



Policy

Assessment of applications for enrolment at ICV will be free of discrimination. ICV will assess the qualification, experience and Language, Literacy & Numeracy (LLN) \ English proficiency of all the students before enrolment. This assessment will be undertaken to see if the existing qualification, experience and LLN are appropriate for the enrolment in requested course and if any support arrangements like LLN support, assistive technology, additional tutorials and other mechanism are required for the students. If an applicant does not meet entry requirements, assistance will be provided to identify alternative courses of action. All applicants for enrolment will be treated fairly and equitably by all ICV staff, and provided with an ethical, thorough, sensitive and non-discriminatory service. One of the key requirements of ICV staff is their demonstration of a thorough understanding of the need for cultural sensitivity in dealing with students.

Procedure

1. Local Students

1.1 Information Prior to Enrolment

ICV will provide at least following information to the local students before enrolling them in a course.

- i. Course Code and Title
- ii. Course Entry Requirements
- iii. Language, Literacy & Numeracy requirements
- iv. Course Duration
- v. Course Fee / Statement of Fee
- vi. List of Units including Core and Elective
- vii. Work Placement Hours (if applicable)
- viii. Delivery Mode
- ix. Delivery Locations
- x. Support services available for the students and cost involved
- xi. Any Third Party Arrangement (if applicable)
- xii. Information about USI
- xiii. Student's Obligation
- xiv. Student Rights
- xv. ICV's Obligation
- xvi. Funding Information
 - a.
 - b. Determining Student Eligibility and Supporting Evidence
- xvii. Important Policies and Procedures including:
 - a. Complaints and Appeals
 - b. Refund
 - c. Enrolment
 - d. Student Support
 - e. RPL or Credit Transfer

This information will be provided to applicants through Information for Students, ICV Prospectus, Website, Course Flyer and/or the Enrolment application form. Business Development Manager will ensure the provision of the above information to the student before enrolment.



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1.2. Enrolment application form

All applicants must complete all the details on the ICV Enrolment Application Form and forward it to ICV at the address shown on the form (by email, mail or in person).

Applicants who wish to apply for credit transfer or recognition of prior learning should obtain the relevant application form from ICV's website, staff or agent.

1.3 Supporting documents

The following documents should be supplied with the application form:

- Original or Certified copy of photo ID like Australian Driving License, or Passport
- Original or Certified copy of green Medicare card
- Valid Visa if not Australian Citizen
- Proof Address if applicable
- Original or certified copies of academic certificates and transcripts
- Updated resume

Important note: All documents supplied in support of an application for enrolment at ICV must be originals or certified copies of English translations of the originals (if not in English).

1.4. Checking the Enrolment Form

Applications for entry are assessed by the enrolment officer to ensure that the enrolment application form has been correctly completed, all of the documentation required to proceed with the processing of the application have been supplied using *Enrolment Application Checklist*. This application will be forwarded to RTO Manager to assess the applicant eligibility for enrolment in the course.

1.5. Conducting Pre-Training Review

ICV enrolment officer will conduct Pre-Training Review of the local applicant before enrolment to ascertain the suitability of the course for student. The enrolment officer will use Pre-Training Review Form for this purpose. The Pre-Training Review process will include:

- 1.5.1 Assessing the application against Course Entry Requirements
- 1.5.2 Conducting a face to face interview using out Pre-Training Review Form
- 1.5.3 Conducting LLN Assessment
- 1.5.4 Signing Enrolment Agreement-Local Students

1.6 Conducting LLN Assessment

As a part of Pre-Training Review, ICV enrolment officer will conduct LLN assessment of the applicant using online LLN system called "LLN Robot". Please refer to LLN policy and procedure for more detail. The students will need to get required score to start this course as per LLN policy.

1.7 Determining Eligibility for Government Funding (under VET Funding Contract):

If applicant is seeking enrolment through VET Funding Contract, ICV enrolment officer will inform the eligible applicant that the enrolment is under the Skills First Program and will explain to the Eligible Individual how their enrolment will impact their access to further government subsidised training under this VET Funding Contract and provide the Guidelines about Determining Student Eligibility and Supporting Evidence. ICV enrolment officer will then determine the applicant's eligibility for VET Funding Contract using Skills First Program Evidence of Student Eligibility and Student Declaration.

