



Enrolment Kit



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About Enrolment Kit

Greenhill Institute Pty Ltd t/a Greenhill Institute (hereby referred to as GI)

Greenhill Institute manages and conducts its recruitment process in a fair, responsible, and detailed manner.

Greenhill Institute ensures that the recruitment, selection, and enrolment process is conducted according to the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Cth) and the Standards of RTO 2015 (Cth).

At Greenhill Institute, we make sure that recruitment is done in a responsible manner by ensuring that students are appropriately qualified for the course for which they seek enrolment which also includes having the necessary English language proficiency, educational qualifications and/or work experience. Students must have sufficient information to enable them to make informed decisions about studying with their chosen course at Greenhill Institute in Australia.

The kit has been developed to provide important information to manage recruitment, selection and pre training review effectively. It contains information about legislation, policy, and procedures at Greenhill Institute and other vital information.

Legislation on Recruitment and Enrolment of overseas students

ASQA uses the Standards to ensure nationally consistent, high-quality training and assessment across Australia's vocational education and training (VET) system. These standards are set to protect the interests of all students in Australia's VET system. The Standards guide nationally consistent, high-quality training and assessment services in the vocational education and training system.

Clause 5.1-5.3 of the Standards of RTO 2015 (Cth)

As per the clause 5.1-5.3 of the Standards of RTO 2015 (Cth), Greenhill Institute is required to provide clear information to prospective students to enable them to decide our RTO i.e., Greenhill Institute and courses offered at Greenhill Institute are suitable for them, based on their existing skills and knowledge and any specific needs.

Before enrolment or commencement of training and assessment activities, Greenhill Institute will provide clear information to students about full course code and title, where the training and/or assessment will take place, the estimated duration, the delivery mode or modes, entry requirements, support services, Fee information, information about the USI, learner's rights.

All the important information will be provided to the students through pre-enrolment information like student handbook, prospectus etc.

Please refer to the link below for more Enrolment and recruitment details on <https://www.asqa.gov.au/rtos/users-guide-standards-rtos-2015/chapter-2-enrolment/clauses-51-53-informing-and-protecting-students>

National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Cth)

National Code 2018 (Cth)

The National Code is a legislative instrument made under the *Education Services for Overseas Students Act 2000 (Cth)* and sets nationally consistent standards to support providers to deliver quality education and training to overseas students.

ESOS Act: The Education Services for Overseas Students Act 2000 (ESOS Act) sets out the legal framework governing delivery of education to international students in Australia on a student visa. It sets out the registration requirements and the ongoing standards for education providers that offer courses to overseas students.

The framework provides a consistent national approach to the registration of education providers so that the quality of the training and the care of students, remains high.

Standard 2: Recruitment of an overseas student

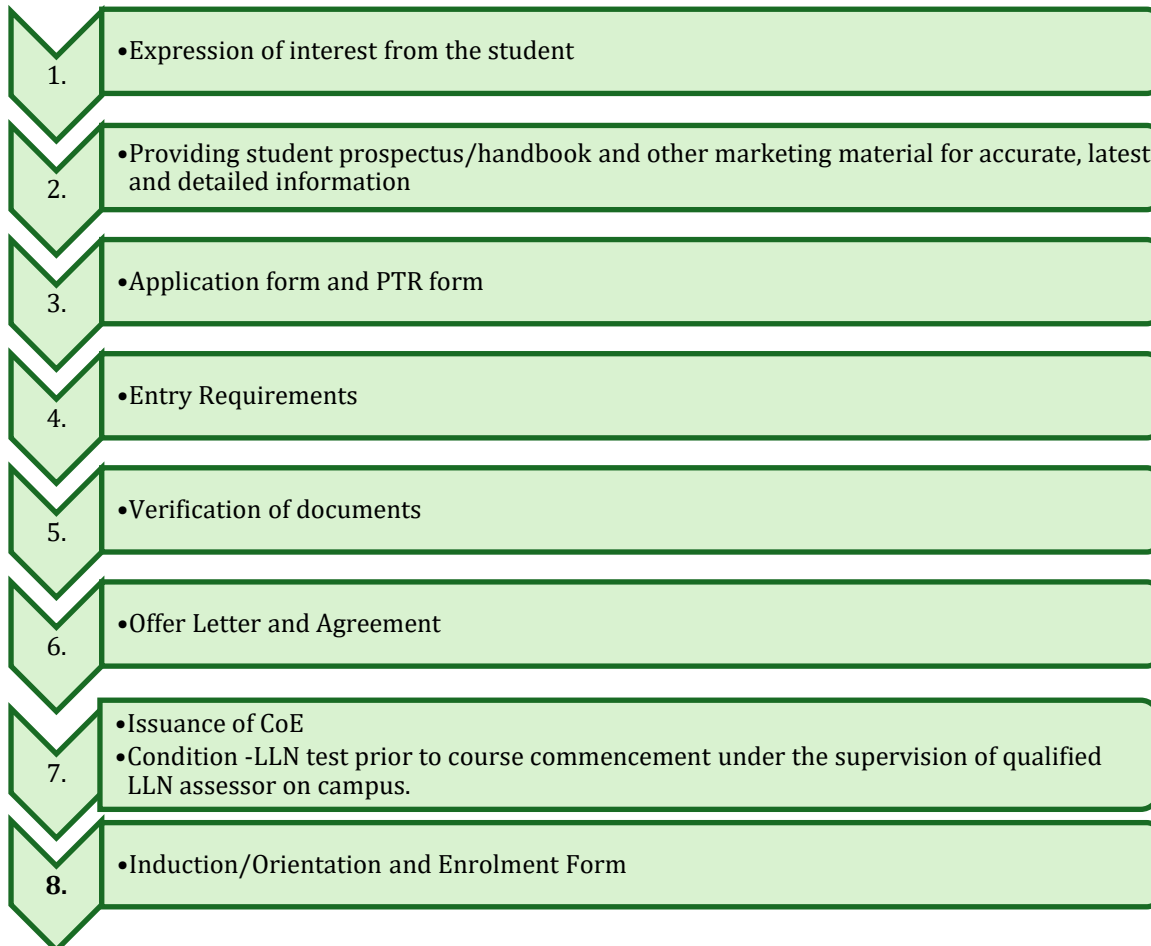
This standard sets out that registered providers must recruit responsibly by ensuring students are appropriately qualified for the course for which they seek enrolment, including having the necessary English language proficiency, educational qualifications, and work experience. Students must have sufficient information to enable them to make



