

# **Admissions Policy and Procedure**

### 1 Background

Menzies Institute of Technology (hereinafter known as the 'Institute'), will provide prior to enrolment of prospective learner, advice to the prospective learner about the training product to meet the learner's needs, taking into account the individual's skills and competencies and English language proficiency. Furthermore, the Institute must provide current and accurate information that enables the learner to make informed decisions about undertaking training with the Institute. The Institute will also determine the support needs of individual learners and provide access to the education and support services necessary for the individual learner to meet the requirements of the training product as specified in the training packages. The *Admissions Policy and Procedure* describes the admissions and entry requirements, procedures and the principles that guide admissions practices in vocational education.

## 2 Purpose

This policy has been developed to ensure the integrity of admissions decisions by setting clear responsibilities and accountabilities and to ensure that admissions processes are transparent, and decisions are consistent and fair.

#### 3 Audience

The admissions policies in this document apply to prospective learners and staff of the Institute.

### 4 Definitions

**Training Product:** refers to the process of determining suitability and relevance of the training product based on the prospective learner's current competencies, existing educational attainment, capabilities, aspirations and interests and with due consideration of the likely job outcomes from the development of new competencies and skills.



**Pre-Training Review (PTR):** refers to the process of determining suitability and relevance of the training product based on the prospective learner's current competencies, existing educational attainment, capabilities, aspirations and interests and with due consideration of the likely job outcomes from the development of new competencies and skills. This is referred to as Genuine Student Test form.

**Vocational Management Team:** refers to the vocational education senior management team comprise of the Head of Operations, Student Services & Administration Officer, Business analyst & compliance officer, and Compliance & QA Manager.

**Domestic Student:** refers to a student who is an Australian citizen (including Australian citizens with dual citizenship), or a student who is a New Zealand citizen or a student who has Permanent Resident Status (holders of all categories of permanent resident visas, including Humanitarian Visas).

International Student: refers to a student, required to hold a student visa for study in Australia.

Letter of Offer and Student Agreement (LOO): refers to a formal document explaining the training product a prospective learner will be admitted to by the Institute. Letter of Offer and Student Agreement will also include conditions that must be met prior to enrolment and any special adjustments and training plans based on the PTR feedback. This is the written agreement between the student and the Institute.

**IELTS**: refers to International English Language Testing System.

PRISMS: refers to Provider Registration and International Student Management System.

**Tuition Protection Service (TPS):** refers to an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study.

ANMAC Australian Nursing and Midwifery Accreditation Council ANMAC helps protect the health and safety of the Australian Community as the independent accrediting authority for nursing and midwifery education under Australia's National Registration and Accreditation Scheme



# 5 Policy

### **National Code 2018 Guidelines:**

Prior to accepting an overseas student or intending overseas student for enrolment in a course, the registered provider must make comprehensive, current and plain English information available to the overseas student or intending overseas student on:

- the requirements for an overseas student's acceptance into a course, including the minimum level of English language proficiency, educational qualifications or work experience required, and course credit if applicable
- the CRICOS course code, course content, modes of study for the course including compulsory online and/or work-based training, placements, other community-based learning and collaborative research training arrangements, and assessment methods
- course duration and holiday breaks
- the course qualification, award or other outcomes
- campus locations and facilities, equipment and learning resources available to students
- the details of any arrangements with another provider, person or business who will provide the course or part of the course
- indicative tuition and non-tuition fees, including advice on the potential for changes to fees over the duration of a course, and the registered provider's cancellation and refund policies
- the grounds on which the overseas student's enrolment may be deferred, suspended or cancelled
- the ESOS framework, including official Australian Government material or links to this material online
- where relevant, the policy and process the registered provider has in place for approving the accommodation, support and general welfare arrangements for younger overseas students (in accordance with Standard 5)
- accommodation options and indicative costs of living in Australia.

The registered provider must have and implement a documented policy and process for assessing whether the overseas student's English language proficiency, educational qualifications or work experience is sufficient to enable them to enter the course.

The registered provider must have and implement a documented policy and process for assessing and recording recognition of prior learning (RPL), and granting and recording course credit, if it intends to assess RPL or grant course credit. The decision to assess prior learning or grant course credit must preserve the integrity of the award to which it applies and comply with requirements of the underpinning educational framework of the course.

