

Policy Name:	Formalisation of Enrolment
Policy Number:	3-CRICOS-2011
Current Version:	04 – 1/07/2014
Next Revision Date:	July 2015
Purpose:	To ensure our enrolment agreement clearly sets out the student's rights and responsibilities, including the program details, money payable and services to be provided.
Scope:	Enrolling International Students
Exceptions:	Domestic Students
Policy Owner:	Dean & Executive Officer
Related policies and legislation:	<ul style="list-style-type: none"> • Education Services for Overseas Students (ESOS) Act 2000 (https://www.aei.gov.au/ESOS), *Education Services for Overseas Students Amendment Act 2014. • 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:	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	Formatting	Institute Coordinator	02
25/05/2011	Final	Change information for complaints to third party person to the Overseas Student Ombudsman (OSO).	Institute Coordinator	03
01/07/2014	Draft	Updated web links and staff titles.	Systems Administrator/Dean and Executive Officer	04

Glossary of Terms/Definitions

Conditional Offers	An offer may be made to a prospective student where they must satisfy certain conditions prior to enrolment. Such conditions may include satisfactory completion of the student's previous program, and/or minimum English required. Students must show evidence of meeting the conditions of offer prior to program commencement. If a student is not able to meet the conditions of entry we will refund all money paid in advance (usually the surety fee), this does not include our \$250 playing kit fee.
CRICOS	Commonwealth Register of Institutions and Courses for Overseas Students.
DeptEd	The Department of Education.
DIBP	Department of Immigration and Border Protection.
ESOS	Education Service for Overseas Students.
OSHC	<p>We inform students in our written agreement that it is a condition of student visas that international students maintain Overseas Student Health Cover (OSHC) for the duration of their program. They are advised in our written agreement and at orientation that it is the student's responsibility to ensure that they maintain a valid OSHC membership for the duration of their visa. The PGA IGI will arrange OSHC membership for international students if requested.</p> <p>The Department of Health has advised that the following students do not need OSHC:</p> <ul style="list-style-type: none"> • As a result of an agreement between the Australian and Norwegian governments, all Norwegian students are provided with adequate health insurance by the Norwegian government. • Swedish students with health insurance provided by CSN International (the Swedish National Board of Student Aid). • All Belgian students are considered to have met 'adequate insurance' requirements on the basis of the Reciprocal Health Care Agreement between Australia and Belgium.
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.

Procedure Measures

Procedure Measures	Target
Compliance with National Code - Standard 3	100%

Distribution

All Directors
All Staff
All International Students

INTRODUCTION

The PGA IGI formalises enrolment by entering into a written agreement between the PGA IGI and the student. The agreement aims to ensure the obligations and rights of both the PGA IGI and the student are clearly set out, including the program money payable and services to be provided.

Our agreement:

- Identifies the course in which the student is to be enrolled and any conditions of his or her enrolment
- Indicates start and end dates, CRICOS program code, orientation dates
- Provides an itemised list of course money payable by the student
- Provides information in relation to refunds of course money
- Sets out the circumstances in which personal information about the student may be shared between the PGA IGI and the Australian Government and designated authorities and, if relevant, the Tuition Protection Service and the ESOS Assurance Fund Manager
- Advises the student of his or her obligation to notify the PGA IGI of a change of address while enrolled in the course
- Advises the student of the requirement to maintain Overseas Student Health Cover for the period of their student visa
- Shows amounts that may or may not be repaid to the student
- Processes for claiming a refund
- A plain English explanation of what happens in the event of a course not being delivered
- 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 statement that advises the student if they have concerns about the actions of the PGA IGI, they may approach the Overseas Student Ombudsman.

1.0 Formalisation of Enrolment

The Student Services & Administration Coordinator forwards a Letter of Offer and Fee Agreement form to the prospective student via an emailed attached letter. The documents contain all the information required by Standard 3 of the National Code. The email advises the prospective student that they must not send any program fees until they have read, signed and returned the Letter of Offer and Fee Agreement Form. The Letter of Offer and Fee Agreement are both part of our written agreement with the student.

On receipt of the signed Letter of Offer and Fee Agreement form the Student Services & Administration Coordinator informs the student that they are required to pay a course surety fee (deposit) and that the remainder of fees are due on or before the first day of class. The student is sent a statement for money paid and outstanding. The Student Services & Administration Coordinator will file all formalisation of enrolment documents, email correspondence, and other related documents in the student file.

The PGA IGI does not allow our agents to collect money from the student on our behalf, in formalising our student agreement we request that the student send all fee payments directly to our bank account. The PGA IGI expects payment of the first study period, whether trimester or semester, during the enrolment period. Subsequent payment for study periods will be requested two weeks prior to their commencement.

This policy will be reviewed annually and revision history updated.