informed decisions about studying with their chosen registered provider in Australia.

Please refer to the link below for details on Recruitment of Overseas students
<https://www.legislation.gov.au/Details/F2017L01182>

Step by Step Enrolment Process (Flow chart)





Enrolment Policy and Procedures

1. Purpose

Greenhill Institute implements this enrolment policy and procedures to ensure that:

- Students selected to study at Greenhill Institute can succeed in their chosen course of study once selected,
- the selection process is conducted in an ethical, fair, and equitable manner,
- appropriate access and equity principles are considered in the selection criteria,
- the application and selection process are consistent and compliant with the relevant standards and legislation.

This policy is created to ensure that prospective learners are advised and aware about the training products that are appropriate to meet the learner's needs, considering the individual's existing skills and competencies.

This policy has been implemented to assess the sufficiency of overseas student's English Language proficiency, educational qualifications, or work experience prior to enrolling in the course through Pre-Training review.

2. Responsibility

CEO and Campus/Administration Manager is responsible for the implementation of this policy and ensuring that relevant staff members are aware about this policy and procedures.

Enrolment/Administration officer or representative will be responsible for implementing enrolment procedures at Greenhill Institute.

3. Scope

These procedures apply to the admission, selection and processing of applications received from the prospective overseas students who wish to study the courses offered by the Institute.

4. Definitions

Admission: the process by which a prospective student applies for enrolment in a course offered by the Institute is considered and either selected or rejected.

Cth: Commonwealth of Australia

Australian Qualifications Framework (AQF): a nationally consistent set of qualifications for all post-secondary education and training in Australia.

Department of Home Affairs (DHA): The Department of Home Affairs is the Australian Government interior ministry with responsibilities for national security, law enforcement, emergency management, border control, immigration, refugees, citizenship, and multicultural affairs. DHA's Student Visa Program provides student visas to international students to allow them to study on campus onshore with an accredited provider.

ESOS Act (2000): Federal Government act that regulates the provision of education and training services to international students in Australia and which stipulates student VISA conditions. It sets out the legal framework governing delivery of education to overseas students studying in Australia on a student visa.

Confirmation of Enrolment (COE): This is a proof of student enrolment and acceptance of the offer letter and student agreement provided from the Institute. The DHA requires the CoE for visa processing of international students. This is generated through PRISMS for international students.

IELTS: a comprehensive test of English language proficiency designed to assess the ability of non-native speakers of English who intend to study or train in the medium of English.

Letter of Offer: a formal invitation to a prospective student to commence study at the Institute in the course



offered.

International Student: a student studying in Australia who is the holder of a student visa granted by the Australian Government.

Pre-Training Review (PTR): a review conducted prior to the enrolment into your course of studies to ensure that the training and assessment provided by Greenhill Institute can meet the student's individual needs and their host workplace requirements (if applicable).

PRISMS: Acronym for Provider Registration and International Students Management System (PRISMS). This site provides Australian education providers with the Confirmation-of-Enrolment (CoE) facilities required for compliance with the Education Services for Overseas Students (ESOS) legislation.

Selection Process: process undertaken to assess the suitability of the applicants for a program according to specified selection criteria, and subsequent notification of applicant's eligibility to enrol.

SMS: Student Management System.