If the registered provider grants RPL or course credit to an overseas student, the registered provider must give a written record of the decision to the overseas student to accept and retain the written record of acceptance for two years after the overseas student ceases to be an accepted student.



If the registered provider grants the overseas student RPL or course credit that reduces the overseas student's course length, the provider must:

- inform the student of the reduced course duration following granting of RPL and ensure the confirmation of enrolment (CoE) is issued only for the reduced duration of the course
- report any change in course duration in PRISMS if RPL or course credit is granted after the overseas student's visa is granted.

#### **ANMAC Requirements**

Potential students will be informed prior to their enrolment, via the Course Handbook, and preenrolment and marketing documentation, of the following:

- They must provide evidence of having sufficient language, literacy and numeracy skills to successfully undertake the program's academic and workplace experience requirements, prior to commencing the program
- they will be required by the Nursing and Midwifery Board of Australia (NMBA) to provide a
  formal English language skills test when applying for registration. This will demonstrate that
  they have achieved the NMBA specified level of English language skills, prior to commencing
  the program
- education providers will, under the National Law, register students with the NMBA and notify the Australian Health Practitioner Regulation Agency if a student undertaking clinical training has an impairment that may place the public at substantial risk of harm
- specific requirements for right of entry to health services for workplace experience
- the NMBA requirements for registration as an enrolled nurse including, but not limited to, the registration standard on English language skills.

#### **Written Agreement**

The registered provider must enter into a written agreement with the overseas student or intending overseas student, signed or otherwise accepted by the student, concurrently with or prior to accepting payment of tuition fees or non-tuition fees. A written agreement may take any form provided it meets the requirements of the ESOS Act and the National Code.

If the overseas student or intending overseas student is under 18 years of age, the written agreement with the overseas student or intending overseas student must be signed or otherwise accepted by the student's parent or legal guardian.

In addition to all requirements in the ESOS Act, the written agreement must, in plain English:

- outline the course or courses in which the student is to be enrolled, the expected course start date, the location(s) at which the course will be delivered, the offered modes of study for the course, including compulsory online and/or work-based training, placements, and/or other community-based learning and/or collaborative research training arrangements
- outline any prerequisites necessary to enter the course or courses, including English language requirements
- list any conditions imposed on the student's enrolment
- list all tuition fees payable by the student for the course, the periods to which those tuition fees relate and payment options (including, if permitted under the ESOS Act, that the



- student may choose to pay more than 50 per cent of their tuition fees before their course commences)
- provide details of any non-tuition fees the student may incur, including as a result of having their study outcomes reassessed, deferral of study, fees for late payment of tuition fees, or other circumstances in which additional fees may apply
- set out the circumstances in which personal information about the student may be disclosed by the registered provider, the Commonwealth including the TPS, or state or territory agencies, in accordance with the Privacy Act 1988
- outline the registered provider's internal and external complaints and appeals processes, in accordance with Standard 10 (Complaints and appeals)
- state that the student is responsible for keeping a copy of the written agreement as supplied by the registered provider, and receipts of any payments of tuition fees or non-tuition fees
- only use links to provide supplementary material.

The registered provider must include 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 and non-tuition fees in the case of student default and provider default:

- amounts that may or may not be repaid to the overseas student (including any tuition and non-tuition fees collected by education agents on behalf of the registered provider)
- processes for claiming a refund
- the specified person(s), other than the overseas student, who can receive a refund in respect of the overseas student identified in the written agreement, consistent with the ESOS Act
- a plain English explanation of what happens in the event of a course not being delivered, including the role of the TPS
- a statement that "This written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies".

The registered provider must include in the written agreement a requirement that the overseas student or intending overseas student, while in Australia and studying with that provider, must notify the registered provider of his or her contact details including:

- the student's current residential address, mobile number (if any) and email address (if any)
- who to contact in emergency situations
- any changes to those details, within 7 days of the change.

The registered provider must retain records of all written agreements as well as receipts of payments made by students under the written agreement for at least 2 years after the person ceases to be an accepted student.

#### **Domestic Students**

Any students that are not requiring a PRISMS Confirmation of Enrolment to be issued would be considered as Domestic Student.



