



# International Student Enrolment Policy and Procedures

Billanook College

2020

CRICOS 00131M

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<b>Responsible Officers:</b> Manager, International Programs, Chief Financial Officer	<b>Policy Review Date:</b> December 2021

## Rationale

The following Application and Enrolment Policy and Procedures relate to enquiries for places at Billanook College as a CRICOS registered Education Provider by applicants intending to acquire enrolment as a Student Visa holder.

Applicants seeking a place at Billanook College as holders of other visa categories should contact the College Registrar, email [registrar@billanook.vic.edu.au](mailto:registrar@billanook.vic.edu.au)

In accordance with the ESOS Act and the National Code (2018) Billanook College adheres to the following policies and procedures relating to accepting and processing applications for enrolment.

### 1. Provision of Pre-enrolment Information and Advice

1.1. Prior to accepting an application for an enrolment place at Billanook College, it is important that the applicant, parent/local support person (LSP) or Agent of the applicant has access to the following information conveyed in plain English. Billanook College chooses to make information available via the International Student portal on the College website.

1.2 It is assumed that applicants have read and understood the following documents and key policies and procedures:

- International Student Terms & Conditions of Enrolment (current year)
- International Student Fees Schedule (current year)
- International Student Application for Enrolment Policy and Procedures
- International Student Fees Refund Policy and Procedures
- International Student Transfer Request Policy and Procedures
- International Student Monitoring Academic Progress and Attendance Policy and Procedures
- International Student Homestay Sourcing, Screening and Monitoring Policy and Procedures
- International Student Complaints and Appeals (Grievance) Policy and Procedures
- International Student Welfare & Support Services Policy and Procedures
- International Student Homestay Accommodation Policy and Procedures.

Downloadable documents within the portal include:

- International Student Application for Enrolment Form (written agreement)
- International Students Fees Schedule (relevant to current year)
- International Students Terms and Conditions of Enrolment for International Students
- Request for Refund form
- International Student Transfer Request form.

1.3 It is the responsibility of applicants to have read these documents prior to applying for a place at Billanook College as acceptance of a place assumes acceptance of all terms and conditions along with compliance with all stated policies and procedures.

1.4 Specifically Billanook College acknowledges that applicants shall have access to current information relating to the following:

- a. the requirements for a student's acceptance into a course, including the minimum level of English language proficiency, educational qualifications or work experience, and course credit if applicable
- b. the course content and modes of study
- c. the qualifications attainable at completion of the Course of Study
- d. course duration and vacation dates
- e. campus locations and facilities, equipment and learning resources available to students
- f. the details of any arrangements with another provider, person or business who will provide the course or part of the course
- g. any equipment necessary for the student to bring with eg. laptop/notebook and mobile phone
- h. fees, including advice on the potential for changes to fees over the duration of a course, and the registered provider's cancellation and refund policies
- i. the grounds on which the student's enrolment may be deferred, suspended or cancelled
- j. the ESOS framework, including official Australian Government material and links to this material online
- k. where relevant, the policy and process the registered provider has in place for approving the accommodation, support and general welfare arrangements for students under the age of 18
- l. indicative costs of living in Australia.

## **2. Assessment of English Language Proficiency and Academic Foundation**

2.1 Billanook College implements the following Policy and Procedures for assessment of proficiency of English language and adequacy of academic foundation for mainstream studies:

- Potential applicants and agents are advised of the importance of providing a Certified Assessment Report of an objective test of English language competency along with other application documents.
- Billanook College has in place benchmark AEAS, IELTS & EduTest assessment levels that may be applied to acceptance of applications. These benchmarks are provided to agents and direct applicants upon request;
- Should the applicant not have completed an objective assessment of English language proficiency, Billanook College may implement its own internal assessment tools as considered appropriate to each case.
- Application Interview:
  1. In the case of on-shore applicants, Billanook College shall invite the student to attend an application interview, where possible, with the Manager, International Programs (MIP) and Head of School to further assess suitability;
  2. In the case of off-shore applicants, Billanook College shall invite the students to participate in a SKYPE (or similar video conference) interview to allow for further assessment of suitability.
- In the event that an applicant does not reach the English proficiency benchmarks at point of application, Billanook College may choose to issue a Conditional Offer subject to the student successfully completing a prescribed ELICOS Program in a timely manner. Once students are enrolled in an ELICOS Program, Billanook College undertakes to track the development of English language proficiency and may exercise the right to request the applicant undertakes an on-shore objective assessment of more current English language competency closer to the entry date to Mainstream studies;