5. Policy Requirement

- Application procedures will be student-focused, consistently applied, and equitable.
- Greenhill Institute will ensure that enrolment procedures will be carried out with person who is familiar with Greenhill Institute's Enrolment process.
- All applications will be treated fairly, with respect and sensitivity, and in accordance with the Greenhill Institute's Privacy Policy.
- Applications for admission will be lodged according to the relevant guidelines provided to the applicants in the student handbook.
- The Institute reserves the right to request additional information from the applicants which may be relevant to their application, including documentation of previous academic records, medical certificates, or other supporting documentation in case of special consideration applications on any of the established grounds for Special Consideration.
- The Institute reserves the right to request applicants' authorisation to obtain further information from the relevant third parties, where necessary, regarding their application.
- Applicant's personal information will remain confidential, protected, and will only be utilised as per the Privacy Policy the *National Vocational Education and Training Regulator (Data Provision Requirements) Instrument 2020*.

6. Procedures

Step by Step Greenhill Institute's Enrolment policy

6.1. Expression of Interest from the student.

Expression of interest will be highly regarded at Greenhill Institute. Staff at Greenhill Institute will ensure that student receives all the necessary information about their courses at Greenhill Institute. Greenhill Institute respects student's decision in showing interest at Greenhill Institute and ensure that students will be provided with all the support they might need.

6.2. Student handbook and other relevant marketing material

Once a student shows interest to study at Greenhill Institute, they will be provided with Student handbook or a link to direct the students towards Student Handbook and other relevant marketing materials like prospectus which will contain accurate, latest and all the vital information including (but not limited to):



- Courses offered at Greenhill Institute, course content, duration of the course including holiday breaks, study requirements and assessments,
- Facilities, equipment, and learning resources available to students, pre-requisites to enter the course.
- Modes of delivery, location of the courses available
- Fees and charges payable (including tuition and non-tuition fees), fee payment and refund policy, all the cost included in fee payable.
- Details of complaints and appeals policy and process and various other policies like Student Support and Welfare Policy, Course Credit and RPL policy, Attendance and Course Monitoring Policy and Procedures, Fee Payment & Refund Policy, Deferment, Suspension and Cancellation Policy, Plagiarism and Cheating Policy, Access, and Equity Operating Principles, etc.

6.3. Application form and Pre-Training Review form

Application procedures shall be applicant-focused, consistently applied, and equitable. All applications shall be treated fairly, with respect and sensitivity.

Once all the enquiring students have received and read through Greenhill Institute's marketing materials like the student handbook or prospectus, which contains relevant policies and procedures in line with relevant government regulations before enrolment, they will be provided with a Student Application form.

Prospective applicants from overseas are required to apply by completing Application Form along with the Pre-Training Review section (Appendix 1 of the Application form) prior to the course commencement date to allow adequate time for the Institute to process the application.

Applicants must sign and date the application form and attach all the supporting documents including:

- Application Form with completed Pre-Training Review section,
- Academic transcripts,
- Evidence of English language level (such as IELTS, TOEFL),
- Educational or academic certificates (in both the original language and in English),
- Copy of photo ID,
- Other relevant documents

Other documents that may be required include:

- English translations of all documents
- Academic transcripts from previous educational institutions (if applying for advanced standing/credits)

Applications at Greenhill Institute can be sent via email or in person or through an authorised representative. Upon receipt of the application, a student file is created, and relevant details are recorded.

Applicant's information shall remain confidential between the designated parties.

Enrolment Information

Greenhill Institute's enrolment requirements for the courses are:

- A completed application form with PTR section and signed agreement.
- Identification and verification of the documents.
- Photo Identification verification, such as a passport.



6.4. Pre-Training Review (PTR)

Undertake Pre-Training Review (PTR)

Greenhill Institute will assess the learner's needs by conducting PTR. PTR will be conducted prior to the enrolment to review student's current competencies, student needs, English level, and support* requirements including their oral communication skills, to enrol them in the most appropriate course to achieve their intended outcomes. Applicants are required to complete the Application form along with PTR section (Appendix 1 of the Application form) and answer all the questions given inside PTR section in a true and correct manner. Any competencies previously acquired will be identified during PTR and the most appropriate qualification for that student to enrol in will be ascertained, including consideration of the likely job outcomes from the development of new competencies and skills (Recognition of Prior Learning (RPL) or Credit Transfer).

*Refer to Greenhill Institute's Student support and welfare policy for more information on the support services provided by the institute.

The pre-training review ensures that Greenhill Institute:

- understands the student's reasons for undertaking the course.
- ensures the suitability of the training to the students.
- understands the student's current competencies and therefore provides opportunities for these to be assessed.
- Provides students with information necessary for them to make enrolment decision and to ensure that students reasons for undertaking qualification with Greenhill Institute aligns with their previous experience in particular sector (If any), educational and career goals.
- Identifies possible Recognition of Prior Learning (RPL) and/or Credit Transfer (CT), student's English level, oral communication skills, knowledge on Language Literacy and Numeracy skills.
- check if the training and assessment strategies employed to deliver the course suits the student's needs, and
- Provides relevant support required for the student to succeed in the course.

Enrolment officer or representative will take information from the Application form and Pre training review to identify the support and needs required by the student which includes disability support, RPL/CT, English language support, Computer literacy support, awareness on the course information, etc.

Guidelines for PTR-To be filled up by Students.