The Letter of Offer and Written Agreement issued for Domestic Students will still follow all the guidelines mentioned above except for references to ESOS Act and TPS.

#### 5.1 Admission policy overview

#### 5.1.1 Admissions space

The Head of Operations will provide the Vocational Management Team with information on the number of spaces available in each training product of the Institute. Information will be provided for all specific enrolment periods, years, locations and delivery modes.

#### 5.1.2 Pre-enrolment information

Prospective learners will be provided with accurate and factual information whether it is disseminated directly by the Institute or on its behalf. The Head of Operation is responsible for providing current, accurate and accessible pre-enrolment information to prospective learner as outlined in the policy *MITP61 Marketing and Advertising Policy and Procedure*.

5.1.3 Pre- Training Review (PTR involving Genuine Student Test) and LLN (Language, literacy and Numeracy) and Digital Literacy testing

The prospective learner will undergo a Pre-Training Review ("PTR") and LLN and Digital literacy assessment to determine the suitability of the training product based on their needs, existing skills, competencies and language, literacy and numeracy and digital literacy capabilities. Where the prospective learner is not deemed suitable for enrolment, the application will be denied and the reasons will be provided to the student in writing. The Head of Operation and student admission & services officers are responsible for PTR to be conducted for prospective learner as outlined in the policy MITP89 Pre Training Review Policy and Procedure.

Please refer the following policies for overseas student's English language proficiency, educational qualifications or work experience and RPL and CT process:

- MITP89 Pre-training Review Policy
- MITP15 RPL and Credit Transfer Policy

### 5.1.4 Letter of Offer and Student Agreement (LOO)

After the PTR has been conducted and suitability of the training product for the prospective learner determined and admissions space available, the prospective learner will decide whether to proceed with an application for the training product. This will be formalised by completing the *MFS01* 



Application Form. The Letter of Offer and Student Agreement ("LOO") will be presented to the prospective learner. The LOO will detail information including the Institute's obligation to the learner, the learner's rights and the learner's obligations for undertaking the training product. LOO should state that the student is responsible for keeping a copy of LOO as supplied by the Institute, and receipts of any payments of tuition fees or non-tuition fees. All students will be required to sign the LOO upon enrolment to show acceptance of the enrolment terms and conditions. Fees will only be accepted following acceptance of the LOO by the student. The Compliance and Quality Assurance Manager and Head of Operation is responsible for adhering to procedures outlined in this policy.

#### **5.2 Student Entry Requirements**

The entry requirements may vary from training product to training product. Please refer Menzies website for entry requirements for each course/training product. Compliance and Quality Assurance Manager is responsible to manage entry requirements information consistency across all Institute's marketing information.

#### 5.4 Other Guidelines

### 5.4.1 Deferral prior to commencement

The prospective learner may decide to defer the commencement date of the training product prior to commencement. Deferral process will be determined as per the policy and procedure outlined in policy MITPO8 Deferral, Suspension and Cancellation Policy and Procedure.

5.4.2 Package Letter of Offer and Student Agreement (LOO) - International Students Only

If the prospective learner is looking to enrol in a package of training products in sequence, the learner is required to go through the same admissions process outlined in this policy prior to commencement of the next subsequent training product in their package LOO. This will be determined as outlined in policy MITPO8 Deferral, Suspension and Cancellation Policy and Procedure.

#### 5.4.3 Suspension and Exclusion

If a student is suspended or cancelled from the training product, the Institute may deny the student's admissions to another course. This will be determined as outlined in policy *MITPO8 Deferral, Suspension and Cancellation Policy and Procedure.* 

### 5.4.4 Letter of Offer and Student Agreement (LOO) withdrawals



The Institute reserves the right to withdraw any LOO that was mistakenly provided. If it is discovered that an applicant provided false, incomplete or inaccurate information and gained admittance to the training product, the Institute reserves the right to withdraw the offer and/or cancel the student's enrolment as outlined in MITPO8 Deferral, Suspension and Cancellation Policy and Procedure. The authenticity of the documentation and information provided will be treated under the MITP90 Authentic Documentation Policy and Procedure.

