INSTITUTE OF INTELLECT BLENDING

ADMISSIONS, ENROLMENT AND STUDENT MANAGEMENT PROCEDURES

PURPOSE

The purpose of this chart is to provide detailed manual of SSO Working Procedure

Institute of Intellect Blending (IIB)
Address: Level 1, 436-450 Kent Street
Sydney NSW 2000 Tel: 02 8072 7651
RTO:41282 CRICOS: 03526A

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KEY STAFF IN MANAGING STUDENTS

Job title	Job Description	Email address
Admissions Officer	Date entry to SMS and PRISMS	admissions@iib.edu.au
Student Services Officer	Manages and provides student support.	TBD
Administration Manager	Manage and coordinate student service team, report to CEO or operations manager	rose@iib.edu.au
Accounting Officer	Issue invoice, follow up student payments	accounts@iib.edu.au
Accounting Manager	College payables	accounts@iib.edu.au

STUDENTS ENROLMENT INFORMATION

ENTRY REQUIREMENTS

General English	*For ELICOS enrolment only:* • You must be at least 18 years of age at the time of course commencement *For Package COE (GE + VET) enrolment:* • You must be at least 18 years of age at the time of course commencement • You must have at least completed the equivalent of Year 12 at the time of course commencement
EAP English for Academic Purposes	*For ELICOS enrolment only:* • You must be at least 18 years of age at the time of course commencement • EAP 2: In order to qualify for this course, prospective students must achieve an Upper Intermediate level on a pre-entry test, pass the General English Upper Intermediate level, or present an IELTS score, or accepted equivalent, of 5.5 – 6.0. EAP 3: In order to qualify for this course, prospective students must achieve an Advanced level on a pre-entry test, pass the General English Advanced level, or present an IELTS score, or accepted equivalent, of 6.0 – 6.5.
IELTS The International English Language Testing System	*For ELICOS enrolment only:* • You must be at least 18 years of age at the time of course commencement • Foundation - In order to qualify for the Foundation Level, prospective students must achieve an Upper Intermediate level on a pre-entry test or pass the General English Intermediate level, or present an IELTS score, or accepted equivalent, of 5.5 – 6.0 • Advanced - In order to qualify for this course, prospective students must achieve an Advanced level on a pre-entry test, pass the General English Advanced level, or present an IELTS score, or accepted equivalent, of 6.0 – 6.5.
PTE Pearson Test of English Academic	*For ELICOS enrolment only:* • You must be at least 18 years of age at the time of course commencement In order to qualify for this course, prospective students must achieve an Upper Intermediate level on a pre-entry test, pass the General English Upper Intermediate level, or present an IELTS score, or accepted equivalent, of 5.5 – 6.0.
BSB40120 Certificate IV in Business	• You must be at least 18 years of age at the time of course commencement • You must have at least completed the equivalent of Year 10 at the time of course commencement • You must provide evidence of English entry requirements (IELTS 6.0 or TOEFL IBT 65-78 or PTE Academic 52-58) or if unavailable, be subjected to undertake the IIB's VET English Placement Assessment (achieving Upper-Intermediate Level) • You must provide academic certificates and/ or, transcripts of the highest level of • education attained (if any) and/ or; Having work experience in the business-related field Note: During the orientation session, you will be required to complete the Learner, Literacy, Numeracy, and Learner's Needs Assessment
BSB50215 Diploma of Business	• You must be at least 18 years of age at the time of course commencement • You must have at least completed the equivalent of Year 10 at the time of course commencement • You must provide evidence of English entry requirements (IELTS 6.0 or TOEFL IBT 65-78 or PTE Academic 52-58) or if unavailable, be subjected to undertake the IIB's VET English Placement Assessment (achieving Upper-Intermediate Level) You must provide • academic certificates and/ or, transcripts of the highest level of education attained (if • any) and/ or; Having work experience in the business-related field Note: During the orientation session, you will be required to complete the Learner, Literacy, Numeracy and Learner's Needs Assessment
BSB60215 Advanced Diploma of Business	• You must be at least 18 years of age at the time of course commencement • You must have at least completed the equivalent of Year 10 at the time of course commencement • You must provide evidence of English entry requirements (IELTS 6.0 or TOEFL IBT 65-78 or PTE Academic 52-58) or if unavailable, be subjected to undertake the IIB's VET English Placement Assessment (achieving Upper-Intermediate Level) You must provide academic certificates and/ or, transcripts of the highest level of education attained (if any) • and/ or • Having work experience in the business-related field • Have completed a Diploma or Advanced Diploma from the BSB Training Package (current or superseded equivalent versions) or, • Have two years equivalent full-time relevant workplace experience in an operational or leadership role in an enterprise Note: During the orientation session, you will be required to complete the Learner, Literacy, Numeracy, and Learner's Needs Assessment.
BSB50820 Diploma of Project Management	• You must be at least 18 years of age at the time of course commencement • You must have at least completed the equivalent of Year 10 at the time of course commencement • You must provide evidence of English entry requirements (IELTS 6.0 or TOEFL IBT 65-78 or PTE Academic 52-58) or if unavailable, be subjected to undertake the IIB's VET English Placement Assessment (achieving Upper-Intermediate Level) You must provide • academic certificates and/ or, transcripts of the highest level of education attained (if • any) and/ or; Having work experience in the business-related field Note: During the orientation session, you will be required to complete the Learner, Literacy, Numeracy and Learner's Needs Assessment

