



# ENROLMENTS POLICY

## 1. PURPOSE

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Empyrean Education Institute is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (SRTOs 2015). As such, Empyrean Education Institute is required to comply with relevant Commonwealth, State and Territory laws regarding and including anti-discrimination and equal opportunity.

Empyrean Education Institute is committed to providing the best practice, professional products and services to its clients and acknowledges it can only succeed in this with effective and efficient quality processes.

The purpose of this policy is to provide fair and equitable process for client enrolment and ensure clients are provided with accurate and sufficient information to make an informed choice about their enrolment and chosen course.

## 2. POLICY STATEMENT

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Empyrean Education Institute is committed to ensuring all clients enrolling on courses are treated fairly and equitable, and are clearly informed of the enrolment process, conditions, details regarding their chosen course, rights and obligations.

Empyrean Education Institute will provide prospective and current clients with advice regarding relevant training products to meet their needs, considering the individual existing skills and competencies.

## 3. DEFINITIONS

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The following words and expressions have the following specific meaning, as in the Standards for Registered Training Organisations (RTOs) 2015.

**Educational and support services** may include, but are not limited to:

- pre-enrolment materials;
- study support and study skills programs;
- language, literacy and numeracy (LLN) programs or referrals to these programs;
- equipment, resources and/or programs to increase access for learners with disabilities and other learners in accordance with access and equity;
- learning resource centres;
- mediation services or referrals to these services;
- flexible scheduling and delivery of training and assessment;
- counselling services or referrals to these services;
- information and communications technology (ICT) support;
- learning materials in alternative formats, for example, in large print;
- learning and assessment programs contextualised to the workplace; and
- any other services that the RTO considers necessary to support learners to achieve competency.
- **Student Identifier** has the meaning given in the *Student Identifiers Act 2014*.



#### 4. POLICY PRINCIPLES

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- 4.1. Information to clients: Prior to enrolment each client is provided with access to a Student Handbook, Course Information, and client policies. (See Client Information Policy)
- 4.2. Enrolment of Individual Clients: Enrolment into training programs will be conducted at all times in an ethical and responsible manner, ensuring fairness and compliance with the Empyrean Education Institute Access & Equity Policy.
- 4.3. Enrolments are subject to availability of places on the training program, based on the maximum number of clients who can be accommodated under the particular circumstances (e.g. safety, capacity of training venue, type of course, learning structures etc. within program).
- 4.4. All prospective clients will be provided with information regarding the RTO and its course, in accordance with Empyrean Education Institute Client Information Policy.
- 4.5. Empyrean Education Institute will review the individual needs of each prospective client, taking into account their existing skills and competencies, advising them of the most appropriate training product to meet their needs.
- 4.6. If a training program is fully booked at the time a client enquires about enrolment into that particular training program they will either be placed on a 'Wait List' or offered a place on another date that the program has been scheduled, which is not fully booked.
- 4.7. Clients on the 'Wait List' are given priority should a place become available. This is strictly on a first-in, first-served basis.
- 4.8. Enrolments will be considered tentative until payment and the Student Identifier has been received. Should enrolment numbers reach maximum, and another person wishes to enrol on a course where there is a tentative enrolment. The tentative booking will be contacted to confirm payment. If payment is not made the place will be given to the new client.
- 4.9. All Clients enrolled on courses are advised in writing, upon receipt of their enrolment form and payment, that their place on the course is confirmed.
- 4.10. Course fees are payable in advance (subject to Financial Management Policy – Course Fees).

#### 5. SPECIAL NEEDS OF CLIENTS

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- 5.1. Clients intending to enrol for training are requested, to advise of any physical or other impairments/ needs (e.g. English language difficulties, dyslexia) which may adversely affect their ability to successfully undertake the training. (See Access & Equity Policy)
- 5.2. Language, Literacy and Numeracy Abilities of Clients

Clients intending to enrol for training are assessed on their language, literacy and numeracy abilities to determine their capability to successfully undertake the training and determine whether any additional support is needed.



