

Admissions and Enrolments Policy

Scope

This policy applies to Kaplan International Languages schools (each a “School” and collectively the “Schools”), as follows:

- Sydney – Kaplan International English (Australia) Pty Ltd (ABN 31 003 631 043) trading as *Kaplan International Sydney*
- Melbourne/Adelaide – Kaplan International (Melbourne & Adelaide) Pty Ltd (ABN 90 129 017 385) trading as *Kaplan International Melbourne* and *Kaplan International Adelaide*
- Perth – Kaplan International (Perth) Pty Ltd (ABN 76 079 200 212) trading as *Kaplan International Perth*
- Brisbane – Kaplan International (Brisbane) Pty Ltd (ABN 81 097 629 073) trading as *Kaplan International Brisbane*

Purpose

The purpose of this policy is to ensure that the Schools have appropriate Admission and Enrolment criteria and that they recruit students in an ethical and responsible manner, including, but not limited to, ensuring that each prospective student’s English language proficiency is appropriate for the course they have applied for.

The Admissions and Enrolment Policy provides guidelines for administration staff, student recruitment staff, education agent networks and prospective applicants on the procedures for student admission and enrolment.

This policy also ensures that if the application is accepted, the School will enter into a formal written agreement with the student which makes clear all the obligations of the School and the student, including services to be provided, fees payable and information about refunds, complaints and appeals.

Policy Statement

Kaplan International Languages Schools uphold the principle that all applicants seeking to enrol in any English language course are treated in an open, fair and transparent manner.

All decisions regarding student selection will be made following clear and defined, evidence based, entry criteria:

- student admissions will be based on a demonstrated ability to study at the chosen English language level;

- throughout the admission process the School will treat applicants courteously and efficiently, assessing applications in a way that ensures decisions relating to student admissions are consistent with the School's published entry requirements;
- prospective students are able to view the Schools' entry criteria and application procedures which are published in the Schools' marketing materials, on the website and as detailed in this policy;
- the entry criteria, as stated in the ELICOS course curriculum, is adhered to, when determining if a student is able to enter their chosen course.

Admission Criteria

Kaplan International Languages is committed to having a strong application assessment process with appropriate Admissions criteria. The Schools will not enrol students with incomplete applications or who do not have study rights in Australia.

Admission criteria for each course of study will:

- ensure that students have adequate prior English language knowledge and skills to successfully undertake the course of study and reach required learning outcomes;
- ensure that every prospective student completes the KITE placement test prior to enrolling in the course and/or on Orientation Day; and
- ensure that prospective pathway students have received a valid offer from one of the School's pathway provider organisations.

Minor Students (under the age of 18 years)

The Schools will accept applications for enrolment of students who are under the age of 18 years provided that additional steps are taken during the Admission process.

For prospective students who are under 18 years old and applying for a Student visa, additional evidence and/or processes are required before a Confirmation of Appropriate Accommodation and Welfare (CAAW) letter and a CoE can be generated from PRISMS.

For all prospective students who are under 18 years, irrespective of which visa they are on, a parent or legal guardian must agree to them undertaking their chosen course and the parent/legal guardian must also sign, the Written Agreement.

For more information please see the School's "Student Welfare and Accommodation for Under 18's" at following link: <https://kaplaninternational.com/terms-and-conditions>

English Language Proficiency

The prospective student's English language skills will be assessed against the admissions criteria. English skills need to be of a level that will enable the student to communicate effectively on arrival in Australia, participate in classes and achieve expected learning outcomes.

Students enrolling in:

- Intensive Academic Semester
- Intensive Academic Year
- Intensive English

are **required** to take a KITE test on Orientation Day. The results of the KITE test will be used to place them in a course appropriate to their English language proficiency. Students enrolled in these courses are **not required** to do any pretesting.

Students enrolling in:

- Cambridge Exam Preparation (FCE, CAE)
- English for Academic Purposes
- IELTS Preparation
- Intensive Business English
- Pathway Programs

are **required** to either take a KITE test before arrival to determine their current level or provide evidence of their level of English by providing the School with an English Language Certificate (see Table 1 below: English Proficiency Requirements for KI Languages Schools Admission, for a list of accepted certificates). Once this step is completed, they are provided with a study plan by the school. The study plan provides the student with a brief outline of their chosen course and study timeframe. They are also **required** to take a KITE test on their Orientation Day, to check their level of English against their pre-arrival level, and to place them in a class appropriate to their English language proficiency.

If the KITE result on Orientation Day differs from the pre-arrival KITE test, or that indicated on any English language certificate provided by the prospective student to the School as proof of English language ability, then the Orientation Day KITE test results will be used to place the student in an appropriate class. There are no exceptions to this policy.

