

## 1. Introduction

This document outlines CCEB's general conditions of enrolment for students. It is to be used as part of the written agreement referred to in the Written Agreement Policy and Procedure.

## 2. Policy

2.1 All students are required to comply with the requirements set out in this Conditions of Enrolment.

2.2 Copies of Documents:

It is the student's responsibility to keep a copy of the written agreement and receipts of any payments. It is also the student's responsibility to keep a copy of any other documents they are issued with by CCEB, such as certificates, graduation letters, work placement logbooks etc.

Should a student require additional copies of documents to be issued, an administration fee will be charged.

2.3 Visas:

International students must have the appropriate visa and study rights to allow them to study at CCEB.

2.4 Course Entry Requirements:

All students must meet the entry requirements for each course in which they are enrolled. This includes English language level requirements and previous qualifications or experience prerequisites. If a student fails to meet these requirements, CCEB can refuse entry and cancel the enrolment or defer the course(s) until the entry requirements are met. Students who are not deemed to have a sufficient level of English for a course will be required to enrol in a General English course until such time as their English meets the required level for the course they wish to study.

Entry requirements for each course can be found on the CCEB website.

2.5 Code of Conduct:

Students are required to comply with CCEB's *Code of Conduct*.

2.6 USI:

Any student undertaking a VET course or module in Australia needs to have a USI (Unique Student Identifier). Students must provide CCEB with their USI. A student may not be issued with a nationally recognised VET Qualification (Certificate) or Statement of Attainment if they have not provided their USI to CCEB.

More information regarding USI and how to apply for one can be found online at [www.usi.gov.au](http://www.usi.gov.au)

2.7 Younger Students (Under 18):

Student under the age of 18 must have all forms countersigned by their parent/ guardian.

Younger students on a student visa are required to maintain adequate welfare and accommodation requirements as a condition of their student visa. They are required to live with a parent, suitable relative or legal guardian. Details of the parent/ relative must be provided to CCEB. Where a student does not have a parent or suitable relative in Australia, the student will be required to stay with a CCEB approved host family. The homestay parent(s) will become their guardian.

Accommodation arrangements for younger students on a student visa must not be changed without prior approval by CCEB.

For more information refer to CCEB's *Younger Students Policy and Procedure*.

## 2.8 Fees:

The college's offer of a place is contingent upon payment of the Enrolment Fee.

Fees must be paid by the due date specified in the written agreement otherwise a late payment fee will be charged. Your enrolment could be cancelled for non-payment.

Students may incur additional fees and charges such as VET unit late submission and resubmission fees and knives for cookery course students.

Fees are subject to change at any time and the most current fees can be found in the *Price List* on CCEB's website.

## 2.9 Contact Details:

Students must, while in Australia and studying with CCEB, notify CCEB of their contact details including:

- current residential address, mobile number (if any) and email address (if any); and
- who to contact in an emergency; and
- any changes to those details.

These details must be provided within 7 days of arriving in Australia and within 7 days of any changes.

## 2.10 Course Commencement and Course Inductions:

Students are required to start their course on the course commencement date as per their written agreement/ CoE. Students who do not commence their course or make arrangements for an alternative start date within 2 weeks of their start date will be cancelled for non-commencement.

All students are expected to attend an induction/ orientation for each course they are enrolled in.

## 2.11 Course Attendance:

Students must achieve satisfactory course attendance for each course they are enrolled in at CCEB.

If a student is more than 10 minutes late to a session (class), they will be marked as absent for the entirety of the session and may be refused entry to that session.

For ELICOS students, the minimum requirement for attendance is 80% of the scheduled contact hours for each ELICOS course in which a student is enrolled. Where a student has more than 1 ELICOS enrolment, they must have an attendance of 80% or more in each enrolment.

ELICOS student may have their enrolment cancelled and, if on a student visa, may be reported to the Department of Home Affairs – Immigration and Citizenship if they do not maintain satisfactory course attendance.

More information regarding attendance can be found in CCEB's *Student Attendance Policy and Procedure*.

## 2.12 Course Progress:

Students must maintain satisfactory course progress whilst enrolled at CCEB. Students are required to complete and submit, on time, all class work, assignments, activities and assessments in order to maintain satisfactory progress.

