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## ADMISSIONS AND STUDENT SELECTION POLICY AND PROCEDURE

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**POLICY TITLE:** ADMISSIONS AND STUDENT SELECTION POLICY AND PROCEDURE  
**POLICY NUMBER:** WIP0910 - 002  
**RESPONSIBILITY:** MANAGER STUDENT ADMINISTRATION SERVICES

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### Purpose

The purpose of the Admissions and Student Selection Policy and Procedure is to provide a broad and flexible framework for the student selection process at WAIFS and an efficient and equitable student selection process for applicants.

This policy supports 'Standard 2.2 – Student engagement before enrolment' of the 'National Code of Practice for Registration Authorities & Providers of Education & Training to Overseas Students 2007' which states:

*"The registered provider must have documented procedures in place, and implement these procedures to assess whether the student's qualifications, experience and English language proficiency are appropriate for the course for which enrolment is sought"*

### Scope of Policy

This policy applies to all new students enrolling in a course at WAIFS and is to be used by the Manager, Student Administration Services (or appropriate delegate) when assessing student applications, issuing letters of offer and CoE's, and reviewing returned Acceptance of Offer Forms.

### Admissions Process

- Admission to a WAIFS course is offered to applicants who meet the applicable entry criteria for both academic and English entry requirements;
  - Admission to any WAIFS course can also be offered to applicants who may not meet the entry criteria but because of their age or prior experience have an opportunity of success in the chosen course. This decision is made by the Manager, Student Administration Services, an employee in student administration or the CEO in conjunction with the Head of Training (if required).
- Applicants must complete and return the Application Form either as a hard copy or online and fill in all sections and provide all required information. If all applicable

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information is not provided at application, a “conditional letter of offer” can be issued stating what is required to be provided before the CoE can be issued. If a student is enrolled in another course before coming to WAIFS and their enrolment at WAIFS is subject to them achieving the other course, this must be noted on the CoE and a reminder set to check whether the student completed the course satisfactorily before entering WAIFS to commence studies. This may happen when a student is required to complete an English course before coming to WAIFS.

- Applicants with disabilities should indicate on their application their disability status. Such students may be asked to provide further details of their disability in order for WAIFS to assess whether there are any special study requirements. No policy or practice of WAIFS will discriminate against persons with disabilities except where, in the opinion of the CEO and Managing Director, the provision of additional goods, services or facilities would impose unjustifiable hardship on the Institute.
- *WAIFS reserve the right to reject applications on the grounds that it would be either in the best interest of the Institute and/or the student to do so.*
- Applicants will receive a Letter of Offer and Acceptance of Offer form outlining the terms of the offer.

