

Admissions and Student Selection Policy and Procedure

1. Purpose and Legislative Background

This policy responds to 'Standard 2.2 – Student engagement before enrolment' of the 'National Code of Practice for Registration Authorities & Providers of Education & Training to Overseas Students 2018 which states: "The registered provider must have and implement a documented policy and process for assessing whether the overseas student's English language proficiency, educational qualifications or work experience is sufficient to enable them to enter the course."

The purpose of the Admissions and Student Selection Policy and Procedure is to provide a broad and flexible framework for the student selection process at Glen Institute and an efficient and equitable student selection process for applicants.

2. Scope

This policy applies to all new students enrolling in a course at Glen Institute and is to be used by the RTO Manager, Administration Services (or appropriate delegate) when assessing student applications, issuing letters of offer and acceptance Agreement and CoE's.

The procedure aims at identifying specific processes that, if implemented, may shorten the length of a student's study period to gain this qualification and/or may reduce the course fee, and/or identify other study or career options for the student. This may include:

- a) *National Recognition*: This may be granted to those students who have attained recognition by an RTO of an Australian Qualification Framework (AQF) qualification and/or a Statement of Attainment issued by the same RTO or all other RTOs.
- b) *Recognition of Prior Learning (RPL)*: Which is the acknowledgment of a person's current skills and knowledge acquired through previous training, work or life experience.
- c) *Credit Transfer*: This may grant to those students who have previously completed a course which provides equivalent learning or competency outcomes to those required within the student's current course of study.

3. Entry Requirements

- 3.1 Entry requirements differ from course to course. These would be as defined in the Training and Assessment Strategy for each of the courses and can also be found in the Individual Course Flyers.

3.2 General Entry requirements for all VET courses are as below:

- Applicants must be 18 years of age or above at the time of commencement.
- Minimum IELTS score of 6.0 or PTE score of 51.6 or Certificate IV in EAL or equivalent*.
[Glen Institute follows Course Australian Core Skills Framework (ASCF) level guide.]

Note:

- In the absence of formal English qualifications Glen Institute may proffer English Placement Test.

In addition:

- Applicants should have basic computer and MS Office skills (Word, Excel and Power Point).
 - Students must bring their own laptops to facilitate the training and assessment.
Recommended Laptop requirements: Core i3 Processor, 4 GB of RAM, Operating system; Windows 7 or later version, Screen; 10" or higher, Microsoft Office or Open Office Program, Adobe Reader and Antivirus Program.
 - Hospitality candidates should be able to handle and cook dairy products and non-vegetarian food items including pork and may involve alcohol.
 - All VET course students will be required to undertake LLN test to identify Language, Learning and Numeracy capabilities at the time of Orientation (prior to commencing the courses). The outcome of LLN test will help the trainers and Student Support Staff to identify the learning needs and make provisions for additional academic support where required.
- 3.3 Glen Institute does not promise overseas students any possible migration outcomes from undertaking any courses or guarantee successful education assessment outcomes for the overseas or intending overseas student.
- 3.4 Glen Institute does not warrant that enrolment in or completion of the course will enable a student to obtain any employment or to remain in Australia upon completion of the course.
- 3.5 You may be re- assessed for subsequent courses if you have not successfully completed the currently enrolled course.

4. Admissions Process

- 4.1 Admission to a Glen Institute course is offered to applicants who meet the applicable entry criteria for both academic and English entry requirements and where required any special requirements for specific courses, such as prerequisites etc.
- 4.2 Applicants must complete and return the Student Enrolment Form and fill in all sections and provide all required information. After receiving the Enrolment Form, Administration will assess the application. If deemed necessary, such as, where there is a doubt as to the requirements of entry into the course being fulfilled or where there is a clarification to be sought regarding the

enrolment details, Glen Institute will inform the applicant via SMS or email of the date and time the phone / face to face contact would be made.

