

Statutory and regulatory compliance

- National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018)
- ELICOS Standards 2018 P1, P2, P6, P7, P8

Related Policies

- Fees and Charges
- Refunds
- Education Agents
- Deferment, Suspension or Cancellation of Enrolment
- Information Provided to Applicants Prior to Enrolment
- Enrolment Offer and Acceptance Agreement
- Ethical Marketing
- Student under the age of 18 Policy and Procedure
- Student Support and Welfare Services Policy
- Monitoring Course Progress
- MEE portal

Related Documents

- Enrolment Offer and Acceptance Agreement
- Pre-enrolment information for intending Overseas Students
- Enrolment Application Form
- SSVF Tips for Assessing GTE
- Country Risk Levels
- Medium Risk Student Assessment Sheet
- High Risk Student Assessment Sheet

Policy

Assessment of applications for enrolment at Embassy English will be free of discrimination. If an applicant does not meet entry requirements as per SSVF (Simplified Student Visa Framework, implemented by DIBP July 2017, now the Department of Human Affairs - DHA), assistance will be provided to identify alternative courses of action which may include enrolment into another course offered at Embassy English. All applicants for enrolment will be treated fairly and equitably by all Embassy English staff, and provided with an ethical, thorough, sensitive and non-discriminatory service. One of the key requirements of Embassy English staff is their demonstration of a thorough understanding of the need for cultural sensitivity in dealing with students. Adhering to the National Code 2018, Embassy English will always ensure its marketing and promotion of courses and education services is ethical and true. Embassy English will not mislead prospective students prior to or at the time of enrolment. Embassy English will make a range of current, comprehensive and plain English information available and easily accessible to assist all of its prospective and current students in making informed decisions, including course details, tuition fees and duration of the course. Visa information pertaining to overseas students will be provided with relevant links to the DHA website wherein students will be able to gather the right information, prior to joining Embassy English.

All Embassy English staff and agents are obliged to abide by Embassy English's ethical marketing policy, which ensures that marketing activities present information to applicants that are accurate, correct and current.

Procedures

Applications

The following procedure applies for applications for entry to courses at Embassy English in Australia. This information is provided to applicants via the Embassy English website, www.embassyenglish.com ; students can then make specific searches related to the location they desire to study in.

Embassy English will ensure all of its students meet entry requirements for the courses they wish to enrol in.

Applicants are also directed to Embassy English's course outlines for more detailed information about the programs available. The outlines contain information about all of the courses offered by Embassy English, including their duration.

Visa requirements

Applicants who intend to stay in Australia for three months or less may apply for a three month tourist visa. Applicants who intend to study in Australia for a period of greater than three months require a student (Temporary) visa. Student visas are granted only to students enrolled in a registered, full-time course in Australia subject to Embassy English's assessment based on DHA's SSVF assessment level criteria.

Further information about the visa requirements for international students is available from these Australian government websites:

www.studyinaustralia.gov.au

www.homeaffairs.gov.au

Course entry requirements

There are no minimum entry level requirements for students seeking to enrol in the General English courses at Embassy. All students are urged to view the Embassy English website and relevant course outlines to assess their choice and make an informed decision prior to enrolling in a particular course.

Students seeking to enrol in Embassy courses that require minimum entry requirements (Cambridge, FCE and CAE, IELTS preparation and English for Academic purposes) are required to verify their English level prior to Embassy finalising their respective enrolment. For Embassy English to verify a prospective student's proficiency in the English language, one of the following is required:

- An internal proficiency test is administered prior to enrolment). This test evaluates the student's grammar, reading, vocabulary and writing ability. These tests are marked by the Academic Managers to determine level and class placement.
- An external test result such as IELTS or PTE
- Certificates and Transcripts of successfully completed ELICOS courses

If it is found that the score attained by students is lower than the minimum level required then Embassy English recommends the amount of study weeks required (increased the study weeks) to reach the minimum entry requirement.

On approval and finalisation of an enrolment and once the student is on campus, they undergo a placement test to verify validity and confirm their enrolment. If it is found that the score attained by students at onshore orientation is lower than the pre-arrival level, Embassy English reserves the right to place these students in a different course. Any variations to extending their course end date on the students CoE's will be dealt with on a case by case basis.

Enrolment application form

Applicants must complete all of the details on the Embassy English application enrolment form and forward it to Embassy English at the address shown on the form (by email, mail or in person) through their education agent.