#### **The Letter of Offer will**

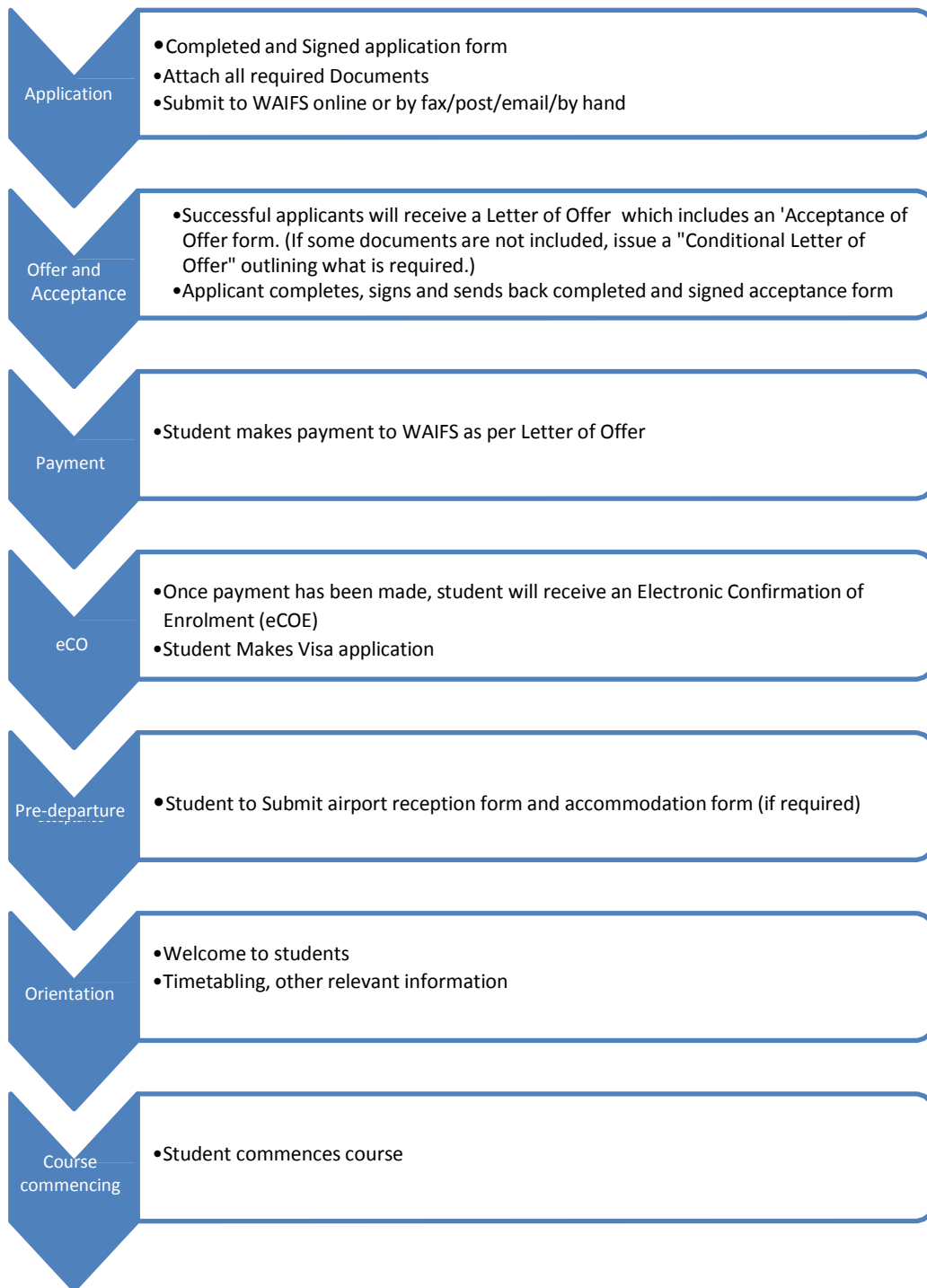
- Identify the course or courses in which the student is to be enrolled and any conditions applicable to their enrolment
- Provide an itemised list of course money payable by the student
- provide information in relation to refunds of course money
- Set out the circumstances in which personal information about the student may be shared between WAIFS and the Australian Government and designated authorities and, if relevant, the Tuition Protection Service, and
- Advise the student of his or her obligation to notify the registered provider of a change of address while enrolled in the course.

#### **The following information, in relation to refunds of course money in the case of student and provider default, will also be included:**

- Amounts that may or may not be repaid to the student
- Processes for claiming a refund
- A plain English explanation of what happens in the event of a course not being delivered, and;
- 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”.
- The acceptance of offer form must be returned and the indicated fees paid before the Electronic Confirmation of Enrolment (eCoE) is issued.
- Applications will be assessed against the Minimum Entry Requirements for WAIFS which are available from student administration department. Note: WAIFS also offers mature age entry to applicants who are 20 years of age and over. Information can be obtained from the administration department.

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- When applicants do not meet the Minimum Entry Requirements, applicants will be provided with details of alternative courses they are eligible for at WAIFS for their consideration.



### Selection Policy

- Applicants must provide copies of their academic qualifications (this can include overseas qualifications or qualifications/statements of attainment completed/attained within Australia). It is preferred that these are certified copies. Agents are authorised to certify documents for this purpose. If documents are not certified, the WAIFS'

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administration employee should consider whether the document appears genuine (e.g. by considering whether it appears to be equivalent to a previously received document from the same country).

