1.0 Policy

1.1.   The policy supports the RTO 2015 Standards and the National Code of Practice for Registration Authorities & Providers of Education & Training to Overseas Applicants 2018.

1.2.   While student enrolled at St Peters international College, the availability of complaints and appeals processes, does not remove the right of students to take action under Australia's consumer protection laws as outlined in Standard 10 of the National Code 2018 "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".

1.3.   SPIC provides students with information prior to commencement of services including any third party arrangements affecting the delivery of training and/or assessment.

1.4.   SPIC recruits' students in an ethical and responsible manner and provide information that enables students to make informed decisions about studying with the registered provider in Australia. SPIC ensures students' qualifications, experience and English language proficiency are appropriate for the course for which enrolment is sought.

1.5.   The Institute will provide or make readily available information to the student that outlines the services the Institute will provide the student, along with the rights and obligations of the student and the Institute. This information is contained in the Institute's Student Handbook, marketing materials, Letter of Offer and Written Agreement.

1.6.   Written agreements stated in SPIC Letter of Offer and Acceptance Agreement between SPI and students set out the services to be provided, fees payable and information in relation to refunds of tuition fees and non-tuition fees.

1.7.   SPIC is to have a written agreement with each international student. SPIC does not accept tuition fees from international students before a Letter of Offer and the acceptance of the agreement signed by the International student or otherwise accepted by that student

1.8.   SPIC enters into a written agreement with the international students, signed or otherwise accepted by that student, concurrently with or prior to accepting tuition fee from the student. The agreement must:

   a)   identify the course or courses in which the student is to be enrolled and any conditions on his or her enrolment

   b)   provide an itemised list of tuition fees and non-tuition fees payable by the student

   c)   provide information in relation to refunds of tuition fees

   d)   set out the circumstances in which personal information about the student may be shared between the registered provider and the Australian Government and designated authorities and, if relevant,

the Tuition Protection Service. This information includes personal and contact details, course enrolment details and changes, and the circumstance of any suspected breach by the student of a student visa condition; and

e) advises the student of his or her obligation to notify SPIC of a change of address while enrolled in the course.

f) Refunds arrangements of tuition fees in the case of student and provider default:

   i. amounts that may or may not be repaid to the student (including any tuition fees collected by education agents on behalf of SPIC);

   ii. processes for claiming a refund;

   iii. a plain English explanation of what happens in the event of a course not being delivered; and

   iv. Scholarship, promotional fees or discount to any course is provided to the student with an intention that they will complete the course and/or course package. In case of any cancellations and whenever there is a fees refund, the reduced fees will be added back and the refund amount will be calculated as per the listed course fees on Website, Handbook or https://cricos.education.gov.au/.

   v. Please also note that in case a student is cancelled on Non Payment, Unsatisfactory Course Progress or Unsatisfactory Attendance, the student may be enrolled in the college on the discretion of CEO. However, re-registration fees and administration fees in addition to the overdue tuition fees will apply. Student may be eligible for credit transfer.

   vi. the following statement: "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".

1.9. Credit Transfer- SPIC recognises qualifications and Statements of Attainment issued by another RTO. Where a student enrols in a qualification delivered and assessed by SPIC, then the Institute will recognise units of competency included on a Statement of Attainment/ Records of results issued to the applicant by another RTO towards the qualification assuming the units meet the packaging rules of the qualification delivered by the Institute and grants credit transfer in those units. Please refer to 'SPIC Credit Transfer & RPL Policy and Procedures' for any further information on this.

1.10. SPIC recognises students' prior learning. Recognition of Prior Learning (RPL) is a process through which applicants gain course credits based on experience gained through similar study (but not direct equivalent), work experience (in any form) or through informal or formal training or other life experiences. Each qualification defines how RPL is to be assessed for that course and the units within

that course. It is important that students lodge an application for RPL with their Application Form. Please refer to 'SPIC Credit Transfer & RPL Policy and Procedures' for any further information on this.

1.11. SPIC ensures that all procedures and policies for students enrolling into a course offered by us are followed correctly. SPIC has a student record management system (WISENET) in place that provides data that meets the AVETMISS Standard.

1.12. For international students, the **Student Support Officer** is to notify the Secretary and TPS Director via PRISMS of the following:

   a. Provider Default within 3 business days of the default occurring and the outcome of the discharge of the Institute's obligation within 7 days after the end of the Institute obligation period (the Institute's obligation period is 10 business days after the day of the default).

   b. Student Default within 5 business days of the default occurring and the outcome of the discharge of the Institute's obligation within 7 days after the end of the Institute obligation period.