The table below shows the English language levels required for Kaplan courses:

Table 1: English Proficiency Requirements for KI Languages Schools Admission

Course Name	English Language Level Requirements for Admission	
Intensive Academic Semester	Elementary to Advanced	
	All levels accepted - KITE testing upon enrolment	
Intensive Academic Year	Elementary to Advanced	
	All levels accepted - KITE testing upon enrolment	
Intensive English	Elementary to Advanced	
	All levels accepted - KITE testing upon enrolment	
Cambridge Exam Preparation (FCE,CAE):	Intermediate to Advanced	
	IELTS	4.5-5.5
	CEFR	B1
	TOEFL	37-54
	Cambridge	140-160 PET
	KITE test	350-424
English for Academic Purposes	Level 1: Intermediate	
	IELTS	5.0
	CEFR	B1
	TOEFL	37-54
	Cambridge	140-160 PET
	KITE test	350-424

	Level 2: Higher Intermediate	
	IELTS	5.5
	CEFR	B2
	TOEFL	55-74
	Cambridge	160-180 PET
	KITE test	425-499
IELTS Preparation	Intermediate to Advanced	
	IELTS	4.5-5.5
	CEFR	B1
	TOEFL	37-54
	Cambridge	140-160 PET
	KITE test	350-424
	Slight variations may exist between Schools	
Intensive Business English	Intermediate to Advanced	
	IELTS	4.5-5.5
	CEFR	B1
	TOEFL	37-54
	Cambridge	140-160 PET
	KITE test	350-424

Application Process

Complete an Application Form

The first stage of the Admission Process begins when the Admissions team receives a signed and completed application form from a prospective student. An application form can be provided by one of the Schools' Education Agents, picked up in person from the college or downloaded from the School's website, currently at:

<https://www.kaplaninternational.com/australia>

Following documents must be attached to the Application Form:

- Copy of current passport (for off-shore applicants)
- Copy of passport and current visa (for on-shore applicants)
- English language level proficiency evidence as outlined in the table above

If an onshore overseas student is currently enrolled in a course with another training provider in Australia and wishes to leave that provider and transfer to Kaplan, they will need to provide evidence of their release (may be an email or Letter of Release) from that training provider before the application can be finalised.

Enrolment Documents Verification Procedures

Kaplan will assess whether the Student's English language proficiency is appropriate for the course for which enrolment is sought (see the above Table 1: English Proficiency Requirements for KI Languages Schools Admission).

All relevant enrolment documents provided by the student, including but not limited to those relating to English language levels, will be assessed and verified by the Admissions or Students Services Team.

If original documents are required, they may be sited, copied, and certified as true copies of the original and assessed alongside the completed enrolment application. Certified copies

will be kept in the student's files and stored according to the requirements of the Schools Student Record Management policy.

Assessment of Genuine Temporary Entrant (GTE) Status

The Schools follow clear processes for assessing the eligibility of international applicants. Depending on their country of origin some, but not all, prospective Students applying for a Student visa will be required to provide additional documentary evidence to the School to help ascertain GTE status, (whether or not they are a genuine temporary entrant).

In addition to the documents provided with the application form, following documents may be required to assess the applicant's GTE status:

- Education certificates
- Financial records
- Employment letter
- Character verification documents such as reference letters, etc.

When assessing the GTE status of prospective students, staff will follow clear School procedures and guidelines.

Further information can be found on the Department of Home Affairs website at: <https://www.homeaffairs.gov.au/sitesearch?k=Genuine%20Temporary%20Entrant>

Offer of a place to Study at Kaplan

All students who apply to the School will be sent an email notifying them of the outcome of their application. Students who are unsuccessful will be provided with reasons for the rejection; reasons include but are not limited to, failing to meet the requirements of the GTE status assessment. Each student who satisfies the admission criteria will, in this email, be offered a place via a Written Agreement, known also as a Letter of Offer (LoO).

The Written Agreement between the School and the student sets out services to be provided, fees payable and information in relation to refunds, complaints and appeals. (see the School's "Grievances, Complaints and Appeals Policy" and "Refund Policy" currently at following link: <https://kaplaninternational.com/terms-and-conditions>)

The School's **Written Agreement** will, in plain English:

- Identify the course(s) in which the overseas student is to be enrolled;
- Identify any conditions on the overseas student's enrolment such as any pre-requisite course or attainment of a certain level of English language proficiency;
- Provide an itemised list of all course fees to be made payable by the student and the payment structure/schedule;
- Set out the tuition fees for each course and the payment arrangements;
- Not require more than 50% of the student's total tuition fees for a course before the student has begun the course, except in the case of short courses of 25 weeks or less.
- Provide information in relation to refunds of course fees including:

- the refund requirements that apply if the student defaults in relation to a course at a location;
- processes for claiming a refund;
- Set out the circumstances under which personal information about the overseas student may be shared between the School and the Australian government and designated authorities.
- Advise the overseas student of their responsibility to provide the School with their current contact details while in Australia and studying with the School, (including current residential address, mobile number, (if any) and email address, (if any).
- Provide an explanation of what happens in the event of a course not being delivered;
- Outline internal and external complaints and appeals processes;
- Provide a statement that “This written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies”.
- Advise students that, in the event of a course not being delivered by the School, the School will refund the course fees under the Tuition Protection Service (TPS) and will arrange a refund or transfer as per the TPS Framework. More information to be found currently at: <https://tps.gov.au/Home/NotLoggedIn>
- Specify the scheduled course contact hours for any ELICOS course in which the student is to be enrolled, ensuring that they indicate the student’s scheduled course contact hours and include:
 - A minimum of 20 scheduled course contact hours per week of face-to-face classes of English language instruction for the course
 - Any other scheduled course contact hours required by the course.
- State that the student is responsible for keeping a copy of the written agreement and receipts of any payments of tuition fees or non-tuition fees.