BSB50120 Diploma of Business	• You must be at least 18 years of age at the time of course commencement • You must have at least completed the equivalent of Year 10 at the time of course commencement • You must provide evidence of English entry requirements (IELTS 6.0 or TOEFL IBT 65-78 or PTE Academic 52-58) or if unavailable, be subjected to undertake the IIB's VET • English Placement Assessment (achieving Upper-Intermediate Level) You must provide academic certificates and/ or, transcripts of the highest level of education attained (if any) and/ or; • Having work experience in the business-related field Note: During the orientation session, you will be required to complete the Learner, Literacy, Numeracy and Learner's Needs Assessment
BSB60120 Advanced Diploma of Business	• You must be at least 18 years of age at the time of course commencement • You must have at least completed the equivalent of Year 10 at the time of course commencement • You must provide evidence of English entry requirements (IELTS 6.0 or TOEFL IBT 65-78 or PTE Academic 52-58) or if unavailable, be subjected to undertake the IIB's VET English Placement Assessment (achieving Upper-Intermediate Level) You must provide academic certificates and/ or, transcripts of the highest level of education attained (if any) • and/ or • Having work experience in the business-related field • Have completed a Diploma or Advanced Diploma from the BSB Training Package (current or superseded equivalent versions) or, • Have two years equivalent full-time relevant workplace experience in an operational or leadership role in an enterprise Note: During the orientation session, you will be required to complete the Learner, Literacy, Numeracy, and Learner's Needs Assessment.
ICT50220 Diploma of Information Technology	• You must be at least 18 years of age at the time of course commencement • You must have at least completed the equivalent of Year 10 at the time of course commencement • You must provide evidence of English entry requirements (IELTS 6.0 or TOEFL IBT 65-78 or PTE Academic 52-58if unavailable, be subjected to undertake the IIB's VET English Placement Assessment (achieving Upper-Intermediate Level) You must provide academic certificates and/ or, transcripts of the highest level of education attained (if any) • and/ or. • Evidence of work experience in the IT-related field Note: During the orientation session, you will be required to complete the Learner, Literacy, Numeracy and Learner's Needs Assessment.
ICT60220 Advanced Diploma of Information Technology	• You must be at least 18 years of age at the time of course commencement • You must have at least completed the equivalent of Year 10 at the time of course commencement • You must provide evidence of English entry requirements (IELTS 6.0 or TOEFL IBT 65-78 or PTE Academic 52-58) or if unavailable, be subjected to undertake the IIB's VET English Placement Assessment (achieving Upper-Intermediate Level) You must provide academic certificates and/ or, transcripts of the highest level of education attained (if any) • and/ or. • Evidence of work experience in the IT-related field Note: During the orientation session, you will be required to complete the Learner, Literacy, Numeracy and Learner's Needs Assessment.