1. Students are required to do the following:
 - Fill out the PTR form which is included in the Application form as "Appendix 1".
 - Read all the details of their course, policies, and procedures of the Institute before filling in the answers. Information can be made available from the Student Handbook/Student Prospectus and/or website.
 - Answer the questions in a true and correct manner. The enrolment officer or representative will ensure that the PTR form received along with the application form is completed by the student intending to apply for the course.
2. Enrolment officer or representative will conduct Pre-Training Review Interview via Telephonic Conversation or via Face to Face.
 - **PTR Interview conducted via Telephone**-If PTR Interview is conducted via telephone, Enrolment officer or representative will call the student and check student's identity like name, date of birth and/or course undertaken to ensure that the student has genuinely completed the information by himself/herself. For telephonic Conversation, a communication log will be retained by making notes of the response of the discussion by Enrolment officer or representative.
 - **PTR Interview conducted Face to Face**- During face-to-face PTR interview, Enrolment officer or representative will verify with the student if all the answers have been completed by the student. Discussion notes will be maintained and recorded by an Enrolment officer or representative.



This discussion notes will be recorded in the "Summary of the Discussion" section by the Enrolment officer or representative (Office use).

3. During both Telephonic and/or Face to face PTR Interview, Enrolment officer or representative will verify the answers provided by the student and check:
 - if the student is aware of the policies, procedures, and other information necessary for the students.
 - if the student has received true and accurate information and if they are suitable to undertake the course/s.
4. **If students have not received sufficient information i.e.**, are not aware of the policies, procedures, and other information necessary for students to make enrolment decision to study at Greenhill Institute, Enrolment officer or representative will provide necessary information to the student required to make enrolment decision.
5. **For example: If students have answered "No" or have not answered the questions in the PTR form**, Enrolment officer or representative will seek for an answer to the unanswered question and provide students with true and accurate information so that students can make an informed decision about their enrolment in the courses at Greenhill Institute.
6. While conducting PTR, an Enrolment officer or representative will take information from the Application form and Pre training review form to identify any support and needs required by the student.
7. At the final stage of the PTR, the Enrolment officer or representative will fill up the pre training evaluation checklist to ensure that the student is enrolled in a course suitable to his/her needs, abilities, and study/career goals, and to recommend appropriate learning or other support. A Negative response (i.e., No) in "Section 2" of the PTR Evaluation checklist will result in the rejection of the enrolment application and other options will be discussed with the student.

Enrolment officer or representative will take holistic approach while assessing student's answers during Pre-Training Review by ensuring that all the answers provided by students aligns with their educational and future goals.

A thorough discussion will be held with the student and the institute will provide support and/or guidance if required by the student.

Application Rejection

Student's Application will be rejected if:

- Students do not have appropriate work experience, level of skills and the ability to undertake the course successfully.
- Enrolment in the course is not aligned with the student's educational goals, work/career goals and/or previous experience in that area (if any).
- Student does not meet the entry requirements specified for the course including English requirements, academic requirements, minimum age requirements, and does not have the ability to undertake this course successfully.
- Students do not have appropriate listening and oral communication skills as interpreted during PTR Interview.

An enrolment officer or representative will inform the student before cancelling and discuss reasons for cancellation.

Students are encouraged to contact Greenhill Institute administration on 1300136859 to ask any doubts they may have.

Note: Greenhill Institute does not:

- claim to commit to secure for, or on the student or intending student's behalf, a migration outcome from undertaking any course offered by Greenhill Institute.
- claim any job guarantees or employment with its programs.
- guarantee a successful education assessment outcome for the student or intending student.

6.5 Entry Requirements and Policy

Based on the selection and entry requirements for the course, Enrolment officer or representative will review and assess the application and determine whether a Letter of Offer should be made. To be accepted, the applicant must meet the following:

Pre-training Review (PTR)

As mentioned above, Pre-Training Review (PTR) is conducted prior to the enrolment into your course of studies to ensure that the training and assessment provided by Greenhill Institute (GI) can meet the student's individual needs.



Greenhill Institute will review the student’s current competencies, student needs, English level, support requirements and oral communication skills, to enrol them in the most appropriate course to achieve their intended outcomes. Students are requested to fill in all the questions provided in the PTR section (Appendix 1) of the application. Refer to section 6.4 of this Enrolment Kit for detailed information.

Recognition of Prior Learning (RPL) and/or Credit Transfer (CT)

Greenhill Institute has a process in place for assessing and recording Recognition of Prior Learning (RPL), granting, and recording course credit, if it intends to assess RPL or grant course credit’. If a student is granted with RPL or course credit, Greenhill Institute will give a written record of the decision to the overseas student to accept and will retain the written record of acceptance and payment receipts for two years after the overseas student ceases to be an accepted student.

If student is granted with RPL or course credit which will reduce overseas student’s length course, Greenhill Institute will inform the student of the reduced course duration following granting of RPL or course credit and ensure the confirmation of enrolment (CoE) is issued only for the reduced duration of the course. Any changes in course duration will be reported in PRISMS, if RPL or course credit is granted after the overseas student visa is granted. Students must refer to “Course Credit and RPL policy” or Student handbook available on Greenhill Institute’s website for more details.