Unsatisfactory progress is defined as not successfully completing or demonstrating competency in at least 50 percent of the course requirements in that study period.

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VET students are monitored and assessed throughout each study period. A study period is defined as 1 term (10 weeks) of study. A VET student may have their enrolment cancelled and, if on a student visa, may be reported to the Department of Home Affairs – Immigration and Citizenship if they do not maintain satisfactory progress.

More information regarding VET progress can be found in CCEB's *VET Course Progress Policy and Procedure*.

## 2.13 Work Placements:

Some VET courses include a work placement requirement. Students enrolled in those courses must complete the required hours of work in order to achieve the qualification.

Vocational placement requirements for each course can be found on the CCEB website.

If a student has completed all other requirements of the course but not the full required hours of work, they can only be issued with a Statement of Attainment (not the VET Qualification Certificate).

## 2.14 Plagiarism:

CCEB does not tolerate plagiarism or cheating in any way. VET students who are found to be submitting plagiarised work, assessments that they did not write or claiming vocational placement hours that are untrue may be marked as non competent for those units and therefore would need to pay to reenrol in those units. Students who continue to cheat in some way may have their enrolment cancelled.

CCEB's *Plagiarism Policy and Procedure* should be referred to for more information.

## 2.15 Credit Transfers and Recognition of Prior Learning:

VET Students who have previously studied and successfully completed one or more subjects containing the same competencies as those offered by CCEB can apply for a Credit Transfer (CT). Copies of Certificates, Statements of Attainment or Academic Transcripts must be provided to CCEB by the student.

All VET students shall have access to, and can apply for, Recognition of Prior Learning (RPL) by gaining competency based on their existing skills and knowledge in any or all of the units in the qualification. RPL is an evidentiary process and students will be required to submit a portfolio of evidence.

More information regarding CTs and RPL can be found in CCEB's *Credit Transfer and Recognition of Prior Learning Progress Policy and Procedure*.

## 2.16 Cancellations and Refunds:

Students wishing to cancel their course(s) should refer to CCEB's *Cancellation and Refund Policy* and the *Deferment, Suspension and Cancellation Policy and Procedure*. For VET Student Loans Students, the *VSL Cancellation, Refund and Re-credit Policy and Procedure* should be referred to.

In all circumstances, the Enrolment Fee is non-refundable.

## 2.17 Transfer Requests:

There are restrictions on transfers for students on a student visa who have not yet completed 6 months of their principal course of study. Students who wish to transfer to another provider and cancel their enrolment at CCEB or transfer from another provider to CCEB must follow the *Student Transfer Policy and Procedure*.

## 2.18 Course Change:

Students wishing to change their course(s) must follow CCEB's *Student Course Change Policy and Procedure*.

## 2.19 Deferment or Suspension of Studies:

In compassionate, compelling or special circumstances, students may request to defer (postpone the start of a course where the course has not yet started) or suspend (temporarily put a course that has started on hold) their studies. Requests must be made in writing with supporting evidence.

CCEB's *Deferment, Suspension and Cancellation Policy and Procedure* should be referred to for more information. For VET Student Loans Students, the *VSL Cancellation, Refund and Re-credit Policy and Procedure* should be referred to.

## 2.20 Holiday Requests:

For ELICOS student wishing to take a holiday, a *Student Leave Request Form* must be completed and submitted at least 2 weeks before for approval. Leave (holiday) can only be requested for full study weeks. It must start on a Monday and end on a Friday.

VET students are not granted leave during the timetabled term. Any VET student wishing to have leave during the term must follow the policy and procedure for the suspension of studies.

## 2.21 Complaints and Appeals:

Students are encouraged to attempt informal resolution for any issue they may have by talking with the person to whom the complaint relates. If the issue is not resolved in the informal internal stage, students are able to access the formal internal stage by lodging a complaint in writing using the *Student Complaints/ Appeals Form*. Students not satisfied with the outcome of an internal complaints and appeals process may access an external and independent body.

For more information, refer to CCEB's *Student Complaints and Appeals Policy and Procedure* and the *Complaints and Appeals Process*.

