

Policy / Procedure Number:

Enrolment Process

1. Policy

This policy/procedure supports 'Standard 3' of the 'National Code of Practice for Registration Authorities & Providers of Education & Training to Overseas Students 2007' which states:

'Written agreements between registered providers and students set out the services to be provided, fees payable and information in relation to refunds of course money.'

The following procedures indicate the requirements of the enrolment agreement that is to be accepted prior to collecting course monies from students.

2. Procedure

2.1 Australian IT & Hospitality Institute Enrolment Agreement

- In following the requirements of Standard 3 from the National Code all students are to complete an 'Enrolment Agreement' on acceptance into any course offered by Australian IT and Hospitality Institute and prior to paying any fees to Australian IT and Hospitality Institute. The student will previously have submitted an application form and received all information relating to living in Australia and studying at Australian IT and Hospitality Institute.
- All students must receive and understand the 'Information for overseas students' document and read the policies and procedures on website [www.http://www.ausitinst.com](http://www.ausitinst.com)
- An enrolment Agreement is only issued when a student has submitted an application for study..
- Student Administration will provide each potential student with an enrolment agreement as the final stage of acceptance into a course of study with Australian IT and Hospitality Institute. This agreement is to be signed and submitted by the student with appropriate payment and documentation to support their enrolment. The application form, refund policy and standard conditions of enrolment will be incorporated into the agreement.
- The '*Enrolment Agreement*' shall contain as a minimum the following information:
 - a. Identify the course or courses in which the student is to be enrolled and any conditions on his or her enrolment;
 - b. Provide an itemised list of course money payable by the student;
 - c. Provide information in relation to refunds of course money;
 - 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 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
 - e. Advise the student of his or her obligation to notify the registered provider of a change of address while enrolled in the course'
- This agreement shall be signed and returned to Australian IT and Hospitality Institute as an indication that the student accepts the terms and conditions imposed when studying with Australian IT and Hospitality Institute.
- The student must be of 18 years of age to be able to complete this agreement and sign the declaration.

- If at the time of enrolment the student is under 18 years of age then the agreement should be signed by a guardian. However, the student should be above 18 years of age at the time of commencement of the course.
- The signed declaration indicates the student agrees with following which must be stated on the ‘Enrolment Agreement’:
 - That the information provided by the Applicant in their application is complete and correct.
 - Agrees to be bound by Australian IT and Hospitality Institute rules and regulations and any amendments made to the rules and regulations.
 - Agrees to undertake a testing requirement prior to any course entry, if deemed necessary by Australian IT and Hospitality Institute and adhere to any other pre-requisites identified above.
 - Agrees to observe DIAC student visa requirements.
 - Agrees to pay all fees required on or by the due date as notified in writing by Australian IT and Hospitality Institute or as per the invoice.
 - Australian IT and Hospitality Institute will access these fees in accordance with the procedures established by the State Government and the Australian Department of Education, Science and Training.
 - Changes or variations to this contract may attract an administrative fee.
 - Australian IT and Hospitality Institute reserves the right to accept or reject any application for enrolment at its discretion.
 - Australian IT and Hospitality Institute reserves the right to cancel any course prior to the commencement date of the course should it deem it necessary and in that event, shall refund all payments received from the Applicant.
 - Refunds are made in when a student application supports one of the below reasons for refund. Any refundable amounts owed to the student will be made within 14 days.
 - Where a student’ contact details change while studying with Australian IT and Hospitality Institute the student must advise Australian IT and Hospitality Institute of these changes within 5 days. These details include but are not limited to details such as address and contact phone details.
- The ‘Enrolment Agreement’ will also include information relating to the documented refund policy and procedures.
- The signed Enrolment Agreement will be kept on the students file along with their initial application and all other documents relevant to the student’s enrolment.
- Any original documents submitted and the signed Enrolment Agreement will be copied and sent back to the student with a confirmation letter of acceptance.