English Language Requirements for International students:

International students applying for the course either off-shore or on-shore will require:

- i. Either a minimum IELTS test score of 6.0 or equivalent for direct entry into a VET course.
 - or IELTS score of 5.5 or equivalent with an ELICOS course (up to 10 weeks) to be taken before the main VET course.
 - or IELTS score of 5.0 or equivalent with an ELICOS course (up to 20 weeks) to be taken before the main VET course.
 - Note: Results older than two years are not acceptable.
 - or Oxford Placement test with score 61 or higher.
 - Score Guide: Average test score of 61 or higher in Oxford placement test is equivalent to IELTS 6.0.

Students may refer to the IELTS Equivalent Requirements policy for further information available at reception.

OR

- ii. to provide evidence that they have studied in English for at least 5 years in Australia, United Kingdom, the United States of America, Canada, New Zealand, South Africa, or the Republic of Ireland.

OR

- ii. to provide evidence that they are a citizen of and hold a valid passport from the United Kingdom, the United States of America, Canada, New Zealand, or the Republic of Ireland.

OR

- iii. to provide evidence that, within two years* of their signed written agreement date, they have successfully completed in Australia a foundation course or a Senior Secondary Certificate of Education or a substantial part of a Certificate IV or higher-level qualification, from the Australian Qualifications Framework.
 *The date when Greenhill Institute receives the signed written agreement (either through email or in hand).

Test evidence table:

*English Language Test Providers	Minimum Test Score	Minimum Test Score where combined with at least 10 weeks ELICOS	Minimum test score where combined with at least 20 weeks ELICOS
International English Language Testing System	6.0	5.5	5.0
TOEFL internet-based test (only accepted if test is taken on or before 25 July 2023)	64	46	35
Cambridge English: Advanced (Certificate in Advanced English)	169	162	154
Pearson Test of English Academic (PTE Academic)	50	42	36



Occupational English Test	B for each test component	B for each test component	B for each test component
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The test must have been taken no more than two years before you apply to study at GI.

Academic Requirements

To enter into **CPC31020 - Certificate III in Solid Plastering, CPC50220- Diploma of Building and Construction (Building), BSB50420 - Diploma of Leadership and Management, BSB80120 - Graduate Diploma of Management (Learning), ICT60220 - Advanced Diploma of Information Technology and RII60520 - Advanced Diploma of Civil Construction Design:** Entry to these qualifications is limited to those who have successfully completed year 12 or senior secondary studies in applicant's home country equivalent to Australian senior secondary school examination.

Or

For above mentioned qualifications, Mature Age students will also be considered without the minimum education requirements considering they have relevant work experience within the chosen area of study and a demonstrated capacity to meet the course requirements. A minimum of 2 years' experience would normally be expected; however, each case will be reviewed individually with relevant work experience evidence in the form of an employment reference letter on company letterhead, work samples and curriculum vitae submitted will be considered. Such learners will be assessed for possible RPL opportunities, and their course duration and volume of learning will be adjusted accordingly, if any RPL is granted.

To enter **BSB60420 - Advanced Diploma of Leadership and Management:** Entry to this qualification is limited to those who have completed a Diploma or Advanced Diploma from the BSB Training Package (current or superseded equivalent versions) or have two years equivalent full-time relevant workplace experience in an operational or leadership role in an enterprise.

For more information, please refer to the Student Handbook available on Greenhill Institute's website or contact Greenhill Institute on 1300136859.

Language, Literacy and Numeracy test (LLN)

For CPC and BSB Qualifications: Students undertaking these courses must possess sound Numeracy skills since it requires them to do calculations or any other course-related work.

For RII60520 Qualification: Students undertaking this course must possess sound Numeracy as units such as RIICWD536E- Prepare detailed design of civil masonry, crib and gabion structures risks requires students to elect from and apply a range of mathematical strategies to interpret and analyse mathematical information embedded in a range of texts, requires level 3 in numeracy, 4 in oral communication and writing and level 4 in reading, learning similarly unit RIIBEF604E- Conduct a feasibility study requires level 4 in oral communication, reading and writing.

For ICT60220 Qualification: Students undertaking the course must possess sound learning, reading, writing, numeracy skills since it requires them to interpret and analyse complex textual information, compare data, interpret technical and numerical system data calculations, identify, and analyse complex texts from range of sources, use active listening, write code and technical data in a logical manner and/or work on any other course related work.

To determine the above skills, all students wanting to study at GI are required to undertake LLN test prior to the commencement of the course. Based on the test outcome, students may be identified as requiring internal support and/or external support.

LLN test will be conducted on campus by using an ACSF mapped online LLN assessment tool - LLN Robot under the supervision of qualified LLN assessor. All students are required to undertake a language, literacy, and numeracy test (LLN) according to the following qualification:

Qualifications

CPC31020 - Certificate III in Solid Plastering
 CPC50220- Diploma of Building and Construction (Building)
 BSB50420 – Diploma of Leadership and Management
 BSB60420 – Advanced Diploma of Leadership and Management
 BSB80120 – Graduate Diploma of Management (Learning)
 ICT60220 - Advanced Diploma of Information Technology
 RII60520 - Advanced Diploma of Civil Construction Design

Performance Level

ACSF Level 3
 ACSF Level 4
 ACSF Level 4
 ACSF Level 4
 ACSF Level 4
 ACSF Level 4
 ACSF Level 4

Students are required to achieve the expected level of performance level as per the required level. Where a student does not achieve the required LLN scores for the qualification into which they are seeking enrolment, LLN support* will be provided to the student, providing the student achieves the required performance.