5.4.5 Students transferring enrolment from other providers to the Institute (International Students)

The Institute will follow the requirements under National Code 2018 Standard 7 for reviewing, accepting and rejecting student admissions from prospective learners who are looking to transfer their enrolment from other education providers to the Institute. This will be in accordance with MITPO9 Course Transfer Policy and Procedure.

### 5.5 Transfer requirements for international students

RTOs must not knowingly enrol an international student seeking to transfer from another registered provider's course prior to the overseas student completing six months of their main course (or for the school, sector, until after the first six months of the first registered school sector course), except where any of the following apply:

- The releasing provider, or the course in which the overseas student is enrolled, has ceased to be registered
- The releasing provider has had a sanction imposed on its registration by the ESOS agency that prevents the overseas student from continuing their course at that provider
- The releasing provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS
- Any government sponsor of the overseas student that considers the change to be in the overseas student's best interests and has provided written support for the change.

The RTO must have and implement a documented policy for assessing overseas student transfer requests prior to the overseas student completing six months of their principal course (or for the school sector, until after the first six months of the first registered school sector course). The policy must be made available to staff and overseas students, and outline:



- The steps for an overseas student to lodge a written request to transfer, including that they must provide a valid enrolment offer from another provider
- Circumstances in which the provider will grant the transfer because the transfer is in the overseas student's best interests, including but not limited to where the provider has assessed that:
  - The student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with that registered provider's intervention strategy to assist the overseas student in accordance with the Overseas student visa requirements
  - There is evidence of compassionate or compelling circumstances
  - o The provider fails to deliver the course as outlined in the written agreement
  - There is evidence that the students' reasonable expectations about their current course are not being met
  - There is evidence that the student was misled by the provider or an education or migration agent regarding the provider or its course and the course is therefore unsuitable to their needs and/or study objectives
  - o an appeal (internal or external) on another matter results in a decision or recommendation to release the overseas student.

If a release is granted, it must be at no cost to the student and the releasing registered provider must advise the student to contact Immigration to seek advice on whether a new student visa is required.

If the registered provider intends to refuse the transfer request, they must inform the overseas student in writing of:

- the reasons for the refusal
- the overseas student's right to access the provider's complaints and appeals process, in accordance with Standard 10 (Complaints and appeals), within 10 working days.

The provider must not finalise the student's refusal status in PRISMS until the appeal finds in favour of the provider, or the overseas student has chosen not to access the complaints and appeals processes within the 20-working day period, or the overseas student withdraws from the process.

The registered provider must maintain records of all requests from overseas students for a release and the assessment of, and decision regarding, the request for two years after the overseas student ceases to be an accepted student.



# **6** Procedures

### **6.1 Admissions Process**

Step	Description	Responsibility
1	Prospective learner previews information about course and the	Prospective
	Institute.	learner
	• Information sources include but not limited to online, print,	
	seminar/exhibition & marketing event.	
2	Prospective learner makes an enquiry to the Institute.	
	• Prospective learners may make the inquiry using online methods	Prospective
	(website, Facebook, email), by phone or walk-in to the Institute.	learner
	• In general, all prospective learner and applicant documents where	
	it has not lead to a confirmation of enrolment then it is to be	Marketing Officer
	discarded.	
3	Discuss with prospective learner about enquiry	
	• Provide information as requested by the enquiry and If student	Marketing
	wish to proceed, progress to step 4 to receive the Student	Officer/Admissions
	Application first and confirming privacy policy.	Officer
4	Submit Formal Application	
	• Prospective learner completes the MFS01 Application Form – which	Prospective
	is the formal application endorsement along with all necessary	learner
	documents to meet Entry requirements of the course.	Marketing
	• Once all information is collected and verified, the Admissions	Officer/Admissions
	Officer will populate the prospective learner application	Officer
	information on Axcelerate and generate the LOO and outlining	
	Conditions required to be met by student.	
5	Generate Letter of Offer and Student Agreement (LOO)	Admissions Officer
	Admissions Officer to check following evidence is received:	
	- Age (over 18 at time of course commencement)	
	- Identification (Passport or 100 points ID equivalent)	Admissions
	- Residency (Australian citizen, permanent resident or temporary	Manager



visa holder)

- Meeting academic entry requirements
- Meeting English entry requirements
- Checks on transferring conditions (release letters, principal course, transfer conditions) for Student Visa holders
- Explore the existing skills and requirements for credit transfers and recognition of prior learning (RPL) with Admissions Manager if required

If there are any documents/evidence not provided by student, the details will be mentioned under Conditions on LOO.

