

UQ College (UQC)

Policy and Procedure

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|-----------------------------|---|
| Reference: | SS2.1.01 |
| Title: | Admissions Policy and Procedure |
| Custodian: | CEO |
| Reviewer: | Senior Manager Corporate Services |
| Date Approved: | 23 June 2023 |
| Review Date: | 23 June 2025 |
| Audience: | UQ College staff involved in academic and student administration UQ College students in the Foundation and ELICOS programs Applicants for admission to study at UQ College |
| Associated Policies: | UQC Students Aged Under 18 Years Policy and Procedure UQC Student Fees and Refunds Policy – Foundation Program UQC Student Fees and Refunds Policy – ELICOS Program UQC Student Integrity and Misconduct Policy UQC Student Complaints and Appeals Policy and Procedure UQ PPL 3.40.04 Coursework Admission and Enrolment Policy UQ PPL 3.40.04b3 Electronic Documents Submitted by Students – Procedure UQ PPL 3.40.14 English Language Proficiency Admission and Concurrent Support UQ PPL 6.40.01 Information Management Policy UQ PPL 1.60.02 Privacy Management |
| Legislation | Education Services for Overseas Students (ESOS) Act 2000 National Code 2018 |
| Version: | 2.0 |

Purpose and Scope

- 1.1 This policy outlines the requirements for admission and enrolment at UQ College (UQC or the College) consistent with its compliance obligations under the ESOS legislative requirements and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code). This policy is in place to ensure that UQC has appropriate admission criteria including ensuring that each prospective student's academic qualifications and English language proficiency are appropriate for the program they have applied to study.
- 1.2 This policy applies to all:
- i. UQC Foundation and ELICOS programs
 - ii. UQC staff involved in academic and student administration
 - iii. Applicants seeking to be admitted to study at UQC

Principles and Key Requirements

- 2.1 Admission requirements for programs of study offered by UQC are designed to:
- i. ensure that admitted students have the academic preparation, and the proficiency in English, needed to participate in their intended studies;
 - ii. be compliant under relevant state and federal legislation;
 - iii. to be transparent and published in a format that is accessible by current and prospective students; and
 - iv. be applied fairly and consistently.
- 2.2 Decisions about whether to admit and/or enrol a person are based on the person's academic merit and the availability of the resources required for the person to undertake the program. The University and UQC may set conditions on a person's admission and/or enrolment.
- 2.3 All students enrolled at UQC must:
- i. comply with all:
 - o policies and procedures applicable to students,
 - o conditions placed on their admission and/or enrolment, and
 - o requirements specified for their program of study;
 - ii. pay all relevant fees by the specified due date (as set out in the UQC Letter of Offer);
 - iii. maintain a level of satisfactory academic progress in their studies (as set out in the UQC Unsatisfactory Academic Progress Policy and Procedure);
 - iv. maintain a minimum of 80% attendance in scheduled classes;
 - v. comply with the conditions of their student Visa.
- 2.4 Students who request a release from UQC/UQ prior to the completion of six months of their principal program will be assessed in accordance with the National Code and the key requirements set out in the UQC Transfer of Provider Policy and UQ PPL 3.40.16 Transfer of Provider – Overseas Students Procedure. The six months is counted from the date the student commenced their principal program and does not include breaks from study due to deferment or suspension.

2.5 UQC can refuse admission or withdraw an offer of a place of any applicant who:

- i. fails to:
 - o Comply with the provisions of a program requirement, or
 - o Provide complete and accurate information relevant to their admission and/or enrolment.
- ii. is identified as not being a Genuine Temporary Entrant as defined by the Australian Federal Government Department of Home Affairs;
- iii. has been suspended or expelled from UQC or the University of Queensland; or
- iv. as a student enrolled at another tertiary institution, has had their enrolment refused or cancelled by that tertiary institution.

2.6 This policy ensures that if the application is accepted, UQC will enter into a written agreement (referred to as the Enrolment Agreement) with the student.

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1. Applications

- 1.1 UQC may admit and enrol as students persons that have completed and satisfied the admissions processes as outlined in this procedure.
- 1.2 In order to be considered for admission to a UQC program, applicants must:
 - a. Submit an online UQC Application Form signed by the applicant; and
 - b. Submit their application prior to the commencement date of the program. In limited circumstances applications received after the commencement date may be accepted with the approval of the Senior Manager Corporate Services.
 - c. Provide relevant documents as evidence of their academic qualifications and English proficiency.
 - d. Must be at least 18 years of age on the date of program commencement; or
 - e. Must be at least 16 years of age on the date of program commencement and also hold a UQ Package offer, including a signed agreement with UQ to provide appropriate welfare, accommodation and guardian arrangements.

