

INSTITUTE OF CONTINUING AND TESOL EDUCATION (UQ-ICTE) POLICY AND PROCEDURE

Reference:	Student
Title:	Admissions Policy and Procedure
Custodian:	Manager Student Administration
Reviewer:	Manager Admissions
Date Approved:	21 Feb 2018
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Audience:	All UQ-ICTE Students All UQ-ICTE Staff
Associated Policies:	Education Services for Overseas Students (ESOS) Act 2000 National Code 2018 PPL 3.40.14 English Language Proficiency Admission and Concurrent Support UQ-ICTE Fees Policy and Procedure UQ-ICTE Enrolment Policy and Procedure
Version:	2.0

PURPOSE

The purpose of this policy is to articulate UQ-ICTE's commitment to achieving full compliance with the ESOS legislative requirements in order to maintain its registration on the CRICOS. This policy is in place to ensure that UQ-ICTE has appropriate Admission criteria including ensuring that each prospective student's English language proficiency is appropriate for the course they have applied for.

This policy ensures that if the application is accepted, UQ-ICTE will enter into a written agreement (referred to as the Enrolment Agreement) with the student which makes clear all the obligations of UQ-ICTE and the student including services to be provided, fees payable and information about refunds.

POLICY

The Education Services for Overseas Students Act (ESOS Act) 2000 and the National Code 2018 govern the protection of international students and delivery of courses to those students by providers registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).

UQ-ICTE may admit to study and enrol as students persons that have completed and satisfied the admissions processes as outlined in the [Applications](#) section.

PROCEDURE

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1. Applications

In order to be considered for admission to an UQ-ICTE course, students:

- i) Submit an Application Form signed by the student; and
- ii) Submit their application prior to the commencement date of the course. In limited circumstances applications received after course commencement may be accepted with the approval of the Manager Student Administration, if the student is able to commence within one week of the course commencement date.

Note: Applications for the Bridging English Program (BEP) cannot be accepted after the course commencement date.

- i) Provide evidence of their English proficiency for courses other than General English. The student's English Language proficiency will be assessed against the admissions criteria for the course nominated on the application form.
- ii) Where an UQ-ICTE course requires academic or English pre-requisites as a condition of entry, students should provide the relevant documents. Students may be tested on course commencement, or assessed prior to an offer being made, and then placed in a class at the appropriate English language level. Minimum English entry requirements for courses can be found in the University of Queensland PPL 3.40.14 English Language Proficiency Admission and Concurrent Support (refer to the [cover page](#) for a link to the policy).
- iii) Must be at least 18 years old on the date of course commencement; or
- iv) Must be at least 17 years old on the date of course commencement and also hold a UQ Package offer, or an offer for the Foundation program with International Education Services (IES), including a signed agreement to provide appropriate welfare, accommodation and guardian arrangements.

Students that satisfy the admission criteria will receive a Letter of Offer (see Section 3. Letter of Offer and Enrolment Agreement).

Students whose application is unsuccessful will receive notification that their application has been unsuccessful including the reason. Circumstances in which an application may not be successful:

- i) The application form is incomplete, and/or has not been signed by the student.
- ii) The student has not provided evidence of their English proficiency for courses with minimum entry requirements, or has not met the minimum English entry requirements for the course nominated on their application form. In this circumstance the student may be offered the option of admission to the General English course.
- iii) The application has been submitted after the commencement of the course. In this circumstance the student will be offered the option of an alternative commencement date.

- iv) The student has outstanding tuition or program fees payable to UQ-ICTE.
- v) The student has recorded an attendance rate below 70% in a course undertaken during a previous enrolment period at UQ-ICTE, except where they are awaiting the outcome of an internal appeal, or an appeal to the Queensland Ombudsman with regard to unsatisfactory attendance.

2. Timelines

- i) Applications are accepted prior to the commencement of each Teaching Session.
- ii) UQ-ICTE will endeavour to process all complete applications and acceptances including the issue of eCoE within 48 hours.
- iii) Incomplete applications may result in delays in the admission process.

