



Version 3 – 14 December 2016

# SAR22 Enrolment procedure

## Coverage

This procedure applies to Higher Education, VET and all ELICOS programs other than High School Preparation.

## Enrolment steps

1. Student completes the Application Form and forwards his or her academic results (and for international students, English test results).
2. Acknowledge Education sends a Letter of Offer, any pre-enrolment information and Acknowledge Education Acceptance of Offer Agreement for student to sign.
3. Student signs and returns the written agreement.
4. Acknowledge Education receives the agreement.
5. Student pays accordingly.
6. Acknowledge Education sends the CoE.

To apply for a place at Acknowledge Education, the following must be submitted:

1. Completed application form and certified copies of relevant documentation.
2. Completed Homestay/Guardianship form (students under 18) and proposed accommodation arrangements.
3. Certified copies of most recent academic records (i.e. evidence of the applicant meeting academic entry requirements).
4. Certified copies of English test results (i.e. IELTS result or other acceptable English level assessment results as evidence of the applicant meeting minimum English level requirements) or MLC report.
5. Any other document that may assist in Acknowledge Education's assessment of the applicant's academic and English level.
6. For RPL applicants:
  - completed RPL application form
  - certified copies of supporting documents (e.g. transcripts/originals must be sighted when the student enrolls)

**All documents must be in English or prepared by a qualified professional translator if they are not already in English.**

The documentation needs to be forwarded to:

The Registrar  
Acknowledge Education  
Head Office  
252 Lygon Street  
Carlton, Victoria 3053  
Australia  
Phone: + 61 3 9663 3399 Facsimile: + 61 3 9663 3517  
Email: [registrar@stotts.vic.edu.au](mailto:registrar@stotts.vic.edu.au)

## **Letter of Offer and Acceptance of Offer**

Once the Registrar has received the completed application form together with the required documentation and information outlined above, a Letter of Offer will be issued which will state all fees payable for enrolment.



Where Acknowledge Education elects to admit a student to study, the student will receive a Letter of Offer. The Letter of Offer is required to contain the following:

- a. an Acceptance of Offer agreement
- b. the fee information required under the Tuition Fees and Other Charges policy
- c. a copy of Acknowledge Education Refund Policy

The Acceptance of Offer agreement allows students to enter into a written agreement with Acknowledge Education to undertake a course of study. The agreement will specify the length of each study period relevant to the student's course, in addition to the tuition fees and other charges applicable to each study period.

To accept the offer, the applicant/parent or legal guardian must sign and return the Acknowledge Education Acceptance of Offer, together with the required payment.

The Registrar must ensure that all Acceptance of Offer agreements are signed before the student's application is finalised and the student's fees debited. The agreement must be received in its entirety with the student or guardian signature clearly legible.

Once written agreement and full payment of fees have been received, the College will provide an electronic Confirmation of Enrolment, eCoE. This is necessary for international student applicants to obtain a Student Visa.

All agreements between an applicant and Acknowledge Education to undertake a course of study are conditional upon the student meeting Acknowledge Education English language requirements (see Assessment of Language, Literacy and Numeracy Skills Policy and Procedures and International Student Admission - Higher Education).

### **Commencement at Acknowledge Education**

For international student applicants, Acknowledge Education's Registrar will notify DIBP via PRISMS of the details of a student who does not commence their course when expected (including whether a visa has been granted to the student, whether the student has arrived in Australia and any other relevant information) within five (5) days of the expected course commencement date.

### **Higher Education and VET Students**

Attending orientation does not constitute commencement at Acknowledge Education. In order to be deemed as a commencement, a student must have submitted a piece of assessment at the start of Week Four or by the last day before the census date, whichever is the earlier of the two.

Students who have not submitted a piece of assessment by the earlier of these dates will be deemed to be non-commencing and have their CoE cancelled and be reported to the DIPB through PRISMS.

### **Terms and Conditions**

Please refer to our website for terms and conditions.

### **Refund Policy**

Please refer to our refund policy on the website

### **Tuition Protection Service (TPS)**

Where Acknowledge Education is unable to deliver a course (or an agreeable alternative course) for which an international student has pre-paid tuition fees, the TPS will ensure that the student is able to complete their studies with another education provider or receive a refund of their unspent tuition fees.

### **Conditions of Enrolment**

It is understood that unless you contact the Academic Program Coordinator regarding the contents of the Conditions of Enrolment, you have read and understood the following Conditions of Enrolment and agree to accept them. Any further amendments will be advised to you as they occur.



The **conditions** are as follows:

1. Interest will not be credited to Student Fees or Disbursements and therefore, no interest will be recovered by students in the event of a cancellation.
2. Acknowledge Education reserves the right to discontinue or alter any course date, tuition or service fee, location, timetable or staffing without prior notice. (This will constitute a provider default).
3. Arrival as per the course commencement date at Acknowledge Education, unless the student has obtained permission for late arrival from Acknowledge Education.
4. Students agree to abide by the rules and regulations of Acknowledge Education, as well as being bound by Acknowledge Education's policies and procedures.

### Document approval

**Endorsed by:** Board of Directors  
**Date endorsed:** 27 January 2009  
**Effective date:** 27 January 2009  
**Version number:** 2.2  
**Last amendment date/by:** 14 December 2016, Compliance Manager  
**Review due date:** 1 January 2018  
**Related documents:** Procedures for Recruiting Overseas Students  
Procedures for Assessing English Language Proficiency  
Procedures for Recruiting Local Students  
Acknowledge Education International Student Prospectus  
**Responsibilities:** Dean of Studies, VET Program Coordinators, Registrar  
**Created with reference to:**

### Document change and review log

<b>Date</b>	<b>Version</b>	<b>By</b>	<b>Notes</b>
13/11/2013	1.1	ML	Last review/edit
20/06/2014	2.0	BS	New format, change to AE, change gov. dep. names
25/2/2016	2.1	BS	Add coverage, reformat
30/06/16	2.2	BS	Change logo, add T&C
14/12/2016	3	BS	Inclusion of information about commencing students