1.8 Enrolment Agreement:

Address: Suite 2, Level 12, 190 Queen Street, Melbourne, VIC 3000 Phone: +61 3 9942 1836

Website: <http://www.icv.edu.au> Email: info@icv.edu.au



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After successfully completing the Pre-Training Review and/or verifying the eligibility for government funding, ICV enrolment officer will generate an enrolment agreement. This agreement will be provided to the student to read, understand and agree to the terms provided in the enrolment agreement. The enrolment agreement will be mutually signed by the student and authorised ICV staff.

The Enrolment Agreement will contain following:

- Information about the parties signing agreement
- Information about the course for which agreement is being signed
- Terms of Agreement
 - The Agreement
 - ICV's Obligation
 - Fees
 - Information about Government Subsidy
 - Student participation requirements
 - Refund Policy and Procedure
 - Complaints and Appeals Policy
 - Deferment, suspension or Cancellation Policy
 - Victorian Government Privacy notice
 - Link to ICV's other important policies and procedure

1.9 Confirmation of Enrolment

After successfully completing the Pre-Training Review and/or verifying the eligibility for government funding, ICV enrolment officer will finalise the enrolment and will send Confirmation of Enrolment to the student. CoE should have following information:

- Course Code & Title
- Course Duration
- Course Start and End Date
- Study Days and Timings
- Study Location
- Study Mode
- Study Load
- Fee Information

1.10 Applying and Verifying Student's Unique Student Identifier(USI)

If the student has provided USI on the enrolment form, ICV enrolment officer will verify the USI using Student Management System. If student does not have USI then ICV enrolment officer will get authorisation from student to apply USI on student's behalf using USI Permission Form.

1.11 Student Induction

After sending the confirmation of enrolment, ICV enrolment officer will arrange induction for student where student will be provided with the compulsory information required before commencement of course. ICV enrolment officer will complete the *Student Induction Checklist* and will get acknowledgement from the student by getting student signature in the end of form.

1.12 Rejection of Application

If the applicant does not meet the course entry requirements, or fails LLN assessment, ICV will not offer place to that applicant in the course. ICV enrolment officer will issue *Letter of Rejection* to the applicant within 1 week of the application assessment.



2. International Students Enrolment Process

2.1 Information prior to Enrolment

Prior to accepting an overseas student's or an intending overseas student, for enrolment in a course, ICV will provide, through print or referral to an electronic copy, current, accurate and comprehensive information that enables the learner to make informed decisions about undertaking training with ICV as per the marketing policy.

2.2. Application for Enrolment

All intending overseas students must complete ICV's Enrolment Application Form and forward it to ICV at the address shown on the form (by email, post or in person) with supporting documentation(2.3). The administration officer and BDM are responsible for accepting and processing applications.

Applicants who wish to apply for credit transfer or recognition of prior learning must make an application using the relevant form available on ICV's website or from head office.

2.3 Supporting documents

The following evidence must be supplied with the application form:

- certified copy of passport (this is also used for verification of proof of age – minimum 18 years of age)
- Valid Australian Visa (if onshore)
- minimum English proficiency with an overall band score of IELTS 5.5 or equivalent (TOEFL or other internationally recognised assessment consistent with Department of Home Affairs <http://www.homeaffairs.gov.au/trav/stud/more/student-visa-english-language-requirements>)

Students who are unable to demonstrate the above English proficiency will be requested to partake in an ELICOS course or partake in the Cambridge English assessment of which ICV is a member or

- Evidence as prescribed by the Department of Education, Skills and Employment;
Completed within the past 2 years in Australia: Requirements for senior secondary certificate of education
Completed within the past 2 years in Australia: Substantial component of AQF level 4 or higher on a student visa
- original or certified copies of academic certificates and transcripts
- Completion of Year 11 or equivalent level of study for Certificate III and IV Course or completion of Year 12 or the equivalent level of study for Diploma Courses
<http://www.vcaa.vic.edu.au/Pages/vce/vcerecognition/equivalals/equiv-yr11.aspx>

