



Enrolment Process

POLICY & PROCEDURE GUIDELINE

Governance	NC-Standard 3				
Policy Reference No:	DIC-006	Version No:	3.4		
Commencement Date:	January 2008	Review Date:	June 2026		
Persons/Areas affected	All staff				
Policy	<p>This policy/procedure supports ‘Standard 3’ of the ‘National Code of Practice for Registration Authorities & Providers of Education & Training to Overseas Students 2018’ which states:</p> <p><i>‘Registered providers must formalize their enrolment of overseas students through written agreements with overseas students. The written agreements protect the rights and set out the responsibilities of each party, as well as the courses and related education services to be provided, tuition and non-tuition fees payable, and refund policies.’</i></p> <p>DIC Management and staff are committed to ensuring that all enrolled students are provided with necessary, timely, and accurate information that relates to its training and assessment services available to overseas students.</p>				
Enrolment Procedure	<p>On receiving an enrolment enquiry or application from an overseas student:</p> <ul style="list-style-type: none"> • Student Administration shall ensure that all applicants are aware of DIC’s Student Handbook. • All students must receive and understand the ‘Information for Overseas Students’ document (Standard 2). • Student Administration shall enquire and assess student application under the following policy: <table border="1" style="margin-left: 20px; width: 80%; border-collapse: collapse;"> <tr> <td style="padding: 2px;">DIC-005</td> <td style="padding: 2px;">Assessing student qual,exp. & Eng Prof.</td> </tr> </table> • Where an applicant has met the course entry requirements of DIC. Student Administration may commence the enrolment procedure. • All the applications should accompany a fee of A\$500. (Please note that the applications without payment will not be assessed but returned to the sender) 			DIC-005	Assessing student qual,exp. & Eng Prof.
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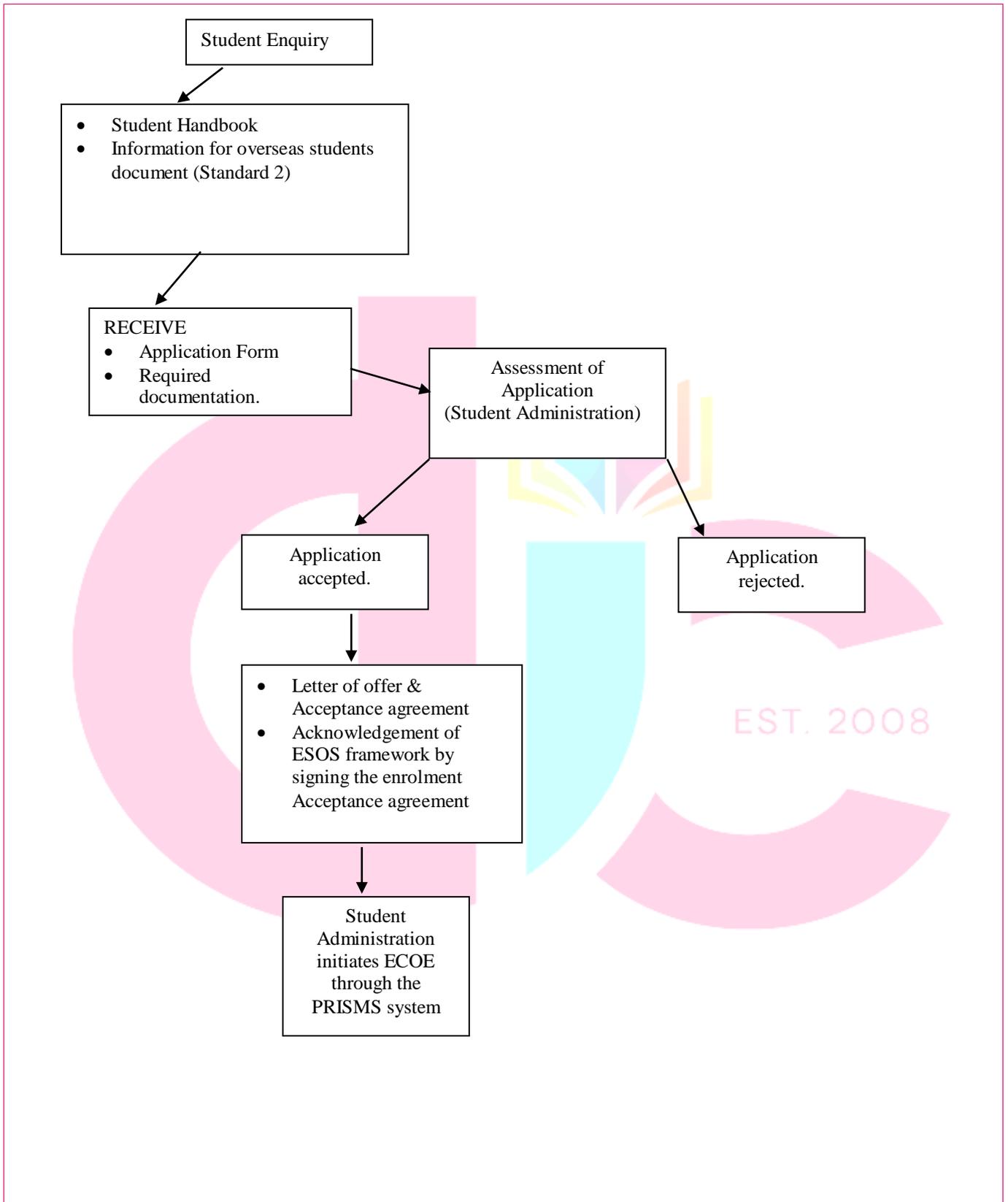
<p>Enrolment Procedure</p>	<p>The following procedures indicate the requirements of the enrolment agreement that is to be accepted prior to collecting course monies from students.</p> <ul style="list-style-type: none"> • In following the requirements of Standard 3 from the National Code all students are to complete the ‘DIC-007 Letter of Offer and Acceptance of Agreement’ upon acceptance into any course offered by DIC and before paying any fees to DIC. The student will previously have submitted an application form and received all information relating to living in Australia and studying at DIC & Student Handbook and Prospectus. • An enrolment Agreement is only issued when a student has submitted an application for study as indicated in the pre-enrolment information (Standard 2). • Student Administration will provide each potential student with an offer letter and acceptance agreement as the final stage of acceptance into a course of study with the DIC. This agreement is to be signed and submitted by the student with appropriate payment and documentation to support their enrolment. • Appendix A – ‘Enrolment Process Flowchart’ explains the enrolment procedure in detail. • The ‘Offer Letter and Acceptance Agreement’ shall contain as a minimum the following information: <ul style="list-style-type: none"> a. Identify the course or courses in which the student is to be enrolled and any conditions on his or her enrolment, including English Language requirements etc.; 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 (TPS). 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 while enrolled in the course’. f. 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 <i>Privacy Act 1988</i> g. the student’s current residential address, mobile number (if any) and email address (if any) h. who to contact in emergency situations i. Any changes to those details, within 7 days of the change. j. The student has the responsibility to keep a copy of the written acceptance form as supplied by DIC and the receipts of the payments of tuition fees or non-tuition fees.
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- This agreement shall be signed and returned to DIC as an indication that the student accepts the terms and conditions imposed when studying with DIC.
- The student must be 18 years of age to be able to complete this agreement and sign the declaration.
- The signed declaration indicates the student agrees with following which must be stated on the **'Offer Acceptance Agreement'**:
 - That the information provided by the Applicant in their application is complete and correct.
 - Agrees to be bound by DIC rules and regulations and any amendments made to the rules and regulations.
 - Agrees to undertake a testing requirement prior to any course entry, if deemed necessary by DIC and adhere to any other pre-requisites identified above.
 - Agrees to pay all fees required on or by the due date as notified in writing by DIC or as per the invoice.
 - DIC reserves the right to accept or reject any application for enrolment at its discretion.
 - DIC reserves the right to cancel any course prior to the commencement date of the course should it deem necessary and, in that event, shall refund all payments received from the Applicant.
 - All Refunds are to be made inline with the **'DIC-008 Durban Refund Policy and Procedure'**. Any refundable amounts owed to the student will be made within 14 days.
 - Where a student's contact details change while studying with DIC the student must advise DIC of these changes within 7 days. These details include but are not limited to details such as address and contact phone details & e-mail address.
- The **'Offer Acceptance Agreement'** will also include information relating to the documented refund policy and procedures.
- The signed Enrolment Agreement will be kept in the student Management system (Axcelerate) along with their initial application and all other documents relevant to the student's enrolment which is the responsibility of the Admin staff.
- Any original documents submitted, and the signed Enrolment Agreement will be copied and sent back to the student with a confirmation letter of acceptance.
- DIC will use **'Student Orientation Program Schedule' – 'Appendix B'** for the orientation of the students.

