



Enrolment Process Policy and Procedure – International Students

1. Policy

Yarra College Australia is currently only enrolling international students and this enrolment policy and procedure is relevant to International students.

Yarra College Australia is not accepting students under the age of 18.

This policy/procedure ensures that the RTO provides appropriate information prior to enrolment to allow all students to make an informed decision to study with the RTO. It also ensures a consistent enrolment process is implemented and appropriate records are maintained in all student files.

The RTO will assess all students’ enrolment application to ensure they meet the enrolment requirements of the course and to confirm their ability to complete the qualification.

2. Procedure

All student enrolments shall follow the procedures listed below. This includes the following steps:

- Pre-enrolment information
- Application Form
- Letter of Offer & Written Agreement
- Payment of required fees

Details of each stage are described below and the CEO shall ensure consistent implementation of the enrolment procedures.

2.1 Pre-Enrolment information:

Each potential student will be able to access a ‘Student Information Handbook’ and Course Brochure’ prior to enrolment to ensure an informed decision can be made to study with Yarra College Australia. This information must also be made available for download on the RTO’s website.

- The pre-enrolment information may be distributed to prospective students by the means of:
 - Face to face meetings with RTO representatives
 - Onshore students may enquire on courses and related information in person from the RTO premises
 - Students enquiring in person at the RTO offices will, in the first instance, make contact with reception / student administration who will be able to provide the required information (Student Handbook’ and ‘Course Brochures’) and answer any general questions
 - The enrolment process shall be explained to the student and the application form provided
 - Where the student is requiring further specific information or details pertaining to their enrolment, student administration shall refer the student to the RTO Manager
 - Email (pdf)
 - All email enquiries relating to course enrolments shall be responded to, in the first instance, by student administration

Document Name	Enrolment Process Policy and Procedure - International Students	Created Date:	Apr 23
Version Number	V 1.0	Last Modified Date:	Aug 23
Yarra College Australia (YCA) CRICOS 04115A RTO-ID: 45992		Page Sequence:	Page 1 of 6



- Any enquiry relating to a course enrolment shall be responded to and include the pre-enrolment information (‘Student Handbook’ and ‘Course Brochures’)
- Where a student email enquiry is requiring further specific information or details pertaining to their enrolment, student administration shall refer the enquiry to the RTO Manager

- Download from RTO’s website (www.yarracollege.vic.edu.au):
 - Yarra College Australia shall ensure a current and up-to-date website is maintained that includes all pre-enrolment information
 - The website shall contain at a minimum:
 - Student Information Handbook
 - Course Brochure
 - Refunds Policy and Procedure
 - Complaints and Appeals Policy and Procedure
 - Deferring, Suspensions & Cancellations of Enrolment Policy & Procedure
 - Application Form
 - The RTO Manager maintains the responsibility of maintaining the website
 - The website must follow the ‘Marketing Policy and Procedure’ in relation to ensuring the integrity of the marketing of accredited training

- The ‘Course Brochure’ must contain the following information for each course to be offered by Yarra College Australia:
 - The complete qualification title and code
 - Overview of the content covered in the applicable course
 - The requirements for acceptance into a course, including the minimum level of English language proficiency, educational qualifications or work experience required
 - Core and Elective Unit(s) of Competency (unit code and title)
 - Pre-requisites & entry requirements
 - Duration of the course/ training
 - An overview of the training and assessment processes for the applicable course including modes of study and assessment methods
 - Indicative course-related fees including advice on the potential for fees to change during the student’s course. Indicative course related fees must include at a minimum:
 - application fee
 - enrolment fee (tuition fees)
 - resource costs
 - any administration fees
 - re-issuance of qualification testamurs fees
 - any other fees required
 - Details and schedule for payment of fees

- The ‘Student Information Handbook’ must also include a range of information in relation to studying at Yarra College Australia as an international student. This information must include:
 - Campus locations, normal operating hours of the RTO, and contact details of the RTO
 - Description of the enrolment process
 - Applicable refund policies

Document Name	Enrolment Process Policy and Procedure - International Students	Created Date:	Apr 23
Version Number	V 1.0	Last Modified Date:	Aug 23
Yarra College Australia (YCA) CRICOS 04115A RTO-ID: 45992		Page Sequence:	Page 2 of 6



- A general description of facilities, equipment, and learning and library resources available to students.
- Details of any arrangements with another registered provider, person or business to provide the course or part of the course.
- Information about the grounds on which the student’s enrolment may be deferred, suspended or cancelled
- A description of the ESOS framework made available electronically by the Department of Education, Skills & Employment - <https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx>
- Details on the student support services available to students
- 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 dependants of intending students, including that school fees may be incurred.
- Student Obligations (including Attendance and Academic Progress requirements)
- Information on Complaints and Appeals processes
- Information on Recognition of Prior Learning (RPL) and Credit Transfer
- Further information on contact details (RTO and ASQA details)

Further information will be provided to students through the orientation process at the beginning of all enrolments. See the ‘Student Induction policy and procedure’ for further details.

2.2 Application Form

Any student wishing to study with Yarra College Australia must complete an ‘Application Form’ to initiate the enrolment process. The application form shall be available by contacting Student Administration, through an education agent, or via the RTO’s website.

