

ACCLM - CRICOS Enrolment Policy

The ACCLM Management and staff are committed to ensuring that all enrolling students are provided with necessary, timely and accurate information that relates to its training and assessment services available to overseas students.

Application Procedure

In receiving an enrolment enquiry or application from an overseas student:

- Student Services shall ensure that all applicants are aware of the ACCLM's 'Overseas Student Prospectus' information.
- Student Services shall enquire and assess whether the applicant's qualifications, experience (including work) and English language proficiency are appropriate for the course for which enrolment is sought.
- Student Services must review the applicant's educational records against the applicable course entry requirements and only accept a student's enrolment where student's educational records satisfy the applicable course entry requirements.
- Student Services shall alert the ACCLM Management where an applicant's English language proficiency is identified as being below a 'C' Level. Or a IELTS test score is below 5.5
- Student Services may request that the applicant undertake an additional online English Placement Test. The test results must be returned to Student Services and reviewed by the ACCLM Management for an English Language Proficiency assessment.
- In the case of an applicant being assessed as below English score of 'C' or IELTS 5.5 the student may be referred to ELSIS for further English bridging training or potential ELICOS course enrolment.
- Student Services shall inform the applicant that in the event of a referral to another College for English Bridging, the applicant must comply with that institution's enrolment procedures for the English Bridging Course.
- Where an applicant has met the course entry requirements of the ACCLM, Student Services may commence the Enrolment procedure.

Enrolment Procedure

- Student Services shall provide (by mail or by hand) the applicant with a 'Letter of offer and acceptance' for the relevant course being applied for. On receiving a completed Letter of Offer and Acceptance, Student Services shall ensure that the enrolling student has signed the ACCLM letter of Offer and acceptance and that they have acknowledged their receipt of the 'ESOS Framework' information, by ticking the relevant box on the letter of offer and acceptance.
- Student Services shall ensure that they only receive course money from a student or Education agent after or at the same time the signed letter of offer and acceptance has been received.
- Student Services may only accept 100% payment of course tuition fees for the first study period where the course enrolment applies to a course with a study period that is less than *24 weeks in duration. (Please note the course duration may be longer than the 24 week maximum study period when holidays are included).

- Student Services may only accept payment of 50% of tuition fees where the course enrolment applies to a course with a study period that exceeds 24 weeks in duration.
- Student Services may only require the payment of further tuition fees, 2 weeks before the commencement of the second study period (Students may choose to pay remaining tuition fees before the two week requirement).
- Once the application and Letter of Offer and Acceptance has been received, Student Services shall initiate an electronic confirmation of enrolment (eCoE) through the PRISMS system and return the ACCLM signed Letter of Offer and Acceptance and relevant eCoE to the student.
- Student Services shall enter the enrolled student's contact detail in the 'Enrolled Student Contact Register' and will seek to update the ACCLM's current information from enrolled students at least every 3 months.
- Student Services shall report to the ACCLM Management, advice of any student who fails to commence his or her course within 10 days of their non-commencement.
- The ACCLM Management shall report any student for non-commencement of courses via the PRISMS System within the ESOS Act (Section 19.1c) requirement of 14 days.

*A study period less than 24 weeks may also consist of two short courses in which case 100% of tuition fees may be required prior to course commencement.

Transfer Student Enrolment

Student Services shall not knowingly enroll a student who has not completed six months of their principal course.

Course Enrolment Transfer from another Provider

On receipt of an application for transfer of enrolment, Student Services shall:

Ensure that the student has completed at least six months of his or her principal course of study unless:

- The original registered provider has ceased to be registered or the course has ceased to be registered.
- The original registered provider has provided a written letter of release.
- The original registered provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her principal course, or any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.
- Any government sponsor of the student deems that a transfer is in the student's best interest and supports the transfer request in writing.

Course Enrolment Transfer to another Provider

When a student requests a transfer of their enrolment to another registered provider, Student Services shall:

- Provide the student with advice on the ACCLM's procedures for applying for course transfer, including the need to formalise the request in writing stating the reasons for which they desire to transfer their course enrolment to another provider.
- Advise the student that their request may take as long as, but will not extend past a 7-day assessment period.

- Refuse a transfer to another course offered by a registered provider except where reasonable circumstances or compassionate grounds can be established, such as undue hardship or sickness in the family that prevents travel to or from the course provider's location of training. Provide a 'Letter of release' only after the student has provided a letter indicating a valid enrolment offer from another registered provider.
- In the case of a student under the age of 18 years of age, only grant a Letter of release where the student's parent or legal guardians have confirmed in writing their support for the transfer or in the case where the welfare of the student is supervised by the registered provider, Student Services shall also be required to provide support for the transfer. Valid enrolment from the new course provider will also confirm their acceptance of the welfare responsibilities of the student.
- Issue a 'Letter of release' at no charge to the student informing the student that they should contact DIBP for further information concerning their student visa requirements. Refuse an application for transfer where a transfer is considered detrimental to the student's academic progress.
- Provide a 'Letter of release refusal' outlining the reasons why the students request for transfer has been refused.
- Provide advice of the ACCLM's complaints and appeals process should a letter of release refusal be issued.
- Ensure that all records associated with a transfer application are filed within the ACCLM's student records system.

Students under 18 years of age

In receiving an enrolment enquiry or application from an overseas student who is under the age of 18 years old and not under the care of a parent, legal guardian or approved relative, Student Services shall:

- Assume responsibility for verifying the suitability of the student's accommodation, support and general welfare whilst they are studying the courses undertaken. (see 'Under 18 years of Age Checklist')
- Ensure that the student's accommodation and welfare needs are reviewed on a regular basis or at least every quarter.
- Identify the dates where responsibility of the student's accommodation, support and general welfare will be assumed by the ACCLM and when that responsibility is due to cease. (finalisation of course study)
- Advise DIBP of these dates utilising the DIBP form. (available from PRISMS website)
- Prior to accepting the responsibility for the student's accommodation, support and general welfare, the accommodation arrangements shall be checked for suitability by Student Services. (see 'Under 18 years of Age Checklist')
- Where accommodation is deemed unsuitable, Student Services shall report the need for a change to the accommodation arrangements to the ACCLM General Manager and seek an alternative arrangement.
- Any changes to the student's reported accommodation arrangements shall be reported to DIBP using the DIBP form letter (available through PRISMS).
- In the event of the student's enrolment be suspended, transferred or cancelled, Student Services shall maintain responsibility for the appropriateness of the student's accommodation, support and general welfare until responsibility for the student's accommodation, support and general welfare has been accepted by another registered provider or the student leaves Australia or Student Services report to DIBP that it can no longer approve of the arrangements of the student.
- Finalisation of the provider's responsibility for the student's accommodation arrangements shall be reported to DIBP using the DIBP form letter.