- Applicants who wish to defer the start date of their course, after having received a CoE, may be able to do so. (See Deferral, Suspension, Cancellation Policy). In such a case a new Letter of Offer and a new CoE will be issued and the previous COE will be cancelled.
- Should the new start date be later than *1<sup>st</sup> July* then the Letter of Offer will clearly state that the fees are indicative and may increase from *1<sup>st</sup> July*. An indication of the amount by which fees may increase should be given.
- Students who provide false information on their application may have their offer cancelled without notice.
- Students who wish to apply for Recognition of Prior Learning (“RPL”) should approach the Manager, Student Administration Services for further information.
- Where an application is received from a former WAIFS’ student, Admissions staff will refer to the student’s file and, if there are concerns about the student (e.g. progress during previous enrolment or poor payment history) consult the appropriate person (e.g. Head of Training/Head of Administration) prior to issuing any Letter of Offer.
- Admission of a student transferring from another provider will be processed as normal unless there are reasonable grounds to suspect that a student has been with another provider for less than six months of their principal course or if the student does not appear to be genuine.
- Where reasonable grounds exist, a letter of release must be requested unless an “approximation of release” is adequate. (See WAIFS policy on transferring from another provider).

### Receipt of Course Money

- WAIFS cannot accept course money from the student until the student (or the student’s parent or legal guardian if the student is under 18) has signed or otherwise accepted the Letter of Offer and returned the Acceptance Form. The letter of offer must clearly state that payment should not be made until the Acceptance of Offer form has been completed and returned.
- WAIFS may accept course money received at the same time as the verification of acceptance (for example, if a student sends a signed acceptance with an accompanying payment or brings the payment along with the accepted agreement into WAIFS’ office).
- If a student, or agent, in the same physical location as WAIFS offers WAIFS course money, WAIFS cannot accept this money if it has not received the accepted written agreement. In this case, WAIFS must tell the student or agent that it cannot accept course money until the accepted written agreement has been received. If the student or agent is unable to supply the accepted written agreement at that time, WAIFS must not accept the payment.
- If WAIFS receives course money sent by mail (for example, by cheque or money order) before receiving the accepted written agreement, WAIFS must not use the money. The Manager, Student Administration Services should contact the student or agent to inform them that the payment cannot be processed (and the enrolment cannot progress) until WAIFS receives the signed and completed Acceptance of Offer.

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- On occasions when payments may inadvertently be received into the WAIFS bank account prior to the accepted written agreement reaching WAIFS, the Manager, Student Administration Services should contact the student or agent to inform them that the payment cannot be processed (and the enrolment cannot progress) until WAIFS receives the signed and completed Acceptance of Offer.
- A faxed copy of the “Acceptance of Offer” is suitable as notification of acceptance, as long as it is signed.

#### **Additional Checking to be Completed in relation to the Letter of Offer**

- The Manager, Student Administration (or appropriate delegate) should compare the signature on the Acceptance of Offer to the Student’s/Parent/Guardian’s passport as appropriate.
- If there are any concerns about the validity of the signature (e.g. concerns that the form has actually been signed by the Education Agent), the agent/student should be contacted and requested to resign the acceptance of offer and ensure their signature matches the passport. Administration staff should note that there are occasions when a signature will still not match. For example, some students will have changed their signature since their passport was signed. Also, some students have one signature in their own language and one signature that is used in English. Where the administration department still has concerns about the signature, they should take further steps to ensure that the student has signed the acceptance of offer. This could include contacting the student directly and requesting confirmation that they have signed the acceptance of offer or requesting that the student come in to WAIFS’ campus and resign the letter of offer. Where the administration officer believes that the agent has signed the acceptance of offer on behalf of the student, this should be brought to the attention of one of the marketing staff and/or the Managing Director who should contact the Education Agent to discuss the matter and consider what follow up is required in accordance with WAIFS’ policy on education agents.

#### **Student File Creation**

- All records should be maintained electronically for all students.
- Each student has an “e” folder filed under their name, intake month and year and initial course.
- All documents related to a student’s application should be filed in the e-folder – this may involve scanning originals and filing in the e-folder. From 01/09/2016, WAIFS does not maintain hard copies of student records, everything is electronic.

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