***LLN support-**If students do not meet the recommended English and/or LLN requirements, students will be referred for additional support which will be provided by the institute with ACSF Support Plan or students will be asked to take further Language, literacy, and numeracy training, such as ELICOS programs at other institute to ensure that students are provided with support and proper guidance. Greenhill Institute does not offer ELICOS programs.

ACSF Support plan is a plan developed for students who are facing difficulties in meeting LLN requirements. This plan is implemented for students to achieve expected learning outcomes. Support learning outcomes will be provided in the areas where students have been identified as facing difficulty. Support will be provided if a student's performance level is less than the required level. Support plans for students will be developed on an individual case-by-case basis.

Support plan can be created in areas namely:

1. Learning
2. Reading
3. Numeracy
4. Writing
5. Oral Communication

If required, students can also be provided with support in Grammar, Vocabulary, and Pronunciation. Students must contact Greenhill Institute to seek assistance or support in LLN. Refer to LLN policy for more details available at reception.

Students are requested to speak to the LLN Support officer or Training Manager to discuss the support measures that they might need. Greenhill Institute will provide support with no additional cost.

Computer Literacy Requirements

All students enrolling into Greenhill Institute courses must have basic computer skills. Students will be required to fill in the questions related to computer and internet skills in the Pre-Training Review form attached along with the application form. Students who do not possess basic computing skills will be provided with basic computer use support. Students may contact Greenhill Institute for any further information or assistance on 1300136859.

Minimum age requirements

Students must be above 18 years of age while filling in the application form.

Materials and Equipment Required

Greenhill Institute will provide access to computers with required resources including access to internet during classroom hours, however, to work on assignments and tasks for self-study, all students are expected to have access to a laptop or computer with the Windows 7 operating system or higher. Students must have an active email address for communication and be contactable by phone (mobile or landline) and by mail (postal address).

All learners are expected to have access to MS Office applications such as Microsoft Word, an email platform.

For individual course material and equipment, kindly refer to the Student Handbook available on Greenhill Institute website <https://greenhillinstitute.vic.edu.au/>.

For practical training in CPC (Building, Construction, Solid Plastering) Qualifications: Learners will be required to have a kit to undertake practical training. This Kit requires entering the workshop and to be able to undertake training effectively. This kit can be purchased from the institute or from any suppliers outside prior to undertaking practical training. The price for the Kit if purchased from the institute will be \$400.

Detailed information on the kit can be obtained from the institute by sending an email to info@greenhillinstitute.vic.edu.au or apply@greenhillinstitute.vic.edu.au.

Physical Abilities Requirements - Learners are expected to have physical abilities and manual handling required to perform tasks involved while undergoing training effectively. As part of these qualifications, students are expected to do manual handling and heavy lifting.

Please Note: Material Fees will only include printed reading materials and handouts or books provided by the Institute. Students will have to pay separately for the kit required for CPC qualifications.

Additional Requirements

- Pre-training Review (PTR)-refer to section 6.4 of this policy/Enrolment Kit.
- Language, Literacy and Numeracy (LLN) Test-refer to section 6.5 of this policy/Enrolment Kit.



6.6. Verification of Documents

Verifying English requirements

Greenhill Institute's Enrolment officer or representative will check the authenticity of documents submitted along with the application and the administration team may take the following procedures as a minimum to verify the authenticity of the documents if required.

Verifying English language requirements:

Most test administrators have provisions of checking the authenticity of score and test online on their site. Greenhill Institute may check the authenticity of the submitted test score by logging into the relevant test site if required.

IELTS

Test evidence must be checked online if the submitted test evidence is genuine.

IELTS website has a free and secure IELTS Results Verification Service that allows organisations to quickly verify that an applicant is presenting a genuine Test Report Form by checking that the results you receive match with the results held on the IELTS database. Click on the link below.

<https://www.ielts.org/ielts-for-organisations/processing-and-verifying-ielts-results>

TOEFL: Test evidence must be checked online if the submitted test evidence is genuine.

<https://portal.ets.org/instport/public/signin>

Pearson Test of English (PTE): Test evidence must be checked online if submitted test evidence is genuine.

<https://www.pearsonpte.com/institutions>

Student's admission may be denied if the documents submitted by the students are not authentic. Students will receive a call to verify for the same.

6.7. Letter of Offer

Greenhill Institute will issue a Letter of Offer to successful applicants after all the documents have been verified. The offer letter will include all detailed instructions and conditions for accepting the student agreement (the student agreement is incorporated in the offer letter itself). The Enrolment officer or representative will be responsible for signing the Letter of Offer and Student Agreement to be sent to the applicants.