BSB80120 Graduate Diploma of Management (learning)	• You must be at least 18 years of age at the time of course commencement
	• You must have IELTS 6.0 – 6.5 or equivalent or if unavailable, be subjected to undertake the IIB's VET English Placement Assessment (achieving Advanced Level)
	• You must have
	  ◦ completed an Australian AQF qualification at least to Advanced Diploma level (AQF Level 6) or equivalent, or**
	  ◦ at least completed the equivalent of Year 12 at the time of course commencement and have at least 5 years of full- time work experience in a relevant position and field.**
	• You must provide academic certificates and/ or, transcripts of the highest level of education attained (if any) and/ or. ** Evidence of work experience in a
	• business/management position. **
	Note: During the orientation session, you will be required to complete the Learner, Literacy, Numeracy, and Learner's Needs Assessment.

BSB50420 Diploma of leadership & Management	• You must be at least 18 years of age at the time of course commencement • You must have at least completed the equivalent of Year 10 at the time of course commencement • You must provide evidence of English entry requirements (IELTS 6.0 or TOEFL IBT 65-78 or PTE Academic 52-58) or if unavailable, be subjected to undertake the IIB's VET English Placement Assessment (achieving Upper-Intermediate Level) You must provide • academic certificates and/ or, transcripts of the highest level of education attained (if • any) and/ or; Having work experience in the business-related field Note: During the orientation session, you will be required to complete the Learner, Literacy, Numeracy, and Learner's Needs Assessment
BSB60420 Advanced Diploma of Leadership & Management	• You must be at least 18 years of age at the time of course commencement • You must have at least completed the equivalent of Year 10 at the time of course commencement • You must provide evidence of English entry requirements (IELTS 6.0 or TOEFL IBT 65-78 or PTE Academic 52-58)) or if unavailable, be subjected to undertake the IIB's VET English Placement Assessment (achieving Upper-Intermediate Level) You must provide • academic certificates and/ or, transcripts of the highest level of education attained (if • any) and/ or; Having work experience in the business-related field • Have completed a Diploma or Advanced Diploma from the BSB Training Package (current or superseded equivalent versions) or, • Have two years equivalent full-time relevant workplace experience in an operational or leadership role in an enterprise Note: During the orientation session, you will be required to complete the Learner, Literacy, Numeracy, and Learner's Needs Assessment

Refer to ***Academic Entry Requirement (appendix)*** if not sure about academic entry requirement for student from specific country.

Circumstances	Actions
All the requirements have been met	Issue LoO (full offer)
Received all necessary application materials	Issue LoO (conditional offer)
- Do not meet English requirement	Pass English Test
- Do not meet Academic Requirement	Provide a resume with relevant working experience detailed

LOO ISSUANCE

1. Enrolment officer receives the application from marketing team, pre-check all documents, make sure all forms and information are complete ana signed.

PRE-CHECK NEW APPLICATIONS

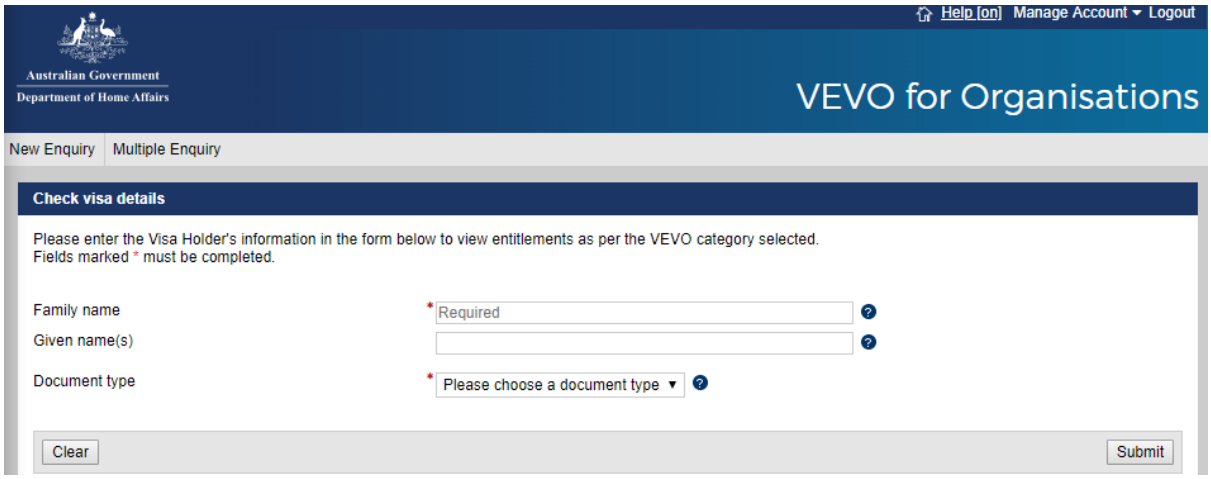
1.1 Record application details to "Enrolment Tracking list"
1.2 Assess applicant's eligibility, particularly age, visa and nationality
1.3 Briefly assess whether supporting materials received is enough for offer letter issuance, according the application standards for all applications. If insufficient, request from the agent.
- Clear scanned passport copy (coloured)
- Completed latest version's application form-signed
- Academic certificate or completion letter
- English Proficiency Proof
- Visa documents (IMMI Grant Notification)
- Resume or work experience proof, if relevant
- GTE or SOP, if relevant – ***refer to GTE guide for assessment criterion (Appendix)***