- Billanook College undertakes to confirm with the parent/agent in writing, as soon as practicable, that the International Student has met the English language development conditions of the original offer and that the offer is now for an unconditional commencement date;
- In the event that the student has failed to meet the development conditions of the original offer, Billanook College may choose to:
  1. negotiate with the parent/agent for a Course Commencement Variation on PRISMS to allow an extension of the ELICOS Program;
  2. cancel the student enrolment and undertake to issue a Letter of Release to be recorded on PRISMS, should the parent/agent now wish to seek an enrolment place with an alternative Education Provider or arrange for the student to return to their country of origin. Billanook College acknowledges its responsibility to have certainty of such arrangements through written communication from the parent/Agent.

## 2.2 Assessment of Academic Foundation for Proposed Year of Entry.

- Billanook College requires submission of certified copies of academic transcripts from the previous two years of the applicant's schooling. Applicants should have maintained equivalent to a minimum of "C" average in their academic studies over the previous two-year period;
- Billanook College shall endeavor, where possible, to contact a key Staff member at the student's current school to gain further insights into their academic effort and capacity while attending that school.
- As a general principle, Billanook College anticipates that an international student may be required to repeat approximately one semester of age appropriate studies upon entry to mainstream studies at the College. It is understood that every effort is to be made to maintain an age appropriate sequence of study completion. It is also understood that international students should not be permitted to complete advanced studies beyond their anticipated sequence of study completion. The only exception to this being allowing students to complete individual accelerated VCE Study Units where considered appropriate and consistent with general College policies.
- Every effort is made to direct applicants to available information on the College website and on the VCAA website regarding subject choice options and curriculum structures prior to application to allow applicants to consider their own academic foundation for overseas study.

## 3. **Submission of the International Student Application for Enrolment Form – commencement of Written Agreement.**

3.1 Applicants or their agent must submit the International Student Application Form to the attention of the ISP Administrative Assistant (ISPAA): [internationalprograms@billanook.vic.edu.au](mailto:internationalprograms@billanook.vic.edu.au) for consideration and processing.

3.2 It is understood that the submission of the International Student Application for Enrolment form is the first stage of development of the Written Agreement between the parent/guardian and Billanook College.

3.3 Incomplete International Student Application for Enrolment forms shall not be processed and instead returned to Applicants/Agents for finalisation.

3.4 As a guiding principle International Student Application for Enrolment forms should be received by Billanook College, along with other listed supporting documentation, no less than nine months prior to the planned commencement date in mainstream studies;

- There is no fee charged by Billanook College to process an Application;

- Billanook College ensures that the International Student Application for Enrolment Form is fully compliant in detail with Standard 3 of the National Code (2018) and consistent with all requirements of the ESOS Act;
- If the intending International Student is under 18 years of age at the date of submission of the application, the parent/guardian of the student must sign and date the document. It is understood that under no circumstances should an Agent sign the document on behalf of the parent/guardian;
- In order to ensure that prompt processing of applications may occur, it is important that the following supporting documents are submitted at the same time as the signed International Student Application for Enrolment Form;
  - a) Academic transcripts from the previous two years of study;
  - b) Copy of the student passport;
  - c) Letter of Recommendation from a current Key Teacher of the applicant (optional);
  - d) Report of Assessment of English Language Proficiency eg. AEAS / IELTS / EduTest Report