2. Verification Process

- 2.1 Documentation used in support of an application to undertake an academic program at UQC must be kept by the student for the duration of their enrolment in the program.
- 2.2 Any documentation or information required as part of the application that is in a language other than English must include an English translation completed by a translator certified by the National Accreditation Authority for Translators and Interpreters (NAATI) or an alternative official translator recognised by UQ/UQC.
- 2.3 A student may be requested at any time during their enrolment in the program to provide the original documentation for verification. The student must be able to produce original documents within the requested timeframe.
- 2.4 For information that is used as the basis for admission, failure to provide original documentation for verification when requested may result in withdrawal of the offer of a place, or cancellation of enrolment, if the information cannot be verified.
- 2.5 Submission of false or misleading documentation by students will be considered misconduct and relevant actions will be taken in accordance with UQC academic misconduct policies. UQ College reserves the right to withdraw a student's place in the program at any time if there is evidence that they have made a false declaration, or have been involved in a fraudulent act or omission in the process of obtaining a place in a UQC program.
- 2.6 Students must provide complete and accurate information relevant to their admission and/or enrolment. Where required for admission to a program of study, full academic transcripts are required (Statements of Results are not sufficient). UQC Admissions staff will check transcripts for the following details:
 - Student details match application
 - Institution details
 - Duration
 - Name of qualification
 - Conferment date

- Grading System / Scale (If there is insufficient information, UQC Admissions staff will request a copy of the grading scale from the agent, or the appropriate awarding authority or institution.
- Credit points / Contact hours
- Accreditation
- Authenticity (i.e. seal, stamp, signature, watermark) *(See Section 2.7 below)*

2.7 UQC accepts certified documents from the following:

- JP or Commissioner of Declarations in Australia
- Notary Public
- Authorised UQ representative
- Sighted and signed documents from approved UQ/UQC staff members
- Government officials
- Authorised UQ/UQC agents

Where the student is applying through an agent, UQC will accept certified scanned copies of documents if the original is certified by the agent.

Where students are applying directly, UQC requires the officially certified documents to be emailed.

UQC will conduct an assessment on copies of documents but the student must provide correctly certified documents at a later stage (if eligible for an offer). Offers of admission will conditional upon certified documents being provided.

2.7 Methods of verification may include, but are not limited to:

- Online test results bank (for example IELTS, TOEFL, Pearson);
- Confirmation with the document source; ie. UQC may conduct a check on the authenticity of the documents/qualifications by contacting the appropriate awarding authority or institution.

2.8 UQC will undertake a document verification audit of a minimum of 5% of electronic documents submitted by students for admissions purposes.

In addition, documents submitted by students for admissions purposes will be audited on an *ad hoc* basis at the discretion of the UQC Senior Manager Corporate Services (or delegate), and only when obvious concerns are raised in relation to the authenticity of a document. *(See Section 3.1 below)*

Confirmation with the document source is the preferred method of verification where possible.

2.9 Verification processes will be conducted in accordance with the requirements for the collection, use and disclosure of personal information outlined in UQ Privacy Management Policy at: <http://ppl.app.uq.edu.au/content/1.60.02-privacy-management>.

3. Genuine Tertiary Entrant (GTE) Requirements

3.1 For all international applicants requiring onshore study at the University of Queensland and in UQ College Pathways:

- a. UQ establishes and maintains its own country risk rating.
- b. Applicants from high risk countries are required to complete and submit a GTE Assessment Form as part of the application process to UQC.

- c. Applicants who are citizens of high risk countries according to UQ's Country Assessing Levels are required to apply through a UQ/UQC approved agent.
- d. UQC requests students, who are considered to pose a GTE risk for reasons other than citizenship, to apply through a UQ/UQC approved agent.
- e. UQ/UQC Agents are required to conduct full GTE checks, regardless of the risk rating of the country, in accordance with a GTE Agent Checklist provided by UQ. Agents are instructed to submit only those applications where, in the view of the agent, all genuine students and GTE criteria are met.
- f. All new direct applicants, and those wishing to defer commencement will be GTE assessed by UQ International Admissions - Compliance in respect of visa history, family connections in Australia, program choice and gaps in study/work history.
- g. UQC will complete back-to-source checks on any application documentation when concerns are raised in relation to the authenticity of a document, and will increase the audit checks on documents from students from high risk countries to 50%.
- h. In all processes that may impact on the student's length of CoE/student visa, UQC takes responsibility for ensuring that appropriate GTE considerations have taken place in accordance with UQ International Admissions - Compliance guidelines. This includes for example, extensions, interruptions and returning students. This also includes appropriate considerations for sponsored students.
- i. UQC Admissions staff are responsible for ensuring that an appropriate GTE assessment has been completed.
- j. Whenever a COE is issued, evidence of sufficient Overseas Student Health Cover (OSHC) must be confirmed by UQC Admissions staff. *(see Section 7 below)*