- Applicants who do not meet the entry requirements will be notified in writing. Where applicable, unsuccessful applicants shall be offered alternative study options.
- The Letter of Offer and Student Agreement letter will be sent via email to the students or their nominated representative.
- A copy of the Letter of Offer and Student Agreement will be kept in the student's file/profile.

Acceptance of Offer Letter

Applicants must accept the Letter of Offer by the due date and by return the signed Student Agreement, accompanied by confirmation of payment of tuition fees and Overseas Student Health Cover (OSHC), as outlined in the Letter of Offer. The Department of Home Affairs (DHA) requires you to maintain OSHC for the duration of your time on a student visa in Australia. If student does not have an OSHC, Greenhill Institute can assist you in arranging OSHC from amongst several providers of OSHC in Australia, for the duration of your student visa.

Cancellation of Offer Letter

Greenhill Institute reserves the right to withdraw the offer of admission and cancel the enrolment of any student where/when the Institute identifies such an offer was made based on incomplete or inaccurate information supplied by the applicant or an applicant's representative.

6.8. Issuance of Confirmation of Enrolment (COE) Letter

- Greenhill Institute will send CoE letter once the signed student agreement along with the confirmation of the



payment of the fees is received,

- There is a condition of Language, Literacy and Numeracy Test (LLN) before course commencement.
- Enrolment officer or representative will confirm the receipt of tuition fees and will approve the issuance of CoE.
- CoE will be prepared and generated as per the PRISMS User Guide for international students,
- Prior to the issuance of CoE, the student's application file will be checked to ensure if all requirements are met. This will be done using the Enrolment quality checklist (Appendix 2).
- A copy of CoE will be then sent to the student, or an authorised representative, via email.
- A copy of the CoE will be filed in the student's file and the Student Management System will be updated, and
- CoE will be used by the students to apply for a student visa (where applicable).

6.9. Enrolment Form

Students are required to complete Student Enrolment form (Appendix 1) on Orientation Day prior to the course commencement. Enrolment form must be filled by the student. It is done to ensure that the Institute receives current and latest contact details of students.

Language Literacy and Numeracy test

As mentioned above in the entry requirements section, all students wanting to study at Greenhill Institute are required to undertake LLN Test prior to the commencement of the course. The LLN test will be conducted on campus by using an ACSF mapped online LLN assessment tool - LLN Robot (<https://tlrg.com.au>), under the supervision of a qualified LLN assessor.

Education agents or any third party will not be authorised to conduct PTR or LLN test on behalf of Greenhill Institute. LLN will be conducted under the supervision of qualified assessors at the Institute.

Students are required to bring their photo ID such as a passport or driver's license to authenticate their identification. Kindly refer to LLN policy for more details which can be made available from the Institute.

7. Deferment and Suspension

This standard sets out that the registered provider i.e., Greenhill Institute will appropriately manage the enrolment of their overseas students and ensure that all the necessary information about enrolments has been provided to the relevant government department by maintaining updated information in the Provider Registration and International Student Management System (PRISMS) database. Under compassionate or compelling circumstances, students will be able to defer, suspend or cancel their enrolment. Greenhill Institute may suspend or cancel a student's enrolment based on:

- Misbehaviour by the student,
- Student's failure to pay an amount he or she was required to pay the Institute to undertake or continue the course as stated in the written agreement.
- a breach of course progress requirements by the overseas student, which must occur in accordance with Standard 8 (Overseas student visa requirements).

Kindly refer to Greenhill Institute's Deferral, suspension, and cancellation policy available on Greenhill Institute's website for more details.

8. Transfer between Registered Providers

Greenhill Institute will not knowingly enrol an overseas student seeking to transfer from another registered provider's course prior to the overseas student completing six months of his/her principal course, except where any of the following apply:



- Releasing registered provider, or the course in which the overseas student is enrolled, has ceased to be registered.
- The releasing registered provider has had a sanction imposed on its registration by the ESOS agency that prevents the overseas students from continuing his/her course at that registered provider.
- Releasing registered provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS.
- Any government sponsor of the overseas student considers the change to be in the best interest of that student and has provided written support for the change.

For more information on transfer between registered providers, please refer to Greenhill Institute's Transfer between providers policy available on Greenhill Institute's website.

9. Attendance, Course progress and Support

Greenhill Institute has a Course Monitoring and Attendance Policy which states that students are required to maintain satisfactory course progress throughout the course. Students are also required to attend their classes and maintain 80% of attendance throughout the course. Low attendance implies that students might not be able to complete their course on time and this will lead to students demonstrating unsatisfactory course progress. Hence, students are required to attend classes in accordance with course timetables to make satisfactory course progress.

Under the Education Services for Overseas Students Act 2000 and the National Code 2018, Greenhill Institute will report the students demonstrating unsatisfactory course progress (failing to complete at least 50% of units for two consecutive study periods) to the Department of Home Affairs (DHA) via PRISMS. If students continue to fail the course progress requirements for two consecutive study periods, they will be reported to the Department of Home Affairs.