Document	**Criteria**
Passport	Clear scanned copy (prefer coloured for optimal solution).
Application Form	Completed and signed form with clear agent stamp. **NO BLANK LEFT**.

Academic Documents	Only clear scanned official Transcript, Graduation Certificate and Completion Letter are acceptable. Graduation Certificate or Completion Letter is necessary. If student only completed Y10/Y11/Y12, official academic transcript is necessary. Initial judgement should be made according to ***Academic Entry Requirement (appendix).*** If student does not complete Y12, Resume must be provided.
English Proficiency	English was the language of instruction in previous secondary or tertiary study – Graduation Certificate or Completion Letter must be provided. Have taken a test of English Language Proficiency (Normally IELTS, PTE, TOEFL or TOEIC test) within 2 years – Clear scanned or directly downloaded official Report needed. Or Have passed LLN Test – Test paper with clear personal details including full name, date of assessment, date of birth and nationality. All the questions should be answered.
OSHC	Certificated with clear Policy Number and expiry date. The expiry date should be no earlier than the course completion date. (can be provided later during orientation)

VEVO CHECK

Login to ImmiAccount (Organizations portal: https://online.immi.gov.au/lusc/login), then input required information.



If the student has effective visa and the right to study in Australia, then download and save the ***VEVO Visa Details Check*** to the Dropbox, inside the Application folder.

If the student is holding bridging visa, school must gather details regarding on what basis student is granted with the visa and when the bridging visa is granted. This information can be obtained by sighting the IMMI Grant Notification.

- For example, student may have granted the visa from lodging a new visa application. If student has been staying on a bridging visa for a considerably long period, this may indicate the applied visa is likely to be refused.

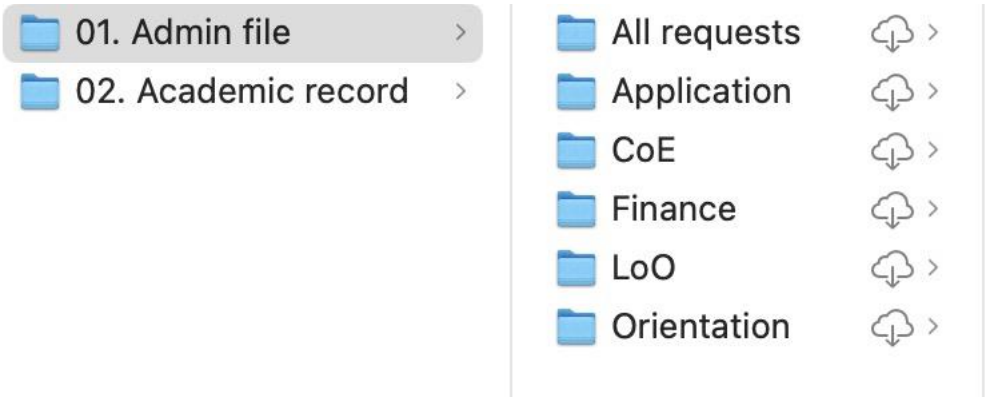
If the student is currently offshore, contact the marketing team to make sure that the student does not depend on this course to apply for a student visa from overseas; or notify senior enrolment officer to make sure student will apply for a student visa onshore after arriving to Australia with a temporary visa.

The student must have the study right while applying for any course provided by Choice Business College. Offer cannot be issued when the following situation occurs.