4. Entry Requirements

- 4.1 To be eligible for consideration for admission to the UQC Foundation Program an applicant must meet the academic entry requirements and English proficiency requirements as set out in [Foundation Program entry requirements](#)
- 4.2 Minimum English entry requirements for UQC ELICOS programs are set out in the University of Queensland PPL 3.40.14 English Language Proficiency Admission and Concurrent Support.

5. Letter of Offer and Enrolment Agreement

- 5.1 Applicants that satisfy the entry requirements will receive a UQC Letter of Offer.
- 5.2 The UQC Letter of Offer which includes the Enrolment Terms and Conditions will:
 - a. Specify the program(s) and CRICOS code(s) in which the student has applied to enrol;
 - b. List the dates and duration of the program(s) and specify the scheduled contact hours;
 - c. Outline any prerequisites necessary for admission to the program(s) including academic qualifications and English language proficiency level;
 - d. Provide an itemised list of fees payable by the student, the enrolment periods to which those fees relate and payment options.

- e. Advise the student that they are not required to pay more than 50 percent of the total tuition fees before their program commences, except in the case of short programs of 25 weeks or less. A student may choose to pay more than 50 percent of their fees before their program commences;
- f. Provide information in relation to refunds of fees including the refund requirements, the amounts that may or may not be repaid to the student, and processes for claiming a refund;
- g. Advise students, that in the event of a program not being delivered by UQC, UQC will refund the student fees;
- h. Confirm OSHC details if organised by UQC, or request evidence of OSHC where organised directly by the student; (*see Section 7 below*)
- i. Outline the circumstances under which personal information about the student may be shared between UQC and the Australian Government and designated agencies. This information includes personal contact details, program enrolment details and changes, and any suspected breach by the student of a student visa condition. UQC is committed to the objectives of the Information Privacy Act 2009;
- j. Outline the UQC Student Grievance Resolution process;
- k. Advise the student of their responsibility to notify UQC of their contact details while enrolled in their program(s), who to contact in an emergency, and any changes to those details, within seven days of the change;
- l. Set out the circumstances in which personal information about the student may be disclosed by the registered provider, the Commonwealth including the TPS, or state or territory agencies, in accordance with the *Privacy Act 1988*;
- m. Explain what happens in the event of a program not being delivered, including the role of the Tuition Protection Service (TPS);
- n. Provide a link to the ESOS Framework.
- o. Include a statement that “This written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the *Australian Consumer Law* if the *Australian Consumer Law* applies”.

6. Confirmation of Enrolment (eCoE)

- 6.1 UQC will issue an electronic Confirmation of Enrolment (eCoE) for submission with the student visa application once the student has provided:
 - a. A signed Enrolment Agreement (Terms and Conditions of Enrolment)
 - b. Payment details form (included in their Letter of Offer) advising the payment method
 - c. Payment Period 1 fees (including OSHC)
 - d. Scholarship Letter (if applicable)
 - e. Evidence of OSHC for the duration of their intended enrolment period if the student is arranging their own cover
- 6.2 A student’s place in the program will be reserved when an eCoE is issued

- 6.3 A copy of the signed Enrolment Agreement is maintained in the UQC Student Management System.

7. Overseas Student Health Cover (OSHC)

- 7.1 For overseas students studying on a student visa, it is a condition of their visa that they have Overseas Student Health Cover (OSHC) for the duration of their student visa. UQC can arrange cover through its preferred OSHC provider, Allianz Care; refer to [Reference List](#) for more information. OSHC coverage, including out of hospital and in hospital medical services, is detailed in the policy document.
- 7.2 Student visa holders who elect for UQC to arrange OSHC on their behalf agree to the terms and conditions of the 'Overseas Student Health Cover' provided by Allianz Care policy; refer to [Reference List](#) for more information.
- 7.3 Student visa holders who choose another OSHC provider will need to provide evidence of payment for their alternative OSHC when accepting their Letter of Offer. A Confirmation of Enrolment (eCoE) will not be issued until proof of the student's OSHC policy is provided.

