



Hopkins Policy and Procedures Manual

Enrolment Policy and Procedure

Policy

Hopkins International College (Hopkins) will assess the qualification, experience and Language, Literacy & Numeracy (LLN) English proficiency of all the students prior to enrolment to determine the suitability of the qualification, any experience and LLN levels are appropriate for the enrolment in the requested course. The assessment will also include the identification of any support arrangements such as LLN support, assistive technology, other mechanism that may be required for the students. If an applicant does not meet course entry requirements, assistance will be provided to identify alternative courses of action. All applicants for enrolment will be treated fairly and equitably by Hopkins staff, and provided with an ethical, thorough, sensitive, and non-discriminatory service. One of the key requirements of Hopkins staff is their demonstration of a thorough understanding of the need for cultural sensitivity in dealing with students.

Procedure

1.1 Information prior to Enrolment

Prior to accepting an overseas student's or an intending overseas student, for enrolment in a course, Hopkins will provide, through print or referral to an electronic copy, current, accurate and comprehensive information that enables the learner to make informed decisions about undertaking training with Hopkins as per the marketing policy.

1.2. Application for Enrolment

All intending overseas students must complete Hopkins's Enrolment Application Form and forward it to Hopkins at the address shown on the form (by email, post or in person) with supporting documentation (1.3). The Administration Manager or Business Development/ Admission Coordinator is responsible for accepting and processing applications.

Applicants who wish to apply for credit transfer or recognition of prior learning must make an application using the relevant form available on Hopkins's website or from head office.

1.3 Supporting documents

The following evidence must be supplied with the application form:

- certified copy of passport (this is also used for verification of proof of age – minimum 18 years of age)
- Valid Australian Visa (if onshore)
- minimum English proficiency with an overall band score of IELTS 6 or equivalent (TOEFL or other internationally recognised assessment consistent with Department of Home Affairs)

<https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500#Eligibility>

Students who are unable to demonstrate the above English proficiency will be requested to partake in an ELICOS course or partake in the Cambridge English

assessment of which Hopkins is a member or evidence as prescribed by the Department of Education, Skills and Employment:

Completed within the past 2 years in Australia: Requirements for senior secondary certificate of education

Completed within the past 2 years in Australia: Substantial component of AQF level 4 or higher on a student visa

- original or certified copies of academic certificates and transcripts
- Completion of Year 10 or equivalent level of study for Certificate III and year 11 or equivalent level of study for Certificate IV Course or completion of Year 12 or the equivalent level of study for Diploma Courses

English language evidence exemptions

Prospective students do not need to provide evidence of an English test score if one of the following applies

- they are a citizen and hold a passport from UK*, USA, Canada, NZ or Republic of Ireland
- they are an applicant who is a Foreign Affairs or, Defence sponsored student or a Secondary Exchange student (AASES)
- they are enrolled in a principal course of study that is a registered school course, a standalone English Language Intensive Course for Overseas Students (ELICOS), a course registered to be delivered in a language other than English, or a registered post-graduate research course
- they have completed at least 5 years' study in English in one or more of the following countries: Australia, UK, USA, Canada, New Zealand, South Africa, or the Republic of Ireland
- in the 2 years before applying for the student visa, they completed, in Australia and in the English language, either the Senior Secondary Certificate of Education or a substantial component of a course leading to a qualification from the Australian Qualifications Framework at the Certificate IV or higher level, while they held a student visa

Important note: All documents supplied in support of an application for enrolment at Hopkins must be originals or certified copies of English translations of the originals (if not in English). A letter of offer will be conditional if evidence of the above is omitted in support of the application

1.4 Assessing Applications

Applications are assessed by the administration manager and/or coordinator to ensure completeness, including the provision of supporting documentation using the *Enrolment Application Checklist*. All applicants are admitted by fair, timely and transparent procedures, on the basis of clearly defined, consistent and equitable processes.