## 6. ENGLISH LANGUAGE PROFICIENCY

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Before being considered for admission, international applicants from countries where English is not the first language must demonstrate that they have an adequate level of proficiency in English; English language proficiency may be demonstrated by any of the following:

- 6.1. IELTS test results sheet
  - 6.1.1. Score of 5.0 for entry to EEI's Certificate III and IV courses
  - 6.1.2. Score of 5.5 for entry into EEI's Diploma/Advanced Diploma courses
- 6.2. Other internationally recognized testing results sheet TOEFL (paper)
  - 6.2.1. Score of 500 for entry to EEI's Certificate III and IV courses
  - 6.2.2. Score of 525 for entry to EEI's Diploma courses.
- 6.3. TOEFL (Computer)
  - 6.3.1. Score of 175 for entry to EEI's Certificate III and IV courses
  - 6.3.2. Score of 195 for entry to EEI's Diploma courses.
- 6.4. Certificate/Diploma
  - 6.4.1. Certificate of completion of an English course completed in Australia at a minimum level of intermediate or Certificate III in Spoken and Written English
- 6.5. Certificate/Diploma
  - 6.5.1. Completion of another course in Australia that had the same English entry requirement i.e. another Diploma, trade certificate, university degree
- 6.6. ISPLR – score of 3
- 6.7. HSC – completed in Australia.
- 6.8. HSC Foundation studies completed in Australia
- 6.9. ESL – completed as part of HSC completed in Australia.
- 6.10. Applicants who do not meet the minimum English level requirement, after having their English language proficiency assessed, will be advised by an EEI Enrolment officer that they need to undertake a preliminary English course.
- 6.11. Based on the results of the assessment, EEI Student Administration will recommend the approximate duration of time that the student would need to study ELICOS at approved ELICOS institutions in order to attain a level equivalent to an IELTS score of 5.0 or 5.5. Student's visa will be extended for applicants who are required to undertake ELICOS studies. Student visa approval is subject to Department of Immigration and Border Protection (DIBP) approval.
- 6.12. Once students who do not meet the minimum English level requirement have completed a preliminary English course, their English language proficiency is formally tested again to ensure that it is satisfactory. If student passes the test, the test is marked with an approved stamp and signed by the EEI Student Administration.



## 7. ACADEMIC CRITERIA

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- 7.1. The minimum qualification required for entry to EEL program (s) is a Year 10 or 11 or 12 qualifications or its equivalent depending on the course enrolled.
- 7.2. International Students please refer to the Department of Immigration and Border Protection (DIBP) website for visa conditions and assessment level [www.immi.gov.au](http://www.immi.gov.au)
- 7.3. There is no requirement for the student to get his qualification assessed by the relevant Australian Authority but the student should submit the attested copies of his/her qualification, academic transcript or any work experience.
- 7.4. If any document is in a language other than English, copy of the translated document should be submitted.

## 8. UNIQUE STUDENT IDENTIFIER

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- 8.1. All clients are required to provide their unique Student Identifier, in accordance with requirements of Student Identifier Act
- 8.2. Students will be advised on the process of obtaining a Student Identifier if they do not already have one, via <http://www.usi.gov.au/Pages/default.aspx>
- 8.3. Empyrean Education Institute will verify and maintain all Student Identifier numbers in its EBECAS Student Management System (SMS).

## 9. RECOGNITION

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- 9.1. Mutual Recognition, Credit Transfer and Recognition of Prior Learning are acknowledged and accepted as a standard practice of Empyrean Education Institute. (See Recognition policy)
- 9.2. Students can apply for Recognition to Prior Learning or credit transfer for the units outlined in course structure of the qualification they wish to gain. Applications must be made prior to confirmation of enrolment. Students can be admitted;
  - 9.2.1. Provided that an applicant has fulfilled the relevant progression and assessment requirements of the course by means other than attendance on the planned course, and will be able by completing the remaining requirements to fulfil the objectives of the course and attain the standard required for the qualification, that applicant may be admitted to any appropriate point in the course
  - 9.2.2. Admission with RPL/exemption is subject to the same principles, as admission to the beginning of a Course
  - 9.2.3. Decisions to admit RPL students will be made at point of entry and shall follow RPL Policy and Procedure
  - 9.2.4. Recognition of prior learning is generally used as a term including both prior certificated learning and experiential learning.

