

FORMALISATION OF ENROLMENT AND WRITTEN AGREEMENTS

This Policy and Procedure is in compliance with National Code Part D, Standard 3

Policy

All students who are part of the Anglican Schools Commission International (ASC International) Programs and admitted to ASC Schools must be provided with information consistent with that required by The National Code (Standards 1, 2, 3 and 4) to ensure that they have adequate information to assess the program, can benefit from the course, and have every chance of succeeding in it.

ASCI and ASC Schools are required to:

- a. enter into a written agreement with the student, signed or otherwise accepted by that student (or their parent or legal guardian if they are under 18 years of age), concurrent to accepting course fees from the student. The agreement, which forms part of the Letter of Offer, must, in plain English:
 - i. clearly outline the course or courses in which the student is to be enrolled, the course start date, location of the school, their content and modes of study, including online and/or work-related learning, placements, and/or other community-based learning and collaborative research training arrangements
 - ii. clearly outline the prerequisites necessary to undertake the course or courses, including English language requirements
 - iii. include any conditions on the student's enrolment, making specific note of the requirements to achieve satisfactory course progress and attendance
 - iv. provide an itemised list of tuition and non-tuition fees payable by the student for the course, the periods to which those fees will relate and options for payment (including that the student may choose to pay more than 50 per cent of their fees before their course commences)
 - v. clearly outline the registered provider's cancellation policy if the student withdraws from the course and the provider's process for refunding any outstanding amount to the student after any cancellation fee is deducted
 - vi. provide details of any additional fees the student may incur for reassessment of study outcomes, deferral of study, late payment of fees or other circumstances in which additional charges may apply
 - vii. identify the person who is to receive the refund in respect of the student identified in the written agreement, consistent with the ESOS Act, but who must not be an agent acting as an intermediary in the transaction
 - viii. clearly outline the circumstances in which personal information about the student may be shared between the registered provider and the Australian Government or state or territory governments and, if relevant, the Tuition Protection Service (TPS)
 - ix. clearly outline internal and external complaints and appeals processes, in accordance with Standard 10
 - x. clearly state that the student is responsible for keeping a copy of the written agreement and receipts of any payments of fees for the course
 - xi. include the following statement: 'This agreement, and the right to make complaints and seek of decisions and actions under various processes, does not affect the right of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies'.
- b. include in the written agreement the following information in relation to refunds of tuition fees and non-tuition fees in the case of student default and provider default:

- i. amounts that may or may not be repaid to the overseas student (including any tuition and non-tuition fees collected by education agents on behalf of the registered provider). This includes refund requirements that apply if the student defaults in relation to a course at a location
 - ii. processes for claiming a refund
 - iii. the specified person(s), other than the overseas student, who can receive a refund in respect of the overseas student identified in the written agreement, consistent with the ESOS Act
 - iv. a plain English explanation of what happens in the event of a course not being delivered, including the role of the TPS
 - v. a statement that “This 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”.
- c. include in the written agreement the following requirements regarding student contact details:
- i. the student’s current residential address, mobile number and email address
 - ii. who to contact in emergency situations
 - iii. commitment to advise of any changes to the above details, within 7 days of the change.
- d. retain records of the written agreement and receipts of payments made by students that demonstrate the student’s acceptance of the agreement, for at least two years after the person ceases to be a student.

Procedures for formalisation of Enrolment

All applications are to be made on the ASC International Application form, which is accompanied by the Conditions of Enrolment (CoE) in compliance with the National Code Standards, and Section 28(1) of the ESOS Act. This form must be signed by the student, and their parent or guardian if the student is under 18 years of age, and forwarded, together with all relevant academic transcripts and documentation, to the Manager, International Student Services. Original documents are sighted, copied, and returned to the applicant whereas certified copies may be retained.