## 2.22 Privacy:

CCEB collects and holds personal information that is reasonably necessary to carry out the services provided. Personal information will not be used or disclosed for any secondary purpose, unless related to the main purpose for which it was collected, unless consent is given.

CCEB is required to release some personal information for government auditing purposes and, if relevant, to the Commonwealth and the VSL Tuition Protection Director.

For more information on Privacy, refer to CCEB's *Privacy Policy*.

## 3. Definitions

- a) College – CCEB
- b) Student – All students enrolled at CCEB
- c) Overseas Student – Any student who holds a student visa as defined by the ESOS Act (Education Services for Overseas Students Act 2000)
- d) Younger student – Any student under the age of 18 years old
- e) VSL student – Any student enrolled at CCEB who is using the VET Student Loans (VSL) program to pay for tuition fees.

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- f) ELICOS – English Language Intensive Course for Overseas Students
- g) VET – Vocational Education Training
- h) Written Agreement – Letter of Offer, Letter of Acceptance and/or Enrolment Form
- i) CoE – Certificate of Enrolment issued in PRISMS
- j) PRISMS – Provider Registration and International Student Management System
- k) Cancellation – Termination of studies.
- l) Deferment – Postponing a course(s) where the course(s) has not yet started.
- m) Suspension – Temporarily putting a course that has started on hold.
- n) VET Study period – 1 term (10 weeks) of study
- o) Unsatisfactory progress – Not successfully completing or demonstrating competency in at least 50 percent of the course requirements in that study period
- p) Principal course – Generally the final course of study covered by the overseas student’s visa
- q) Welfare – All matters relating to the mental and physical wellbeing of students
- r) Homestay – Accommodation in the home of a local family
- s) Eligible relative – A person nominated by a parent or person who has custody of the applicant who is:
  - a parent, spouse, de facto partner, brother, sister, step-parent, step-brother, step-sister, grandparent, aunt, uncle, niece, nephew, step-grandparent, step-aunt, step-uncle, step-niece or step-nephew; and
  - aged at least 21 years old; and
  - of good character, and show this by providing a police clearance from the countries in which they have lived for more than 12 months in the past 10 years after the age of 16; and
  - an Australian citizen, permanent resident or be eligible to remain in Australia until the overseas student’s visa expires or the overseas student turns 18 years of age (whichever happens first)
- t) Compassionate or compelling circumstances – Generally circumstances beyond the control of the student and which have an impact upon the student’s course progress or wellbeing. These include, but are not limited to:
  - serious illness or injury, where a medical certificate states that the overseas student was unable to attend classes;
  - bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided);
  - major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the overseas student’s studies;
  - a traumatic experience, which could include involvement in, or witnessing of a serious accident; or witnessing or being the victim of a serious crime, and this has impacted on the overseas student (these cases should be supported by police or psychologists’ reports); or
  - where CCEB is unable to offer a pre-requisite unit, or the student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol
- u) Special circumstances – Circumstances beyond the control of the student that did not make full impact on the student until on, or after, the census day for that course or part of the course and made it impracticable for the student to complete the requirements for the course or part of the course during the

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enrolment. A circumstance may have first occurred before the census day but worsen on or after or the full effect or magnitude did not become apparent until on or after the census day

- v) Census day - The date set by CCEB no earlier than 20% into each teaching term by which a VSL student needs to have their enrolment or withdrawal finalised
- w) Personal information – Information or an opinion that could identify an individual. These include, but are not limited to:
  - an individual’s name, date of birth, contact details, signature;
  - employee or student record information;
  - photographs;
  - sensitive information such as ethnic origin and health information;
  - financial information

## 4. Relevant Legislation

<b>Commonwealth</b>	National Code of Practice for Providers of Education and Training to Overseas Students 2018 Education Services for Overseas Students Act 2000
<b>Queensland</b>	-

## 5. Related Documents

<b>Letters/ forms</b>	Letter of Offer Letter of Acceptance Enrolment Forms
<b>Policies/ procedures</b>	All CCEB Policies
<b>Other documents</b>	Pre-Departure Booklet Student Handbook

## Document History

Version	Version release date	Author	Description of change	Date for next review
Conditions of Enrolment	Nov 2021	H. Pearce (Admin Coordinator)	Original document	Nov 2024