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Formalisation of Enrolment and Written Agreement Policy

Policy Overview

This policy outlines the requirements and procedures for establishing a formal written agreement between St George and Sutherland Community College (SGSCC) and prospective students. The policy ensures compliance with the Education Services for Overseas Students (ESOS) Act 2000 and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018), particularly Standard 3, which governs the formalisation of enrolment and written agreements with students.

Purpose and Rationale

The purpose of this policy is to ensure that all students, particularly overseas students, are provided with clear, accurate, and comprehensive information regarding their course, including tuition fees, course content, and the conditions of their enrolment. This policy formalises the enrolment process through a written agreement, protecting both the student and SGSCC by clearly outlining the obligations and rights of each party. This also ensures transparency and compliance with the relevant legislative requirements.

Procedures and Implementation

1. Pre-Enrolment Information Provision:

- Before enrolling a student, SGSCC must provide comprehensive, current, and plain-English information about the course. This includes:
 - Course content and structure, including any compulsory face to face training, online learning or work placement requirements.
 - Entry requirements, including English language proficiency and any prerequisites.
 - Tuition and non-tuition fees, including payment schedules, refund policies, and any potential fee changes.
 - Details of any non-tuition fees the student may incur, including re-assessment fee, deferral of study, fees for late payment of tuition fees, or other circumstances in which additional fees may apply.

- Explanation of the student's rights under Australian Consumer Law.
- Overview of student support services, including orientation programs and access to academic support.
- Conditions under which enrolment may be deferred, suspended, or cancelled.
- SGSCC's complaints and appeals processes.
- The availability of the Tuition Protection Service (TPS) and related information.

2. Written Agreement Requirements:

- SGSCC must enter into a written agreement with the student before accepting any tuition or non-tuition fees.
- The written agreement must include:
 - The full name of the course(s) in which the student is enrolled in, including CRICOS course codes.
 - Tuition and non-tuition fees, and the payment schedule.
 - Conditions under which a refund may be provided.
 - Conditions under which the student's enrolment may be deferred, suspended, or cancelled.
 - Requirement for the student to notify SGSCC of any changes to their contact details and emergency contact information within 7 days of the change.
 - The policy and process for deferring, suspending, or cancelling enrolment.
 - A clause stating that the agreement does not remove the student's right to take action under Australian Consumer Law.
 - Details of the internal and external complaints and appeals processes.
 - Statement on the circumstances under which the student's personal information may be shared, in accordance with the Privacy Act 1988.
 - Information about the Tuition Protection Service (TPS) for overseas students.
- The written agreement must be signed by the student, or their parent/guardian if under 18, and SGSCC must retain a copy of this agreement for at least two years after the student ceases to be enrolled.

3. Acceptance of the Agreement:

SGSCC - St George & Sutherland Community College Inc.

127-129 Sutherland Road Jannali, NSW 2226

P: 02 9528 3344 • E: enquiries@sgscc.edu.au • W: sgscc.edu.au

RTO: 7091 • CRICOS Provider No: 03122K • NDIS Registered Provider: 4050004600 • ABN: 89 753 440 576

- Students may accept the written agreement by signing it or indicating their acceptance electronically.
- SGSCC must ensure that the process for electronic acceptance is secure and verifiable.

4. Fee Payment Conditions:

- SGSCC must not accept any tuition or non-tuition fees from the student until the written agreement has been accepted by the student.
- In cases where a student makes payment at the same time as signing the agreement, this is permissible under the policy.

5. Supplementary information (if applicable)

- Inclusion of supplementary materials, such as student handbooks or policy documents, via electronic links.
- Verification that all supplementary materials are accessible and up to date

6. Record Keeping:

- SGSCC must maintain accurate records of all written agreements and associated documents, including receipts of payment, for a minimum of two years after the student has ceased to be enrolled.

7. Complaints and Appeals:

- The written agreement must include details of SGSCC's internal complaints and appeals process, and a statement that the agreement does not limit the student's right to take action under Australian Consumer Law if applicable.

Applicability and Responsibilities

• Applicability:

- This policy applies to all prospective and current students of SGSCC, particularly those from overseas.
- It is also applicable to all staff involved in the recruitment, enrolment, and administration of students.

• Responsibilities:

- The People and Culture Team, along with the Admissions Office, is responsible for ensuring that all written agreements are compliant with the National Code 2018 and

the ESOS Act 2000.

- Academic and administrative staff must ensure that accurate and up-to-date information is provided to students and that written agreements are processed correctly.
- The Finance Office is responsible for ensuring that no payments are accepted until a written agreement has been duly signed.

References

- **Legislation and Standards:**
 - Education Services for Overseas Students (ESOS) Act 2000
 - National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018), Standard 3.
 - Australian Consumer Law
 - Privacy Act 1988