

Formalisation of Enrolment Policy & Procedure- Standard 3

Purpose

Gen Institute under the ESOS Act 2000 and the National Code 2018 must have in place a policy and procedure for formalization of enrolment.

Scope

This Policy applies to all the students at Gen Institute and staff of Gen Institute that are involved in enrolments process.

Policy

This policy/procedure supports 'Standard 3' of the 'National Code of Practice for Registration Authorities & Providers of Education & Training to Overseas Students 2018' which states:

'Written agreements between registered providers and students set out the services to be provided, fees payable and information in relation to refunds of course money.'

And

The policy supports Standard 5 Clause 5.2 and Clause 5.3

The following procedures indicate the requirements of the enrolment agreement that is to be accepted prior to collecting course monies from students.

Definitions

Enrolment Fee:	The fee payable, set out in the Student Enrolment to make an Application to study the Course at Gen Institute. The Enrolment Fee is a non-refundable fee covering the cost of registration; The Enrolment Fee is subject to change.
Course:	A Full-time Registered course or program offered by the Institute and registered in accordance with the requirements of the ESOS Act.
Course Fees:	The money received by Gen Institute for providing the Course to the Student and includes: <ul style="list-style-type: none"> • Tuition fees, • Any amount received by Gen Institute that must be paid to a registered health benefits organisation on behalf of the Student; and • Any other amount the Student has paid, directly or indirectly, to the College in order to undertake the Course. • A non-refundable fee covering the cost of registration, and • A non-refundable airport reception and accommodation booking fee (where applicable). • Fees are subject to change
ESOS Act:	The Education Services for Overseas Students Act 2000 of the Commonwealth of Australia, as amended from time to time.

Full-time:	The normal amount of study for a particular Course, which is approved by the accrediting authority for the Course.
National Code:	The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students, established pursuant to Part 4 of the ESOS Act, as amended from time to time.
Principal Course:	The main course or program of study to be undertaken by a Student where a Student visa has been issued for multiple courses of study. The principal course or program of study would normally be the final course or program of study where the overseas Student arrives in Australia with a student visa that covers multiple courses.
Student:	A Student who is enrolled at Gen Institute and includes both prospective Students and enrolled Students who are 'overseas students' as defined in the National Code and hold student visas as defined by the ESOS Act.
Tuition Fees:	The fees for enrolment in a Course determined by the Institute and advised in the 3.5 Letter Of Offer and Acceptance Agreement (Student Agreement), as being the tuition fees for the Course.
Course Money:	Course Fees and application fees

Overseas Students

Pre-enrolment Interview, LLN Assessment, and Identifying Learning Needs

Pre-enrolment Interview

Before formalising enrolment, all prospective students must participate in a Pre-enrolment Interview. This interview assesses the student's readiness for the course, discusses individual learning preferences, and identifies any potential barriers to learning. The interview also provides an opportunity to ensure that the student understands the course requirements and expectations.

Language, Literacy, and Numeracy (LLN) Assessment

As part of the enrolment process, all students are required to complete an LLN Assessment. This assessment evaluates the student's skills in Learning, Reading, Writing, Oral Communication, and Numeracy according to the Australian Core Skills Framework (ACSF). The LLN Assessment is essential in determining whether the student meets the required ACSF Level 3 across all core skills, necessary for successful enrolment.

Identifying Learning Needs and Support Strategies

Based on the outcomes of the Pre-enrolment Interview and LLN Assessment, Gen Institute will:

- Identify any additional support the student may require to successfully complete their course.
- Develop an Individual Learning Plan (ILP) if necessary, detailing specific support strategies, such as additional tutoring, language assistance, or referrals to external support services.
- Ensure that the student is informed of the support services available and how to access these services during their studies.

