



Enrolment Policy – International Students

Definitions

PRISMS – Provider Registration & International Students Management System

DIBP – Department of Immigration and Border Protection

eCOE – electronic Confirmation of Enrolment

Policy Statement

Kingggdom Institute of Management will ensure that it enters into a written agreement with all international students, that are signed or otherwise accepted by that student (or the student's parent or legal guardian if the student is under 18 years of age), concurrently with or prior to accepting course money from the student. The agreement must:

1. Identify the course or courses in which the student is to be enrolled and any conditions on his or her enrolment;
2. Provide an itemised list of course money payable by the student;
3. Provide information in relation to refunds of course money;
4. Set out the circumstances in which personal information about the student may be shared between Kingggdom Institute of Management and the Australian Government and designated authorities, the Tuition Protection Service and the ESOS Assurance Fund Manager. 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
5. Advise the student of his or her obligation to notify Kingggdom Institute of Management of a change of address while enrolled in the course.

Kingggdom Institute of Management must include in the written agreement the following information, which is to be consistent with the requirements of the ESOS Act, in relation to refunds of course money in the case of student and provider default:

1. 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);
2. Processes for claiming a refund;
3. A plain English explanation of what happens in the event of a course not being delivered; and
4. 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".

A copy of each written agreement between Kingggdom Institute of Management and the student must be maintained on the Student File.



Procedure

An International Student Course Acceptance Agreement must be issued to each intending international student with the Letter of Offer and supporting documentation. Each International Student Course Acceptance Agreement that is issued to an intending international student of Kingggdom Institute of Management must contain the following information:

- Identify each CRICOS registered course for which the student has been offered a place;
- Any conditions on the student's enrolment (these may include but are not limited to):
 - Satisfactory completion of ELICOS course;
 - Evidence of attaining a minimum 5.5 IELTS;
 - Satisfactory completion of a course that has an entry requirement.
- Provides an itemised list of all course money that is compulsory for satisfactory completion of the course (including but not limited to):
 - Non-refundable application fees;
 - Total tuition fees;
 - Fees per semester;
 - Tool Kit or uniforms (where relevant);
 - Educational Resources including text books, workbooks etc. (where relevant);
 - Any additional charges for photocopying, printing etc.;
 - Licensing and registration fees where these are collected by Kingggdom Institute of Management (where relevant);
 - Where the student is under the age of 18 years and homestay or boarding is provided by or arranged by Kingggdom Institute of Management and the student must pay these fees in order to pursue enrolment in the course or courses at Kingggdom Institute of Management, these must be itemised also.

Where the course fees are not compulsory but optional, these should be detailed on the International Student Course Acceptance Agreement also and clearly marked as optional.

All costs associated with reassessment charges, charges for replacement academic records or statements of attainment etc. must be itemised in the Student Handbook and must be made available to students as part of the supporting documentation to be issued with the Letter of Offer.

Receiving International Student Course Acceptance Agreements

Kingggdom Institute of Management may receive International Student Course Acceptance Agreements by a range of methods including the following:

- In person;
- Via email;
- Via an education agent or other representative;
- In traditional post (hard copy).

Where the Administration Officer receives the International Student Course Acceptance Agreement electronically, any electronic confirmation of enrolment (eCOE) issued from PRISMS on behalf of the organisation must be conditional on the receipt of the original copy of the agreement and satisfactory clearance of any bank cheques / bank draft for payment of course money to be indicated on the eCOE.

It is expected that the original documentation signed by the student will be received by Kingggdom Institute of Management within 14 days of the student's International Student



Course Acceptance Agreement being forwarded to Kingggdom Institute of Management electronically.

Where the Administration Officer receives an International Student Course Acceptance Agreement, they must confirm that:

- It is completed accurately;
- The student has acknowledged receiving the ESOS Framework by placing a tick in the relevant box;
- Where the student is under the age of 18 years, a parent or legal guardian has also signed the agreement;
- The International Student Course Acceptance Agreement details remain the same as those issued on the Letter of Offer; and
- All signatures match across all documentation.

Receipt of Course Money

The Administration Officer of Kingggdom Institute of Management must only accept course money from an international student or intending international student after Kingggdom Institute of Management has issued to the student a Letter of Offer with all supporting documentation including an International Student Course Acceptance Agreement and that student has had *sufficient time* to consider their options and make an informed decision about studying in Australia with Kingggdom Institute of Management. It should be noted that 'sufficient *time*' for a potential student who is offshore for example would be considered that the Administration Officer (or other employee of Kingggdom Institute of Management) has:

- Received an application for enrolment from the student;
- Assessed the student's eligibility for enrolment;
- Emailed the student, education agent or other representative the acceptance of the application with all supporting documentation and the International Student Course Acceptance Agreement; and
- The student, education agent or other representative returns the completed International Student Course Acceptance Agreement.

Where the Administration Officer receives a copy of a bank cheque / draft cheque with the International Student Course Acceptance Agreement, they must ensure that this is noted:

- On the student file;
- On the student's eCOE; and
- In their calendar as an item for follow up in 14 days.

Where the International Student Course Acceptance Agreement or accompanying documentation states that a direct deposit has been paid into the Kingggdom Institute of Management banking account using the details provided by Kingggdom Institute of Management, the Administration Officer must confirm that the payment has been received prior to issuing an eCOE.

Once payment details have been confirmed, the Administration Officer may issue an eCOE for the student following the steps in the PRISMS database for the issuance of an eCOE.



Where the student has requested to be enrolled in multiple courses with Kingggdom Institute of Management, for example a Certificate III in Business Administration, a Certificate IV in Business and a Diploma of Business, the Administration Officer must:

- Issue a separate eCOE for each course that the student has requested enrolment in;
- Ensure that the commencement and end dates of each course are based on the end dates of the previous course with sufficient gap where possible or requested (requests must not exceed 28 days between course dates); and
- Where credit transfer has been approved, the course duration of any courses enrolled in is adequately reduced from the relevant eCOE.

Issuing the eCOE

When the Administration Officer has finished creating the eCOE(s), he/she must print a copy for the Student File, as well as create a PDF version to be sent to the student (or provided in hard copy if the student is in person).

Where the International Student Course Acceptance Agreement was provided electronically, the PDF version of the eCOE must be attached to the originating email and sent to the person requesting it (either the student or the student's representative).

Commencement of Study Period

At the commencement of each study period, the Administration Officer must run a report from the PRISMS database to confirm each student who is due to commence on the specified date. Where a student fails to attend the compulsory orientation session and/or commence their course within 14 days of the course commencement date and the student, parent, legal guardian, education agent or other representative has provided no notification of a delay, the Administration Officer must notify the Chief Executive Officer immediately before the end of the 14th day.

Reporting Non-Commencement

Where Kingggdom Institute of Management becomes aware of a student failing to attend the compulsory orientation session and/or commence their course within 14 days of the course commencement date as specified on the student's eCOE and no notification of a delay due to student visa processing or a request for deferral under Standard 13 of the National Code has been provided by the student, parent, legal guardian, education agent or other representative, the Chief Executive Officer must report this to the Department of Immigration and Border Protection (DIBP) via PRISMS in accordance with Section 19.1(c) of the ESOS Act 2000 within 14 days.