LOO is created and provided to the Admissions Manager for approval.

The Admissions Manager or delegate will verify LOO for correctness before it is sent to the prospective student and inform the Admissions Officer.

### 6. Conduct Pre- Training Review (PTR)

- The prospective learner is required to complete MFA45 Genuine Student Test Form and discuss with Marketing Officer/Admissions Officer of their suitability to the training product.
- The Marketing Officer/Admissions Officer ensure that the following are covered:

Face to Face, Video Call (i.e. Skype), Phone Call

If required where prospective learner is unable to attend physically
for interview (e.g. overseas or interstate)

- All pre-enrolment information is covered and the prospective learner understands the requirements.
- Explain the course requirements including but not limited to entry requirements, units, delivery, location, resources, assessment methods, work placement requirements (if relevant to the course).
- Review disability conditions and explore prospective adjustments.

  Determine the capability of the Institute to undertake the adjustments and advise student as per the clauses outlined in the MITP83 Reasonable Adjustment Policy and Procedure.

Marketing
Officer/Admissions
Officer

Marketing
Officer/Admissions
Officer



	- Determine suitability to the training product and complete the	
	MFA45 Genuine Student Test Form	
	- Advise the student of LLN and Digital Literacy testing procedure	
	and provide information about the assessment.	
7	Conduct LLN Foundation Skills Assessment and Digital Literacy test	
	Note: At the latest, the LLN and Digital Literacy assessment must be	Student
	complete before the course commencement date. This would	Admissions Officer
	generally apply for students who may be doing a Foundation or	
	additional Language course before commencing at Menzies.	Admissions
		Manager
	The Admissions Officer verifies the outcome of the testing and advise	
	student to proceed to next steps. If LLN support is required, the	
	Admissions Officer alerts the Admissions Manager.	
	The Admissions Manager to provide information about the Student	
	with Course Trainer and/or Course Coordinator to formulate the LLN	
	support plan.	
	If the student is enrolled in a package of courses, then the student is	
	required to meet the LLN required level for the 1st enrolled course as	
	the student completes the 1 <sup>st</sup> qualification then they would meet the	
	ACSF LLN levels to enter the next course.	
8	Sign and accept the LOO	Prospective
	This is the final stage for applicant to understand and agree to all	learner
	terms and conditions of the LOO. The LOO is	
	signed and accepted by the prospective learner.	
9	Make Payment	Prospective
	As outlined in the LOO, arrange the initial payment required to confirm	learner
	enrolment.	
	Before accepting payment, check that all conditions outlined on the	
	LOO have been met and verified (e.g. transfer and release letter	
	condition). Refer to MITP09 Course Transfer Policy and Procedure for	
	instructions on international student transfers from another provider.	
10	Issued with Confirmation of Enrolment (COE)	
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	Domestic COE – Confirmation of Enrolment issued and sent to student.	Admissions Officer
	Also information on Orientation Day is included. Refer to MITP40	
	Student Orientation Policy and Procedure for details on information to	
	be provided.	
	International COE - Confirmation of Enrolment issued from PRISMS and	
	sent to student and/or education agent. Also information on	
	Orientation Day is provided. Refer to MITP40 Student Orientation	
	Policy and Procedure for details on information to be provided.	
	The Admissions Manager or delegate will verify COE for correctness	Admissions
	before it is sent.	Manager
11	Create Student File	
	In accordance with the MITP31 Student Records Management Policy	Admissions Officer
	and Procedure, the Student File is created and ready for orientation	
	session following MFA02A Student File Checklist	
12	Enter enrolment data to Axcelerate and file checks	
	In accordance with the MITP31 Student Records Management Policy	Admissions Officer
	and Procedure, the Student enrolment data is entered to Axcelerate	
	and student file check lists created for orientation session following	
	MFA02A Student File Chekclist	
13	Conduct Orientation Session	
	Compulsory session to receive all course and student orientation	Student
	information, student registration, uniform sizing and student ID cards	Admissions and
	issuance. Student Orientation is conducted in accordance to MITP40	Services Officer
	Student Orientation Policy and Procedure. This policy also outlines the	
	post-orientation processes for student administration and data	
	recording prior to the student's commencement of scheduled classes.	