Visa class / subclass	WE / 050
Visa grant date	13 November 2018
Location	Onshore
Study condition(s)	No study entitlement.

If the student does not hold a visa, contact marketing team to see whether the student is still experiencing grace period. If so, the Letter of Offer can still be issued. If not, refuse the application.

2. After pre-check, sign on the “office use only” part, then proceed with LoO issuance.
3. Update “IIB enrolment tracking sheet”
4. Setup student folder in IIB sharepoint

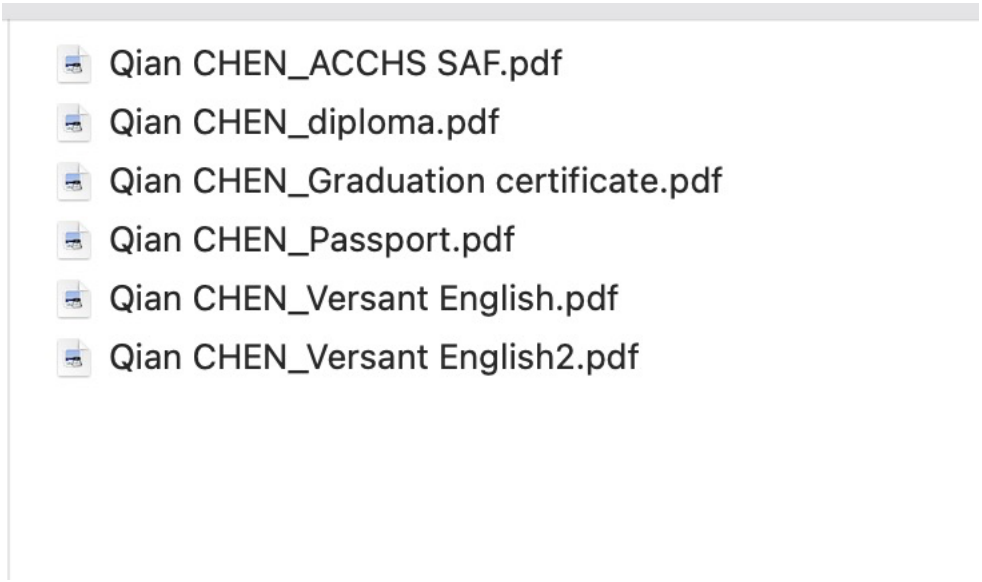


5. All name convention like this:

   Xxxx XXX_SAF- student application form

   Xxxx XXX_Passport

   Xxxx XXX_Certificates



6. Go to student management system, add new Offer
7. Send issued LoO to agency, and CC marketing team
8. Update “IIB enrolment tracking sheet”, tick “yes” under LoO column

COE ISSUANCE

1. Receive the payment from agency/student and other supporting documents
2. Check whether offer being signed correctly
3. Check payment receipt
4. Save all documents into Student Folder
5. Enrolment officer goes to “prisms system to create CoE
6. Upldate the “enrolment tracking sheet” and mark “Drafted” on “CoE” Column
7. Send CoE approval request to Admin manager
8. Admin manager approve CoE, enrolment officer download CoE and send to agency, and CC maketing
9. Enrolment officer save issued CoE to student folder
10. Enrolment officer update “”IIB Enrolment Tracking sheet”, change Status from “Drafted” to “issued”
11. Accounting officer update the “Payment”
12. Accounting officer add “CoE” in RTOM, student status change to “Enrolled”
13. Accounting officer update payment schedule

