



Formalisation of enrolment and written agreements Policy and Procedures

Version: 2.0

Last Modified: 8 August 2018

Purpose:

This policy upholds the principle that all prospective students seeking to enrol with Duke College are treated fairly and equitably and provides a procedure for staff in relation to assessing overseas student application for admission, and issuing offers letter and Student acceptance agreements. Duke College has an open, fair and transparent policy that is based on clearly defined entry requirements for making decisions about the selection of Duke College students.

The purpose of this policy is to indicate the requirements of the Enrolment Acceptance Agreement that is to be accepted prior or at the same time as accepting course money from students.

Scope:

This policy ensures that the "obligations and rights" of Duke College and the student are clearly set out; including the outlining the course or courses in which the student is to be enrolled, any prerequisites necessary to enter the course or courses, tuition and non-tuition fees, refund policies, enrolment fee and any conditions imposed on the student's enrolment and services that Duke College is obliged to supply to students.

This policy applies to:

- Students enrolled at Duke College
- Duke College Marketing, Admissions, Academic, Student Services and Administrative staff.

All staff are made aware of the requirements of this policy through regular meetings, staff updates and continuous improvement practices. Students are made aware of this policy through the College website, during the enrolment and orientation processes and also throughout the course.

Definitions:-

Enrolment Fee:	The fee payable, set out in the student enrolment, to make an application to study a course at Duke College The enrolment fee is a non-refundable fee covering the cost of registration; the enrolment fee is subject to change.
Course	A structured and integrated program of education, usually consisting of a number of units of study leading to the award of a qualification. For more information ref:- www.training.gov.au
Course Fees:	The money received by Duke College for providing the course to the student and includes: • Tuition fees. • Any amount received by Duke College that must be paid to a registered health benefits organization on behalf of

	the student. - Any other amount the student has paid, directly or indirectly, to the institute in order to undertake the course e.g. material fee. - A non-refundable fee covering the cost of registration. - A non-refundable airport reception and accommodation booking fee (where applicable). - Fees are subject to change.
ESOS Act	The Education Services for Overseas Students Act (2000) of the Commonwealth of Australia, as amended from time to time.
National Code	National Code of Practice for Providers of Education and Training to Overseas Students 2018 https://internationaleducation.gov.au/Regulatory-Information/Pages/National-Code-2018-Factsheets-.aspx
Student	A student who is enrolled at Duke College and includes both prospective students and Currently enrolled students who are 'overseas students' as defined in the National Code and hold student visas as defined by the ESOS Act (2000).
Tuition Fees:	The fees for enrolment in a course determined by the Institute and advised in the Letter of Offer, as being the tuition fees for the course.

Procedures:

The procedure relates to staff that are responsible for the assessment of overseas student applications for admission.

- Duke College and all international students are required to have an 'Enrolment Acceptance Agreement' confirming their acceptance of the offer made into any course offered by the Duke College and prior to paying any fees to the Duke College.
- An Enrolment Acceptance Agreement is issued with the Offer of Enrolment i.e. when a student has submitted a completed Enrolment Application Form along with the required supporting documents and has been deemed eligible for the purposes of studying as a full time international student at Duke College.
- Student Administration will provide each potential student with an Enrolment Acceptance Agreement as the final stage of acceptance into a course of study with the Duke College This agreement is to be signed and submitted by the student with appropriate agreed payment to support their enrolment.
- The 'Enrolment Agreement Acceptance Form' 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 Protection Service. 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 and Contact details while enrolled in the course'
- This agreement shall be signed and returned to the Duke College as an indication that the student accepts the terms and conditions imposed when studying with the Duke College.
 - The student must be of 18 years of age to be able to complete this agreement and sign the declaration if at the application time the overseas student is under 18 years of age, their parent or legal guardian must sign the declaration.
 - The signed declaration indicates the student agrees with following :
 - Agrees to be bound by the Duke College policies and procedures and any amendments made to. Available at www.duke.edu.au
 - Agrees to undertake a testing requirement prior to any course entry if deemed necessary by the Duke College and adhere to any other prerequisites identified above.
 - Agrees to pay all fees required on or by the due date as notified in writing by the Duke College or as per the invoice.
 - The Duke College 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. *Ref: - Duke College Refund Policy and Procedure.*
 - Refunds are made when a student application supports one of the below reasons for refund. Any refundable amounts owed to the student will be made to the student as per the Refund Policy and Procedures.
 - The course does not start of the agreed starting date which is notified in the Offer of Enrolment
 - The course stops being provided after it starts and before it is completed
 - The course is not provided fully to the student because the Institute has a sanction imposed by a government regulator
 - If the course defaults, refunds will be granted in accordance with the provisions of the *ESOS Act (2000)*.
 - Where a student' contact details change while studying with the Duke College the student must advise the Duke College of these changes within 7 days. These details include but are not limited to details such as address and contact phone and email.
 - The 'Enrolment Acceptance Agreement' will also include information relating to the documented refund policy and procedures.



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- The signed Enrolment Acceptance Agreement will be kept on the students file along with their initial application and all other supporting documents relevant to the student's enrolment for at least 2 years after the person ceases to be an accepted student.
- Any original documents submitted and the signed Enrolment Acceptance Agreement will be copied and sent back to the student with a confirmation.

Reference:

This policy/procedure supports:

Education Services for Overseas Students Act (2000), National Code of Practice for Providers of Education and Training to Overseas Students 2018, Standard 3: Formalisation of enrolment and written agreements

Documents/Forms:

1. Application For Refund Form
2. Complaints and Appeals Form
3. Offer Letter
4. Enrolment Acceptance Agreement
5. Refund Policies and Procedure
6. Student Handbook

Revision History

Version	Date	Revision Description
2.0	8 August 2018	Reflect changes to National Code & Departments
1.0	12 February 2015	Original