2.0   Procedure

2.1   Student Engagement before Enrolment for International Students

Prior to SPI accepting a student, or an intending student, for enrolment in a course, we provide, in print or through referral to an electronic copy of Student Prospectus, current and accurate information regarding the following:

   a) the requirements for acceptance into a course, including the minimum level of English language proficiency, educational qualifications or work experience required and whether course credit may be applicable

   b) the course content and duration, qualification offered if applicable, modes of study and assessment methods

   c) campus locations and a general description of facilities, equipment, and learning and library resources available to students

   d) details of any arrangements with another registered provider, person or business to provide the course or part of the course

   e) indicative course-related fees including advice on the potential for fees to change during the student's course and applicable refund policies

f) information about the grounds on which the student's enrolment may be deferred, suspended or cancelled

g) description of the ESOS framework made available electronically by the Department of Education, and

h) relevant information on living in Australia, including:

I. indicative costs of living

ii. Accommodation options; and

iii. Where relevant, schooling obligations and options for school-aged dependents of intending students, including that school fees may be incurred.

2.2   Application Process

a) On receipt of a completed Application Form - International Student, the **Administration Officer** / **Admin Manager** or authorised delegate will make a decision on eligibility.

b) Each enrolment application is to be assessed to ensure that the student's qualifications, experience and English language proficiency are appropriate for the course for which enrolment is sought. This is completed through completing the Admission requirements.

c) The **Administration Officer** assesses the applicant's previous educational qualifications (either obtained in Australia or overseas) necessary for studying at the required level of the proposed qualification. The application is also assessed to determine whether the applicant meets the required entry level competencies for the particular qualification in which the applicant wants to enrol.

d) If the applicant's educational qualifications do not meet the Institute's admission requirements, other factors may be considered at the discretion of the institute. Verified evidence of these other factors must be included with the application. These other factors may include but not limited to:

   a. Mature age, and or proof of being 18 years or older at the proposed date of commencement, Work experience,
   b. Attitude and aptitude,
   c. Previous academic results,
   d. Attendance / participation rate in the previous institute,
   e. Ability and skills to function in an academic environment,
   f. Possibility to succeed in his/her academic endeavours.

e) Having arrived at an admission decision for the applicant's educational qualifications, the English language skills (language and literacy) will be assessed. If student has a satisfactory IELTS score or equivalent (listed under entry requirements - Please refer to the course guide for further information; https://spic.qld.edu.au/), the applicant will be offered a place in the chosen course.

f)   For onshore applicants, if an applicant has not attended an IELTS program or if the IELTS has expired, and they are unsure of their proficiency, they will be required to attend a meeting with the **Admin Manager**, who may (at CEO's discretion), allow enrolment into the Institute. Each case will be examined on an individual basis and students may be required to sit an English Language Entry Test set out by the **Admin manager**.

g)   For offshore applicants, if an applicant cannot produce a satisfactory IELTS score or equivalent (listed under English language requirements - Please refer to the course guide for further information; https://spic.qld.edu.au/) and if there are doubts about the English language skills to cope in an academic environment, the applicant will be advised to enrol in an English as a Second Language course/ ELICOS course, for an appropriate duration until the student achieves an equivalent of IELTS score required by the course.

h)   If the application is successful, a Letter of Offer and Acceptance Agreement-International Student will be sent to the applicant/ their agent/ representative (including details of tuition fees, commencement dates, OSHC and Visa information).

i)   Applicants wishing to accept the offer must pay the fee requested in the Letter of Offer and Acceptance Agreements, complete, sign and date the Letter of Offer and Acceptance Agreements and return it to SPIC.

j)   Once the completed acceptance agreement and the fee is received (and cleared by the bank) an electronic Confirmation of Enrolment (eCOE) will be generated and sent to the student/ the student's agent/ representative.

k)   Applicants must then apply for a student visa at their Australian Student Visa issuing centre and make travel arrangements to arrive in Australia in time to commence their course.

l)   All completed applications are to be filed into the respective students' folders.

m) No students under 18 will be enrolled in SPIC. Should a student not be 18 at the time of application, but will be 18 at the course commencement date, a statutory declaration from a parent or guardian must be provided along with the application.

2.3   Assessing Students' Qualifications, Experience and English Language Proficiency for International Students

a)   On receipt of a completed Application Form- International Student, the **Admin Manager/ Admin Officer** will make a decision on eligibility.

b) Each enrolment application is to be assessed to ensure that the student's qualifications, experience and English language proficiency are appropriate for the course for which enrolment is sought. This is completed through completing the Admission Checklist.

c) The **Admin Manager/ Officer** assesses the applicant's previous educational qualifications (either obtained in Australia or overseas) necessary for studying at the required level of the proposed qualification. The application is also assessed to determine whether the applicant meets the required entry level competencies for the particular qualification in which the applicant wants to enrol.

