

Policy Name:	Student Engagement Before Enrolment
Policy Number:	2-CRICOS-2011
Current Version:	04-01/07/2014
Next Revision Date:	July 2015
Purpose:	To ensure that the marketing of our education and training services is professional, accurate and maintains the integrity and reputation of the industry and provides potential students with sufficient information for them to make an informed decision.
Scope:	All Staff and International Students
Exceptions:	Domestic Students
Policy Owner:	Marketing & Student Recruitment Manager
Related policies and legislation:	<ul style="list-style-type: none"> Education Services for Overseas Students (ESOS) Act 2000 (https://www.aei.gov.au/ESOS) The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 (https://www.aei.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/Documents/National_Code_2007_pdf.pdf) For further detailed information on the legislative requirements in the National Code 2007, see National Code Explanatory Guide (https://aei.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/Pages/default.aspx)
Internal procedures guided by this policy:	N/A
Published Location	<ul style="list-style-type: none"> Y:\Administration - Compliance/Policy & Procedure - Master File/CRICOS

Revision History

Revision Date:	Status: (Draft/Final)	Summary of Changes	Prepared/Approved By:	Revision #:
03/02/2011	Draft	Formatting	Institute Coordinator	01
07/04/2011	Final	Review & release	Institute Coordinator	02
18/05/2011	Final	Audit review	Institute Coordinator	03
01/07/2014	Final	Updated web links, staff titles and govt department	Systems Administrator/Dean and Executive Officer	04

Glossary of Terms/Definitions

Appeal	An appeal is a process for requesting a formal change to a decision.
ASQA	Australian Skills Quality Authority
Course Credit	Prior formal study undertaken at a tertiary institution (i.e. TAFE, other universities either Australian or international) credited towards a new academic program.
CRICOS	Commonwealth Register of Institutions and Courses for Overseas Students.
DeptEd	(Former) Department of Education Employment and Workplace Relations (since September 2013, the "Department of Education").
English Language Proficiency	Meeting a nominated level of English language skills. See Department of Immigration and Border Protection.
ESOS	Education Service for Overseas Students.
Formal Complaint	A complaint made in writing.
Mode of Study	Refers to the way in which a student is enrolled in a course/program of study: internal, external or a mixture of the two.
PGA IGI	PGA International Golf Institute.
PRISMS	Provider Registration and International Students Management System (PRISMS). This site provides Australian education providers with the electronic Confirmation of Enrolment (eCoE) facilities required for compliance with the Education Services for Overseas Students (ESOS) Legislation.
Work Experience	Utilising workplace expertise as a requirement for acceptance into a course.

Procedure Measures

Procedure Measures	Target
That the marketing of our education and training services is professional, accurate and maintains the integrity and reputation of the industry.	100%

Distribution

All Directors
All Staff
All International Students

1.0 Marketing Information Guidelines

The PGA IGI ensures that the marketing of our education and training services is professional, accurate and maintains the integrity and reputation of the industry. Prior to accepting an intending overseas student for enrolment in a course, the PGA IGI provides in writing or through referral to an electronic copy, current and accurate information regarding the following:

- The requirements for acceptance into a course, including the minimum level of English language proficiency, education qualifications or work experience required and whether course credit may be applicable;
- The course content and duration, qualification offered, modes of study and assessment methods;
- Campus locations and a general description of facilities, equipment, and learning resources available to students;
- Details of any arrangements with another registered provider, person or business to provide the course or part of a course;
- Course related fees and our refund policy;
- Information about the grounds by which the student's enrolment may be deferred, suspended or cancelled;
- A description of the ESOS framework made available by the Department of Education
- Relevant information on living in Australia, including:
 - Indicative costs of living;
 - Accommodation options and costs;
 - Information on Australian currency and Customs requirements.

2.0 How Marketing Information is Provided

As part of our pre-enrolment engagement and to ensure we comply with our marketing information guidelines, we provide all of the following to applicants to assist them to make an informed decision.

- Program prospectus (electronic or hard copy)
- A description of the ESOS framework made available by the Department of Education (www.aei.gov.au)
- Course outline & study schedule
- Information on our website.

2.1 We may also provide:

- Face to face meetings
- Contact with current or past students
- Guided tours of our facilities and meetings with Trainers & Assessors.

3.0 Assessment of English Language Proficiency

A student is required to have attained English Language skills of a level that will enable them to communicate effectively on arrival in Australia, and to be able to successfully participate in our courses. For a Diploma program we require an IELTS score of 5.5 or equivalency, with no sub-score less than 5 (or equivalent or deemed appropriate by the PGA IGI). Certificate II to IV courses require an IELTS score of 5 (or equivalent or deemed appropriate by the PGA IGI).

As part of the enrolment process, students are required to provide certified copies of evidence of achieving the required English Language level. Scanned copies of certified documents may be accepted for initial processing of applications; however original copies MUST be received within 10 working days for eCOE purposes.

4.0 Other Program Requirements

4.1 Age

A student must be at least 17 years of age at the time of issuing of their eCOE.

4.2 Golf Handicap

A golf handicap of 18 or better for male and 25 or better for females. This must be supported by certified proof such as a GolfLink or equivalent ranking system. Some consideration may be given to students from emerging golf nations.

4.3 Educational Requirements

Successful completion of year 12 or equivalent of the Australian schooling system. This must be supported by certified copies of school reports and academic records and be submitted with certified English translated copies for all documents written in a foreign language.

4.4 Relevant Work Experience

No relevant work experience criteria currently exist.

4.5 Mature Age Entry

Applicants who are over 20 years of age, and who do not meet the educational requirements may apply for consideration of entry as a mature age student. Applications must be supported by certified copies of school reports and academic records and be submitted with certified English translated copies for all documents that are written in a foreign language. Mature age entry applicants will be assessed on an individual basis.

5.0 Pre-enrolment Engagement

Prior to the PGA IGI formalising student enrolment the Marketing & Student Recruitment Manager will provide, in hard or soft copy the following:

- International student prospectus
- Program application form.

The applicant is required to complete and return the program application form to the Student Services & Administration Coordinator with the following (certified copies are accepted by email but must also be sent by post):

- Certified copies of passport
- Certified copies of academic records (with certified English translation if required)
- Proof of golf handicap
- Playing Kit fee.

The Student Services & Administration Coordinator reviews the application form and documentation to ensure all application and course entry requirements have been met. The applicant is informed via email if they are required to supply additional information, or if their application is successful and will proceed to the next stage: the formalisation of enrolment. Prior to formalising enrolment the Student Services & Administration Coordinator also provides the applicant with:

- A description of the ESOS framework made available by the Department of Education as a link and/or PDF copy
- Student handbook
- Other information deemed relevant.

If an applicant is not successful in meeting our entry requirements the Student Services & Administration Coordinator will inform them in writing via an email attached letter as to the reason why their application has not been successful. The Student Services & Administration Coordinator will create a file for all applications regardless if they are successful or not, all documentation will be placed in the file and the file will be stored in the central filing system.

This policy will be reviewed annually and revision history updated.