

Standards: This Policy and procedure relates to Standard 3-
Formalisation of Enrolment in the National Code 2007

Policy Statement:

This policy and procedure describes the processes involved in formalising the student enrolment process.

Enrolment Policy

SGSCC International is to ensure that it enters into a formal agreement with international students and that the agreement clearly sets out services to be provided including courses the student wishes to be enrolled in, fees which are payable to SGSCC International and information which is relevant to the refund of course money.

Procedure:

Enrolment Procedure

1. The enrolling staff member shall provide (by mail or by hand) the applicant with a letter of offer and Student Agreement for the relevant course being applied for. On receiving a completed Letter of Offer and Student Agreement the enrolling staff member shall ensure that the enrolling student has signed SGSCC's letter of offer and Student Agreement.
 - 1.1. The Letter of Offer and Student agreement shall include the following information;
 - 1.1.1. Clearly identify the course/courses in which the student is enrolled in, including any conditions of enrolment.
 - 1.1.2. Clearly state and itemise course fees to be paid by the student.
 - 1.1.3. Provide information in regards to refund of course money, this includes amount that may or may not be paid back to student. The process of claiming a refund.
 - 1.1.4. Clearly state the process of a course not going ahead.
 - 1.1.5. Also include the statement "*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*"

- 1.1.6. Clearly states the circumstances in which personal information about the student may be shared between other registered providers, the commonwealth Government departments and their designated authorities and, if relevant, the Tuition Assurance Scheme and the ESOS Assurance Fund Manager. This information may include personal and contact details, course enrolment details and changes, and the circumstance of any suspected breach by the student of a student visa condition.
- 1.1.7. That the student is to advise the college of changes of address and contact details.
- 1.1.8. The enrolling staff member 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.
- 1.1.9. The enrolling officer 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).
- 1.1.10. The Enrolment officer 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.
- 1.1.11. The Enrolment officer 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).
- 1.1.12. Once the application and letter of offer and Student Agreement have been received, the enrolling staff shall initiate a confirmation of enrolment (COE) through the PRISMS system and return the SGSCC signed Letter of Offer and Student Agreement and relevant COE to the student.
- 1.1.13. The enrolling officer will enter the enrolled student's contact detail in the 'Enrolled Student Contact Register' and will update SGSCC's current information from enrolled students at the commencement of each study period (NSW School Term).
- 1.1.14. The enrolling staff member of SGSCC shall report any student for non-commencement of courses via the PRISMS System within the ESOS Act (Section 19.1c) requirement of 14 days.

Person Responsible:

SGSCC International Manager

SGSCC International Admin assistant

Related Documents:

Letter of Offer

[..\Letter of Offer Templates\Template Letter of Offer.doc](#)