The following, are exempt from providing evidence of English proficiency, however will be required to undertake ICV's, internal LLN.

a) An applicant who is a citizen of, and who holds a valid passport issued by:

- I. the United Kingdom;
- II. the United States of America;
- III. Canada;
- IV. New Zealand; or
- V. the Republic of Ireland;

b) an applicant who has successfully completed a minimum of 5 years of study in English undertaken in one or more of the following countries;

- i. Australia;
- ii. Canada;
- iii. New Zealand;
- iv. South Africa;
- v. the Republic of Ireland;



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- vi. the United Kingdom;
- vii. the United States of America

Important note: All documents supplied in support of an application for enrolment at ICV must be originals or certified copies of English translations of the originals (if not in English). A letter of offer will be conditional if evidence of the above is omitted in support of the application

2.4 Assessing Applications

Applications are assessed by the administration officer/BDM to ensure completeness, including the provision of supporting documentation using the *Enrolment Application Checklist*. All applicants are admitted by fair, timely and transparent procedures, on the basis of clearly defined, consistent and equitable processes.

Assessment of RPL or Credit Transfer –Where an application has been submitted an application for RPL or CT, this will be forwarded to the Training Manager/Course Co-ordinator. Once a decision is made by the Training Manager/Course Co-ordinator, both applications will be returned to the BDM/administration officer to continue the process.

2.5 Generating Letter of Offer and Enrolment Agreement

If the documentation provided satisfactorily meets the course entry requirements, the administration officer/BDM will fill the relevant part on Enrolment Application Checklist and generate:

- a Letter of Offer and,
- Enrolment Agreement

The letter of offer and enrolment agreement forms a written agreement between the student and ICV



Letter of Offer and Enrolment Agreement

The enrolment agreement will contain following information:

- a) 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
- b) outline any prerequisites necessary to enter the course or courses, including English language requirements
- c) list any conditions imposed on the student's enrolment
- d) 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)
- e) 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
- f) set out the circumstances in which personal information about the student may be disclosed by ICV, the Commonwealth including the TPS, or state or territory agencies, in accordance with the Privacy Act 1988
- g) outline ICV's internal and external complaints and appeals processes, in accordance with The National Code 2018
- h) the requirements to achieve satisfactory course progress and/or attendance
- i) state that the student is responsible for keeping a copy of the written agreement as supplied by ICV, and receipts of any payments of tuition fees or non-tuition fees
- j) information in relation to refunds of tuition fees and non-tuition fees in the case of student default and provider default (see refund policy)
- k) include the use of links to provide supplementary material (where applicable)
- l) The requirement that the overseas students or intending overseas student, while in Australia and studying with ICV must notify ICV of his/her contract details including:
 - i. Student's current residential address, mobile number and email address
 - ii. Who to contact in emergency situations
 - iii. Any changes to those details, within 7 days of the change

2.6 Accepting an offer

The applicant accepts an offer by signing the Enrolment Agreement, and returning it by email, post or in person to ICV. The applicant may make payment concurrently with the return of the signed Enrolment Agreement. Payment will not be accepted from applicants who have not returned a completed and signed Enrolment Agreement to ICV.



Requirement for agent to sign the Enrolment Agreement

If an application is made through an education agent, the enrolment agreement must also be signed by the applicant's education agent as evidence that the agent understands the terms and conditions of the enrolment offer and acceptance agreement

Initial Payment

Students are required to sign the acceptance agreement prior to or concurrently with providing their initial payment of their fee. A signed enrolment agreement must be in place prior to commencing classes.

The letter of offer and acceptance agreement will clearly stipulate all fees required to be paid by the student (including additional fees and charges)

Intending overseas students must pay the following initial fees in order to secure their enrolment at ICV:

- Term 1 tuition fee
- Application Fee
- Material Fees
- OSHC (if requested in the application form)

The initial fees are payable as agreed with ICV and documented in the enrolment agreement. The balance of fees is to be paid as scheduled and agreed upon in the acceptance agreement.