Assessment of RPL or Credit Transfer –Where an application has been submitted an application for RPL or CT, this will be forwarded to the Academic and Compliance Coordinator for review. A & C Coordinator will make decision a will be referred to Director, RTO

Management and Corporate Services for approval. Once finalised both applications will be returned to the AM or to continue the process.

1.5 Generating Letter of Offer and Enrolment Agreement

If the documentation provided satisfactorily meets the course entry requirements, the administration manager or coordinator will fill the relevant part on Enrolment Application Checklist and generate:

- a Letter of Offer and,
- Enrolment Agreement

The letter of offer and enrolment agreement forms a written agreement between the student and Hopkins

Letter of Offer and Enrolment Agreement

The enrolment agreement will contain following information:

- a) outline the course or courses in which the student is to be enrolled, the expected course start date, the location(s) at which the course will be delivered, the offered modes of study for the course, including compulsory online
- b) outline any prerequisites necessary to enter the course or courses, including English language requirements
- c) list any conditions imposed on the student's enrolment
- d) list all tuition fees payable by the student for the course, the periods to which those tuition fees relate and payment options (including, if permitted under the ESOS Act, that the student may choose to pay more than 50 per cent of their tuition fees before their course commences)
- e) provide details of any non-tuition fees the student may incur, including as a result of having their study outcomes reassessed, deferral of study, fees for late payment of tuition fees, or other circumstances in which additional fees may apply
- f) set out the circumstances in which personal information about the student may be disclosed by Hopkins, the Commonwealth including the TPS, or state or territory agencies, in accordance with the Privacy Act 1988
- g) outline Hopkins's internal and external complaints and appeals processes, in accordance with The National Code 2018
- h) the requirements to achieve satisfactory course progress and/or attendance
- i) state that the student is responsible for keeping a copy of the written agreement as supplied by Hopkins, and receipts of any payments of tuition fees or non-tuition fees
- j) information in relation to refunds of tuition fees and non-tuition fees in the case of student default and provider default (see refund policy)
- k) include the use of links to provide supplementary material (where applicable)
- l) The requirement that the overseas students or intending overseas student, while in Australia and studying with Hopkins must notify Hopkins of his/her contract details including:
 - i. Student's current residential address, mobile number and email address
 - ii. Who to contact in emergency situations
 - iii. Any changes to those details, within 7 days of the change

1.6 Accepting an offer

The applicant accepts an offer by signing the Enrolment Agreement, and returning it by email, post or in person to Hopkins. The applicant may make payment concurrently with the return of the signed Enrolment Agreement. Payment will not be accepted from applicants who have not returned a completed and signed Enrolment Agreement to Hopkins.

Requirement for agent to sign the Enrolment Agreement

If an application is made through an education agent, the enrolment agreement must also be signed by the applicant's education agent as evidence that the agent understands the terms and conditions of the enrolment offer and acceptance agreement

Initial Payment

Students are required to sign the acceptance agreement prior to or concurrently with providing their initial payment of their fee. A signed enrolment agreement must be in place prior to commencing classes.

The letter of offer and acceptance agreement will clearly stipulate all fees required to be paid by the student (including additional fees and charges)

Intending overseas students should pay the following initial fees in order to secure their enrolment at Hopkins:

- Term 1 tuition fee
- Application Fee
- Material Fees
- OSHC (if requested in the application form)

The initial fees are payable as agreed with Hopkins and documented in the enrolment agreement. The balance of fees is to be paid as scheduled and agreed upon in the acceptance agreement.

Please note: Application and Material Fees are NON-REFUNDABLE

1.7 Confirmation of enrolment

Hopkins will issue a Confirmation of Enrolment for Overseas Students (CoE) upon receipt and clearance of initial payment.

1.8 Compulsory Orientation

Once a student has been enrolled at Hopkins all students will be required to attend a compulsory orientation for before the commencement of the course. The Business Development Manager will co-ordinate and arrange the orientation session. Students are provided with an orientation feedback form. This form is used to guide the students through the information and confirm acknowledgement of the necessary information pertaining to their enrolment and where they can obtain further information. A copy of the completed checklist will be placed in each student's file. Students who do not attend the orientation enrolment will be contacted by the administration Officer by telephone or email. Upon making contact with a student who has failed to attend their scheduled orientation session, the administration Officer will organise an alternative date and time for the student's orientation. This will take place as soon as possible.