## 10. CONFIRMATION OF ENROLMENT

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- 10.1. Upon acceptance of enrolment the client is provided with written confirmation of their enrolment, including a schedule for training dates, times and location of training



## 10.2. Changes to Training & Assessment

10.2.1. Any changes to a training program, services or third-party provider will be advised to clients, as soon as possible prior to the date the change is to occur.

## 10.3. Cancellation of Courses

10.3.1. It is NOT Empyrean Education Institute normal policy to cancel scheduled training programs. However, if for some unforeseen reason a course is cancelled or postponed, all clients will be offered the opportunity to attend the training program on another date, at another location (if available) or in another delivery mode.

10.3.2. If the client does not accept the offer, or for some reason the offer cannot be made, the course fees will be refunded in full within one week of the date of the cancellation of the course. (See Refund Policy)

## 10.4. Refund for Cancellation of Enrolment by Client

10.4.1. Refunds can be provided, in accordance with Empyrean Education Institute Refund Policy. (See Refund policy)

## 11. ENROLMENT TRANSFERS

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11.1. The procedure for RPL/Exemption may be used to permit a student who has successfully completed all or part of one course of study to transfer to another related program of study

11.2. As stipulated in the National Code of Practice 2007, EEI must not knowingly enrol a student who wishes to transfer from another provider prior to the student completing six months of their principal course of study except under the following conditions:

- The original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered
- The original registered provider has provided a written letter of release
- The original registered provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her principal course
- Any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.

11.3. EEI follows Assessing Applications for Provider Transfer Policies & Procedures when assessing students who wish to transfer from another provider.

11.4. Transfer to another "Course date" – Clients can transfer to another course date, providing they make a request in writing a minimum of one week in advance. The transfer is subject to course availability

11.5. Transfer to another "Course" – Should a client wish to transfer to another course, they need to make the request in writing a minimum of one week in advance. The transfer is subject to course availability.



## 12. RECORDS OF ENROLMENT

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- 12.1. Empyrean Education Institute is obligated to report all enrolments, in compliance with national reporting requirements. (See Management of RTO Policy)
- 12.2. Individual client records are created for each enrolment and maintained for a period of 30 years. (See Records Policy)
- 12.3. All individual clients have access to their own records, and the progress of their learning.
- 12.4. All documentation from Enrolment processes are maintained in accordance with Records Management Policy. (See Records Management Policy)

## 13. FEES

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- 13.1. Fees are collected in accordance with the Fees processes. (See Financial Management Policy)

## 14. STUDENT INDUCTION

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- 14.1. Empyrean Education Institute provides clients with induction/orientation to ensure they have appropriate information to facilitate their interactions with Empyrean Education Institute and their learning.
- 14.2. Each client receives a copy of the Empyrean Education Institute Student Handbook which outlines key information including their rights and responsibilities as a learner.
- 14.3. All clients sign an acknowledgment that they have received, read and understood Empyrean Education Institute policies and details within the Student Handbook.

## 15. EMPYREAN RESPONSIBILITIES

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- 15.1. The EEI Compliance Manager is responsible for ensuring compliance with this policy
- 15.2. Administration staff are responsible for correct and accurate enrolments in accordance with this policy and procedures.

## 16. ACCESS & EQUITY

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- 16.1. The Empyrean Education Institute Access & Equity Policy applies. (See Access & Equity Policy)

## 17. RELATED LEGISLATION & REGULATIONS

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- Education Services for Overseas Students (ESOS) Act 2000
- The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018, known as 'the National Code 2018' Standard 8
- Standards for Registered Training Organisations (RTOs) 2015