Satisfactory course progress: successfully completing or demonstrating competency in at least 50% of the units in given study period.

Note: Students will not be reported based on attendance. However, low attendance may lead to unsatisfactory course progress which can lead to you being reported to DHA.

Before commencement of the course, through its orientation program, ASOC will advise the students about the importance of attendance and how it affects the course progress.

For students enrolled in CPC (Building, Construction, Solid Plastering) Qualifications, must attend all workshop practical to fully develop their skills. Student's workshop attendance will be monitored closely and student missing practical classes will be treated on a case-by-case basis. Student missing more than one workshop practical class will not be allowed to sit in re-assessment but will be required to repeat the units as it will not be possible for students to develop the required skills without attending practical classes.

Student's attendance will be recorded at each scheduled class, and it will be reviewed by the trainer in attendance records. Unsatisfactory attendance may lead to unsatisfactory course progress which can lead to you being reported to the DHA based on unsatisfactory course progress. Students are advised to refer to Greenhill Institute's Course Monitoring and Attendance policy for more details available on Institute's website <https://greenhillinstitute.vic.edu.au>. You may also contact Greenhill Institute's Administration department for further information.

10. Copies of Documents

Students are responsible for keeping a copy of the student's agreement and receipts of any payments of tuition fees or non-tuition fees.

Greenhill Institute will retain a copy of the written agreement and payment receipts for at least two years after the overseas student ceases to be an accepted student.



Appendix 1-Student Enrolment Form

Student Enrolment Form

Student ID: USI Number:

Student Name:Date of Birth:

Course Code and Name:

Nationality: Passport Number:

Visa Number: Visa Expiry Date:

Address:

.....

Home Phone:Mobile:

Email:

DEPENDENT DETAILS:

Dependent Name:

Date of Birth:

CHILDREN DETAILS:

Name	Date of Birth	Gender

EMERGENCY CONTACT DETAILS:

Name:

Address:

Home Phone: Mobile:

Email:

Relationship to You:

Student Signature: Date:



Appendix 2- Enrolment Quality Checklist (Office Use Only)

Enrolment Quality Checklist

Greenhill Institute staff must follow this checklist when implementing Enrolment Policy. This checklist will be used as Key performance indicators while doing performance appraisal.

Process	Action	Yes/No	Completed by/ Comments
Section A			
Expression of Interest	Student showed expression of interest, and all relevant information related to the course they wish to apply at Greenhill Institute is provided to them by Greenhill Institute or through authorised education agent.		
Providing students with latest and accurate version of handbook and prospectus.	Latest and accurate version of handbook is provided to students by Greenhill Institute or through authorised education agent (consistent with the National Code 2018 and the Standards of RTO 2015).		
Application forms and Pre-Training Review	Completed and signed application form received along with completed PTR form which is included in application form as appendix 1.		
	PTR interview has been conducted by referring to PTR-Assessor guidelines along with identify verification of the student		
	Application and PTR form has been reviewed and assessed to determine whether letter of offer should be provided or not.		
Entry requirements	PTR review has been conducted and student's reason for undertaking this course aligns with student's educational and career goals.		
	English language requirement has been met		
	Student meets the academic requirement		
	Students have been informed of the LLN test requirement to be conducted prior to course commencement.		
	Student meets minimum age requirements.		
	Student meets computer literacy requirements		
	Students have been informed of the materials and equipment required.		
<i>If entry requirements have not been met</i>	<i>Applicant did not meet the entry requirements, therefore informed in writing and alternative study options offered to the student</i>		
<i>Continue with below steps if students meet the entry requirements</i>			



Process	Action	Yes/No	Completed by/ Comments
Section A			
Verification of documents	The authenticity of the documents submitted along with the application form has been certified and verified.		
	English test has been checked online to verify if it's genuine. (if required)		
Offer letter & Agreement	Issued offer letter after thorough verification of entry requirements and verification of documents.		
	Offer letter includes all the detailed instructions and conditions for accepting the student agreement.		
	Copy of signed letter of offer and student agreement has been securely kept.		
CoE	CoE has been prepared and generated as per the PRISMS user guide for international students.		
	CoE is sent to students after signed copy of student agreement and fee paid confirmation has been received.		
	A copy of CoE has been kept in students file to maintain student's record.		
Orientation	LLN test conducted by using LLN Robot - under supervision of qualified LLN assessor.		
	Student meets the ACSF Level		
	Student does not meet the ACSF Level <i>*Refer to Section B</i>		
	Students attended orientation and signed orientation checklist		
	Enrolment form has been filled up by the student.		
Section B-LLN test			
Language literacy and Numeracy test is conducted prior to the course commencement on campus by using an ACSF mapped online LLN assessment tool - LLN Robot - under supervision of qualified LLN assessor.			
LLN test outcome (If student does not achieve the required ACSF level Choose whichever is applicable.	Students did not achieve the expected level of performance and failed to achieve the required score in the other 2 areas by 1 level. Therefore, Students has been provided with support through ACSF plan in consultation with the trainer.		
	Student enrolment has been cancelled as student failed to achieve required level. Student has been informed about the same in writing.		