

ACCLM - CRICOS Student Engagement Before Enrolment

Purpose and Scope

These policies and procedures relate to the ACCLM's commitment to provide full and accurate information on ACCLM courses to prospective international students; provide comprehensive and accurate information on living in Australia as an international student; to responsibly assessing and verifying prospective students' required English language proficiency and other entry requirements. The policies and procedures are designed to ensure compliance with all legislative and regulatory requirements established under the:

- National Vocational Education and Training Regulator Act 2011
- ESOS ACT;
- ESOS Regulations;
- National Code;
- Migration Act; and
- Migration Regulations.

The specific requirements are effectively summarised under 'Standard 2 – 'Student engagement before enrolment' of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students, which states the requirements as:

- Students must be provided with information that will enable them to make informed decisions about their studies in Australia.
- Providers must have documented procedures for assessing students' English proficiency and qualifications and they must implement these procedures.
- Providers supply information about the availability of course credit.
- Providers inform students of the modes of study through which the course may be offered.
- Providers list the grounds on which the students' enrolments may be deferred, suspended or cancelled.
- Providers give students a description of the ESOS framework prior to enrolment.
- Providers supply information about indicative course related fees, including the potential for fees to change.
- Providers supply relevant information on accommodation options.
- Where students plan to bring school-aged dependants with them, providers inform them of Australia's schooling obligations and options, including the fact that they may have to pay school fees.
- Documented procedures are in place for assessing students' qualifications, experience and English language proficiency.

These policies and procedures should be read in relation to the following policies and procedures documents:

- ACCLM Formalisation of Enrolment Policies and Procedures;
- ACCLM Complaints and Appeals Policies and Procedures; and
- ACCLM Deferment, Suspension and Cancellation of a Student During Enrolment Policies and Procedures.

Policy and Procedures

The ACCLM's policies and procedures on student engagement before enrolment comply with Standard 2 of The National Code, Student engagement before enrolment.

Information Sources

Comprehensive and reliable and up-to-date information on the ACCLM, its courses and living and studying in Australia will be made available to all prospective students.

- The ACCLM website, which will provide comprehensive and up to date information on all areas required to ensure full compliance through its links.
- The ACCLM website will provide the full ECA College's ESOS National Code Standards Policies and Procedures.
- The ACCLM Student Handbook, which will be available to students in hard copy and on the website, and will provide essential information for students.
- The ACCLM printed promotional materials which will also provide links to the ACCLM website.
- All of the ACCLM's approved education agents who will be supplied with up-to-date information and promotional material as well as regular updating and training.

Information on the requirements for acceptance into a course, including the minimum level of English language proficiency, educational qualifications or work experience required and whether course credit may be applicable will be available to existing and potential students on the ACCLM website, in the Student Handbook and the ACCLM brochures, and from ACCLM approved Education Agents and ACCLM Marketing Managers.

Information on the course content and duration, qualification offered if applicable, modes of study and assessment methods will be available to potential students on the ACCLM website, in the Student Handbook, the ACCLM brochures and from ACCLM approved Education Agents and ACCLM Marketing Managers.

Information on campus locations and a general description of facilities, equipment, and learning and library resources available to students will be available to potential students on the ACCLM website, the Student Handbook, the ACCLM brochures and from ACCLM Education Agents and ACCLM Marketing Managers.

The requirement that ACCLM will provide information on details of any arrangements with another registered provider, person or business to provide the course or part of the course will not be applicable in that no such agreements and arrangements exist.

Information on indicative course-related fees including advice on the potential for fees to change during the student's course and applicable refund policies will be available to potential students on the ACCLM website, in the Student Handbook, the ACCLM brochures and from ACCLM approved Education Agents and ACCLM Marketing Managers.

Information on the grounds on which the student's enrolment may be deferred, suspended or cancelled will be available to potential students on the ACCLM website, in the Student Handbook, the ACCLM brochures, and from ACCLM approved Education Agents, ACCLM Marketing Managers, and particularly in the ACCLM's ESOS National Code Standard 13 Deferment, Suspension and Cancellation of a Student During Enrolment Policies and Procedures.

Information on the ESOS framework and relating to the ACCLM policies and procedures relating to the National Code Standards will be available to potential students on the ACCLM website, in the Student Handbook, and from ACCLM approved Education Agents and ACCLM Marketing Managers.

Relevant information on living in Australia, including indicative costs of living and accommodation options will be available to potential students on the ACCLM Website, in the Student Handbook, ACCLM brochures and from ACCLM approved Education Agents and ACCLM Marketing Managers.

Upon making enquiries about ACCLM programs and courses, all potential students will be provided by the Agent (or ACCLM Marketing Manager) with an information brochure relating the ACCLM and its courses. This document will contain information on website addresses through which to access to the ACCLM Student Handbook and all other necessary information.

