



ADMISSIONS AND STUDENT SELECTION POLICY AND PROCEDURE

POLICY NUMBER: NC18-PP002

RESPONSIBILITY: STUDENT ADMINISTRATION MANAGER

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1. Purpose

This Policy and procedure addresses the requirements of The National Code 2018, Standards 2 and 3. Following this policy and procedure will ensure all international students are recruited fairly and equitably and are provided with full and open disclosure relating to their prospective course enrolment/(s) at the West Australian Institute of Further Studies Pty Ltd ("WAIFS").

Standard 2 ensures registered providers recruit responsibly by ensuring international students are appropriately qualified for a course, including having the necessary English language proficiency, educational qualifications and/or work experience.

Standard 3 gives registered providers and international students more detailed information about what should be in a written agreement. A written agreement may take any form, as long as it meets the requirements of the ESOS Act and the National Code 2018.

This policy should be read in conjunction with WAIFS policy and process for assessing and recording course credit and recognition of prior learning (RPL), if required.

2. Scope of Policy

This policy applies to all new students enrolling in a course at WAIFS and is to be used by any WAIFS' staff member who is involved in the assessment of students who are looking to enrol with WAIFS. This will include employees in both the student marketing and student administration areas of the business, where student administration includes reception staff and the Campus Manager/Office Manager. Collectively these staff members will be referred to as "employees" for the remainder of the policy and procedure.

This policy and procedure covers:

- All student enrolment applications;
- Their assessment;
- Issuing letters of offer (conditional and not);
- Reviewing returned Acceptance of Offer Forms;
- Accepting payment of fees, and;



- Issuing CoE's (conditional and not).

Overview of Application to Course Commencement

a) Application

- Completed and Signed application form
- Attach all required Documents
- Submit to WAIFS online or by post/email/by hand

b) Offer and Acceptance

- Successful applicants receive a Letter of Offer which includes an 'Acceptance of Offer form (if some documents are not included, issue a "Conditional Letter of Offer" outlining what is required).
- Applicant completes, signs and sends back completed and signed Acceptance Form.
- Applicant meets additional requirements for under - 18's (if applicable) - see WAIFS policy.

c) Payment

- Student makes payment to WAIFS - can pay more than 50% of course if chooses to do so.

d) eCoE

- Once payment has been made, student will receive an Electronic Confirmation of Enrolment (eCOE) - conditional if necessary.
- Student makes Visa Application.

e) Orientation

- Welcoming of students.
- Confirmation that student meets any pre-requisite enrolment commencement requirements
- Timetabling, other relevant information.

f) Course Commencement

- Student commences course.

Application Form

Admission to WAIFS starts with an Application Form. Applicants must complete and return the Application Form either as a hard copy or online form. If a student is under 18 years of age at application, the application form must be signed by their parent/legal guardian.

The application form (as amended from time to time) is available to all WAIFS' staff on the shared drive of the network. The network address is: www.waifs.wa.edu.au/forms/

The application form meets all requirements of the National Code 2018 as follows (Where a reference is made to "see point xx" – this refers to Appendix A on page 2 of the application form):

The National Code 2018, Standard 2 requires that, prior to accepting an overseas student or intending overseas student for enrolment in a course, the registered provider must make comprehensive, current and plain English information available to the overseas student or intending overseas student on:

- (i) The requirements for an overseas student's acceptance into a course, including the minimum level of English language proficiency, educational qualifications or work experience required, and course credit if applicable- **see point 1.4 and 9**
- (ii) The CRICOS course code, course content, modes of study for the course including compulsory online and/or work-based training, placements, other community-based learning and collaborative research training arrangements, and assessment methods
- (iii) Course duration and holiday breaks
- (iv) The course qualification, award or other outcomes - campus locations and facilities, equipment and learning resources available to students
- (v) The details of any arrangements with another provider, person or business who will provide the course or part of the course
- (vi) Indicative tuition and non-tuition fees, including advice on the potential for changes to fees over the duration of a course



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For information relating to b. to f. above: <http://www.waifs.wa.edu.au/courses/> then select the specific course/s you are interested in.

