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## International Student Recruitment and Enrolment Policy & Procedures

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### Scope of the policy

This policy applies to ICM which is a Registered Training Organisation (RTO) for its international students and all staff who deal with all matters concerning Vocational Education and Training (VET). This policy supports the ESOS National Code 2018, and Standards for Registered Training Organisations (RTOs) 2015 – Standard 1, 3, 4 and 5.

### Policy

1. ICM provides students with information prior to the commencement of services including any third-party arrangements (Education Agents) affecting the delivery of training and/or assessment.
2. ICM will use onshore and offshore education agents to market its courses.
3. ICM recruits students in an ethical and responsible manner and provides information that enables students to make informed decisions about studying with the registered provider in Australia.
4. ICM ensures students' admission requirements of the course are verified for which enrolment is sought.
5. The ICM will provide or make readily available information to the student that outlines the services the ICM will provide the student, along with the rights and obligations of the student and the ICM. This information is contained in the ICM's student prospectus.
6. Written agreements stated in the ICM Letter of Offer and Acceptance Agreement between ICM, and students set out the services to be provided, fees payable, and information in relation to refunds of tuition fees.
7. ICM is to have a written agreement with each student. ICM does not accept tuition fees from international students before a Letter of Offer and Acceptance of the written Agreement-International Student has been signed or otherwise accepted by that student (or the student's parent or legal guardian if the student is not yet 18 at the time of enrolment, however, will be at the course commencement date).
8. ICM enters into a written agreement with the student, signed or otherwise accepted by that student, concurrently with or prior to accepting tuition fee from the student.  
The agreement must:
  - a. identifies the course or courses in which the student is to be enrolled and any conditions on his or her enrolment
  - b. provides an itemized list of tuition fees payable by the student
  - c. provides information in relation to refunds of tuition fees
  - 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 <https://tps.gov.au/StaticContent/Get/StudentInformation>. 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. advises the student of his or her obligation to notify ICM of a change of address while enrolled in the course.
9. ICM includes in the written agreement the following information, which is to be consistent with the requirements of the ESOS Act, in relation to refunds of tuition fees in the case of student and provider default:
  - a. amounts that may or may not be repaid to the student
  - b. processes for claiming a refund.

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## International Student Recruitment and Enrolment Policy & Procedures

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c. a plain English explanation of what happens in the event of a course not being delivered; and 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".

10. ICM ensures that all procedures and policies for students enrolling into a course offered by us are followed correctly. ICM has a student management system in place that provides data that meets the AVETMISS Standard.

11. For international students, the CEO is to notify the Secretary and TPS Director via PRISMS of the following:

a. Provider Default within 3 business days of the default occurring and the outcome of the discharge of the ICM's obligation within 7 days after the end of the ICM obligation period (the ICM's obligation period is 14 days after the day of the default).

b. Student Default within 5 business days of the default occurring and the outcome of the discharge of the ICM's obligation within 7 days after the end of the ICM obligation period

### Procedure

1. Student Engagement Before Enrolment for International Students Prior to ICM accepting a student, or an intending student, for enrolment in a course, our website contains the electronic copy of Student Prospectus, current and accurate information regarding the following:

a. the requirements for acceptance into a course, including the admission requirements of the course required and whether course credit may be applicable

b. the course content and duration, qualification offered if applicable, modes of study and assessment methods

c. campus locations and a general description of facilities, equipment, and learning and library resources available to students

d. details of any arrangements with another registered provider, person or business to provide the course or part of the course

e. indicative course-related fees including advice on the potential for fees to change during the student's course and applicable refund policies

f. information about the grounds on which the student's enrolment may be deferred, suspended, or cancelled

g. description of the ESOS framework made available electronically by the Department of Education, and

h. relevant information on living in Australia, including:

i. indicative costs of living

ii. Accommodation options; and

iii. where relevant, schooling obligations and options for school-aged dependents of intending students, including that school fees may be incurred.

## 2. Student Enrolment

At ICM, our approach to enrolment and induction is to provide a pathway for students to make informed decisions about their training and assessment and enter a training pathway that is the right fit for the student and their current or future employer. We strive to identify a student's needs through our education agents or the ICM staff during the enrolment process to ensure that our services to each individual student are appropriately adjusted to allow for their unique requirements.

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## International Student Recruitment and Enrolment Policy & Procedures

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ICM will accept the student enrolments both directly through ICM staff members or education agents for all overseas students' recruitment and initial enrolment process. ICM recruit's students in an ethical and responsible manner and provides information that enables students to make informed decisions about studying with the registered provider in Australia.