- 4.3 After receiving the confirmation from the applicant on the date and time of the interview, the administration staff will satisfy themselves of the correctness of all the details in the enrolment form and to ascertain the student's suitability or other wise to undertake the course.
- 4.4 Glen Institute will inform the prospective student of the outcome of the application including eligibility of RPL/Credit Transfer under National recognition and suitability of course, via e mail or SMS.
- 4.5 If all applicable information is not provided at the time of interview, a "conditional letter of offer" can be issued stating what is required to be provided before the CoE can be issued.
- 4.6 If a student is enrolled in another course before coming to Glen Institute and their enrolment at Glen Institute is subject to them achieving the other course, this must be noted on the CoE and a reminder set to check whether the student completed the course satisfactorily before entering Glen Institute to commence studies. This may happen when a student is required to complete an English course before coming to Glen Institute.
- 4.7 Applicants with disabilities should indicate on their Enrolment Form, their disability status. Such students may be asked to provide further details of their disability for Glen Institute to assess whether there are any special study requirements. No policy or practice of Glen Institute will discriminate against persons with disabilities except where, in the opinion of the CEO and RTO Manager, the provision of additional goods, services or facilities would impose unjustifiable hardship on Glen Institute.
- 4.8 Glen Institute reserves the right to reject applications on the grounds that it would be either in the best interest of Glen Institute and/or the student to do so.
- 4.9 Applicants will receive a Letter of Offer and Acceptance of Agreement Form which will contain information on:
 - identify the course or courses in which the student is to be enrolled and any conditions applicable to their enrolment.
 - provide an itemised list of course money payable by the student.
 - provide information in relation to refunds of course money.
 - Set out the circumstances in which personal information about the student may be shared between Glen Institute and the Australian Government and designated authorities and, if relevant, the Tuition Protection Service.
 - Advise the student of his or her obligation to notify the registered provider of a change of address while enrolled in the course.

- 4.10 The following information, in relation to refunds of course money in the case of student and provider default, will also be included:
- amounts that may or may not be repaid to the student.
 - processes for claiming a refund.
 - a plain English explanation of what happens in the event of a course not being delivered.
 - 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”.
- 4.11 The offer letter and the acceptance of agreement must be returned, and the indicated fees paid before the Electronic Confirmation of Enrolment (eCoE) is issued.

5. Selection Policy

- 5.1 Applicants must provide copies of their academic qualifications (this can include overseas qualifications or qualifications/statements of attainment completed/attained within Australia). Only certified copies are accepted. Agents are also authorised to certify documents for this purpose.
- 5.2 Administration Staff will analyze the Enrolment form and make judgment in the best interest of the applicant’s vocational benefit.
- 5.3 Applicants who wish to defer the start date of their course, after having received a CoE, may be able to do so. (Refer to ‘Deferral, Suspension, Cancellation Policy’).
- 5.4 Students who provide false information (such as qualifications, IELTS scores etc) on their application may have their offer cancelled/enrolment at a later stage even, stating the reasons for cancellation.
- 5.5 Students who wish to apply for Recognition of Prior Learning (“RPL”) should fill in the RPL application form which will be assessed by the Administration team in consultation with Academic Coordinator.
- 5.6 Where an application is received from a former Glen Institute student, Admissions staff will refer to the student’s file and, if there are concerns about the student (e.g. progress during previous enrolment or poor payment history), consult the appropriate person (e.g. the RTO Manager, CEO) prior to issuing any Letter of Offer.
- 5.7 Admission of a student transferring from another provider will be processed as per the ‘Transfer of Provider Policy’.

6. Receiving of Course Money

- 6.1 Glen Institute cannot accept course money from the student until the student has signed or otherwise accepted the Letter of Offer and returned signed Acceptance Agreement Form. The letter of offer must clearly state that payment should not be made until the Acceptance Agreement has been completed and returned.
- 6.2 Glen Institute may accept course money received at the same time as the verification of Acceptance Agreement (for example, if a student sends a signed Acceptance Agreement with an accompanying payment or brings the payment along with the Acceptance Agreement into Glen Institute's office).
- 6.3 If a student, or agent, in the same physical location as Glen Institute offers Glen Institute course money, Glen Institute cannot accept this money if it has not received the Acceptance Agreement.
- 6.4 In this case, Glen Institute must tell the student or agent that it cannot accept course money until the accepted written agreement has been received. If the student or agent is unable to supply the accepted written agreement at that time.
- 6.5 A faxed copy or a scanned copy of the "Acceptance Agreement"/ is suitable as notification of acceptance, if it is signed.