d) If the applicant's educational qualifications do not meet the Institute's admission requirements, other factors may be considered at the discretion of the institute. Verified evidence of these other factors must be included with the application. These other factors may include but not limited to:
   i. Mature age, and or proof of being 18 years or older at the proposed date of commencement,
   ii. Work experience,
   iii. Attitude and aptitude,
   iv. Previous academic results,
   v. Attendance / participation rate in the previous institute,
   vi. Ability and skills to function in an academic environment,
   vii. Possibility to succeed in his/her academic endeavours.

e) Having arrived at an admission decision for the applicant's educational qualifications, the English language skills (language and literacy) will be assessed. If student has a satisfactory IELTS score or equivalent (listed under entry requirements- Please refer to the course guide for further information; https://spic.qld.edu.au/), the applicant will be offered a place in the chosen course.

f) English Proficiency Entry Requirements for Vocational Qualifications:

   i. Enrolment into each course requires each International Student to meet the specified IELTS level or equivalent (listed under entry requirements- Please refer to the course guide for further information; https://spic.qld.edu.au/) as per their chosen course.
   ii. Each student is required to provide a certified/agent verified copy of their current IELTS level from their IELTS provider on application to SPIC.
   iii. If the student's IELTS has expired, an Australian Certificate IV qualification or an English language qualification at the upper intermediate level or above studied in Australia can be considered as a suitable entry requirement.
   iv. If the IELTS test or its equivalent (listed under entry requirements- Please refer to the course guide for further information; https://spic.qld.edu.au/) shows that the English language requirements have not been met, then the student will need to undertake a period of study in an English language course that gives an outcome at the upper intermediate level.
   v. In the event that a student does not have formal evidence of English proficiency or of other vocational or higher education qualifications, they will be required to sit an English Language Entry Test. As a result of this test students may be enrolled directly into the course or may be required to undertake a specified period of English language study (ELICOS course).
   vi. International students who are citizens of the following countries are not required to provide evidence of English language proficiency provided they have at least one assessable qualification at year 12 level or above from one of the countries listed and the language in which they undertook the qualification was English.

- Canada (excluding Quebec)
- Ireland
- New Zealand
- Singapore
- South Africa
- United Kingdom (including Northern Ireland)
- United States of America

2.4 Assessing Students' Qualifications, Experience and English Language Proficiency for domestic Students

a) After receiving a completed Enrolment Form- Domestic Student, the Admission Staff will make a decision on eligibility.

b) Students will need to meet the following entry requirements dependent on the chosen course:
   a. Successful completion of Year 10 or equivalent study for Certificate IV levels
   b. Successful completion of Year 11 for Diploma and Advanced Diploma Level of vocational qualifications
   c. Successful completion of the SPIC's Language Literacy and Numeracy (LLN) Test relevant to the levels
   d. Training Package entry requirements must be met and
   e. Applicant must be 18 years of age or above or - Mature aged students who have any have diverse academic, work and/ or life experiences are encouraged to enrol.

c) Each enrolment application is to be assessed to ensure that the student's Language, Literacy and Numeracy skills are appropriate for the course for which enrolment is sought.

d) A qualified assessor assesses the applicant's Language, Literacy and Numeracy skills necessary for studying at the required level of the proposed qualification. The application is also assessed to determine whether the applicant meets the required entry level competencies for the particular qualification in which the applicant wants to enrol.

e) If the applicant's Language, Literacy and Numeracy (LLN) skills do not meet SPIC 's admission requirements, a learner may benefit from undertaking foundation skills training if there is a gap of one ACSF level between their existing performance and the level required to successfully complete a qualification/course. SPIC may also consider it unnecessary to provide foundation skills training unless there is more than one ACSF level difference between the existing level of a learner and the level needed to successfully complete a qualification/course. SPIC may determine that the VET course delivery will address the contextualised gap training needed so that the learner will be able to successfully complete without needing specific foundation skills delivery support. If the gap is too large, for example two ACSF levels, then the College may determine that specific foundation skills support is required.

f) Foundation Skills/ LLN Requirements for Vocational Qualifications:

    i. Enrolment into each course requires each domestic student to meet the specified LLN Skills as per their chosen course.

    ii. Each student is required to take a Language, Literacy and Numeracy Test for a relevant level. The LLN test will be assessed by a qualified assessor using a relevant Assessor Marking Guide.

    iii. If the LLN test result shows that the LLN requirements have not been met, then the student may be required to undertake a period of study in the General English course provided by SPIC that gives an outcome at the required LLN level.

    iv. Applicants who have successfully completed Year 10-12 in an Australian Secondary School or had an Australian Certificate IV qualification may not be required to undertake an LLN test, if they can provide an original or certified statement or certificate of confirmation, issued by a relevant school/ institution.

g) Third Party Agreements: Please note that we do not have third party agreements with any related institutions.

    Other relevant documents:

- Institute's student prospectus
- Marketing materials
- Letter of Offer and Written Agreements
- English Language Entry Test