3. Letter of Offer and Enrolment Agreement

The Letter of Offer which includes the Enrolment Agreement will:

- i) Specify the course(s) and CRICOS code(s) in which the student has applied to enrol;
- ii) List the dates and duration of the course(s) and specify the scheduled course contact hours*;
- iii) Outline any prerequisites necessary for admission to the course(s) including English language requirements;
- iv) Provide an itemised list of course fees payable by the student, the enrolment periods to which those fees relate and payment options. The payment schedule is based on the course duration;
 - Courses 25 weeks or less consist of one payment period
 - Courses 30 weeks to 45 weeks consist of two payment periods
- v) Advise the student that they are not required to pay more than 50 percent of the total tuition fees for a course before their course commences, except in the case of short courses of 25 weeks or less. A student may choose to pay more than 50 percent of their fees before their course commences and the Letter of Offer includes a payment details form where the student can confirm this option;
- vi) Provide information in relation to refunds of course money including the refund requirements, the amounts that may or may not be repaid to the student, and processes for claiming a refund;
- vii) Advise students, that in the event of a course not being delivered by UQ-ICTE, UQ-ICTE will refund the course fees;
- viii) Confirm OSHC details if organised by UQ-ICTE, or request evidence of OSHC where organised directly by the student (See Item 5 below);
- ix) Outline the circumstances under which personal information about the student may be shared between UQ-ICTE and the Australian Government and designated agencies. This information includes personal contact details, course enrolment

details and changes, and any suspected breach by the student of a student visa condition. UQ-ICTE is committed to the objectives of the Information Privacy Act 2009;

- x) Outline the UQ-ICTE Complaints and Grievance Resolution process;
- xi) Advise the student of their responsibility to notify UQ-ICTE of their contact details while enrolled in their course(s), who to contact in an emergency, and any changes to those details, within seven days of the change;
- xii) Provide a statement that “This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia’s consumer protection laws”.

** All ICTE-UQ CRICOS Registered English language courses include 20 hours of class teaching each week. ICTE-UQ reserves the right to amend the actual number of class hours per course.*

4. Issue of Confirmation of Enrolment (eCoE)

UQ-ICTE will issue an electronic Confirmation of Enrolment (eCoE) for submission of the Student Visa application once the student has provided:

- i) A signed Enrolment Agreement (EA)
- ii) Payment details form (included in their Letter of Offer) advising the payment method
- iii) Payment of payment period 1 fees (including OSHC)
- iv) Scholarship Letter (if applicable)
- v) Evidence of OSHC for the duration of their intended enrolment period if the student is arranging their own cover

UQ-ICTE will issue a Letter of Acceptance with the course details along with the UQ-ICTE Orientation guide which includes information and links to the UQ-ICTE and The University of Queensland websites on accommodation, student support services and student responsibilities and living costs.

A copy of the signed Enrolment Agreement is maintained in the UQ-ICTE Student Management System.

5. Overseas Student Health Cover (OSHC)

- i) For overseas students studying on a Student Visa, it is a condition of their visa that they have Overseas Student Health Cover (OSHC) for the duration of their Student Visa. UQ-ICTE can arrange cover through its preferred OSHC provider, Allianz Global Assistance; refer to [Reference List](#) for more information. OSHC coverage, including out of hospital and in hospital medical services, is detailed in the policy document.
- ii) Student Visa holders who elect for UQ-ICTE to arrange OSHC on their behalf agree to the terms and conditions of the ‘Overseas Student Health Cover’ provided by Allianz Global Assistance policy; refer to [Reference List](#) for more information.

- iii) Student Visa holders who choose another OSHC provider will need to provide evidence of payment for their alternative OSHC when accepting their Letter of Offer. A Confirmation of Enrolment (eCoE) will not be issued until proof of the student's OSHC policy is provided.

