



Version - 171207

# Policy and procedure – enrolment All

## 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 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; and
5. Student pays accordingly, or may defer payment;
6. Acknowledge Education sends the CoE (international students only).

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

No	Documents
1	Completed application form + <b>certified copies</b> of relevant documentation
2	<ul style="list-style-type: none"> <li>• Completed Homestay/Guardianship form (students under 18); and</li> <li>• Proposed accommodation arrangements</li> </ul>
3	<b>Certified copies</b> of <b>most recent academic record</b> ( i.e evidence of the applicant meeting academic entry requirement)
4	Where applicable: <ul style="list-style-type: none"> <li>• <b>Certified copy(s)</b> of English Test Results (i.e. IELTS result; or other acceptable English level assessment results as evidence of the applicant meeting minimum English level requirement); or</li> <li>• MLC Report</li> </ul>
5	Any other document that may assist in Acknowledge Education’s assessment of the applicant’s academic and English level.
6	For RPL applicants: <ul style="list-style-type: none"> <li>• Completed RPL Application form;</li> <li>• <b>Certified copies</b> of supporting documents (eg. Transcripts)/ originals must be sighted when the student enrolls.</li> </ul>

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



**The documentation needs to be forwarded to:**

The Registrar  
Acknowledge Education  
Head Office: 168 Exhibition Street  
Melbourne 3000 Australia  
Phone: + 61 3 9663 3399 Facsimile: + 61 3 9663 3517  
Email: registrar@ae.edu.au

**1. Letter of Offer and Acceptance of Offer**

- 1.1. 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.
- 1.2. 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:
  1. an 'acceptance of offer' agreement
  2. the fee information required under the Tuition Fees and Other Charges policy
  3. a copy of Acknowledge Education Refund Policy
- 1.3. 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.
- 1.4. 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.
- 1.5. 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.
- 1.6. Once written agreement and full payment of fees have been received, the College will provide an electronic Confirmation of Enrolment, e-CoE. This is necessary for international student applicants to obtain a Student Visa.
- 1.7. 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*).
2. Access and equity in enrolment and student selection process
  - 2.1. Acknowledge Education has open, fair and transparent merit-based procedures for making decisions about student selection and treatment, as published in the *Procedure for the Enrolment of Domestic Applicants* and the *Procedure for the Enrolment of International Applicants*. Student Guides to applying for enrolment are also published on the Acknowledge Education website.
  - 2.2. Potential students seeking to enrol in a course or unit of study with Acknowledge Education will be assessed fairly for entry to study, according to the same published entry requirements and the same enrolment process. Eligibility or potential eligibility for government subsidies, FEE-HELP, or VET FEE-HELP assistance does not factor as a consideration for selection.



- 2.3. Selection criteria vary for each course, and are published in course descriptions and handbooks on the Acknowledge Education website. Normal entry requirements for VET courses are typically that the potential student:
  - (i) is at least 17 years of age; and
  - (ii) has language, literacy and numeracy skills equal to those of a student who has completed Year 12 or equivalent; and
  - (iii) has satisfactorily completed Year 12 in an Australian secondary school, or equivalent, except in the case of mature-age applicants.
- 2.4. Applications are assessed by the Admissions Officer against selection entry requirements. Where the application is not complete, or if further information is required to make an assessment of whether the applicant has met the selection entry requirements for their chosen course, the applicant will be contacted and given the opportunity to provide further information.
- 2.5. Applicants who meet the selection entry requirements will be sent a letter offering them a place in their chosen course and instructions on how to accept the offer. Applicants who do not meet the selection entry requirements will be sent a letter clearly outlining the reasons why they have not been offered a place in the course. The letter will also advise the unsuccessful applicant about their right to appeal the decision and how to access the appeals process.
- 2.6. Applicants accept the offer of a place in the course by signing and returning a copy of the offer letter as directed. Once an offer is accepted, the applicant is enrolled in their chosen course.
- 2.7. The above paragraphs do not preclude Acknowledge Education from taking into account, in making decisions detailed above, educational disadvantages that a particular student or potential student has experienced or the fact that the student or potential student may be enrolled via a restricted access arrangement.
- 2.8. Acknowledge Education encourages the building of better relationships between the wider Australian community and Aboriginal and Torres Strait Islander peoples for the benefit of all Australians. Acknowledge Education specifically encourages the recruitment of students from Aboriginal and Torres Strait Islander backgrounds and will apply a culturally appropriate admissions process.

### ***Commencement at Acknowledge Education***

For international student applicants, Acknowledge Education's Registrar will notify the Department of Immigration and Border Protection (DIPB) via PRISMS of the details of a student who does not commence 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 fourteen (14) 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 an item for assessment at the start of week four or by the last day before the census date, whichever is the earlier of the two.

Students that have not submitted an item for 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.

### ***ELICOS Students***

ELICOS intakes commence each Monday. New students will be required to undergo a placement test, involving a written test (grammar and writing) and a face to face interview (speaking and listening). Students will then be placed into the appropriate class level.



### ***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 a student contacts the Academic Program Co-ordinator regarding the contents of the Conditions of Enrolment, that they have read and understood the following Conditions of Enrolment and agree to accept them. Any further amendments would be advised to them 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.
- 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' policies and procedures.



## Document Approval

**Endorsed by:** Board of Directors  
**Date endorsed:** 27 January 2009  
**Effective date:** 27 January 2009  
**Review due date:** 1 January 2020  
**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 co-ordinators, Registrar

## Document change and review log

Date	Version	By	Notes
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.
06/01/2017	3.1	BS	Change non commencement to 14 days from 5.
170918	170918	A Bennett	Minor formatting changes; document name change
171031	171031	ABennett	Inclusion of materials covering Access and Equity – previously held in the Access and Equity Policy
171207	171207	BSaporta	Reformatted
171214	171214	BSaporta	Approved by Board