Supporting documents

The following documents should be supplied with the application form:

- certified copy of a valid passport (overseas)
- original or certified copies of English test result documents (IELTS, TOEFL or other internationally recognised exam consistent with DHA regulations)
- original or certified copies of academic certificates and transcripts
- any other supporting information pertaining to SSVF

Important note: All documents supplied in support of an application for enrolment at Embassy English must be originals or certified copies of English translations of the originals.

Assessing course entry requirements

Applications for entry are assessed initially by the Admissions Officer to ensure that the enrolment application form has been correctly completed. The Admissions Officer completes the application cover page checklist, ensuring that all of the documentation required to proceed with the processing of the application have been supplied.

Documents produced in response to an application which meets entry requirements

If the supplied documentation provides evidence of satisfactorily meeting the course entry requirements, the Admissions Officer will make contact with the student or agent and provide them with an enrolment offer and invoice including the acceptance agreement for the student to sign and send back to Embassy English.

Filing documents in the current offers file

Copies of the enrolment offer and acceptance agreement, all of the documents supplied by the student in support of the application are uploaded on the students account on the Student Management System (Study Global)

Application rejections

If the documentation supplied with an application does not provide evidence of satisfactorily meeting the course entry requirements, the Admissions Officer will indicate in an email to the education agent that the application is rejected, and list any additional evidence the student should provide in order for the application to be reconsidered.

Copies of the rejection email, all of the documents supplied by the applicant in support of the application are uploaded to the students account on the Student Management System (Study Global).

Accepting an offer by countersigning and returning the enrolment offer and acceptance agreement

An applicant can accept an offer by countersigning the enrolment offer and acceptance agreement and returning it by mail (or in person if the applicant is onshore) to Embassy English. The student must accept the offer by signing the Enrolment Offer and Acceptance Agreement. The student may make payment concurrently with the return of the signed Enrolment Offer and Acceptance Agreement, or after returning the Enrolment Offer and Acceptance Agreement. Payment will not be accepted from applicants who have not returned to Embassy English a completed and signed Enrolment Offer and Acceptance Agreement.

Recognised English test results

Embassy English's Year Round General English courses do not have a minimum requirement as there are available levels from Beginner to Advanced. All applicants, however, will need to undergo an Embassy specific onshore placement test which will assess their command of the English language and proficiency.

English for Academic Purpose courses are assessed as a packaged booking through the Higher Education Provider's admissions team.

Non packaged EAP applicants are assessed by an Embassy English internal proficiency test and/or presentation of internationally recognised English test results. An onshore test will be required to ensure the validity of the offshore result.

Details of course entry and exit requirements are provided in the course information for intending students and on the Embassy English website.

EAP	Course length	IELTS Entry Level	IELTS Exit Level	CEFR
Stage 1	10 weeks	4.5	5.0	B1+
Stage 2	10 weeks	5.0	5.5	B2
Stage 3	10 weeks	5.5	6.0	B2+
Stage 4	10 weeks	6.0	6.5	C1

Initial Payment

Initial payment, prior to the issuing of a Confirmation of Enrolment (CoE), is required for:

- Enrolment fee
- OHSC fee
- first instalment or full payment of the tuition fee as detailed on the Enrolment Offer and Acceptance Agreement

Each of these fees is itemised on the Enrolment Offer and Acceptance Agreement.

Confirmation of enrolment

After the required initial payment is received, Embassy English will issue a Confirmation of Enrolment for Overseas Students (CoE) by use of the PRISMS system.

Applying for a visa

After an applicant has received their CoE, he/she can apply for a student visa. To do this, the applicant or their education agent will need to contact the Australian embassy or mission in their home country. Some countries allow online visa applications using the e-Visa function. The recognised education agent will give applicants advice and assistance in preparing their application. Applicants will be asked to have a medical examination as part of the visa process.

Special forms will be provided for the doctor to complete.

Checking Students passports and visas

At or before enrolment, Embassy English will check the passport of each student. A copy of the relevant passport pages and the visa stamp will be uploaded to the student's account on Study Global. Admissions and Student Services staff will check on the immigration visa verification system (VeVo) for the student's valid visa, dates and conditions.

Policy Version Details	
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Document History

Commencing Date	Summary of Changes	Next Review Date
December 2017	v5.0 Review, minor amendment and approval	December 2022
06 April 2018	v5.1 Review and amendment to maintain currency with business and regulatory changes	December 2022
31 August 2018	v5.2 Administrative amendments	December 2022