Captain Cook Institute Pty Ltd trading as
George Brown College
Level 4, 56-58, York Street, Sydney NSW 2000
+612 9279 4949

International Student Recruitment and Enrolment Policy and Procedure

SCOPE

This policy applies to GBC VET students and all GBC staff who deal with all matters concerning VET.

POLICY

This policy supports the ESOS National Code 2018 and Standards for Registration Training Organisation (RTOs) 2015

1. GBC recruits students in an ethical and responsible manner and provide information that enables students to make informed decisions about studying with the registered provider in Australia. GBC ensures students' qualifications, experience and English language proficiency are appropriate for the course for which enrolment is sought.
2. Written agreements stated in GBC Letter of Offer and Enrolment Agreement between GBC and students set out the services to be provided, fees payable and information in relation to refunds of tuition fees.
3. GBC is to have a written agreement with each student. GBC does not accept tuition fees from students before a Letter of Offer and Enrolment Agreement has been signed by the student.

GBC enters into a written agreement with the student, signed concurrently with or prior to accepting tuition fee from the student. The agreement must:

a. identify the course or courses in which the student is to be enrolled and any conditions on his or her enrolment
b. provide an itemised list of tuition fees payable by the student
c. provide information in relation to refunds of tuition fees
d. set out the circumstances in which personal information about the student may be shared between the registered provider and the Australian Government and designated authorities and, if relevant, the Tuition Protection Service. This information includes personal and contact details, course enrolment details and changes, and the circumstance of any suspected breach by the student of a student visa condition; and
e. advise the student of his or her obligation to notify GBC of a change of address while enrolled in the course.

GBC includes in the written agreement the following information, which is to be consistent with the requirements of the ESOS Act, in relation to refunds of tuition fees in the case of student and provider default:

a. amounts that may or may not be repaid to the student (including any tuition fees collected by education agents on behalf of GBC);
b. processes for claiming a refund;
c. a plain English explanation of what happens in the event of a course not being delivered; and
d. a statement that "This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws".

4. The GBC recognises qualifications and Statements of Attainment issued by another RTO. Where a student enrols in a qualification delivered and assessed by GBC, then the College will

recognise units of competency included on a Statement of Attainment/ Records of results issued to the applicant by another RTO towards the qualification assuming the units meet the packaging rules of the qualification delivered by the College.

5. GBC recognizes students prior learning. Recognition of Prior Learning (RPL) is a process through which applicants gain course credits based on experience gained through similar study (but not direct equivalent), work experience (in any form) or through informal or formal training or other life experiences.

6. GBC ensures that all procedures and policies for international students enrolling into a course offered by us are followed correctly. GBC has a student record management system RTO Manager in place that provides data that meets the AVETMISS Standard.

PROCEDURE

1. Student Engagement Before Enrolment

Prior to GBC accepting a student, or an intending student, for enrolment in a course, we provide, in print or through referral to an electronic copy of Student Prospectus, current and accurate information regarding the following:

a. 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
b. the course content and duration, qualification offered if applicable, modes of study and assessment methods
c. campus locations and a general description of facilities, equipment, and learning and library resources available to students
d. indicative course-related fees including advice on the potential for fees to change during the student's course and applicable refund policies
e. information about the grounds on which the student's enrolment may be deferred, suspended or cancelled
f. a description of the ESOS framework made available electronically by the Department of Education, and
g. relevant information on living in Australia, including:
   i. indicative costs of living
   ii. accommodation options; and
   iii. where relevant, schooling obligations and options for school-aged dependents of intending students, including that school fees may be incurred.

2. Application Process

a. On receipt of a completed Application Form, the Student Services Team or authorised delegate will make a decision on eligibility.
b. Each enrolment application is to be assessed to ensure that the student's qualifications, experience and English language proficiency are appropriate for the course for which enrolment is sought. This is completed through completing the Admission Checklist.
c. The Admissions Officer or authorised delegate assesses the applicant's previous educational qualifications (either obtained in Australia or overseas) necessary for studying at the required level of the proposed qualification. The application is also assessed to determine whether the applicant meets the required entry level competencies for the particular qualification in which the applicant wants to enrol.