7. Additional checking to be completed in relation to the Letter of Offer

- 7.1 The Administration Staff should verify the signature of the student on the Acceptance Agreement with that of Student's passport or any such document. If there are any concerns about the validity of the signature (e.g. concerns that the form has been signed by the Education Agent), the application should be temporarily rejected till, the matter is resolved to establish proper identification. Administration staff should note that there are occasions when a signature will still not match. For example, some students will have changed their signature since their passport was signed. Also, some students have one signature in their own language and one signature that is used in English.
- 7.2 Where the administration department still has concerns about the signature, they should take further steps to ensure that the student has signed the acceptance Agreement. This could include contacting the student directly and requesting confirmation that they have signed the acceptance of offer or requesting that the student come into Glen Institute's campus and re-sign the letter of offer and acceptance agreement.
- 7.3 Where the administration officer believes that the agent has signed the acceptance of offer on behalf of the student, this should be brought to the attention of one of the marketing staff and/or the RTO Manager who should contact the Education Agent to discuss the matter

and consider what follow up is required in accordance with Glen Institute's policy on education agents.

8. Student File Creation

- 8.1 Where a student has applied to enrol at Glen Institute, the Enrolment Form (and all supporting documentation) should be printed/scanned saved and filed in individual student files maintained by the Student Administration. The Letter of Offer should also be filed with this paperwork once issued. The file should include the initial application, supporting documents (e.g. IELTS score, academic transcripts) Letter of Offer and completed Acceptance Agreement, along with payment receipts.
- 8.2 The file shall always be kept locked to maintain privacy of information and protect the files from being accessed by persons who are not authorised/do not need to see the information therein for the performance of their duties as a Glen Institute member of staff.

APPENDIX A

(Refers to para 3.2 of the admissions and student selection policy and procedure)

Meeting English language requirements

You might need to provide evidence of your English language skills at the time you submit your visa application. To find out the evidence you need to provide use the Document Checklist tool.

Note: The Department can ask you for evidence of your English language skill after you have submitted your application, at any time while processing your application, even though the Document Checklist tool shows that you don't need to provide evidence of your English language skill when you submit your application.

If you need to provide evidence of your English language skill, you must provide evidence that you:

- have obtained a certain test score in an English language test that the Department has approved, or
- fall into an exemption category listed below.

Reference: <https://immi.homeaffairs.gov.au/visas/web-evidentiary-tool>

You do not need to provide evidence of an English test score with your visa application if one of the following applies:

- you are a citizen and hold a passport from United Kingdom [*British National (Overseas) passports are not acceptable as evidence of competent English*], United States of America, Canada, New Zealand or Republic of Ireland.
- you are an applicant who is a Foreign Affairs or, Defence sponsored student or a Secondary Exchange student (AASES).

- you are enrolled in a principal course of study that is a registered school course, a standalone English Language Intensive Course for Overseas Students (ELICOS), a course registered to be delivered in a language other than English, or a registered post-graduate research course.
- you have completed at least 5 years' study in English in one or more of the following countries: Australia, UK, USA, Canada, New Zealand, South Africa, or the Republic of Ireland.
- In the 2 years before applying for the student visa, you completed, in Australia and in the English language, either the Senior Secondary Certificate of Education or a substantial component of a course leading to a qualification from the Australian Qualifications Framework at the Certificate IV or higher level, while you held a student visa.

Reference: [Subclass 500 Student visa \(homeaffairs.gov.au\)](https://www.homeaffairs.gov.au/subclass-500-student-visa)

Some Student visa applicants are required to provide the results of an English language test.

Department of Home affairs will accept test results from the following specified English language tests for Student visa purposes taken in any country:

- International English Language Testing System (IELTS)
- Test of English as a Foreign Language Internet-Based test (TOEFL iBT)
- Pearson Test of English (PTE) Academic
- Cambridge English: Advanced (CAE) test (also known as Certificate in Advanced English).

You must have taken the English language test in the 2 years before you apply for a student visa.

The table below shows the English language test providers and the minimum overall band scores you must achieve to meet the student visa English language requirement.

Below are the test score equivalencies:

English language test providers	Minimum score	Minimum score and at least 10 weeks English Language Intensive Courses for Overseas Students (ELICOS)	Minimum score and at least 20 weeks ELICOS
International English Language Testing System (IELTS)	6.0	5.5	5
TOEFL internet-based test	60	35	32
Cambridge English: Advanced (Certificate in Advanced English)	169	162	154

Pearson Test of English Academic (PTE Academic)	51.6	42	36
Occupational English Test	B for each test component	N/A	N/A

Reference: [Subclass 500 Student visa \(homeaffairs.gov.au\)](http://homeaffairs.gov.au/subclass-500-student-visa)

APPENDIX B

(Refers to para 3.2 of the admissions and student selection policy and procedure)