#### **4. Processing of International Student Applications**

- 4.1 The MIP has primary responsibility for initiating consideration and processing of all applications by International Students. It is a performance expectation of the MIP that Billanook College be viewed as an Education Provider offering prompt, clear and decisive responses to all expressions of interest and formal applications for places at Billanook College.
- 4.2 Upon receipt of the application, the ISCAA creates an application file for that student and then forwards an electronic copy of the file to the MIP.
- 4.3 The MIP then communicates with the relevant Head of School and, where necessary, the Director of Learning/College Principal/ College Registrar to confirm place availability at the requested year level.
- 4.4 The MIP may then undertake a number of actions in assessing the application including:
- a. Contacting the agent for further information and clarification of student circumstances;
  - b. Facilitating either a face to face or SKYPE interview of the applicant;
  - c. Implementing further internal assessment of the academic ability of the student;
  - d. Contacting the nominated referee (Key Teacher) or contacting the current school;
  - e. Facilitating a bilingual interview of the parent/s of the student with the assistance of the Local Support Officer (LSO) at Billanook College or an alternative translator where necessary.
- 4.5 Billanook College undertakes to provide the agent or the applicant directly with a clear response to the Application within 14 days of receipt of the Application unless exceptional circumstances exist. The response will be initially communicated informally by email and may take the form of:
- a. Confirmation that an Unconditional Offer of a place shall be occurring for direct entry to mainstream studies;
  - b. Confirmation that a Conditional Offer of a place shall be occurring subject to the applicant successfully completing a prescribed period of ELICOS and attaining a specified proficiency level. A Conditional Offer may also include a requirement that the applicant undertake a further on-shore objective assessment of English language proficiency eg. (AEAS Test) prior to completion of the ELICOS Program to further assess readiness for mainstream studies;
  - c. Confirmation that Billanook College is either unable or unwilling to make an Offer to the applicant. In these circumstances, Billanook College is not compelled to provide reasons for that decision.
- 4.6 In the event that either circumstance (a) or (b) applies, the MIP will then seek clarification from the Agent by return email whether a formal Offer of a place will be well received by the applicant/parents of the Applicant at that point in time. The Offer Letter then forms a further element of the Written Agreement.

#### **5. Offer and Acceptance Procedures**

- 5.1 The MIP directs the ISCAA to activate all necessary internal processes to generate a formal Letter of Offer outlining;

- a. the identity of the Student to whom the Offer is being made
  - b. the year level of the Offer and proposed date of commencement
  - c. the date of any necessary Orientation Program
  - d. specification of any conditions attached to the Offer,
  - e. the itemised fees payable to secure that offer and due date and mode of payment
  - f. specification of the expiry date of the Offer.
- 5.2 The Letter of Offer once again directs the parent of the applicant and/or their Agent to refer to the Terms and Conditions for International Students and the International Student Fees Schedule along with all other Policy and Procedures statements listed within the International Student section of the College website.
- 5.3 The Letter of Offer is co-signed by the College Principal and MIP, with a hard copy retained in the Student File by the ISPAA.
- 5.4 The ISPAA is then responsible for issuing an electronic copy of the Letter of Offer to the Applicant/Agent with additional proforma documents to be completed and returned to the ISPAA by the due date.
- a. International Student Acceptance of Enrolment form – including proof of payment.
  - b. International Student Medical Information form;
  - c. International Student Personal Profile & Homestay Placement form
- 5.5 In the event that no further contact is made by the Applicant/Agent after issuance of the Offer Letter, with the expiry date passing, it is the responsibility of the ISPAA to bring this matter to the attention of the MIP. The MIP may then choose to withdraw the Offer of a place or pursue the matter directly with Applicant/Agent for purposes of clarification. Should the Offer be rejected by the Applicant/Agent or withdrawn at that point, it is the responsibility of the MIP with the assistance of the ISPAA to notify:
1. The College Principal
  2. Head of School
  3. Accounts Department
  4. College Health (Wellness Centre) as required.
- 5.6 Only when all of items (a), (b) and (c) are returned to the ISPAA shall Billanook College issue a Confirmation of Enrolment (CoE) and Confirmation of Approved Accommodation and Welfare (CAAW) to allow the student to make application for their Student Visa. In the event that any substantive inconsistencies appear in data at this point (eg Suspicion of initial non-disclosure of Medical Information), Billanook College reserves the right to withdraw the Offer of a place and immediately implement the College Refund Policies and Procedures as necessary. Such a decision would be communicated in writing to the Applicant/Agent.
- 5.7 Tracking the return of all of the above documents is undertaken by the ISPAA resulting in consultation with the MIP to seek direction on issuance of a CoE and CAAW via PRISMS.
- 5.8 A copy of the PRISMS documentation is sent by email to the Applicant/Agent and a copy is kept on the Student File by the ISPAA.
- 5.9 Monitoring of the number of CoEs issued relative to the CRICOS capacity of Billanook College is undertaken on a regular basis through International Student Programs (ISP) Meetings attended by the ISPAA, the MIP and the International Student Programs Officer (ISPO). The MIP also reports on the status of International Student enrolments, both current and pending, at the International Business Unit Meetings and Enrolment Sub-Committee Meetings as scheduled.
- 6. Confirmation of Student Visa Approval and Arrival Date in Australia**
- 6.1 Billanook College requires the Applicant/Agent to provide written communication to the ISPAA once the Student Visa has been granted by emailing a copy of the Visa Grant Notification for the Student File.
- 6.2 Billanook College also requires the Applicant/Agent to supply details of the student arrival date, time and flight details into Australia to allow Billanook College to facilitate the Airport Greeting if it holds the CAAW or to check that the ELICOS Centre plans to facilitate the airport greeting and transfer to the relevant Homestay residence on arrival. These details are to be emailed to the ISPAA for file and to be forwarded to the MIP for discussion and coordination via the ISPO.