STEP 1: Pre-check new applications

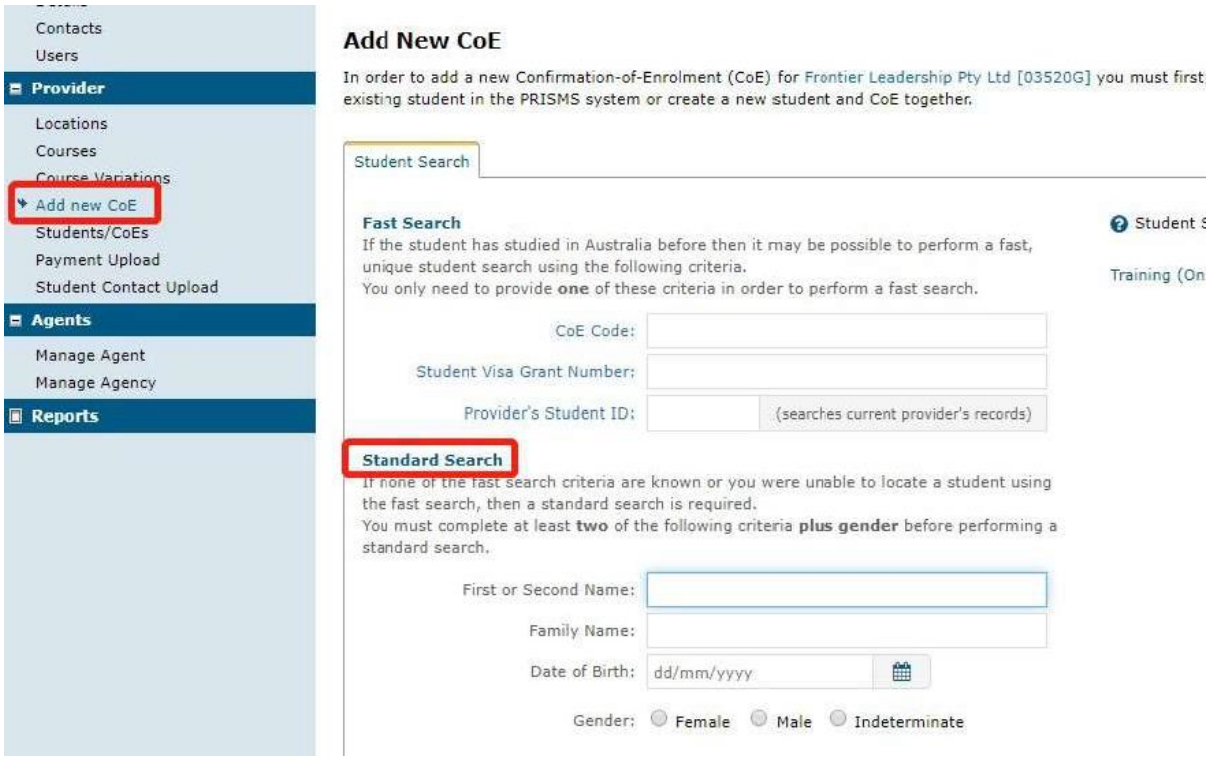
1.1 Receive tution fee payment from agency/student
1.2 Check all documents:
Complete (All pages) signed offer: Full Name (Printed & Signature) and Date
Payment receipt* : Check Tuition fee and Non-Tuition fee
Agency invoice: Optional (not applicable to student direct payment)
Confirmation that previous documents are all completed and valid: VEVO Check, English proficiency, Academic evidence, Passport and Application form

STEP 2: Add new student record

Login into PRISMS system, Find the Prospected Student in PRISM

Conduct an initial search for the student's details through a wide search i.e. last name and date of birth (DoB).

Note that if a student has already completed studies within Australia then we should be able to search and find the student's record in PRISMS. This can be assumed if their visa type is a student visa and/ or they have provided us with a completion letter or certificate. However, there has been special cases where student's have an Australian certificate, however as the University has agreements and arrangements overseas they may obtain an Australian certificate but were not processed through PRISMS.



Scenario 1: No matching students found, then Add a new student into PRISMS
Input student details

- per passport/ offer be careful with nationality and country of birth as they may not be the same
- first and last name check against form and passport and visa

Scenario 2: One or Multiple Student records, then Confirm details to match the student

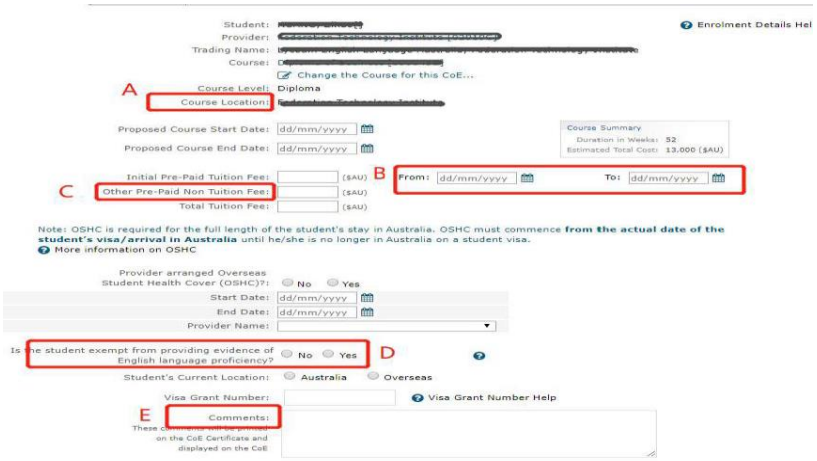
Things to check:

i. there are multiple students with same name, Dob and different Passports)
ii. Address (this will occasionally show when looking at the student records, if it matches then it's ok)
iii. Visa Grant (Check if same visa grant number if provided)

If all three (3) are conducted, or you still have your worries or concerns, confirm with the agent, if they have previously had a CoE, obtain their expired passport number and/ or any other details that you may be able to obtain to confirm the student record.

However, please note that the student details on the previous CoE may not always be correct, remember to confirm DoB, Country of Birth and Nationality. Also, if a student has previously graduated with an Australian qualification and there is no profile on PRISMS, the qualification may have been obtained offshore hence no profile, confirm with the agent/ marketing.

STEP 3: Choose Course details



A: Course name, campus location, proposed course start date and end date to match the information on LoO

STEP 4: Course fees

"Initial pre-paid tuition fee": i.e. usually the first instalment, tuition fees only (typically 1500,2000 or 1750)
B: "from and to dates": i.e. the period that the initial prepaid tuition fee amount covers.
So if it is the first instalment then this would be from intake date to one-day before the second instalment due date. On special cases, a student may pay MORE or LESS than the first instalment, thus these "From" and "To" dates need to be adjusted.

C: Other Pre-Paid Non Tuition Fee: (Enrolment fee+material fee): $200+$200 or 1000 for cookery, if this was not paid or claimed by the agent, you can leave this blank, no need to put "0"
Total tuition Fee: this is the total amount NOT including the non-tution fee(C above)

* material and enrolment fee can be claimed/ waived by the agent, if students paid EF and MF, should be put in Other Pre-Paid Non Tuition Fee part. However cookery material fee can not be claimed

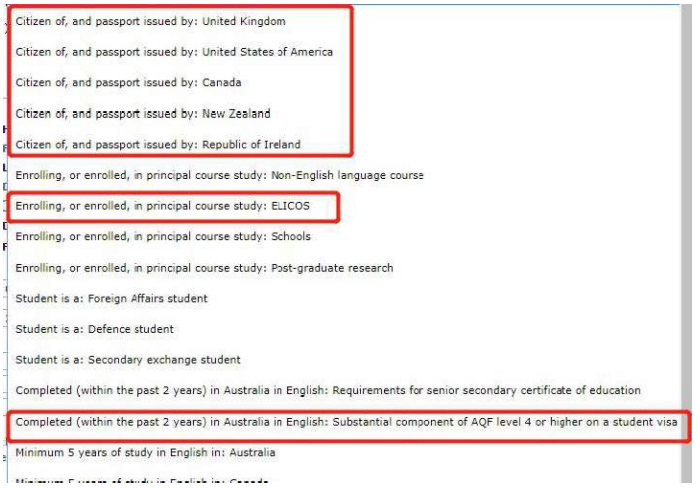
STEP 5: Other field

- OSHC: we do not offer this so tick "NO"
- English

D: Language

1. Exempt from English:

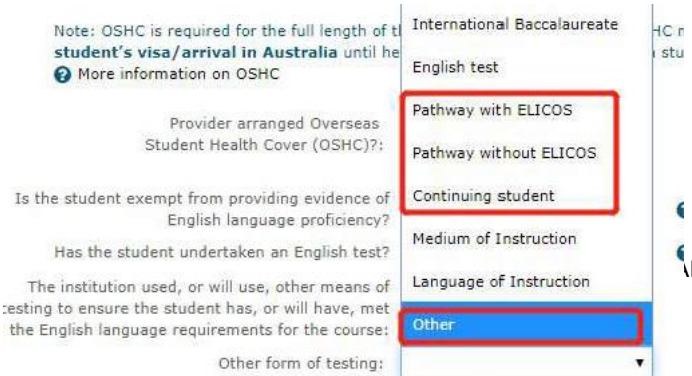
one of the following reasons, usually the AQF lvl 4 (Cert 4 and higher) substantial amount so results cover at least 1 year and the completion date is within 2 years and not necessarily just the issue date OR enrolled in ELICOS