Please note: Application and Material Fees are NON-REFUNDABLE

2.7 Confirmation of enrolment

ICV will issue a Confirmation of Enrolment for Overseas Students (CoE) upon receipt and clearance of initial payment.

2.10 Compulsory Orientation

Once a student has been enrolled at ICV all students will be required to attend a compulsory orientation for before the commencement of the course. The Business Development Manager will co-ordinate and arrange the orientation session. Students are provided with an orientation feedback form. This form is used to guide the students through the information and confirm acknowledgement of the necessary information pertaining to their enrolment and where they can obtain further information. A copy of the completed checklist will be placed in each student's file. Students who do not attend the orientation enrolment will be contacted by the administration Officer by telephone or email. Upon making contact with a student who has failed to attend their scheduled orientation session, the administration Officer will organise an alternative date and time for the student's orientation. This will take place as soon as possible.

Students will also be requested to complete an enrolment survey.

2.12. Conducting Pre-Training Review & Language Literacy and Numeracy (LLN)

Students will be required to undertake a Pre-Training Review (PTR) before the commencement of Training and Assessment. The purpose of this assessment is to determine the amount of training to be provided to each learner with regard to:

- the existing skills, knowledge and the experience of the learner
- the mode of delivery; and
- where a full qualification is not being delivered, the number of units and/or modules being delivered as a proportion of the full qualification.

In addition, students will be required to undertake a Language Literacy and Numeracy assessments through LLN Robot. Students who achieve ACSF level 3 or 4 indicates that support may not be required for academic purposes (subject to the chosen qualification).

The purpose of the PTR and LLN assessment is to determine the support needs of individual learners and provide access to the educational and support services necessary for the individual learner to meet the requirements of the training product as specified in training packages. It also enables ICV to take into account the individual's existing skills and



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suggest/offer strategies to assist in meeting learning goals. The Pre-Training Review and LLN assessment will be conducted during orientation and will include a face to face interview. The BDM is responsible for co-ordinating and conducting these activities. Upon completion, the BDM will provide the completed PTR and LLN results to the course coordinator so that they may be assessed.

2.13 Applying and Verifying Student's Unique Student Identifier (USI)

ICV will participate in student identifier scheme enabled by the student identifiers act 2014 which allows students to access a single online record of their VET outcomes using Unique Student Identifier (USI). The scheme also helps employers and other RTOs to confirm these outcomes using USI Register.

ICV will verify student's USI at the time of enrolment. If student has not provided a USI, ICV will obtain authorisation from the student to apply for a USI on behalf of the student using the USI Permission Form. This will then be verified in using the Student Management System

ICV will not issue a qualification or statement of attainment individual without being in receipt of a verified Student Identifier according to ICV's Qualification Issuance Policy and Procedure. If the student is exempted from USI under student identifiers act 2014, ICV will advise student prior to commencement of training and assessment that the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the USI Registrar.

ICV will securely maintain all related documentation under its control, including information stored in its student management systems according to ICV's Record Management Policy.

2.14. Enrolment refusal

If the documentation provided by the applicant does not meet the course entry requirements, the administration officer/BDM will indicate on the application cover page checklist that the application is rejected, and return it to the applicant including the list of any additional evidence or information the student is required to provide in order for the application to be reconsidered.

In addition, ICV will refuse an enrolment where;

- The applicant is in breach of standard 7 of the National Code 2018
- The provision of fraudulent or misleading information or documents has been provided for the purpose of enrolment
- The acceptance and agreement along with the initial payment has not been received by the commencement date
- The applicant is not 18 years of age

2.9 Documents to be filed upon acceptance of an offer

Upon acceptance of an offer an administration file is maintained for every student. The administration officer/Business Development Manager is responsible for ensuring that all documents are filed correctly in the student's file. The administration officer/BDM will also ensure that a copy of all documents is maintained electronically. ICV will 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.