8. Admission Appeals

- 8.1 Applicants whose application is unsuccessful will receive notification that their application has been unsuccessful including the reason. Circumstances in which an application may not be successful:
- a. The application form is incomplete, and/or has not been signed by the student.
 - b. The applicant has not provided evidence of their English proficiency, or has not provided evidence that they meet the minimum academic entry requirements for the program nominated on their application form.
 - c. The application has been submitted after the commencement of the program. In this circumstance the student may be offered the option of an alternative commencement date.
 - d. The applicant has outstanding tuition or program fees payable to UQC and/or the University of Queensland.
 - e. The applicant has recorded an attendance rate below 80% in a program undertaken during a previous enrolment period at UQC and has been reported to the Australian Commonwealth Government for unsatisfactory attendance.
 - f. The applicant has met the definition of unsatisfactory academic progress in a program undertaken during a previous enrolment period at UQC and has been reported to the Australian Commonwealth Government for unsatisfactory academic progress.
 - g. The applicant has been notified of a suspension, or cancellation of their enrolment for a breach of the UQC Student Charter during a previous enrolment period at UQC.
- 8.2 Students who believe that they have been treated unfavourably or unfairly or have been subject to discrimination should use the UQC Student Complaints and Appeals Policy and Procedure.

An admission appeal must:

- a. be submitted in writing to the UQC Senior Manager Corporate Services; and

- b. be made no later than one week prior to the commencement of the program for which the application relates; and
- c. provide grounds for appeal.

8.3 The applicant's appeal is reviewed by the UQC Senior Manager Corporate Services. UQC will issue written notification of the outcome of the appeal, including any reasons for an appeal being denied.

If the appeal is denied the applicant is informed of their option to appeal to the Queensland Ombudsman (refer to the Reference List for contact details). The applicant is informed that they have ten (10) working days to make an appeal to the Queensland Ombudsman and that they are required to inform UQC of their case number as proof of lodgement.

Appendix 1 UQ College Foundation Program Application – Assessment checklist

| Personal Details | |
|----------------------------------|-----------------------|
| Application Number | |
| Application Date | |
| Student Number | |
| Family Name | |
| Given Names | |
| Title | |
| Date of birth | |
| Gender | |
| Country of Birth | |
| Country of Citizenship | |
| Citizenship Status | |
| Passport Number | |
| Student email | |
| Under 18 at start of Program | |
| Under 16 at start of foundation? | |
| Student Address in home country | Line 1 |
| | Line 2 |
| | State/Province |
| | Post Code |
| | Country |
| Home country phone | |
| Home country mobile | |

| Agent Details | |
|------------------------|----------------------------------|
| Agent Name | |
| Agent Code | Click or tap here to enter text. |
| Agent Counsellor | |
| Agent Counsellor email | |

| Foundation Program Details | |
|----------------------------|-----------------|
| Foundation Program | «Course_Name» |
| Foundation Program Dates | Choose an item. |

| UQ Program Details | | | | | |
|--|-----------------|---------------|-----------------|------------|-----------------|
| Preference 1 | | Quota Program | Choose an item. | Higher ELP | Choose an item. |
| Preference 2 | | Quota Program | Choose an item. | Higher ELP | Choose an item. |
| UQ Semester Start Check program is available in Semester | Choose an item. | | | | |

| Visa Details | | | | | |
|----------------------------|----------------------------------|-----------------|-----------|---|--|
| Current visa | | | | | |
| Location applying for visa | | | | | |
| Visa Type | | | | | |
| Visa Subclass | | | | | |
| VEVO check | Required | Choose an item. | Completed | Choose an item. Click or tap to enter a date. | |
| VEVO Check notes | Click or tap here to enter text. | | | | |

| Scholarship / Sponsor | |
|-----------------------|--|
| Sponsored | |
| Sponsor Name | |

| Underage Students | |
|---|--|
| Parent/Guardian's name | |
| Parent/Guardian's relationship with student | |
| Parent/Guardian's email address | |

| Learning Needs | |
|--|--|
| Learning needs that may impact on full participation in the course | |
| Conditions | |
| Further information | |