- (vii) The registered provider’s cancellation and refund policies – see point 4.
(viii) The grounds on which the overseas student’s enrolment may be deferred, suspended or cancelled - see point 6.
(ix) The ESOS framework, including official Australian Government material or links to this material online – see 1.7.
(x) Where relevant, the policy and process the registered provider has in place for approving the accommodation, support and general welfare arrangements for younger overseas students (in accordance with Standard 5) – see point 10.
(xi) Accommodation options and indicative costs of living in Australia – see points 1.8 and 1.9

WAIFS will also include a statement that if a student is not able to access information via the internet, the information will be provided to them by email/post/fax. Students should request any information they cannot access from admissions@waifs.wa.edu.au

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.

3. Academic and English Entrance Requirements

Admission to a WAIFS course is offered to applicants who meet the applicable entry criteria for academic and English entry requirements. English entrance criteria is also affected by Department of Home Affairs’ (DoHA) risk rating for the country of the applicant with WAIFS. English entry requirements assessment is a 2-stage process and is as follows:

Stage 1:

- (a) Go to www.homeaffairs.gov.au/trav/visa-1/500-
(b) Click on the following link Check the [Document Checklist Tool \(disclaimer\)](#) (this only works when you click on the link through the web page)
(c) Input country of Passport
(d) Input Education Provider CRICOS Code (03188C for WAIFS)
(e) Answer “I am one of the following based on the individual student”. This will generally “None of the Above” but an employee should be sure a student does not meet the other criteria
(f) Click “Display Evidence”

The document checklist tool will come back with one of 2 responses leading to the following:

Table with 2 columns: EVIDENCE OF ENGLISH LANGUAGE ABILITY and ACTION TO BE TAKEN BY EMPLOYEE. Row 1: Evidence of test score or exemption category leads to Appendix A requirements as stated by DoHA. Row 2: No English language requirement stated leads to Appendix A requirements as outlined by WAIFS.

An employee then assesses whether the applicant meets the criteria for English.

Qualification entrance requirements assesses a student’s previous highest level of studies against the minimum requirements for WAIFS’ course level – see Appendix B.

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



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copies. Agents are authorised to certify documents for this purpose. If documents are not certified, the WAIFS' 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).

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. These are generally mature age students, where WAIFS defines a mature age student as 21 years of age and over. This decision is made by the Manager, Student Administration Services, an employee in student administration or the Operations Manager (in conjunction with the CEO and/or MD as necessary);

If an applicant meets the Academic and English entrance requirements (or mature age entrance requirements) further assessment continues.

If the applicant does not meet WAIFS' entrance requirements or the course selection does not appear logical based on the required English entrance level, employees should consider whether an alternative enrolment option would be suitable for the student based on their goals and circumstances.

If an alternative option would be suitable, employees can suggest the alternative enrolment pathway to the student.

If an alternative option would not be suitable, employees should contact the student and explain the situation to them.

4. Issuing a Letter of Offer (conditional or not)

Ideally, an applicant will complete all sections of the application form and provide all required information. If all applicable 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. Otherwise, the letter of offer will have no conditions and not be conditional.

Applicants will receive a Letter of Offer and Acceptance of Offer form outlining the terms of the offer.

The Letter of Offer will provide the following information to students either within the letter of offer or by link to external information from the letter of offer:

Information provided WITHIN letter of offer
State any conditions applicable to the enrolment i.e. conditions the student must fulfil before a CoE can be issued. In some cases, a condition may not be able to be fulfilled before a CoE can be issued by WAIFS – for example if the student will be studying an English course before commencing with WAIFS and successful completion of that course is a pre-requisite of course commencement at WAIFS.
<i>Note: If a student is issued with a conditional CoE, employees must ensure that a reminder is set to check whether the student meets the entrance criteria before commencing studies at WAIFS.</i>
<i>The reminder should be set as a "Task" in the Student Management System (currently WISENET) so that all administration personnel, including reception, can see the daily requirements for conditional CoE fulfilment.</i>
<i>Administration staff (including reception) should ensure particular care is taken in this area as if a student does not meet entrance requirements for WAIFS if the conditional letter of offer requirements are not subsequently met.</i>
Provide details of any prerequisites necessary to enter the course or courses, including English language requirements
Outline the course or courses in which the student is to be enrolled, the expected course start date, the location(s) at which the course will be delivered, the offered modes of study for the course, including compulsory online and/or work-based training, placements, and/or other community-based learning and/or collaborative research training arrangements
List all tuition fees payable by the student for the course, the periods to which those tuition fees relate and payment options (including, if permitted under the ESOS Act, that the student may choose to pay more than 50 per cent of their tuition fees before their course commences)
Provide details any non-tuition fees the student may incur, including as a result of having their study outcomes