- Any application to study with Yarra College Australia will incur a non-refundable application fee of **\$200.00**
 - This fee provides no guarantee of enrolment and is only related to having the application assessed
 - No application will be assessed without appropriate payment of application fee
- The application form will collect the following student details:
 - Prospective student details
 - Course(s) the student is wishing to enrol
 - Evidence of entry requirements
 - Application fee payment details
- In addition the application form collects information relating to the students’ needs and existing skills and competencies including:
 - Learning Difficulties
 - Learning styles
 - Career and course goals
 - Previous Educational Qualifications
 - Employment History
- The Application Form must be submitted with appropriate supporting materials and must be assessed in line with the relevant entry requirements and suitability to the student’s needs and existing skills and

Document Name	Enrolment Process Policy and Procedure - International Students	Created Date:	Apr 23
Version Number	V 1.0	Last Modified Date:	Aug 23
Yarra College Australia (YCA) CRICOS 04115A RTO-ID: 45992		Page Sequence:	Page 3 of 6



competencies. Where the student has not provided all required information / evidence to meet the application requirements, the prospective student shall be contacted to inform them of the required information / evidence outstanding.

- The RTO Manager shall assess each application individually and will determine if the course offer is suitable and ensure that any advice or course offers are provided to meet the student’s needs, taking into account the existing skills and competencies of the prospective learner prior to enrolment.
- All successful applications to study will be sent a ‘Letter of Offer’ and ‘Written Agreement’. A hard copy student file shall be commenced and all evidence of application shall be maintained.
- Any unsuccessful applicant is to be notified in writing of the decision including the reasons the application to study was rejected.

2.3 Issuing a ‘Letter of Offer’ and a ‘Written Agreement’

All successful applications will be sent a ‘Letter of Offer’ and a ‘Written Agreement’ that is required to be signed and returned with initial payment to confirm their enrolment.

It should be noted that Yarra College Australia is not able to accept student fees unless the completed written agreement has been received.

Letter of Offer

- The Letter of Offer will summarise the enrolment process, notify students that they have been successful through the application stage, and must now complete and sign the Written Agreement and pay applicable fees to confirm their enrolment.
- The Letter of Offer must include the following information at a minimum:
 - Identify the outcome of the application to study with the RTO
 - Identify the proposed course details including start dates and location
 - The required steps to confirm enrolment including completing and signing the Written Agreement and payment of applicable enrolment fees.

Written Agreement

- The ‘Written Agreement’ shall act as the enrolment agreement between Yarra College Australia & the student and must be signed and returned to the RTO as an indication that the student accepts the terms and conditions that will be imposed when studying with the RTO.
- The Written Agreement must contain the following information at a minimum:
 - Identify the course or courses in which the student is to be enrolled and any conditions on his or her enrolment;
 - Provide an itemised list of course money payable by the student;
 - Including duration of study periods
 - Fees per study period
 - Schedule of payments required
 - Provide information in relation to refunds of course money. The refund information is to include details of the following in the case of student or provider default:
 - 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)
 - processes for claiming a refund

Document Name	Enrolment Process Policy and Procedure - International Students	Created Date:	Apr 23
Version Number	V 1.0	Last Modified Date:	Aug 23
Yarra College Australia (YCA) CRICOS 04115A RTO-ID: 45992		Page Sequence:	Page 4 of 6

- a plain English explanation of what happens in the event of a course not being delivered, and
- 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”.
- 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 Assurance Scheme 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
- Advise the student of his or her obligation to notify the registered provider of a change of address while enrolled in the course
- The Written Agreement will also include a student declaration that includes all enrolment conditions.
- Acceptance into a course of study with the RTO is confirmed when the potential student has signed and submitted the Written Agreement and appropriate payment and documentation to support their enrolment.
- Upon receiving the signed written agreement from the student and the initial deposit, the CEO is to sign the agreement and a copy is to be provided to the student as confirmation of enrolment.

2.4 Pre- Training Review

All students shall undertake a ‘Pre-training Review’ to ensure that individual needs can be identified and to confirm their chosen course of study is suitable. This shall occur at the RTO premises once the student is located in Australia and prior to the course commencement.

At this ‘Pre-training Review’ session each student shall be required to undertake the following:

- The student is required to complete a LLN Activity to confirm the student’s English Language proficiency is suited to completion of the chosen Qualification. This test will be assessed by a qualified Trainer and Assessor. If the student cannot complete the LLN test satisfactorily then an LLN Report will be completed which includes the required action to be taken to assist the student to be able to complete the course. If the student’s academic issues are not able to be supported by the RTO internally, they will be recommended to the appropriate external support services or review the student’s enrolment.
- Students will also be required to undertake an interview with the RTO Manager to confirm the information provided in the application form and written agreement is accurate, and the RTO’s decision to provide an offer of enrolment, is suitable to the student’s needs, taking into account the existing skills and competencies of the prospective learner prior to enrolment.
Where the student’s needs will not be addressed through the course enrolment the RTO Manager will review the enrolment decision and the student’s circumstances and make a decision to withdraw the enrolment offer or make an alternative enrolment offer to suit the prospective student needs.

2.5 Records

- The signed Written Agreement will be kept on the students file along with their Application Form and all other documents relevant to the student’s enrolment. Student Administration will manage the student file records.

Document Name	Enrolment Process Policy and Procedure - International Students	Created Date:	Apr 23
Version Number	V 1.0	Last Modified Date:	Aug 23
Yarra College Australia (YCA) CRICOS 04115A RTO-ID: 45992		Page Sequence:	Page 5 of 6



Yarra College
Australia

- A copy of the signed written agreement (signed by student and RTO) is to be provided to students upon the payment of the initial deposit from the student.
- Any original documents submitted as part of the enrolment process will be copied and maintained on the student file. All originals will be returned to the student.
- The written Agreement and all receipts of payments made by students must be maintained for a period of 2 years after the student completes their study with the RTO.

Document Name	Enrolment Process Policy and Procedure - International Students	Created Date:	Apr 23
Version Number	V 1.0	Last Modified Date:	Aug 23
Yarra College Australia (YCA) CRICOS 04115A RTO-ID: 45992		Page Sequence:	Page 6 of 6