

Version	1.1
Last Amended	16 January 2017
Approved By	CEO
Date Approved	16 January 2017
Reference	Formalisation of Enrolment Policy and Procedures v1.1

Formalisation of Enrolment Policy and Procedures

1 Policy Statement

- i) The purpose of this policy is to indicate the requirements of the Enrolment Acceptance Agreement that is to be accepted prior or at the same time as accepting course money from students.

2 Scope

This policy applies to:

- Students enrolled at Windsor
- Windsor staff

All staff are made aware of the requirements of this policy through staff induction, regular meetings, staff updates and continuous improvement practices. Students are made aware of this policy through the Student Prospectus, College's website, Student Handbook, and during the enrolment and orientation processes.

3 Procedure

- In following the requirements of Standard 3 from the National Code, all international students are required to complete an 'Enrolment Acceptance Agreement' confirming their acceptance of the offer made into any course offered by the Windsor and prior to paying any fees to the Windsor.
- An Enrolment Acceptance Agreement is issued with the Offer of Enrolment i.e. when a student has submitted a completed Enrolment Form along with the required documents and has been deemed eligible for the purposes of studying as a full time international student at Windsor
- Student Administration will provide each potential student with an Enrolment Acceptance Agreement as the final stage of acceptance into a course of study with the Windsor. This agreement is to be signed and submitted by the student with appropriate payment to support their enrolment.
- The 'Enrolment Acceptance Agreement' must contain as a minimum the following information:
 - 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 course money payable by the student;

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- c. Provide information in relation to refunds of course money;
 - 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. Advise the student of his or her obligation to notify the registered provider of a change of address while enrolled in the course'
 - f. Amounts that may or may not be repaid to the student (including any course money collected by education agents on behalf of the registered provider)
 - g. Processes for claiming a refund;
 - h. A plain English explanation of what happens in the event of a course not being delivered; and
 - i. 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".
- This agreement shall be signed and returned to the Windsor as an indication that the student accepts the terms and conditions imposed when studying with the Windsor.
 - The student must be of 18 years of age to be able to complete this agreement and sign the declaration.
 - The signed declaration indicates the student agrees with following:
 - Agrees to be bound by the Windsor policies and procedures and any amendments made to.
 - Agrees to undertake a testing requirement prior to any course entry if deemed necessary by the Windsor and adhere to any other pre-requisites identified above.
 - Agrees to pay all fees required on or by the due date as notified in writing by the Windsor or as per the invoice.
 - The Windsor reserves the right to cancel any course prior to the commencement date of the course should it deem it necessary and in that event, shall refund all payments received from the Applicant.
 - Refunds are made when a student application supports one of the below reasons for refund. Any refundable amounts owed to the student will be made within 14 days.
 - o The course does not start of the agreed starting date which is notified in the Offer of Enrolment
 - o The course stops being provided after it starts and before it is completed
 - o The course is not provided fully to the student because the college has a sanction imposed by a government regulator
 - o If the course defaults, refunds will be granted in accordance with the provisions of the ESOS Act
 - Where a student' contact details change while studying with the Windsor the student must advise the Windsor of these changes within 7 days. These details include but are not limited to details such as address and contact phone details.
 - The 'Enrolment Acceptance Agreement' will also include information relating to the documented refund policy and procedures.
 - The signed Enrolment Acceptance Agreement will be kept on the students file along with their initial application and all other documents relevant to the student's enrolment.

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- Any original documents submitted and the signed Enrolment Acceptance Agreement will be copied and sent back to the student with a confirmation.

4 Related Standard

This policy/procedure supports 'Standard 3' of the 'National Code of Practice for Registration Authorities & Providers of Education & Training to Overseas Students 2007', which states:

'Written agreements between registered providers and students set out the services to be provided, fees payable and information in relation to refunds of course money.'

5 Related Documents/Forms

1. Application for Refund Form
2. Complaints/Appeal Form

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