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# Recruitment, Admissions and Enrolment Policy and Procedures

## 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 Act, the National Code 2018 and Standards for Registration Training Organisations (RTOs) 2015

1. GBC recruits students in an ethical and responsible manner and provide information that ena-bles 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 en-rolled 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

recognize 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.

7. GBC ensures that all students have been provided with adequate information in order to enable them to make an informed decision about whether the course will meet their learning needs, including information about the course in which they are enrolling, fees and refund policy, living in Australia and studying at GBC.

8. GBC screens students prior to accepting their application and again on enrolment to ensure that they meet the English language and LLN requirements and have the capacity to successfully undertake the course.

## PROCEDURES

### 1. Student Engagement Before Enrolment

Prior to GBC accepting a student or an intending student for enrolment in a course, we provide, in print, on the website or through referral to an electronic copy, the college brochure, the Student Handbook, and 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. amounts that may or may not be repaid to the student (including any course money collected by education agents on behalf of the registered provider)
f. processes for claiming a refund
g. information about the grounds on which the student's enrolment may be deferred, suspended or cancelled
h. a description of the ESOS framework made available electronically by the Department of Education, and
i. 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.

Education agents are responsible for providing offshore students with this information or referring them to the relevant document prior to enrolment.

Agents are also responsible for ensuring that students have adequate information about the courses on offer to be able to make an informed decision about the most suitable course to meet their learning needs and goals.

**2. Application Process**

j. On receipt of a completed Application Form, the Student Services Team or authorised dele-gate will make a decision on eligibility.

k. All students must be of the age of 18 years or over at the time of enrolment at George Brown College

l. 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 en-rolment is sought. This is completed through completing the Admission Checklist.

m. The Admissions Officer or authorised delegate assesses the applicant's previous educa-tional 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 quali-fication in which the applicant wants to enrol.

***Entry Requirements***

**CII and CIII Courses entry requirements**

Although there are no pre-requisites for this qualification, students at George Brown College must meet the following entry requirements to obtain admission in this training product:

- Have completed an Australian School level year 10, or equivalent, or mature students
- Age of 18 years or over,
- Obtain a minimum IELTS 4-5 (or equivalent TOEFL 32-45, PTE 38--42). For exceptions, refer to our English Language Requirements Policy on our website.
- Have successfully completed the Pre-Training Review
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**CIV courses entry requirements**

Although there are no pre-requisites for this qualification, students at George Brown College must meet the following entry requirements to obtain admission in this training product:

- Have completed an Australian School level year 10, or equivalent, or mature students
- Age of 18 years or over,
- Obtain a minimum IELTS 5.5 (or equivalent TOEFL 46-59, PTE 46). For exceptions, refer to our English Language Requirements Policy on our website.
- Have successfully complete the Pre-Training Review

**Diploma courses entry requirements**

Although there are no pre-requisites for this qualification, students at George Brown College must meet the following entry requirements to obtain admission in this training product:

- Have completed an Australian School level year 12, or equivalent, or mature students

or

- Minimum one year of working experience at a supervisor level
- Age of 18 years or over,

- Obtain a minimum IELTS 5.5 (or equivalent TOEFL 46-59, PTE 46). For exceptions, refer to our English Language Requirements Policy on our website.
- Have successfully complete the Pre-Training Review

**Advanced Diploma courses**
Although there are no pre-requisites for this qualification, students at George Brown College must meet the following entry requirements to obtain admission in this training product:

- Have completed an Australian School level year 12, or equivalent, or mature students or
- Minimum three years of working experience at a middle management level.
- Age of 18 years or over,
- Obtain a minimum IELTS 5.5 (or equivalent TOEFL 46-59, PTE 46). For exceptions, refer to our English Language Requirements Policy on our website.
- Have successfully complete the Pre-Training Review

n. In the case of marketing and communication there are pre-requisites, and in addition to the above entry requirements, students must have completed the core units of Certificate IV in Marketing and Communication to enrol into the Diploma of Marketing and Communication, and the core units of Diploma of Marketing and Communication to enrol into the Advanced Diploma of Marketing and Communication.

o. For onshore applicants, if an applicant does not have evidence to prove the English level, and they are unsure of their proficiency, they will be required to attend a meeting with the General Manager, who may (at the GM'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 College.

p. For offshore applicants, if an applicant cannot produce English level evidence and if there are by the course.

q. 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 advised by the GBC agent 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.

r. 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).

s. 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.

t. 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.

u. 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.