The requirement that Agents provide the requisite information is explicitly stated in Section 2 'Responsibilities of the Partner' of the Education Centre of Australia Partner Agreement:

The Partner must, in accordance with the terms of this Agreement and the attached Schedule, and in accordance with the policies and procedures of ACCLM, its subsidiary and associated providers:

- Promote ACCLM, its subsidiary and associated providers' education programs in the Territory as identified in the attached Schedule.
- Assist in the recruitment of, and recruit prospective students to undertake education programs offered by ACCLM, its subsidiary and associated providers as identified in the attached Schedule.
- Provide prospective students with all necessary information about ACCLM, its subsidiary and associated providers' education programs, facilities and services.
- Provide prospective students with all necessary information about visa requirements and procedures, and living in Australia.
- Provide prospective students assistance in completing and submitting application forms to ACCLM and/or its associated provider/s as identified in the attached Schedule.
- Arrange necessary English language testing of prospective students under the relevant Australian migration regulations.
- Perform any other services and provide reports or information requested by ACCLM and/or required by this Agreement.

In meeting these responsibilities, the Partner must:

- Act at all times with integrity in an honest, ethical and responsible manner.
- Assist to uphold the high reputation of ACCLM, its associated providers and of the Australian international education sector.
- Act in accordance with the policies and procedures of ACCLM, its subsidiary and associated providers, and directions given by ACCLM.
- Must obtain ACCLM's prior written approval for all advertising and promotional materials for ACCLM, its subsidiary and associated providers and their educational programs.
- Accurately inform prospective students about, and the requirements of, the education programs run by ACCLM, its subsidiary and associated providers using only material provided by and/or approved by ACCLM, including information relating to ACCLM, its subsidiary and associated providers:
 - Programs, including course content and duration, qualifications offered, modes of study;
 - Facilities, equipment and learning resources;
 - Minimum English language requirements and educational qualifications required for acceptance into the programs;
 - Program fees, charges and refund policy;
 - Visa requirements which must be satisfied by the student including English language proficiency levels;
 - Living in Australia, including information about campus location, accommodation, transport and the cost of living.

- Assist prospective students to complete education program applications, taking all reasonable steps to confirm the accuracy of the information provided by prospective students in those applications.
- Ensure that only completed, signed applications with all required supporting documentation (originals sighted, verified and stamped) are submitted to ACCLM.
- Provide any Letter of Offer and other documents received on behalf of a prospective or existing student from ACCLM to the student within 24 hours of receiving those documents;
- Ensure that relevant fees and charges accompany each application and acceptance of offer documents.
- Assist prospective students to complete visa applications.
- Provide ACCLM with market intelligence relevant to the recruitment of prospective students in their Territory.
- Unless ACCLM otherwise agrees, bear the cost of advertising and promotional activities undertaken by the Partner under this Agreement.
- Inform ACCLM of any change in the partner's physical address, telephone number, facsimile number or electronic mail address within five working days of such change.
- Preserve the confidentiality of:
 - All information provided by ACCLM and prospective and existing students, other than to the extent disclosure is required to perform the Services in accordance with this Agreement, and to the extent disclosure is required to comply with legislative and regulatory requirements; and
 - The terms of this Agreement.
- Terminate any employment, contract or agreement with any employee or Sub-agent if the Partner becomes aware of, or reasonably suspects, dishonest practices, including the deliberate attempt to recruit a student where this clearly conflicts with the obligations of registered providers under the National Code 2017 or any of the other dishonest practices outlined in this Agreement.

In meeting these responsibilities, the Partner must not:

- Engage in any dishonest practices.
- Provide prospective students with 'immigration advice' as defined in the Migration Act 1958 unless the Partner is separately registered under that Act.
- Suggest to prospective students that they may come to Australia on a student visa or another visa class with a primary purpose other than full time study.
- Make any representations or offer any guarantees to prospective students about the likelihood of obtaining a student visa or the required visa class for their course.
- Facilitate applications for prospective students who do not comply with visa requirements.
- Use any mark of ACCLM or of its associated providers without prior written consent of ACCLM.
- Undertake any advertising or promotional activity about ACCLM, its associated providers and/or their educational programs without the prior written consent of ACCLM.
- Engage in false or misleading advertising, promotional and/or recruitment practices.
- Give a prospective student inaccurate or misleading information about:
 - The Program Fee payable to ACCLM; and/or
 - Their acceptance into a Program.
- Make any false or misleading comparisons with any other education provider or their programs or make any inaccurate claims regarding any association between ACCLM (and its associated providers) and other education providers.
- Sign or encourage or allow others to sign official documents such as an application form on behalf of a prospective Student or existing Student. (The Student's signature that appears on all official documents must be the same as that which the Prospective/prospective Student used when signing the ACCLM application form).
- Commit ACCLM to accept any prospective student into any educational program/s offered by ACCLM, its subsidiary and associated providers.

- Receive or bank the Program Fee payable to ACCLM by a prospective student or deduct any amount from the Program Fee payable by the prospective student.
- Impose any fee on a prospective student for their application or acceptance of offer unless this fee has been agreed by ACCLM and brought to the attention of the student prior to the lodgment of any papers.
- Actively recruit, or attempt to recruit, Prospective Students that the Partner knows to have engaged the services of another official representative of ACCLM;
- Use or access PRISMS without the prior written consent of ACCLM.
- Use or access PRISMS to create a confirmation of enrolment for other than a bona fide student.