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reassessed, deferral of study, fees for late payment of tuition fees, or other circumstances in which additional fees may apply.
A statement that the fees are indicative and may increase from 1 st July. An indication of the amount by which fees may increase should be given.
A statement that tuition and other fees should not be paid until the Acceptance of Offer form has been completed and returned.
Set out the circumstances in which personal information about the student may be disclosed by the registered provider, the Commonwealth including the TPS, or state or territory agencies, in accordance with the <i>Privacy Act 1988</i>
Provide an outline of WAIFS' internal and external complaints and appeals processes, in accordance with Standard 10 (Complaints and appeals)
State that the student is responsible for keeping a copy of the written agreement as supplied by the registered provider, and receipts of any payments of tuition fees or non-tuition fees
<p>Include information which is consistent with the requirements of the ESOS Act, in relation to refunds of tuition fees and non-tuition fees in the case of student default and provider default:</p> <ul style="list-style-type: none"> • Amounts that may or may not be repaid to the overseas student (including any tuition and non-tuition fees collected by education agents on behalf of the registered provider) • Processes for claiming a refund • The specified person(s), other than the overseas student, who can receive a refund in respect of the overseas student identified in the written agreement, consistent with the ESOS Act • A plain English explanation of what happens in the event of a course not being delivered, including the role of the TPS
Contain a statement that "This written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the <i>Australian Consumer Law</i> if the <i>Australian Consumer Law</i> applies".
<p>Include a requirement that the overseas student or intending overseas student, while in Australia and studying with WAIFS, must notify WAIFS of his or her contact details including:</p> <p>3.1.1 The student's current residential address, mobile number (if any) and email address (if any)</p> <p>3.1.2 Who to contact in emergency situations</p> <p>3.1.3 Any changes to those details, within 7 days of the change.</p>
Use links to provide supplementary material to the student, as appropriate.
INFORMATION PROVIDED BY LINK FROM LETTER OF OFFER
N/A at this stage

5. Returning the acceptance of offer, making payment, issuing a confirmation of enrolment ("CoE")

The acceptance of offer form must be returned and the indicated fees paid (see Section 9) before the Electronic Confirmation of Enrolment (eCoE) is issued. If the student is under 18 years of age at application, the acceptance of offer must be signed by their parent/legal guardian.

Employees should ensure that any information requested as a condition of enrolment has been provided and is genuine. WAIFS will gain comfort from a document being certified by a person approved to certify documents, including migration agents.

Note: For WAIFS, this includes education agents where WAIFS has a well-established working relationship built over time and there has never been any issue with the documentation supplied by their student/(s).

Employees should compare the signature on the Acceptance of Offer to the Student's/Parent/Guardian's passport as appropriate. If there are concerns about the signature, WAIFS should consider the most appropriate course of action.



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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. Action taken could include:

- If the document/s have come directly from the student's email address, they should be accepted. WAIFS can always ask the student to re-sign on day 1 and a WAIFS' employee can counter-sign – however, as the original document was emailed by the student, this would seem illogical
- If the document/s have come directly from the student's agent, they could be accepted if WAIFS has as well-established relationship with the agent built over time (and there has never been an issue with the documents received). WAIFS can always ask the student to re-sign on day 1 and a WAIFS' employee can counter-sign – WAIFS employee should explain that the signature was not very clear and could they sign it again. If the student states that they did not sign the original then there are 2 courses of action which must be taken:
 - (i) Inform the student that they have informed DoHA through their visa application that they have accepted enrolment with WAIFS
 - (ii) Inform the marketing manager and/or the Managing Director who will consider what follow up is required in accordance with WAIFS' policy on education agents. Notes of the action taken or reasons for not taking any must be maintained by the Marketing Manager and or MD.
- If there are significant concerns about the validity of the signature (e.g. concerns that the form has actually been signed by the Education Agent and WAIFS does not have a history with the agent where this has never occurred), the agent should be contacted and asked to get the student to resign the acceptance of offer as it does not match the student's passport.