## **7. Tracking of Student Progress: Conditional Offers**

- 7.1 In the case of Students entering Australia on a Conditional Offer, subject to Satisfactory Progress in an approved ELICOS Program, it is the responsibility of the Applicant/Agent to provide proof of enrolment in the ELICOS Program to Billanook College prior to arrival in Australia.
- 7.2 It is the responsibility of the MIP to verify arrival into Australia and commencement as scheduled by the Student at the ELICOS Centre. It is understood that in such cases the ELICOS Centre holds the CAAW responsibility on such students at that time.
- 7.3 The MIP shall make an appointment to meet the Student at the ELICOS Centre shortly after commencement (within the first month) to set expectations for Student progression toward the Conditions specified in the Billanook College Offer.
- 7.4 The ELICOS Centre shall be required to provide Academic Progress Reports on such students to Billanook College and/or respond to direct enquiries made by the MIP as to the academic progress, application to ELICOS studies and general conduct. In the event that such information or enquiry suggests the student may have difficulty in meeting the Conditions of the Billanook College Offer within the specified period of time, it is the responsibility of the MIP to initiate or engage in discussions with the appointed Officer at the ELICOS Centre and the Student as deemed necessary. The focus of such discussions shall be to:
- explore reasons for the unsatisfactory progress or performance
  - investigate intervention strategies and support structures for improvement
  - restate possible consequences of failure to meet the Conditional Offer.
- 7.5 At that point, formal communication of lack of progress toward the Conditions shall occur to the Applicant/Agent by the MIP inclusive of summary of findings from the Meeting as outlined in 7.4. A copy of that formal communication shall be retained on the student file by the ISPAA.
- 7.6 The MIP shall then monitor further progress of the Student and may choose to:
- accept the advice of the ELICOS Centre that the student has now made sufficient progress to meet the Condition of the Billanook College Offer;
  - arrange for the Student to undertake an External Assessment of readiness for mainstream studies
  - arrange for the student to undertake Internal Assessment of readiness for mainstream studies at Billanook College
- 7.7 Billanook College undertakes to communicate the outcome of any such final assessment of Progress to the meeting of Conditions of the Billanook College Offer no later than two weeks prior to the date of commencement of mainstream studies. The options available at that point for Billanook College, at the discretion of the MIP in consultation with relevant members of the College Leadership Team (CLT) are:
- ratification that the Offer is now Unconditional
  - negotiation with the Applicant/Agent to allow more time for the Student to meet the Conditions, inclusive of completing a Course Variation on PRISMS.
  - withdrawal of the Offer inclusive of negotiations with the Applicant/Agent on the intentions of the Student to apply for enrolment with an alternative Education Provider or to depart Australia.
- 7.8 Withdrawal of the Offer shall require Billanook College to enter a Course Variation and Student Release on PRISMS, to be actioned by the ISPAA under direction from the MIP. In such a case Billanook College shall implement its International Student Refund Policy and Procedures to action the refund of fees in accordance with the Terms and Conditions of Enrolment at Billanook College.