Assessment Checklist

| GTE | |
|----------------------|-----------------|
| GTE Assessment Level | Choose an item. |
| GTE Assess Form | Choose an item. |
| GTE Checklist | Choose an item. |

| Educational Qualifications | | | | | | | | | |
|-------------------------------|--|-----------|--|------------------------------------|--|-----------------------------------|--|-------------------------------------|-----------------|
| Name of Institution | | | | | | | | | |
| Institution Country | | | | | | | | | |
| Academic Results Studies/Exam | | | | | | | | | |
| Required Grade/Score | | | | Click or tap here to enter text. | | | | | |
| Grades Achieved | | | | Click or tap here to enter text. | | | | | |
| | | | | Pending <input type="checkbox"/> | | Met <input type="checkbox"/> | | Not Met <input type="checkbox"/> | |
| Academic Documents | | | | Certified <input type="checkbox"/> | | Complete <input type="checkbox"/> | | Incomplete <input type="checkbox"/> | |
| ELP Test results | | | | | | ELP Test result type | | | |
| ELP TRF | | | | ELP Test Results Verified | | Choose an item. | | ELP Entry Status | Choose an item. |
| ELP Test Overall | | Listening | | Reading | | Writing | | Speaking | |

Offer

| Offer | |
|------------------|---|
| Offer Type | Choose an item. |
| | Transcript <input type="checkbox"/> ELP <input type="checkbox"/> Passport <input type="checkbox"/> Nil <input type="checkbox"/> |
| Conditions | Other <input type="checkbox"/> Click or tap here to enter text. |
| Offer Conditions | Click or tap here to enter text. |

| OSHC | |
|-------------------------------------|-----------------|
| UQC will arrange OSHC | |
| OSHC Policy Type | |
| Student will arrange their own OSHC | |
| UQC Arranged OSHC Policy Duration | Choose an item. |

| Additional notes | |
|------------------|----------------------------------|
| Notes | Click or tap here to enter text. |

| Assessment Completed | |
|------------------------|-------------------------------|
| Assessed by | Choose an item. |
| Assessment date | Click or tap to enter a date. |
| Assessment reviewed by | Choose an item. |
| Reviewed date | Click or tap to enter a date. |

Definitions

| | |
|----------------------------|--|
| Applicant | A person applying for admission to a UQC program. |
| Course | A specific program of study for which the student was accepted and is progressing towards the completion of requirements. |
| CRICOS | Commonwealth Register of Institutions and Courses for Overseas Students. Database of every course and institution that enrolls overseas students. |
| eCoE | A document provided electronically, which is issued by the registered provider to intending overseas students and which must accompany their application for a student visa. It confirms the overseas student's eligibility to enrol in the particular course and specifies the dates of the enrolment period. |
| ELICOS | English Language Intensive Courses for Overseas Students |
| Enrolment | Where the student has been issued with an eCoE to confirm acceptance by UQC and is occupying a place in the CRICOS registered course for which the student was accepted. The period of enrolment includes any scheduled breaks between teaching sessions. |
| Enrolment Agreement | Written agreement between UQC and student which outlines the terms and conditions of enrolment. |
| ESOS Act | The Education Services for Overseas Students Act 2000. This Act regulates the delivery of education services to international students. |
| Letter of Offer | An official document issued to offer a student admission in a program. |
| National Code | The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018, provides nationally consistent standards for the conduct of registered providers and the registration of their courses. |
| Principal Program | The University of Queensland formal award program for which a student has received a conditional Letter of Offer. |
| PRISMS | Provider Registration and International Students Management System. The system used to process information given to the Department of Immigration and Border Protection by registered providers. |
| Student | A student who is enrolled at UQC and includes both prospective students and enrolled students who are 'overseas students' as defined in the National Code 2018. |
| Student Visa | An authorisation permitting people who are not Australian citizens or permanent residents to come to Australia for the primary purpose of studying in Australia as defined by the Migration Act 1958. |

Reference List

Contacts

Senior Manager Corporate Services, UQ College

Contact Name Neil Marsh

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+61 7 3346 6770

Manager Student Administration, UQ College

Contact Name Janet Nibbs

Contact Details support@uqcollege.uq.edu.au
+61 7 3346 6770

Allianz Care

Description Contact details for any Overseas Student Health Cover (OSHC) insurance related queries

Contact Details Emergency: 1800 814 781
Claims: 1800 651 349
Enquiries: 13 67 42

Department of Home Affairs (of the Australian Commonwealth Government)

Description Contact details for any implications a program cancellation may have on a Student Visa

Contact Details homeaffairs.gov.au/help-and-support/contact-us
131 881

Document History

| Version | Summary of changes | Author | Action date |
|---------|--|---|--------------|
| 1.0 | Approved Enrolment Policy and Procedure | Senior Manager Corporate Services | 21 May 2021 |
| 1.1 | Approved Admissions Policy and Procedure | Senior Manager Corporate Services | 28 June 2022 |
| 2.0 | Updated for transfer of business to UQC CRICOS Code | Senior Manager Corporate Services | 23 June 2023 |