A summary of each step in the enrolment process can be seen below:

PHASE	TEAM RESPONSIBLE	ACTIONS
LETTER OF OFFER AND AGREEMENT	ADMISSIONS	<p>On receipt of approval from the Principal and Director of International Programs:</p> <p>a. Complete a “Letter of Offer” (LoO) template - including</p> <ol style="list-style-type: none"> 1. Student Code 2. course(s) details; 3. conditional clauses, 4. total fee to be paid on acceptance of offer (full PSS fee plus Full pre year free (if applicable) plus one semester’s fee for secondary, plus the fee for OSHC to cover entire period of study (including 3 months beyond the end of course date). In addition, the Homestay Package fee is to be paid upon acceptance if utilizing this option. The Homestay package includes Airport Pickup/drop off, 4 weeks accommodation including lunches plus the homestay placement fee 5. The LoO should also show the total full tuition fee for the entire course. A percentage increase of 5% in each year’s annual fee

		<p>may be used with a disclaimer note that “fees shown after [year] are an estimate only”. Include the student number as [for example: WAYQ03 – for a new student named WANG, Yi Qi, where “00” to “02” have already been allocated to other students whose names have the code “WAYQ”] in the reference section under payment option.</p> <p>b. Send LoO to agent or student and copy relevant Marketing Rep in. Ensure the below information is included</p> <ol style="list-style-type: none"> 1. HOMESTAY INFORMATION – Send out a link to the Homestay page. (this page is to be used for both Talkabout Tours home stay as well as private homestay providers). 2. ONLINE ORIENTATION LINK OR INVITE - Link to the ASC International Pre-departure orientation is to be provided in the email issuing the above documents <p>c. Complete the ASCI ENROLMENT CHECKLIST and attach it to any hardcopy documents –Place these documents into a “Pending Enrolments” tray, awaiting further action on response and/or follow-up.</p> <p>NOTE: If the student is successful in attaining a scholarship, please just adjust the LoO and complete the Enrolment variation form for the Accounts Department to adjust fees.</p> <p>Parents are requested to retain a copy of the LoO prior to returning to ASC International.</p>
PAYMENT	FINANCE	The Accounts Department will notify Admissions when payment has been received. Admissions to notify School
ACCOMMODATION	ADMISSIONS	<p>Homestay Confirmation – The homestay provider will issue the Placement Confirmation Letter or Report and Arrival Confirmation to the Support and Welfare Coordinator and the School (for Eastern States Schools only). These reports are to be uploaded to the student’s file on SharePoint and homestay details added to MAZE. Notify Student Services so that CoE can be raised in PRISMS</p> <p>NOTE: The School needs to ensure that they are satisfied with the homestay accommodation and are able to request a re-inspection with the host family, if warranted.</p>
CONFIRMATION OF ENROLMENT	ADMISSIONS	<p>When the following are received:</p> <ol style="list-style-type: none"> 1. A fully completed and signed Letter of Offer 2. Homestay Confirmation (where applicable) 3. Payment receipt notification <p>The below can be raised and processed</p> <ol style="list-style-type: none"> 1. The Confirmation of Enrolment in PRISMS 2. The Confirmation of Appropriate Accommodation and Welfare Letter in PRISMS (where applicable). <p>Administration responsibilities such as data entry etc for the production of the CAAW are the responsibility of the ASC International, however, the signatory of these documents for Eastern states must be the School Principal.</p>

		All of the above must be provided to the student / agent and uploaded to SharePoint and student files updated on MAZE
OSHC	FINANCE	Processing of the OSHC Policy - NOTE: The OSHC policy number is to be the student number for each school and noted on the CoE in PRISMS
VISA GRANT	ADMISSIONS	STUDENT VISA GRANTED (or not) – notified by student or Agent. A “Visa granted” notice can also be found on PRISMS. Email sent to Support and Welfare Coordinator and School MAZE EXPORT TO BE PERFORMED AND EMAIL TO SCHOOL TO NOTIFY
ORIENTATION	STUDENT SERVICES	<ul style="list-style-type: none"> • Student and Homestay Carer are informed of Orientation details. • Orientation documentation emailed to students 4 weeks prior to arrival where possible <p>The International Student Welfare and Support Coordinator or on-site School representative attends the Orientation to welcome the student and give support.</p>
ARRIVAL	STUDENT SERVICES	<ul style="list-style-type: none"> • On campus orientation to be performed • Uniform and Books purchased • Pastoral Care Group assigned • Introduction to school/teachers etc. <p>Interview with Principal to be arranged (where required)</p>

ASC International students can defer their offer of a place in a study program provided that they have not yet enrolled in, and commenced, the program; or entered Australia on the basis of their acceptance into the program. Enrolment later than two weeks after the commencement of a course must be approved by the Director of International Programs.

Authority:

Director of International Programs

Reviewed:

January 2019

Approved:

Director of International Programs