# ISP Admissions and Enrolment Procedure

## Purpose

To outline the steps for assessing applications and enrolling international students in the Department of Education (DE) International Student Program (ISP) courses.

This procedure should be read in conjunction with the [ISP Admissions and Enrolment Policy](https://www.study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Admissions_and_Enrolment_Policy.docx).

This document is intended for standard and study abroad students (international students participating or applying to participate in the ISP as the primary holder of a subclass 500 Student – Schools visa) and their parent(s) or legal guardian(s), agents, ISP staff, and schools. This document does not apply to temporary and dependant students.

## Roles and responsibilities

### DE (IED)

* Assess applications according to the [ISP Admissions and Enrolment Policy](https://www.study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Admissions_and_Enrolment_Policy.docx).
* Approve student enrolment through the issuance of the Letter of Offer and formalise enrolment by issuing a Confirmation of Enrolment (CoE).
* Issue a Confirmation of Appropriate Accommodation and Welfare (CAAW) letter for students who will stay in DE-approved homestay arrangements.
* Negotiate transfer date for welfare arrangements for students transferring from another Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) provider.
* Work with schools to determine the appropriate year level for the student.
* Support school staff to implement these procedures and adhere to the related policy
* Maintain accurate and up-to-date records consistent with the [ISP Record Keeping Procedural Guidelines](https://www.study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Record_Keeping_Procedural_Guidelines.docx).

### Parent(s) or legal guardian(s) and students (if over 18 years of age)

* Provide complete and accurate information along with required documentation as part of an application.
* Provide any missing or additional information to DE (IED) in a timely manner when requested.
* Pay all applicable fees by the stated due date.

### School staff

* Ensure that any accepted students are within the school’s DE approved capacity, including its international student enrolment cap.
* For students where DE has taken responsibility for approving appropriate accommodation and welfare arrangements, schools must ensure an appropriate homestay is provided to the student.
* Work with DE (IED) to determine the appropriate year level for the student.
* Maintain accurate and up-to-date records consistent with the [ISP Record Keeping Procedural Guidelines](https://www.study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Record_Keeping_Procedural_Guidelines.docx).

## Procedure

This Procedure is aligned to the [ISP Admissions and Enrolment Policy](https://www.study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Admissions_and_Enrolment_Policy.docx).

1. Agent, parent(s) or legal guardian(s), or student (if over 18 years of age) submits the application through the VISIT Online Application Module (OAM) including any required supporting documentation (e.g. a release letter from the student’s current CRICOS provider, if applicable).
2. DE (IED) sends an acknowledgement email to confirm that the application has been received.
3. DE (IED) checks DE’s approved international student enrolment cap and, if there is an available place for the student, assesses the application based on the criteria outlined in the [ISP Admissions and Enrolment Policy](https://www.study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Admissions_and_Enrolment_Policy.docx). DE (IED) seeks any missing information through a Request for Information (RFI).
4. For applications where all requested information has been provided and the student meets the eligibility requirements outlined in the [ISP Admissions and Enrolment Policy](https://www.study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Admissions_and_Enrolment_Policy.docx), DE (IED) issues a ‘request to place’ (RTP) to the school nominated by the student in the order of preference (i.e. at any point in time there will only be one RTP issued for the student). Before an RTP is issued, DE (IED) will check the school’s approved ISP student cap to ensure the cap will not be breached, liaising with the school if necessary.
5. When a school receives an RTP from DE (IED), school staff will:
* Assess the school’s approved ISP student cap to check that there is availability for the student
* Be encouraged to interview all potential students prior to acceptance. International Student Coordinators can arrange interviews with the agent or family directly
* Assess the appropriate year level of the student and inform DE (IED) where the requested year level is not suitable
* Assess the student’s preferred welfare arrangement. Consistent with the [ISP Accommodation and Welfare Policy](https://www.study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Accommodation_and_Welfare_Policy.docx) and [ISP Homestay Policy](https://www.study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Homestay_Policy.docx) (and [Procedure](https://www.study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Homestay_Procedure.docx)), for students seeking to stay in a DE-approved homestay arrangement, school staff will ensure that the school can appropriately support the arrangement and acknowledge that the school will conduct a homestay check no later than 6 weeks prior to the student arrival at the homestay accommodation
* Respond in writing to DE (IED), either accepting or declining the RTP, or advising of a scheduled interview within communicated timeframes.
1. If the school accepts the student, proceed to step 7. If the school rejects the RTP, DE (IED) issues an RTP to the next school preference. This process continues until a school accepts the RTP. If none of the schools nominated in the application accept the student, DE (IED) contacts the applicant and requests additional Victorian Government school preferences. This process continues until either an RTP is successful, or the student withdraws their application.
2. DE (IED) sends a Letter of Offer and Written Agreement to the applicant (refer to the ‘Written Agreement contents’ section below for further information).
3. The parent(s) or legal guardian(s) (and student, if over 18 years of age) must sign and return the Written Agreement to DE (IED). The Written Agreement cannot be signed or accepted on behalf of the student or their parent(s) or legal guardian(s) by an Agent.
4. Once DE (IED) receives the signed Written Agreement, DE (IED) sends the fee invoice to the applicant. The applicant must pay the invoice in full before the enrolment can be confirmed. DE (IED) retains the signed Written Agreement in accordance with the record keeping requirements outlined in [ISP Record Keeping Procedural Guidelines](https://www.study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Record_Keeping_Procedural_Guidelines.docx).
5. Once DE (IED) receives payment of the invoice, DE (IED) issues the student with a CoE (and CAAW, if applicable), notifies the relevant school, and records all details required in Provider Registration and International Student Management System (PRISMS).

