Diploma of General Education (Bang Tot Nghiep Pho Thong Trung Hoc) OR



		Secondary Vocational School Certificate (Bang Tot Nghiep Trung Hoc Chuyen Nghiep)
<b>Zimbabwe</b>	ZIMSEC GCE O-Level (4 Passes)	ZIMSEC GCE A-Level* (2 passes with an aggregate score of 3)