ENTRY REQUIREMENTS - ACADEMIC PREREQUISITES BY COUNTRY

Country	Year 12	Year 11/Year 10
Other countries not listed below	Contact admissions@glen.edu.au and you will be provided with information on equivalent. Academic qualifications for your specific country of enquiry.	
Bahrain	2nd Year of Secondary School Certificate (Yr 2 of Tawjihiya)	Tawjahiya or Secondary School Leaving Certificate
Bangladesh	10 + 2 minimum of 50% average	10 + 1 minimum of 50% average
Brazil	Ensino Medio (Upper Secondary Schooling)	Year 11 Ensino Medio, Year 11 Upper Secondary Schooling
Brunei	2 passes in the GCE 'A' levels	4 GCE 'O' levels 'D' grade or higher
Canada	Grade 12	Grade 11/Grade 10
China	Senior Secondary School Certificate	Senior Secondary School Certificate (Year 11equivalent level)
Colombia	Bachiller/bachillerato	Upper Secondary School Certificate
France	Baccalaureat	Baccalaureat (year 11 equivalent level) or Brevet d'Etudes du Premier Cycle du second Degree (BEPC)
Germany	Gymnasium	Realshule or Hauptschule
Gull States	School certificate with very high grades	School certificate pass grades
Hong Kong	Form 6 or equivalent	Form 5 or equivalent
India	High Secondary School Certificate (10 + 2) 50% average.	10 + 1 minimum of 50% average
Indonesia	SMU3	SMU2/SMU1
Iran	Certificate of Pre-University Graduation or High School Diploma 4-year program	High School 3-year program
Japan	Koukou sannen satsugyo shikaku	Koukou ninen sotsugyou shikaku/koukou ichinen sotsugyou shikaku
Kenya	KCSE C average or GCE AS or A level 2 subject	KCSE Pass or 'O' levels
Malawi	GCE A or AS levels 2 subject passes	4 passes in school certificate
Malaysia	2 passeas in the STPM or UEC	4 passes in GCE 'O' Levels/SPM 'D' grade or higher

Mauritius	2 passes in the GCE 'A' levels	4 GCE 'O' levels 'D' grade or higher
Mexico	2 or 3-year preparatoria or bachillerato program	Completion of Secondary Vocational Studies/School
Myanmar	Minimum completed 2 years at Professional College or Secondary Technical College	Basic Education High School Matriculation 45% or higher
Nepal	Higher School Certificate 55%	Senior School Certificate
Oman	Certificate of General Education or Secondary School Leaving Certificate	Secondary School Leaving Certificate (Year 11 equivalent level)
Pakistan	10 + 2 minimum of 50% average	10 + 1 minimum of 50% average
Philippines	School certificate plus a local diploma	School certificate
Poland	Egzamin Maturalny (Matura)/swiadectwo Dojrzalosci Liceum Ogolnoksztalcacego or Zawodowego or Technikum	Egzamin Gimnazjalny (Junior High School Leaving Exam)
Reunion Island	Baccalaureat	Baccalaureat (year 11 equivalent level) or Brevet d'Etudes du Premier Cycle du Second Degre(BEPC)
Singapore	2 passes in the GCE 'A' levels	4 GCE 'O' levels 'D' grade or higher
South Africa	Year 12	Year 11/Year 10
South Korea	High School leaving certificate or 12 years of school	11 years of school/10 years of school
Sri Lanka	GCE A levels 2 subject passes	GCE 'O' levels (4 subject passes)
Switzerland	Maturite	Cycle d' Orientation
Taiwan	Senior High School or Senior Vocational School	Senior High School 2nd year/Senior High School 1st year
Thailand	Matayom 6 or Certificate in Vocational Education	Matayom 5/Matayom 4
UAE	Tawjihiyya or Thanawiyya Al'aama (Secondary School Certificate)	Tawjihiyya or Thanawiyya Al'aama (Secondary School Certificate year 11 equivalent level)
UK	GCE A levels 2 subject passes	GCE 'O' levels (4 subject passes)
Vietnam	School certificate plus a local diploma or Diploma of General Education	Senior Secondary schooling (year 11 equivalent level)
Zambia	GCE A or AS levels 2 subject passes	ECZ or O level 4 subject passes
Zimbabwe	GCE A or AS levels 2 subject passes	O levels 4 subject passes

Reference: [Academic Equivalence to Vocational Qualifications | Ministry of Skill Development and Entrepreneurship | Government Of India \(msde.gov.in\)](#)