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

### 3. Pre-Enrolment Procedures

GBC aims to ensure that students are enrolled in the correct course at the correct level that meets their learning goals and needs.

All students are sent a Letter of Offer and an 'Agreement' on acceptance into any course offered by GBC and prior to paying any fees. The student will previously have submitted the application form and been provided with all information relating to the course in which they are enrolling, fees and refund policy, living in Australia and studying at GBC, and will be required to sign a declaration confirming this.

Students are advised by the agent that they may request a meeting with the Student Services Team via Skype or other mode prior to enrolment. On request, students are interviewed by a member of the Student Services Team or Academic Team to ensure that they are enrolling in the correct course to meet their career and learning needs, and to determine whether or not they require any additional support. Should it be determined that the student has not made an appropriate choice, they will be advised to enroll in a different course.

If it is determined that students have particular learning or special needs, an individual support plan will be developed.

Students with insufficient English proficiency or LLN to successfully complete the course, are required to undertake additional English studies prior to commencing in VET programs, or provided with additional English support during the course. Students who undertake additional English studies will be monitored and assessed for their suitability to continue in the nominated VET program.

***Students with Impairment and disability***
Students will be assessed based on the questionnaire given in the application form under Impairment and disability.

Students are required to respond with a "Yes" to a minimum of 10 of the 15 questions. If the student answers include more than 5 "No", an interview with the student's advisor and trainer is conducted to determine whether or not the student need to be transferred to a different course.

An individual support plan is established, describing educational support measures to be used to support the student's learning.

Students will need to meet with the students' advisor fortnightly to monitor progress. During these meetings, the student will be continuously re-assessed. Educational support measures will be used until the student demon-strates that he or she can independently perform all tasks listed in the questionnaire.

Those students that answer "No" to 1-4 of the tasks included in the questionnaire, will meet with their trainer to establish an individual support plan, including measures to be used to support students' learning.

The trainer will re-assess the student periodically, and will continue to provide educational support until the student demonstrates that he or she can independently perform all tasks listed in the questionnaire.

All records must be kept on the student file.

**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.

**4. Orientation Procedures**

On arrival in Australia, new students are to contact GBC and speak to a Student Services Officer. The Student Services Officer will take down the information about the student's contact details and residential address in Australia. They will also arrange a time for the entry interview with a member of the Student Services Team.

The student contact details will be passed over to an Administration Assistant who will enter this information in the Student Management database and generate a letter with the details of the appointment with a member of the Student Support Team. This generated letter is then forwarded to the student.

At the entry interview the Student Services member will confirm the course the student has enrolled into and take copies of original documentation such as Passport, Student Visa and IELTS results.

The Student Support member will provide students with a copy of the timetable and allocated class, campus, shift and date of orientation. Students will also be provided with a copy of the Student Handbook.

Students will then attend Orientation Day at the beginning of the term.

The program for Orientation Day will include as a minimum:

- Your stay in Australia
- Accommodation, finances and further study
- Requirements to receive a qualification
- Certificates issued on successful completion of the course
- How your skills, knowledge and attitudes will be assessed
- Recognition of prior learning or recognition of current competency
- How you can appeal if you don't agree with your assessment outcome
- How you can complain if you are not satisfied with any part of the course
- How you can get extra help with your learning
- Course timetable and attendance
- Course content
- Emergency evacuation procedures
- Your obligations as a student at our college including requirements for achieving satisfactory course progress and attendance in accordance with ESOS Act
- Student Code of conduct and responsibilities
- How you can get support to meet your course progress and attendance requirements
- Referral to Student Handbook for information about refunds, withdrawal, transfer and other obligations under ESOS.

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

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| 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.

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