To achieve this, ICM Staff member or Education agent will:

- Provide persons making an enquiry with accurate and ethical marketing and pre-enrolment information that enables them to make confident and suitable decisions about selected training programs;
- Conduct a one-on-one pre-enrolment interview either face-to-face or telephonic interview to individually assess the person's needs and circumstances and provide them information about their rights and obligations;
- Provide information about the pre-enrolment interview where students engage with agent or staff member to get more details about their goals, learning outcomes, experience and any other details that will help RTO in informing students if the course they are applying for meet their needs;
- Provide information about any additional requirements for their desired training program and pathways to obtain these;
- Provide information about the occupational outcomes produced by their selected program and discuss how these align with their occupational goals and aspirations;
- Determine if the applicant has the required access to information technology including modern computer systems and access to the internet if applicable.
- Determine that the applicants have appropriate language, literacy, and numeracy (LLN) skills and abilities to meet the requirements of their desired training program;
- Determine if the applicant has any need for reasonable adjustment at the point of enrolment to allow training programs to be suitably adjusted;
- Ensure there are no unnecessary barriers for persons to participate in the training program of their choice.
- Provide comprehensive administrative support that allows the applicant to complete enrolment efficiently and commence training at an agreed time and place; .
- Support services are mentioned more clearly at Pre-Enrolment interview form, Training and assessment policy, and course progress and attendance policy to demonstrate the implementation of the appropriate system to provide student support and to determine the student support needs for each student during enrolment.

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## International Student Recruitment and Enrolment Policy & Procedures

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- Inform applicants about alternate pathways to training such as gaining national recognition for current competence or recognition of prior learning.

### **Initial contact**

The primary purpose of the initial contact process is to establish the needs of the student and ensure the student receives all pre-enrolment information applicable to the program they are interested in. Establishing the student's needs is important to ensure that those student's enrolling in programs is aligned to training and assessment that meets their vocational requirements in the industry of their choice. By providing students with pre-enrolment information early, we are also ensuring that prospective students are informed about their rights and obligations, about the training and assessment services to be provided and about the fee payment and refund arrangements.

There will be times when RTO staff are contacted by potential clients (quite often these contacts will be from overseas) for information pertaining to available training. ICM staff should establish a positive client relationship from the start. How questions and answers are provided, the client may make a significant difference between securing an ongoing relationship or losing them to a competitor. Staff responding to inquiries is to do so courteously and professionally.

The following guidelines are to be applied when engaging with an enquiring person:

- Try to establish over the phone which training program would be most appropriate. If the person really needs a training program that is not on ICM scope of registration, advise the person that we are not able to provide the training and tell them how they can find a course that better suits their needs. One way of doing this is to direct them to <http://training.gov.au>
- If the person's needs do align with one of our training programs, schedule a time for Pre-enrolment interview via a phone call and follow the steps as per [How To Apply | ICM International College of Melbourne](#). How To Apply | ICM International College of Melbourne.
- Obtain an email address from the person and send them via email information about accessing RTO website to obtain a copy of the student prospectus and a copy of the course brochure applicable to the program they have enquired about.

**Please note.** It is important to stress to a person making an inquiry that they are advised to read carefully the material you are referring to them by accessing on the website.

### **Provision of pre-enrolment Information to students**

The Standards for Registered Training Organisations under Standard 5 identify that each student is properly informed and protected either prior to enrolment or the commencement of training and assessment. At ICM, we achieve this by providing prospective students with the following pre-enrolment information sources:

- **Pre-Enrolment Interview** to be conducted for all students including the students offshore and onshore either by the student's agent or the RTO staff member. If the students come through

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## International Student Recruitment and Enrolment Policy & Procedures

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an agent, the agent does the whole admission process and agents are trained by the RTO all the time.

- **Student Prospectus.** The student prospectus is the primary information vehicle to inform students about their rights and obligations prior to their enrolment. The student prospectus is supplied electronically as a PDF document or can be accessed from ICM Website.
- **Course Brochure.** The course brochure is the primary means of informing prospective students about the services to be provided in relation to a specific course leading to a qualification or units of competency. Course information is displayed on the website and is available in a downloadable PDF for the student to print and review. A course brochure will also be sent to the student via email as pre-enrolment information.
- **Schedule of Fees and Charges.** Provides information for students about fees and charges to participate in services with ICM. Students need to refer to the current fee's information from the course brochures.

### Informing students and Education agents of all RTO changes

If at any time there is a change to the agreed services to be provided or policies relating to the student's rights and the payment of fees and other charges, ICM must advise current students and the agents prior to any of these changes coming into effect. This includes changes in relation to new third-party arrangements or changes to the ownership of ICM.

**Application Process:** Follow the steps as per [How To Apply | ICM International College of Melbourne](#).

### 3. Credit Transfer

- Course credits may be gained by applicants who are transferring from another RTO or have studied one or more units in the same qualification at another RTO.
- Each qualification defines how RPL is to be assessed for that course and the units within that course.
- It is important that students lodge an application for RPL with their Application Form.
- The actual process is mentioned in the Credit Transfer and RPL Policy

### 4. Recognition of Prior Learning (RPL)

- Each qualification defines how RPL is to be assessed for that course and the units within that course.
- It is important that students lodge an application for RPL with their Application Form.
- The actual process is mentioned in the **Credit Transfer and RPL Policy**