# 7 Review

This policy will be subjected to review every three years to ensure that it supports best admissions practices. Review may occur during formal meetings, informal conversations, or through other means. Any person who intends to enter a complaint concerning this policy may do so in accordance with the appropriate policies.

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CRICOS Code:			02815M
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Document Number:			MITP11
Version:			Version 28
Relevant Standards:			Standards for Registered Training Organisation (RTOs) 2015 1.7, 5.1, 5.2, 5.3
			National Code 2018 1.2, 2.1, 2.2, 3.1, 3.3, 3.4, 3.5
Related P	olicies/Docume	nts:	MITP61 Marketing and Advertising Policy and Procedure
			MITP89 Pre Training Review Policy and Procedure
			Letter of Offer and Student Agreement ("LOO")
			Training and Assessment Strategies
			MITP08 Deferral, Suspension and Cancellation Policy and Procedure
			MITP90 Authentic Documentation Policy and Procedure
			MITP09 Course Transfer Policy and Procedure
			"Pre-enrolment Information Pack"
			MITP83 Reasonable Adjustment Policy and Procedure
			MFS01 Application Form
			MITP40 Student Orientation Policy and Procedure
			MFA45 Genuine Student Test Form
Responsibility:			Marketing and Admissions Manager, Marketing Officer, Admissions Officer
Approved By:			PEO
Date Approved:			April 2024
Next Review Date:			April 2027
Version C	ontrol and Char	nge History	
Version	Approval	Amendm	ent
Number 1	Date	Creation	of policy
2	17/12/2007		d entrance requirements
3	31/10/2010		d verification of credentials clause
4	06/05/2011	Added local student entrance requirements under government funding	
5	10/06/2011	Amended local student entrance requirements	
6	19/08/2011	Added additional English proficiency requirements for international students	
7	26/08/2011	Amended English proficiency requirements for international students	
8	29/09/2011	Added information updates for government funding	
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9	29/11/2011	Added Bachelor course entrance requirements for pathways
10	01/06/2012	Completed review and updated next review date
11	28/06/2012	Amended clause 3.2.5
12	10/04/2013	Amended clause 3.2.7 to add VET FEE HELP eligible student requirements
13	11/02/2014	Addition of clauses in 3.1.1 (foundation skills assessment policies)
14	01/06/2014	Completed review and updated next review date
15	08/06/2015	Updated clause 3.2.6
16	28/01/2016	Updated clause 3.1 – domestic entry requirements, 3.2.5 - pre training review process updated
17	01/09/2016	Reviewed and updated the next review date
18	01/09/2017	Reviewed, amended the term "VET FEE-HELP" to "VET Student Loans" and updated the next review date
19	08/09/2017	Updated clause 3.2.2
20	21/11/2017	Updated Clause 3.2.5 around PTR assessment scales and to reflect new updated PTR form
		(MFA45)
21	01/02/2018	Reviewed, updated the term "Department of Home Affairs", inserted Clause 2.4, updated Clause
		3.2.2 and updated the next review date
22	24/04/2018	Overhaul of previous MITP11 Student Entry Procedures Policy. Policy name change and changes
		to policy and procedure sections. Updated references to SRTO 2015 and National Code 2018.
23	23/4/2019	Removal of reference to MFS18 privacy collection form as it is already incorporated in MFS01.
		Removal of reference Orientation Information Form and replace to reference to MITP40 Student
		Orientation policy, Procedure 6.2 Step 2 updated to outline when prospective applicant
		documents to be discarded.
24	21/5/2019	Updated Appendix B for revised entry requirements
25	March 2020	Review and update roles
26	Feb 2021	Updated Policy wording and LLN process inclusion and adjustment to steps in Clause 6
27	Aug 2023	Updated policy on SMS provider and revised admissions process
28	Apr 2024	Updated policy with requirement for Genuine Student Test form