2. English test i.e. IELTS, PTE

Please remember that this is TEST DATE and not result release dates, validity is usually 2 years from this date unless otherwise specified. Please also be cautious that the birthdate on the test is the same as the students otherwise this could cause it to be invalid. Recognised English tests are usually valid for 2 years from TEST date, which may differ to result dates (test date is put on coe)

3. a student is neither exempt nor taken an exam go onto the third institution will use other means. -> this is either "OTHER " [previous studies (cert is older than 2 years) or LLN (ACSF level test - Satisfactory)] OR a pathway studies (packaged course with or without ELICOS) or continuing student, put in comment as per "COE Comments"



- Student current location

Onshore: Australia, input visa grant no. Overseas for offshore application

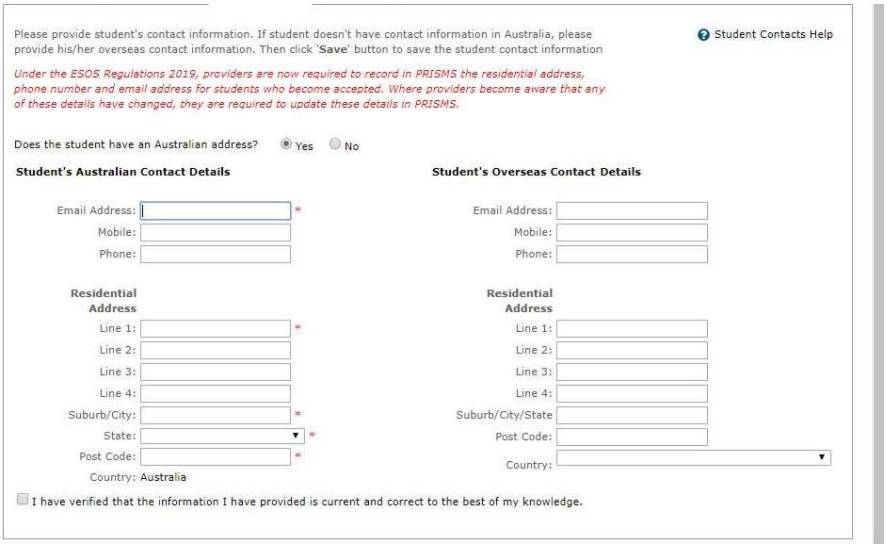
- Comments

E: usually blank if english is provided, if packaged course and a certain level or course needs to be completed prior to commencement put in relevant course info here, see coe comments table

Course Code	Course	Related Comments
	General English (Elementary to Advanced)	if under 10 weeks CoE is for a shorter duration student is enrolled in for XX Week, we can say that" CoE is for a shorter duration as student is only enrolled in one level" or "CoE is for a shorter duration as student is enrolled in a single level"
		Student must complete GE: General English [098026B] upper-intermediate level before commencing this course
		Student is required to provide evidence of Upper-Intermediate English proficiency level or undertake English placement test before commencing this course
SIT40516	Certificate IV in Commercial Cookery	Check English evidence
SIT50416	Diploma of Hospitality Management	Student must complete SIT40516: Certificate IV in Commercial Cookery before commencing this course. CoE is for a shorter duration as course is packaged with Certificate IV in Commercial Cookery
BSB51918	Diploma of Leadership and Management	Check English evidence
BSB50215	Diploma of Business	Check English evidence
BSB60215	Advanced Diploma of Business	Student must complete BSB50215: Diploma of Business before commencing this course
BSB61015	Advanced Diploma of Leadership and Management	Student must complete BSB51918: Diploma of Leadership and Management before commencing this course
		Student must have completed a Diploma qualification in related Fields of study prior to commencing this course.

STEP 6; Student details

put in the reserved ID, confirm student details and update passport if needed, followed by student contact details and then agent



Step 7: Save the CoE and ask CEO/campus manager to approve
Step 8: Once approved, download and send CoE to student/agency