Enrolment Process

Accepting the Written Agreement

Students should, after carefully reading, understanding and agreeing with the terms and conditions of enrolment, sign the agreement and pay the tuition fees (as outlined in the Written Agreement). The agreement to accept the offer must be signed and returned to the School before the enrolment can be confirmed.

For students under the age of 18 years, a parent and/or legal guardian will also sign the Written Agreement.

The School’s Written Agreement must be signed by the student prior to or at the same time course fees are paid. The Schools will not accept any payment prior to having received a signed agreement and all required documentation.

Please note that acceptance of the offer serves as a binding contract between the School and the Student.

Confirmation of Enrolment

For students applying for an Overseas Student Visa, once a signed acceptance of the Written Agreement and payment of course fees are received by the School, a Confirmation of Enrolment (CoE) is created in PRISMS and issued to the student for visa application purposes.

For students studying on visas other than Overseas Student Visa; their course booking is confirmed once a signed acceptance of the Written Agreement and payment of course fees are received by the School.

Please note that once enrolment has been confirmed the Schools will only allow students to delay their agreed start date by a maximum period of fourteen (14) calendar days.

Orientation Day

The student enrolment process is finalised once the student attends the School's compulsory Orientation Program and completes the registration form. All Orientation Programs take place before the commencement of studies and are either face-to-face (Orientation Day and Evening Programs) or virtual (Online Orientation Program).

Please note: Attendance at Orientation Programs is compulsory.

Definitions

CoE	Confirmation of Enrolment
CAAW	Confirmation of Appropriate Accommodation and Welfare
DHA	Department of Home Affairs
ELICOS	English Language Intensive Courses for Overseas Students
IELTS	International English Language Testing System is an international standardised test of English language proficiency for non-native English language speakers
KITE test	KITE (Kaplan International Tools for English) tests are used by the Schools for placement, progress and exit testing of students
LoO	Letter of Offer also known as the Written Agreement, a legally binding document between the School and the Student.
OSHC	Overseas Students Health Cover
PRISMS	Provider Registration and International Student Management System
SSVF	Simplified Student Visa Framework
TFN	Tax File Number
Written Agreement	Is equivalent to a Letter of Offer (LoO), a legally binding document between the School and the student.

Record Keeping

Records of admission and enrolment (including applications that were rejected) with the Schools must be stored, archived and/or destroyed as outlined in the School's Student Record Management Policy and Guidelines for a minimum of 2 years after the student's enrolment with the School ceases or as otherwise required by law.

Responsibilities

The Operations Manager and Admissions Manager in collaboration with the Student Services Team and Admissions team are responsible for the implementation of this policy.

Relevant Legislation

The Education Services for Overseas Students Act (ESOS Act)

<https://www.legislation.gov.au/Details/C2018C00210>

The National Code of Practice for Providers of Education and Training to Overseas Students 2018 <https://www.legislation.gov.au/Details/F2017L01182>

Education Services for Overseas Students Regulations 2019

<https://www.legislation.gov.au/Details/F2019L00571>

ELICOS Standards 2018

<https://www.legislation.gov.au/Details/F2017L01349>

Related Policies and Documents

This policy should be read in conjunction with the following:

- Grievances, Complaints and Appeals Policy
- Refund Policy
- Student Records Management Policy
- Student Welfare and Accommodation for Under 18's Policy
- Transferring Between Providers Policy.

The following internal documents are available within the Company and support this Policy:

- Enrolment Information Checklist
- Kaplan International Languages Registration Form
- Kaplan International Languages GTE Admission Guidelines
- Kaplan International Languages GTE Process for High Risk Countries
- Kaplan International Languages GTE Assessment Form.

Version Control and Accountable Officers

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

Policy Category	Operations			
Responsible Officers	KI Languages Regional Sales & Marketing Manager – Australia & New Zealand and KI Languages Operations Support Manager ANZ			
Implementation Officer(s)	Admission Manager and Student Services Manager			
Review Due Date	June 2021			
Approved by:				
Principal Executive Officer				
Version	Authored by	Brief Description of the changes	Date Approved	Effective Date
2.0	Kaplan Australia Quality, Regulations and Standards Team in collaboration with the team at Kaplan International Languages.	Revised policy.	19.05.2020	02.06.2020