Students will also be requested to complete an enrolment survey.

1.9. Conducting Pre-Training Review & Language Literacy and Numeracy (LLN)

Students will be required to undertake a Pre-Training Review (PTR) before the commencement of Training and Assessment. The purpose of this assessment is to determine the amount of training to be provided to each learner with regard to:

- the existing skills, knowledge and the experience of the learner
- the mode of delivery; and
- where a full qualification is not being delivered, the number of units and/or modules being delivered as a proportion of the full qualification.

In addition, students will be required to undertake a Language Literacy and Numeracy assessments through LLN Robot. Students who achieve ACSF level 3 or 4 indicates that support may not be required for academic purposes (subject to the chosen qualification).

The purpose of the PTR and LLN assessment is to determine the support needs of individual learners and provide access to the educational and support services necessary for the individual learner to meet the requirements of the training product as specified in training packages. It also enables Hopkins to take into account the individual's existing skills and suggest/offer strategies to assist in meeting learning goals. The Pre-Training Review and LLN assessment will be conducted during orientation and will include a face-to-face interview. The Administration Officer is responsible for co-ordinating and conducting these activities. Upon completion, the Administration Officer will provide the completed PTR and LLN results to the course coordinator so that they may be assessed.

1.10 Applying and Verifying Student's Unique Student Identifier (USI)

Hopkins will participate in student identifier scheme enabled by the student identifiers act 2014 which allows students to access a single online record of their VET outcomes using Unique Student Identifier (USI). The scheme also helps employers and other RTOs to confirm these outcomes using USI Register.

Hopkins will verify student's USI at the time of enrolment. If student has not provided a USI, Hopkins will obtain authorisation from the student to apply for a USI on behalf of the student using the USI Permission Form. This will then be verified in using the Student Management System

Hopkins will not issue a qualification or statement of attainment individual without being in receipt of a verified Student Identifier according to Hopkins's Qualification Issuance Policy and Procedure. If the student is exempted from USI under Student Identifiers Act 2014, Hopkins will advise student prior to commencement of training and assessment that the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the USI Registrar.

Hopkins will securely maintain all related documentation under its control, including information stored in its student management systems according to Hopkins's Record Management Policy.

1.11. Enrolment refusal

If the documentation provided by the applicant does not meet the course entry requirements, the administration manager will indicate on the application cover page checklist that the application is rejected and return it to the applicant including the list of any additional evidence or information the student is required to provide in order for the application to be reconsidered.

In addition, Hopkins will refuse an enrolment where;

- The applicant is in breach of standard 7 of the National Code 2018
- The provision of fraudulent or misleading information or documents has been provided for the purpose of enrolment
- The acceptance and agreement along with the initial payment has not been received by the commencement date
- The applicant is not 18 years of age

1.11 Documents to be filed upon acceptance of an offer

Upon acceptance of an offer an administration file is maintained for every student. The administration manager is responsible for ensuring that all documents are filed correctly in the student's file. The administration manager will also ensure that a copy of all documents is maintained electronically. Hopkins will retain records of all written agreements as well as receipts of payments made by students under the written agreement for at least 2 years after the person ceases to be an accepted.

Document control

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Author	Director, RTO Management and Corporate Services
Approved	Executive Director

Feedback and enquiries relating to this policy may be directed to info@hopkinsic.com.au. This document can be available in alternative formats on request.

Amendments

Version	Date	Author	Description
1	15 May 2022	Lincoln Islam	Policy Developed
1.1	17 July 2023	Lincoln Islam	Title changed from RTO Manager to Director, RTO Management and Corporate Services. Administration Manager and Business and Admissions Coordinator role has been added to the procedures to ensure better support for students.
1.2	23 March 2024	Lincoln Islam	Updating English Requirement