Gen Institute 3.5 Letter of Offer and Acceptance Agreement

In following the requirements of Standard 3 from the National Code all students are to sign complete 3.5 LETTER OF OFFER AND ACCEPTANCE AGREEMENT on acceptance into any course offered by the Gen Institute and prior to paying any fees to Gen Institute. The student will previously have submitted a Student application and received all information relating to living in Australia and studying at the Gen Institute. (ESOS 3.1)

All students must receive and understand the Student Handbook and Pre enrolment Book which details the following

- campus locations and a general description of facilities, equipment, and learning and library resources available to students
- indicative course-related fees including advice on the potential for fees to change during the learner's course
- information about the grounds on which the learner's enrolment may be deferred, suspended or cancelled
- a description of the ESOS framework made available electronically by Department of Education and Training
- relevant information on living in Australia, including:
 - indicative costs of living
 - accommodation options; and
 - Where relevant, schooling obligations and options for school-aged dependants of intending learners, including that school fees may be incurred.

Prospective students can also access the following from Gen Institute website www.gen.edu.au

- refund policies
- 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
- the course content and duration, qualification offered if applicable, modes of study and assessment methods
- details of any arrangements with another registered provider, person or business to provide the course or part of the course
- A 3.5 letter of offer and acceptance agreement is issued when a student has submitted a 3.1 Application form as indicated in the student handbook.
- The 3.5 letter of offer and acceptance agreement is to be signed and submitted by the student with appropriate payment for the issuance of CoE.
- The 3.5 letter of offer and acceptance agreement shall contain as a minimum the following information:
 - a) Identify the course or courses in which the student is to be enrolled and any conditions on his or her enrolment; (any prerequisites necessary to enter the course/s;
 - b) Provide an itemised list of course money payable by the student; including tuition and non-tuition fees
 - c) Provide information in relation to refunds of course money (refund policy)
 - 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
 - e) Advise the student of his or her obligation to notify the registered provider of a change of address while enrolled in the course'
 - f) Advise internal and external complaints and appeals processes, and contain a statement advising that the agreement does not affect the rights of an overseas student to take action under Australian Consumer Law, where applicable.
- This 3.5 letter of offer and acceptance agreement shall be signed and returned to the Gen Institute as an indication that the student accepts the terms and conditions imposed when studying with Gen Institute.

- The student must be of 18 years of age to be able to complete this 3.5 letter of offer and acceptance agreement and sign the declaration.
- The signed declaration indicates the student agrees with following which must be stated on the 3.5 letter of offer and acceptance agreement:
 - That the information provided by the Applicant in their student application is complete and correct.
 - Agrees to be bound by the Gen Institute rules and regulations and any amendments made to the rules and regulations.
 - Agrees to observe Department of home Affairs student visa requirements.
 - Agrees to pay all fees required on or by the due date as notified in writing by the Gen Institute or as per the invoice.
 - Gen Institute will access these fees in accordance with the procedures established by the State Government and the Department of Education and Training.
 - Changes or variations to this contract may attract an administrative fee.
 - Gen Institute reserves the right to accept or reject any student application at its discretion.
 - Gen Institute reserves the right to cancel any course prior to the commencement date of the course should it deem it necessary and in that event, shall refund all payments received from the Applicant.
 - Refunds are made in accordance with 3.1 Refund Policy and Procedure.
 - Where a student' contact details change while studying with the Gen Institute the student must advise the Gen Institute of these changes within 5 days. These details include but are not limited to details such as address and contact phone details.
- The 3.5 letter of offer and acceptance agreement will also include information relating to the documented 3.1 Refund Policy and Procedure.
- The signed 3.5 letter of offer and acceptance agreement will be kept in the STUDENT ADMIN FILE on my.gen(Student Management System) along with their initial student application and all other documents relevant to the student's enrolment.

Forms/Record Keeping

Title	Location	Responsible Officer / Dept.	Minimum Retention Period
3.1 Application form	Student File	Admin Manager, Operations Manager	2 Years
3.5 Letter of Offer and Acceptance Agreement	Student File	Operations Manager	2 years

Implementation

This Procedure will be implemented using the following strategies:

1. Through <https://gen.accounts.edurp.com.au> - Announcement Section
2. Staff during the induction into the Gen Institute team and training on using pms
3. The Process flow Diagram on pms