For information on the steps following enrolment, refer to the [ISP Student Arrival and Orientation Procedure](https://www.study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Student_Arrival_and_Orientation_Procedure.docx).

## Written Agreement contents

The Written Agreement must:

* Outline the obligations and rights of both DE (IED) and the student and (if applicable) the parent(s) or legal guardian(s)
* Outline the course (or courses) the student is to be enrolled in, the expected course start date, the locations(s) at which the course will be delivered and the offered modes of study for the course.
* List prerequisites and conditions of enrolment (if applicable), including English language requirements.
* List any conditions imposed on the student’s enrolment.
* Provide details of all tuition fees, the periods to which those tuition fees relate and payment options. In listing tuition and non-tuition fees in the written agreement, DE (IED) will provide a clear guide to the range of fees that might be incurred throughout the course, to assist students and their parent(s) or legal guardian(s) in budgeting for the payment of those fees.
* Set out the circumstances in which personal information may be disclosed by DE, the Commonwealth including the Tuition Protection Service (TPS), or state or territory agencies, in accordance with the *Privacy Act 1988* (Cth), *Health Records Act 2001* (Vic), *Privacy and Data Protection Act 2014* (Vic), *Financial Management Act 1994* (Vic), and the *Public Records Act 1973* (Vic).
* Provide the internal and external complaints and appeals processes and contain the statement “this Agreement, and the right to make complaints and seek appeals of decisions and actions under various school and DET processes, does not affect Your right to take action under the Australian Consumer Law if the Australian Consumer Law applies”.
* Provide the refund and cancellation policies and processes (which includes details of amounts that may or may not be repaid to the student, the processes for claiming a refund, the specified person(s) other than the student who can receive a refund on behalf of the overseas student identified in the Written Agreement, as well as provide an explanation of what happens in the event of a course not being delivered, including the role of Tuition Protection Service (TPS)asset out in the *National Code of Practice for Providers of Education to Overseas Students 2018* (Cth).
* Provide an explanation of what happens in the event of a course not being delivered, including the role of TPS.
* Outline the requirements to achieve satisfactory course progress, attendance, and behaviour.
* Advise students and their parent(s) or legal guardian(s) that they are required to notify DE (IED) of the student and parent(s) or legal guardian(s) current contact details (i.e. student’s current residential address, mobile number (if any) and email address (if any)), and who to contact in an emergency, while in Australia and studying at a Victorian government school. Students or parent(s) or legal guardian(s) must notify DE (IED) of any changes to these details within 7 days of them occurring.
* State that the student is responsible for keeping a copy of the Written Agreement as supplied by DE (IED), and receipts of any payments of tuition fees or non-tuition fees.
* Only contain links to provide supplementary material.

