



Award Course Enrolment Policy

Policy Name: Award Course Enrolment Policy

Last Reviewed: August 2015 (Logo and 'DIBP' updated 2016)

Approved By: Executive Director, Language Links

Applicable Legislation: RTO National Standards, ESOS Act and National Code

Due for Next Review: August 2017

Related Policies: Refund Policy
 Deferrals/Suspensions/Cancellations Policy
 Transfers between Registered Providers Policy
 Letter of Offer – Enrolment Terms & Conditions

1. Policy Overview

- 1.1 This policy has been developed in line with requirements of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (amendment effective July 2007) and the National Standards for Registered Training Organisations (RTOs)
- 1.2 This policy outlines the conditions under which students will be considered to have a valid enrolment at Language Links.

2. Organisational Scope

- 2.1 This policy applies to all students who are intending to enrol in an Award Course at Language Links or who are currently enrolled in Award Programs offered by the college or a recognised pathway/partner college.
- 2.2 This policy covers processes related to:
 - > Adding or changing Units
 - > Withdrawing from a Unit
 - > Deferral, Suspension or Cancellation of Enrolment
 - > Changing Courses
 - > Withdrawing from a Course
 - > Transferring to another Provider

3. Definitions

- 3.1 Award Course: Any program that leads to the awarding of a formal qualification under the AQF – including Statements of Attainment.
- 3.2 CoE: Confirmation of Enrolment is a document registered with DIBP to confirm a student's acceptance into a particular course for a specified duration.
- 3.3 Deferral: To delay commencement or continuation of course studies normally for a period of one term.
- 3.4 DIBP: Department of Immigration and Border Protection: The Australian government agency responsible for issuing students with visas.
- 3.5 Valid Enrolment: Is an enrolment that is carried out in accordance with Language Links' Terms of Offer, policies and procedures, course requirements, and any other criteria the student is required to meet.
- 3.6 Enrolment in a Course: Occurs at the point a Confirmation of Enrolment (CoE) is issued by Language Links

- 3.7 Enrolment in a Unit: Occurs at the point a student selects units of study and timetable for the current semester.
- 3.8 International Student: For the purpose of this policy, an International student is defined as one who is not an Australian or New Zealand citizen or the holder of a permanent residency or humanitarian visa. For the purposes of this policy, students who are in Australia, as a result of their parents/legal guardians being on a temporary business visa (eg visa subclass 457), are regarded as International Students.
- 3.9 Intervention Strategy: any method that identifies students who are at risk of failure and attempts to mitigate that risk through counselling, academic assistance and/or amended study plan.
- 3.10 Local Student: For the purpose of this policy, a local student is anyone who is a permanent resident of Australia, citizen of Australia or New Zealand or the holder of a permanent humanitarian visa who will be resident in Australia for the duration of a course of study.
- 3.11 National Code: The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (amendment effective July 2007).
- 3.12 PRISMS: The Provider Registration and International Student Management System is the database system used to process information given to the Secretary of DEEWR & DIBP by registered providers.
- 3.13 Principal Course: In regards to packaged offers, the principal course is normally the degree course entered following the completion of bridging or qualifying course(s).
- 3.14 Packaged Offer: An offer made to a student to enrol at Language Links and another institution.
- 3.15 Stand Alone Offer: An offer to a student to enrol at Language Links only
- 3.16 Provider: Any Registered Training Organisation (RTO) or Higher Education Provider within Australia.
- 3.17 Unit: A discrete component of study within a course.

4. Policy Content

- 4.1 Students will be enrolled in the correct units for their course as outlined in the relevant course flyers or as advised by the appropriate staff, for English Award Courses, all 5 units are core units and are delivered concurrently.
- 4.2 All students must complete a valid enrolment form for each course
- 4.3 All new students must complete the required Orientation Programme conducted on the first day (course commencement date)
- 4.4 International students are required to enrol in the full-time delivery option (unit equivalent of minimum of 20 contact hours of study per week). This is a full time studyload to meet visa requirements.
- 4.5 Subject to approval of the Executive Director or Academic Manager, the College may allow a student to study less than a full time load under the following circumstances:
 - a) where the College deems the circumstances to be exceptional compassionate and compelling (supported by appropriate evidence and/or explanation);
 - b) serious or ongoing illness (supported by a medical certificate);
 - c) the implementation of an Intervention Strategy as outlined in Language Links' Progress and Attendance Policy.

4.6 Adding and changing Units

All units are core units and students must be deemed competent in all 5 units at each level attempted to achieve the qualification.

4.7 Withdrawing from a Unit

- 4.7.1 All units are delivered concurrently, students may make an appointment with their teacher or the Academic Manager at any time if they are struggling with a particular unit. There may be financial penalties incurred to re-sit assessments for Units where the student is failing to demonstrate competency.

4.7.2 Students may appeal against financial and/or academic penalties incurred, where there are extenuating or unforeseen circumstances resulting in their withdrawal. Refer to the Language Links Complaints & Appeals Policy.

4.8 *Deferral, Suspension or Cancellation of Study*

4.8.2 A current student may apply to defer their course, after enrolment due to compassionate and/or compelling circumstances eg. illness where a medical certificate states that the student is unable to attend classes, death of a family member or other circumstance for which deferral of studies is deemed to be in the best interest of the student.

4.8.3 Language Links has the right to defer, suspend or cancel a student's enrolment or re-enrolment where such action is considered to be in the best interests of the student e.g. for compassionate or compelling reasons, or in response to serious misbehaviour.

4.8.4 Any decision to suspend or cancel a student's enrolment will be made in accordance with the Student Misconduct Policy.

4.8.5 For full details please refer to the College's Deferrals, Suspensions or Cancellations Policy and Refund Policy

4.9 *Changing to another Language Links Course/Stream*

4.9.1 A student is required to undertake the course for which they received an offer of admission. Where a student wishes to change to another course offered by the College they will need to discuss the matter with the Academic Manager – Refund Policy will apply for changes to a lower-fee course.

The Academic Manager will consider each application before approving a transfer. In some instances it may not be possible/viable to transfer to another course for reasons of timing, visa conditions, course availability, current academic performance or not meeting entry requirements.

4.10 *Withdrawing from a Course*

4.10.1 Where a new student wishes to withdraw prior to course commencement they need to notify the College in writing. Any fees in credit will be paid according to the Refund Policy. Language Links will then cancel the Confirmation(s) of Enrolment (CoE) via PRISMS (International Students Only) which may or may not result in the cancellation of the student's visa.

4.10.2 Where a current (continuing) student wishes to withdraw they must discuss the matter with Student Services and the Academic Manager if required. The student will be provided with information on the outcome of withdrawing to allow the student to make an informed decision. Once the withdrawal is confirmed, Language Links will cancel their CoE(s) via PRISMS, which may in turn result in the cancellation of the student's visa.

5. *Transferring to Language Links from another Provider*

Student's wishing to transfer to Language Links from another provider before completing six months of their principal course, must provide the The Academy with a Letter of Release from their original provider before the The Academy will confirm their enrolment. Note: For information on transferring from Language Links to another provider refer to the *Student Transfer Policy*

6. Administrative procedures

Academic notes via the Student Database/Diary function will be maintained and current at all times with any changes made to a student's enrolment. Completed /signed forms are scanned and placed on the student's file once all actions have been completed.

Note: Copies of Letters of Release will also be maintained on the Student file.

Related Forms

- Application Form
 - Course Deferral/Cancellation Form
 - Student File Note
 - Letter of Release
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