Where, after all of these steps, employees still have 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.

If WAIFS employees discover that the signature was not that of the student, the employee must inform the marketing manager and/or the Managing Director who will consider what follow up is required in accordance with WAIFS' policy on education agents. Notes of the action taken or reasons for not taking any must be maintained by the Marketing Manager and or MD.

6. Other Relevant Matters

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.

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. Additional information is available in WAIFS policy and process for assessing and recording course credit and recognition of prior learning (RPL) <http://waifs.wa.edu.au/policies-procedures/>

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. Operations Manager/Head of Department/Campus Manager) 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. (See WAIFS policy on transferring from another provider).



7. Fees Receipts for Enrolment

WAIFS cannot accept course money (tuition fees and/or other-course related fees) payments from a student until the student (or the student's parent or legal guardian if the student is under 18) unless the student/parent/guardian has signed or otherwise accepted the Letter of Offer and returned the Acceptance Form.

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 completed and signed acceptance of offer.

In this case, WAIFS must tell the student or agent that it cannot accept course money until the completed and signed acceptance of offer has been received. If the student or agent is unable to supply the completed and signed acceptance of offer 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 completed and signed acceptance of offer, WAIFS must not use the money. The Manager, Student Administration Services or staff member from the accounts department 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.

On occasions when payments may inadvertently be received into the WAIFS bank account prior to the accepted written agreement reaching WAIFS, employees or a staff member from the accounts department 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.

8. Student File Creation and Record Keeping

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.

*Note: WAIFS must retain records of all written agreements, as well as receipts of payment made under the written agreement, for at least two years after the overseas student ceases to be an accepted student. This is consistent with the record keeping requirements under section 21 of the ESOS Act and 3.6 of **National Code of Practice for Providers of Education and Training to Overseas Students 2018***

Please see below for Appendix A – English Requirements



9. English Entrance Requirements – DoHA

English language test providers	Minimum test score	Minimum test score where combined with at least 10 weeks ELICOS	Minimum test score where combined with at least 20 weeks ELICOS
International English Language Testing System	5.5	5	4.5
*Test of English as a Foreign Language (TOEFL) paper based	527	500	450
TOEFL internet based test	46	35	32
Cambridge English: Advanced (Certificate in Advanced English)	162	154	147
Pearson Test of English Academic	42	36	30
Occupational English Test	Pass**	N/A	N/A

*The TOEFL paper based test will only be accepted from limited countries

**The Occupational English Test includes a mark between A and E. An A or B is considered a pass.

The test must have been taken no more than two years before you apply for your student visa.

10. English Language Entrance Requirements - WAIFS

AQF Level	Qualification Level	English Requirement
1	Certificate I	IELTS level of 2.5 or equivalent
2	Certificate II	IELTS level of 3.5 or equivalent
3	Certificate III	IELTS level of 4.5 or equivalent
4	Certificate IV	IELTS level of 5.0 or equivalent
5	Diploma	IELTS level of 5.5 or equivalent
6	Advanced Diploma	IELTS level of 5.5 or equivalent

11. Academic Entrance Requirements – WAIFS

AQF Level	Qualification Level	Academic Requirement
1	Certificate I	Successful Completion of year 9 or equivalent
2	Certificate II	Successful Completion of year 9 or equivalent
3	Certificate III	Successful Completion of year 10 or equivalent
4	Certificate IV	Successful Completion of year 11 or equivalent
5	Diploma	Successful Completion of year 12 or equivalent
6	Advanced Diploma	Successful Completion of a relevant Diploma level qualification or equivalent