## Legislation

* [*Education Services and Overseas Students Act 2000* (Cth)](https://www.legislation.gov.au/Series/C2004A00757)
* *Education Services for Overseas Students Regulations 2001* (Cth)
* [*National Code of Practice for Providers of Education to Overseas Students 2018* (Cth)](https://www.legislation.gov.au/Details/F2017L01182/Download)
* *Migration Act 1958* (Cth)
* *Education and Training Reform Act 2006* (Vic)
* *Education and Training Reform Regulations 2017* (Vic)
* *Ministerial Order 819 – Fees for Overseas Students in Government Schools* (Vic)

## Related documents

* [ISP Admissions and Enrolment Policy](https://www.study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Admissions_and_Enrolment_Policy.docx)
* [ISP Application Forms](https://www.study.vic.gov.au/en/brochures-and-forms/Pages/BrochureForms.aspx)
* [ISP Terms, Conditions, and Policies](https://www.study.vic.gov.au/en/brochures-and-forms/Pages/BrochureForms.aspx)
* [Standard and Study Abroad Written Agreement](https://www.study.vic.gov.au/Shared%20Documents/en/Standard-Application-Written-Agreement.docx)
* [International Student Visa Fee Table](https://www.study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Visa_Fee_Table.docx)
* [Enrolment Policy](https://www2.education.vic.gov.au/pal/enrolment/policy)
* [ISP Homestay Policy](https://www.study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Homestay_Policy.docx)
* [ISP Accommodation and Welfare Policy](https://www.study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Accommodation_and_Welfare_Policy.docx)

## Related procedures

* [ISP Student Arrival and Orientation Procedure](https://www.study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Student_Arrival_and_Orientation_Procedure.docx)
* [ISP Homestay Procedure](https://www.study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Homestay_Procedure.docx)
* [ISP Record Keeping Procedural Guidelines](https://www.study.vic.gov.au/Shared%20Documents/en/School_Toolkit/ISP_Record_Keeping_Procedural_Guidelines.docx)

## Supporting information / websites

* [Online Application Module](https://oam.educationapps.vic.gov.au/login)

## Definitions

* **Applicants** refers to international students (and their parent(s) or legal guardian(s)) who apply for enrolment in an ISP course.
* **Course** refers to a course registered on CRICOS offered by the Department of Education (under DE (IED)).
* **DE (IED)** is the Department of Education – International Education Division. IED is the division in DE that administers the International Student Program in Victorian government schools. IED is not a separate entity to DE. DE is the CRICOS registered provider.
* **Education Agents** or **agents** refers to an education agent registered with DE (IED) to recruit students for an ISP course.
* **Homestays** are international student accommodation arranged by schools where DE (IED) is responsible for the welfare of the student at all times, including outside school hours.
* **International student (or student)** for the purpose of this procedure is defined as a student participating or applying to participate in the ISP as the primary holder of a subclass 500 Student – Schools visa. On the [ISP Application Forms](https://www.study.vic.gov.au/en/brochures-and-forms/Pages/BrochureForms.aspx), these students are referred to as ‘Standard students’ (if applying to enrol for greater than 12 months) or ‘Study abroad students’ (if applying to enrol for 12 months or less).
* **ISP staff** includes the Executive Officers, managers and employees (full time, part time, ongoing, fixed term, casual and contractor) of DE who work directly or indirectly with the ISP. This excludes staff of ISP-accredited schools.
* **Letter of Offer** is the document sent to the applicant (via agent if applicable) which includes the Written Agreement, enrolment details, the accommodation and welfare option applicable, tuition fees, and instructions on how to accept the offer.
* **Parent** refers to the parent(s) or legal guardian(s) of an international student.
* **School staff** are employees of schools, for example – International Student Coordinator, Homestay Coordinator, Head of Department, Deputy Principal, and Principal.
* **Written Agreement** is an agreement with the international student and their parent, which includes Standard Terms and Conditions, signed by the international student (if 18 years old or older) as well as their parent. The Written Agreement cannot be signed or accepted on behalf of the student or their parent by an Agent.

## Policy contact

For further information, please contact the DE (IED) Admissions and Agents Unit on + 61 3 7022 1000.

## Policy maintenance officer

1. Manager, Admissions and Agents Unit
2. International Education Division
3. Department of Education
4. Level 28, 80 Collins Street, Melbourne, Victoria 3000
5. Email: international@education.vic.gov.au
6. Phone: + 61 3 7022 1000

## Authorised

Executive Director, International Education Division

**Date of authorisation**: 29/11/2019

**Date last reviewed:** 21/02/2024

**Review frequency**: This procedure will be reviewed at minimum every 12 months or when any changes arise impacting its currency, including legislative or regulatory change.