Comment [NH1]: Should this be Admission Checklist or do we have a different name for this?

d. If the applicant's educational qualifications do not meet the College's admission requirements, other factors may be considered at the discretion of the college. Verified evidence of these other factors must be included with the application. These other factors may include but not limited to:
   - Mature age, and or proof of being 18 years or older at the proposed date of commencement,
   - Work experience,
   - Attitude and aptitude,
   - Previous academic results,
   - Attendance / participation rate in previous college,
   - Ability and skills to function in an academic environment,
   - Possibility to succeed in his/her academic endeavours.

e. Having arrived at an admission decision for the applicant's educational qualifications, the English language skills (language and literacy) will be assessed. If student has a satisfactory English Level the applicant will be offered a place in the chosen course.For Certificate II and III courses require an Intermediate level attained from an English language proficiency test (IELTS 4.5 TOEFL 32-45, PTE 38-42) for exceptions and details please refer to our English requirement policy on our website . For Certificate IV and above courses require an Upper Intermediate level attained from an English language proficiency test (IELTS 5.5 TOEFL 46-59, PTE 46) for exceptions and details please refer to our English requirement policy on our website

f. For onshore applicants, if an applicant does not evidence to prove the English level, and they are unsure of their proficiency, they will be required to attend a meeting with the VET Department Head, who may (at the VET Department Head's discretion) allow enrolment into the College. Each case will be examined on an individual basis and students may be required to sit an English Language Entry Test set out by the VET Department Head.

g. For offshore applicants, if an applicant cannot produce English level evidence and if there are doubts about the English language skills to cope in an academic environment, the applicant will be required to complete an English Language Proficiency Test by the relevant GBC's agent Based on the test result, the applicant will be advised to enrol in an English as a Second Language course, for an appropriate duration until the student achieves an equivalent English level score required by the course.

h. In a situation where the student can demonstrate that he or she can communicate in English but cannot produce any formal English qualification as described above, the applicant will be required to complete an English Language Proficiency Test. If the applicant passes the test, the applicant will be deemed as meeting the English language skills requirement.

i. If the application is successful, a Letter of Offer and Enrolment Agreement will be sent to the applicant/ their agent/ representative (including details of tuition fees, commencement dates, OSHC and Visa information).

j. Applicants wishing to accept the offer must pay the fee requested in the Letter of Offer and Enrolment Agreement, complete, sign and date the Letter of Offer and Enrolment Agreement and return it to GBC.

k. Once the completed acceptance agreement and the fee is received (and cleared by the bank) an electronic Confirmation of Enrolment (eCOE) will be generated and sent to the student/ the student's agent/ representative.

l. Applicants must then apply for a student visa at their Australian Student Visa issuing centre and make travel arrangements to arrive in Australia in time to commence their course.

m. All completed applications are to be filed into the respective students' folders.

Students under 18

- No students under 18 will be enrolled in GBC. Should a student not be 18 at the time of application, but will be18 at the course commencement date, a statutory declaration from a parent

or guardian must be provided along with the application.

Credit Transfer

- Course credits may be gained by applicants who are transferring from another RTO or have studied one or more units in the same qualification at another RTO.
- See Credit Transfer Policy and Procedure

Recognition of Prior Learning (RPL)

- Each qualification defines how RPL is to be assessed for that course and the units within that course.
- It is important that students lodge an application for RPL with their Application Form.

See Recognition of Prior Learning (RPL) Policy and Procedure.

GBC reserves the right to vary, replace or terminate this policy from time to time.

Document name	GBC Recruitment Policy
Document owner	General Manager
Document approver	General Manager

This policy / procedure is to be reviewed a minimum of twelve (12) months from this date.

Disclaimer:
A printed copy of this document may not be the most recent version. Please check X:\GBC Central for current version