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Appendix A Enrolment Process Flowchart



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APPENDIX B

DIC Orientation Program Schedule

Welcome & Staff Introductions -	The Marketing Team introduces various staff (10mins)
DIC History –	Marketing Team explains the history of DIC and describes the industry context. (10mins)
WHS -	Safety Officer provides safety essentials information at Durban. (10mins)
Student Information Booklet -	Trainers provide guidance to students in understanding their obligations highlighting Student handbook information concerning: <ul style="list-style-type: none"> • College facilities and resources • Student support services available to students in the transition to life and study in their new environment (public transport timetables etc.) • Course Timetabling • Course Progress Monitoring • Appeals Policy and Procedures • Course Deferment and Suspension • Course Transfer Policy • Fees & Refunds Policy • Support Services including legal emergency and health services. • Critical Incident Policy and Procedures etc.
Course Requirements -	Trainers provide insight on the Training & Assessment approaches of the course’s students are enrolled in and highlight the principles of Competency Base Training and Assessment, RPL, and course credit.
Student Visa Obligations –	Students will be advised that DIC management and staff are unable to provide Student Visa Advice and will refer students with questions to DHA. Staff highlights any additional Visa requirements and obligations.
Questions & Answers-	Students can have their doubts cleared.

SUMMARY OF CHANGES:

ISSUE DATE	CHANGE
April - 2008	Version 1.1 - Partial Revision
August - 2012	Version 2.0 - Full Revision (NVR Standards 2011)
March-2014	Version 2.1 - Partial Revision
March-2015	Version 3.0 – Full Revision
April -2018	Version 3.1 – Full Revision
January-2023	Version 3.2 – Full Revision
May-2024	Version 3.3-Partial Revision
June-2025	Version 3.4-Full Revision