6. Course payments

- i) Students must pay all fees by the due dates indicated in the Letter of Offer.
- ii) Students who do not make the payment for the payment period in full prior to the start of the payment period as detailed in their Letter of Offer are in default.
- iii) If a student default on payment occurs, the student may be denied access to teaching and learning and other services until the required fees are paid in full.
- iv) As per the ICTE-UQ Enrolment Policy, if a student defaults on payment of tuition or other related fees by the specified due date, UQ-ICTE has the right to cancel a student's enrolment.

This may lead to the cancellation of the student's Confirmation of Enrolment (eCoE).

The decision to cancel a student's enrolment, including reasons, will be sent in writing to the student. The student will be informed that, if dissatisfied with the decision, they have 20 working days from the date of the decision to submit an appeal using the UQ-ICTE Complaints and Grievance Resolution Process (refer to the [cover page](#) for a link to the process). A record of all correspondence will be maintained in the UQ-ICTE Student Management System.

UQ-ICTE will maintain the student's enrolment until the appeals process has been concluded.

Where the 20 working days for internal appeal has passed, UQ-ICTE must report the student's default in PRISMS in accordance with Section 19(2) of the ESOS Act. This may lead to the cancellation of the student's Confirmation of Enrolment (eCoE).

7. Definitions

Course	A specific program of study for which the student was accepted and is progressing towards the completion of requirements.
CRICOS	<i>Commonwealth Register of Institutions and Courses for Overseas Students.</i> Database of every course and institution that recruits, enrolls and teaches overseas students.
eCoE	A document provided electronically, which is issued by the registered provider to intending overseas students and which must accompany their application for a student visa. It confirms the overseas student's eligibility to enrol in the particular course of the registered provider and specifies the dates of the enrolment period.
ELICOS	English Language Intensive Courses for Overseas Students
Enrolment	Where the student has been issued with an eCoE to confirm acceptance by ICTE-UQ and is occupying a place in the CRICOS registered course for which the student was accepted. The period of enrolment includes any scheduled breaks between teaching sessions.
ESOS Act	<i>The Education Services for Overseas Students Act 2000.</i> This Act regulates the delivery of education services to international students.
Letter of Offer	An official document issued to offer a student admission in a course.
National Code	<i>The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018</i> provides nationally consistent standards for the conduct of registered providers and the registration of their courses.
PRISMS	<i>Provider Registration and International Students Management System.</i> The system used to process information given to the Department of Immigration and Border Protection by registered providers.
Scheduled course contact hours	The hours for which students enrolled in the course are scheduled to attend classes and examinations. English language programs that are CRICOS registered at UQ-ICTE consist of 20 hours face-to-face contact hours and are referred to as full-time English language programs.
Student	A student who is enrolled at UQ-ICTE and includes both prospective students and enrolled students who are 'overseas students' as defined in the <i>National Code 2018</i> .
Student Visa	An authorisation permitting people who are not Australian citizens or permanent residents to come to Australia for the primary purpose of studying in Australia as defined by the Migration Act 1958.
Teaching Session	A discrete period of study within a course, of 5 weeks' duration and delimited by published start and end dates.

Reference List

8. Contacts List

Organisational Unit	Contact Name	Description	Contact Details
UQ-ICTE Admissions	N/A	Contact details for enquiries regarding applications and offers of admission to UQ-ICTE courses.	admissions@icte.uq.edu.au

9. Useful Links

Document / website	Description	Location
CRICOS	Database of every course and institution that recruits, enrolls and teaches overseas students.	http://cricos.education.gov.au/
National Code 2018	Provides nationally consistent standards for the conduct of registered providers and the registration of their courses.	https://www.legislation.gov.au/Details/F2017L01182

Document History

Version	Summary of changes	Author	Action date
1.0	Approval of Admissions policy and procedure	Simona Neacsu	29 November 2016
1.1	Amendments to template	Simona Neacsu	January 2018
2.0	Approval of Admissions policy and procedure	Neil Marsh	21 February 2018