

<b>Institution</b>	Universal English
<b>Policy Name</b>	International Admissions Policy and Procedure

## 1. Scope

This Policy applies to admissions of applicants to all UE's courses, including prospective and current students and the staff who are involved in the process of assessing applications.

## 2. Purpose

- 2.1 This Policy is in place to ensure that student admissions at UE are conducted in a way that is fair, consistent, equitable, transparent, and made in a timely manner.
- 2.2 This Policy facilitates the selection of international students who are able to succeed in their chosen course and students are enrolled in courses that best align with their aspirations, individual choices and learning needs.
- 2.3 The Policy also aims to standardise the processes for assessing applications, including issuing the Letter of Offer and Agreement, and the Confirmation of Enrolment (CoE) in compliance with all relevant legislations and regulations.

## 3. Regulatory Alignment

This Policy is created and implemented to comply with the regulatory requirements informed in the:

- Education Services for Overseas Students Act 2000
- National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018): Standard 3 Formalisation of Enrolment and Written Agreement
- ELICOS National Standards 2018: Standard P1 Scheduled Course Contact Hours; Standard P3 Teaching ELICOS

## 4. Policy

- 4.1 UE will accept applications either directly from applicants or via the education agents contracted with UE.
- 4.2 UE will assess all applications in a fair and equitable manner whilst ensuring that the applicant meets the entry criteria for the course for which they are applying.
- 4.3 UE will enrol the applicant only in courses that address the applicant's current knowledge and skills requirements and help them to achieve their further study or future aspirations.
- 4.4 UE will only enrol students who are 18 years old or over on the first day of their course determined by the course commencement date on the CoE and/or Offer Letter.

- 4.5 UE will ensure all students are informed fully of the course duration and costs, study commitments and other associated rights and responsibilities through a formal written agreement which includes the following:
- a. The course(s) in which the international student is to be enrolled, including Course Code and name, CRICOS number, Start Date, End Date, hours per week, total number of weeks and delivery location.
  - b. Itemised fees that the student is liable to pay including
    - a) Course fees
    - b) Enrolment fee
    - c) Material Fees (where applicable)
    - d) OSHC Fees (where applicable)
  - c. Not require more than 50% of the student's total tuition fee for a course before the student has begun the course unless the course has a duration of 25 weeks or less;
  - d. Refunds of tuition and non-tuition fees including:
    - a) The refund requirements that apply if the student defaults in relation to a course at a location;
    - b) Amounts that may or may not be repaid to the student (including any tuition or non-tuition fees collected by education agents on behalf of UE); and
    - c) Processes for claiming a refund;
  - e. The circumstances under which personal information about the international student may be shared between UE and the Australian Government and designated authorities. This information includes personal contact details, course enrolment details and changes, and any circumstance of suspected breach by the international student of a student visa condition;
  - f. Advice to the international student of their responsibility to notify UE of a change of address while enrolled in their course(s);
  - g. Explanation in plain English of what happens in the event of a course not being delivered;
  - h. A statement that 'This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws';
  - i. Advice to the students, that in the event of a course not being delivered by UE, UE will refund the course fees or, under the Tuition Protection Service (TPS), will arrange a refund or transfer as per the TPS Framework.
- 4.6 The Letter of Offer and Agreement must be signed by the student prior to, or at the same time as, any money for tuition fees is paid. If the applicant is under 18 at the time of signing the agreement then a parent or guardian must also sign the form before it can be accepted.

- 4.7 The CoE will not be issued until the Agreement has been signed by the student and the relevant fees paid to UE.
- 4.8 The admissions criteria for each UE course is established through a comprehensive benchmarking analysis to ensure that learning outcomes meet the Common European Framework of Reference for Languages (CEFR) and other recognized English language proficiency tests such as IETLS, TOEFL and PTE. The entry and exit levels for the UE courses are listed below:

***Entry and exit levels for courses***

The table below shows the minimum English entry levels required for EAP/IELTS courses:

<b>EAP/IELTS Level</b>	<b>Current English level</b>
Intermediate	IELTS 4.5 or Intermediate level on UE Placement test
Upper-intermediate	IELTS 5.0 or Upper Intermediate level on UE Placement test
Advanced	IELTS 5.5 or Advanced level on UE Placement test

The table below shows the minimum English entry levels required for ACE courses:

<b>ACE Level</b>	<b>Current English level</b>
Intermediate	IELTS 4.5 or Intermediate level on UE Placement test
Upper-intermediate	IELTS 5.0 or Upper Intermediate level on UE Placement test

The table below shows the minimum English entry levels required for GE courses:

<b>GE Level</b>	<b>Current English level</b>
Elementary	Elementary level on UE Placement test
Pre-intermediate	Pre-Intermediate level on UE Placement test
Intermediate	IELTS 4.5 or Intermediate level on UE Placement test
Upper-intermediate	IELTS 5.0 or Upper Intermediate level on UE Placement test
Advanced	IELTS 5.5 or Advanced level on UE Placement test