Application procedures

Students applying for an ACCLM program will be required to apply using the Application Form located on the ACCLM College website, or available through an approved ACCLM Agent. Students may apply directly either through post, online, or through an approved Education Agent.

All documentation sent with the application should be either original or certified copies, and if not the applicant (either via the Agent or directly) will be contacted and asked to submit the required documentation.

If any required original/certified documents are not provided, a condition requiring them will be inserted under Special Conditions in the International Student Offer and Acceptance Agreement.

Acceptance, fee payment and issuing of a CoE cannot occur until certified documents are provided.

Assessing Applications

Application forms together with associated documents (English language reports, Secondary/Post-Secondary Studies Certificates and Academic Transcripts) will be forwarded to Student Services to determine whether or not the applicant meets the relevant entry requirements, and whether or not an offer should be made.

The applications will be assessed "in-house" and responded to in an efficient and timely manner, normally within 2 working days. Processing will be necessarily delayed in cases where requests have to be made for either original or certified documents. Similarly, applications which have to be referred to the ACCLM General Manager for assessment will normally be processed within five working days.

The main means of assessing and verifying applicants' educational qualifications will be via the Australian Government AEI Country Education Profiles (CEP) online at <https://internationaleducation.gov.au/Services-And-Resources/Services/Country-Education-Profiles/Access-CEP/Pages/default.aspx?ReturnUrl=%2fcep%2fPages%2fdefault.aspx>

Student Services will complete the ACCLM Application Checklist and a Student Checklist as they check and verify an applicant's information and documents.

The ACCLM Application Checklist will check the provision, adequacy and authenticity of:

- All necessary personal and contact information;
- Passport pages;
- English language proficiency; and
- Prerequisite educational history and qualifications.

The ACCLM Student Checklist will record similar details for placing on the applicant's hard copy file.

When applicants are informed of the fee structures, they will be asked to indicate their preferred mode of payment from bank transfer, credit card, bank cheque, VISA debit/MasterCard Debit, or online payment through the ACCLM website.

Applicants will be informed of the possibility of applying for advanced standing/credit transfer on the basis of them having previously studied and successfully completed an equivalent course in an Australian RTO. Applicants will be able to apply for Credit Transfer and attach the required details relating to the institution, course of study, syllabus, and curricula of subjects successfully completed and for which they are seeking credit. They must also attach originals or certified copies of the related qualifications and academic transcripts. All such applications will be assessed by the ACCLM General Manager as a part of the overall application process.

Letter of Offer and Confirmation of Enrolment

If an application is checked and verified as meeting all criteria, and if a suitable place exists, the ACCLM will send the applicant via email or standard post a Letter of Offer and Acceptance Form.

The ACCLM Acceptance Form is a legal document which is printed on the ACCLM Letterhead and includes a legal agreement to be signed and returned by the applicant.

It has several sections, which are:

- Personal Details;
- Emergency Contact Details;
- Course Details;
- Fee Summary;
- Payment Details;
- Conditions of Acceptance (covering National Code Standards and visa requirements);
- Refund for International Student Policy and Procedure;
- Termination of Agreement;
- Offer and Acceptance Authorization; and
- (mode for) Submitting the Agreement.

If any of the necessary documentation is not provided, the Letter of Offer will be made Conditional, with the specific conditional requirements for providing the necessary documentation recorded in the student file. All such conditions must be met before a CoE can be issued.

On receipt of the Letter of Offer, the applicant must meet any special conditions and sign the ACCLM Acceptance Form before or at the time of paying their first installment of fees. Students must meet any condition/s as stated on their Offer Letter before a CoE can be issued.

An electronic Confirmation of Enrolment (eCoE) can be issued when these conditions are met and when a copy of a bank draft or receipt of payment at bank has been received.

The eCoE will be created on PRISMS by registered staff, and the eCoE will be issued to a DIBP office identified by the student within 2 days of the student accepting the offer.

The following information will be included in eCoE:

- Student's full name as on passport, gender, date of birth, nationality and country of birth.
- DIBP Office where visa application is to be made.
- Course title and CRICOS Code.
- Course start date (refer offer letter).
- Course end date (refer offer letter).
- Fee paid in advance.
- Total course fee (allowing for adjustments due to Credit Exemption/RPL).
- OSHC paid.
- English test type and score.
- Passport.
- Enter in Comments section any extra information e.g.: RPL Granted, Family OSHC paid.

Currency of Information

In keeping with the ACCLM's commitment to a process of continuous improvement, the ACCLM will take action to ensure that the published material is regularly updated, and that the information relating to relevant areas is made available to prospective students through the ACCLM website, the ACCLM Student Handbook and promotional brochures.

As changes are made to courses and programs, fees and charges and legislative/regulatory requirements, those changes will be made to the information and materials provided for the prospective students.

All ACCLM National Code Standards Policies and Procedures will be adjusted to reflect changes in requirements, and are reviewed on an annual basis.