- 4.9 Apart from meeting the entry requirements for the suitable levels of the courses, applicants must also meet the Genuine Temporary Entrant (GTE) and Genuine Student (GS) requirements.
- 4.10 If the applicant is onshore at the time of the application (i.e. is/has been a student at another registered institution), the International Student Transfer Policy must be followed prior to considering the academic requirements.
- 4.11 If an applicant does not meet the entry requirements, they will normally be issued with a Conditional Offer requiring them to meet the minimum level (and provide evidence of attainment).
- 4.12 The student's study plan must reflect the actual learning requirements or choices of the student.
- 4.13 Completed application must be submitted to UE with supporting documents.
- 4.14 Documents in a language other than English must be accompanied by a certified English translation.
- 4.15 All enrolled students must be notified of changes to delivery location or deliver arrangements (such as subcontracting or auspice arrangements) 20 days prior to course commencement.
- 4.16 An applicant has a right of appeal against a UE decision regarding admission in accordance with UE's Complaints and Appeals Policy.

## **5. Procedure**

- 5.1 To be considered for admission, applicants need to meet the eligibility criteria outlined in this Policy and submit a complete application to UE.
- 5.2 Upon receiving a completed application from and the supporting documentation, UE will record the application in the Student Management System and assess the application.
- 5.3 If an applicant wishes to study an English course, he/she needs to present either an IELTS certificate (less than 2 years old and original must be brought to enrolment) showing current English level or undertake a UE English Placement test (there is no English minimum entry level requirement for General English Course). The UE English Placement test contains writing (20 minutes), grammar (20 minutes) and speaking (5-10 minutes) components and is conducted at enrolment for General English Students (no dictionaries/phones are allowed).
- 5.4 Applicants interested in IELTS/EAP or ACE MUST either;
  - a. present an IELTS certificate (less than 2 years old and original must be brought to enrolment) with an to obtain their offer letter, or
  - b. undertake a UE English placement test.

- 5.5 For courses that have a minimum English level for entry (IELTS/EAP or ACE), applicants will need to provide evidence of their English skills or sit the UE Placement test to confirm the applicant has the required English skills (Intermediate or above). The placement test is also used to decide how many weeks ELICOS a student requires to meet their study / personal needs.
- 5.6 If the applicant has the English skills required for IELTS/EAP or ACE (Intermediate or above), the student will be informed that they can directly enter. If the applicant's English skills are lower than intermediate, the applicant will be advised of the required number of weeks of the General English course before being able to enter their next course.
- 5.7 The student may be tested once again when they arrive at UE, in order to verify their English language levels and place them in a suitable group.
- 5.8 An unconditional offer will be issued to the applicant, or their representative provided the applicant meets the required academic and English requirements for the course being applied for and is deemed to be a Genuine Student if they are an international student.
- 5.9 If an applicant does not meet the entry requirements of the course, the applicant or their education agent will be notified in writing that their application has been declined, along with an explanation for this decision.
- 5.10 If an international applicant has not completed 6 months of the principal course at another provider before seeking admission to a UE course, they must have been released by their previous provider (on PRISMS) for a full offer to be considered.
- 5.11 Within 10 business days of receiving the applicant's signed Letter of Offer and Agreement and the required deposit, UE will issue the CoE to the applicant through PRISMS. The following details shall be recorded in PRISMS:
  - a. student's full name
  - b. gender
  - c. date of birth
  - d. country of birth and nationality
  - e. student address
  - f. mobile phone number
  - g. landline phone number (if available)
  - h. email address
  - i. education agent details
  - j. start and end date of course
  - k. unique identifier of the student's course and its location
  - l. amount of tuition fees UE has received (including the start and end dates for the period to which this amount relates)
  - m. amount of non-tuition fees received
  - n. total amount of tuition fees in accordance with the Written Agreement
  - o. Overseas Student Health Cover (OSHC) details (if arranged by UE)

- p. onshore or offshore applicant
- q. if the student has undertaken an English language test, the name of the test and the score the student received for the test
- r. if the student was in Australia, the number of the student's passport
- s. if the student holds an Australian visa, the number of the visa
- t. any applicable conditions

5.12 If the required deposit has not been transferred, the offer will be withdrawn by UE.

### Version History

It is the joint responsibility of the Implementation Officer and Responsible Officer to ensure compliance with this policy.

<b>Responsible Officer</b>	Admissions Manager		
<b>Implementation Officers</b>	Admissions Officers		
<b>Review Date</b>	19 July 2027		
<b>Approved by</b>			
Managing Director			
<b>Associated Documents</b>			
Access and Equity Policy & Procedures Agent Appointment and Monitoring Policy & Procedures Application form English Placement Test GTE and GS Criteria Assessment Questionnaire Letter of Offer and Agreement Marketing Policy and Procedure Records Management Policy & Procedures Transfer Between Provides Policy & Procedures			
<b>Version</b>	<b>Brief Description of the changes</b>	<b>Date Approved</b>	<b>Effective Date</b>
4.0	<ul style="list-style-type: none"> <li>• Reformatted the documents to have distinct sections for purpose, scope, policy, and procedure</li> <li>• Included the details to be recorded in PRISMS</li> <li>• Added a Version History Table</li> </ul>	19 July 2024	19 July 2024