

International Student Admission Policy

Relevant Standard/s

Standards for Registered Training Organisations (RTOs) 2015

- Standards 4, 5

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

- Standards 1, 2, 3

Purpose

Pivotal Education ensures that all prospective students seeking to enrol in an AQF qualification or packaged qualifications listed on the National Register and CRICOS are treated equitably with transparent assessment procedures and evidence based on clearly defined entry criteria for making decisions about the approval or rejection of applications from prospective students.

Compliance with Standards for Registered Training Organisations (RTOs) 2015:

Pivotal Education ensures that applicants seeking to enrol in any Pivotal Education vocational course listed on the National Register and CRICOS are assessed fairly with admission evidence based on clearly publicised entry criteria to comply with Standards 4, & 5 Standards for Registered Training Organisations (RTOs) 2015 and Standards 1, 2, and 3 National Code of Practice 2018.

Pivotal Education will ensure that:

1. Entry requirements into any Pivotal Education course listed on The National Register and CRICOS comply with the entry requirements in the relevant Training and Assessment Strategy as per training package guidelines and the requirements for international students to apply for a student visa to study in Australia
2. Where packaged courses include credit transfer, any credit granted and revised durations are published on Pivotal Education website
3. Entry criteria per CRICOS course and application procedures are published in Pivotal Education marketing materials and website to ensure transparent acceptance into a course(s) of study
4. Conditions/eligibility criteria for overseas students will be publicised as per requirements for course entry and international student visa requirements
5. Student admission is evidence based with students submitting certification of academic and English language proficiency as per published entry requirements
6. Students seeking admission into niche industry related packaged courses must evidence completion of the recommended lower-level operational qualification prior to progressing to the higher-level qualification where expertise and leadership is developed

Applications are assessed so that all decisions related to approving student applications for enrolment are consistent based on published entry requirements and listed evidence for transparent and fair assessment of an offer to study

Course Entry Requirements

Course entry requirements are published in all marketing and pre-enrolment information. All international students applying to enrol in a Pivotal Education course must be over the age of 18 and:

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1. Provide evidence of published academic entry requirements (Year 12 or its equivalent and above; and
2. Provide evidence of published English language entry requirements as per chart below
3. In the event a lower-level qualification is recommended to be undertaken as a pathway prior to a higher-level qualification to ensure operational skills and knowledge, students will enrol in the lower level and higher-level qualification
4. In the event a Training Package specifies pre-requisite qualifications or units of competency, these will be published as part of the entry requirements.
5. The table below contains the published entry requirements for all Pivotal Education qualifications listed on the National Register and CRICOS and where pathway qualifications would ensure students have operational skills prior to commencing higher level qualification with specialist and leadership skills

Entry Requirements and Pathway Chart

Qualification	Academic	English	Pathway – operational skills
FBP30121 Certificate III in Food Processing	Year 12 or equivalent	IELTS 5.5 (no band less than 5.0) or equivalent	
FBP50121 Diploma of Food Science and Technology	Year 12 or equivalent	IELTS 5.5 (no band less than 5.0) or equivalent	Complete FBP30121 Certificate III in Food Processing
FBP30821 Certificate III in Pharmaceutical Manufacturing	Year 12 or equivalent	IELTS 5.5 (no band less than 5.0) or equivalent	
FBP40318 Certificate IV in Pharmaceutical Manufacturing	Year 12 or equivalent	IELTS 5.5 (no band less than 5.0) or equivalent	Complete FBP30821 Certificate III in Pharmaceutical Manufacturing

Student Visa Entry Conditions

International Students are required to meet the following Student Visa requirements as stipulated below at [Student visas \(homeaffairs.gov.au\)](http://www.homeaffairs.gov.au/visas)

- Be a genuine temporary entrant
- Meet academic entry requirements
- Meet English language test score requirements
- Demonstrate financial capacity
- Hold Overseas Student Health Cover (OSHC)
- Meet the health requirements
- Be of good character

Students can check the evidence required to satisfy the visa requirements by accessing the Document Checklist Tool provided with the Student Visa requirements on the website at <https://immi.homeaffairs.gov.au/visas/web-evidentiary-tool>

Applications

Students seeking to enrol with Pivotal Education are required to submit acceptable evidence to demonstrate that they meet the published entry criteria for their chosen course.

1. All applications submitted by a student or education agent must include the following

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- Completed Pivotal Education International Student Enrolment Form with student signatures
 - Academic entry requirement certification copies
 - English language entry requirements certification copies
 - Passport Photocopy – applicant details page (where available)
 - Any other published entry requirements (where applicable)
2. Incomplete applications will result in delays in the admission process.
 3. Successful applicants will receive a Letter of Offer and Acceptance Agreement
 4. Unsuccessful applicants will receive formal notification that their application has been unsuccessful including the reason(s). In the case of incomplete applications, the missing information or documentation will be requested for assessment.

Verification of Qualifications

Pivotal Education undertakes the following to verify qualifications and certification used for enrolment into an AQF qualification are genuine:

1. Certified copies, together with English translations (where appropriate), of documentation included in an application for enrolment, must be appropriately verified
2. Persons eligible to certify documents are:
 - Authorised officer from the institution that originally issued the certification/document
 - Notary Public or Justice of the Peace
 - Pivotal Education authorised officers
3. Where an application is submitted by an education agent on behalf of the prospective student, the education agent can verify that the original certification has been cited.
4. Pivotal Education reserves the right to request original copies if there is reason to suspect fraudulent documentation has been submitted, Where Pivotal Education discovers evidence of falsification this will result in cancellation of the enrolment without refund and such incidents will be reported on PRISMS
5. Where there are doubts about a student’s claimed entry requirement documentation, Pivotal Education will contact the issuing institution for verification
6. All students must provide original copies of their qualifications at the orientation and induction session when they commence with Pivotal Education

Course Entry with Credit Transfer or Recognition of Prior Learning

Prospective students who wish to independently apply for credit transfer or Recognition of Prior Learning may apply as per the conditions outlined in the Credit Transfer Policy and/or Recognition of Prior Learning Policy. The outcome of this application will be approved/rejected by the Chief Executive Officer based on the evidence submitted and mapped against the units of competence.

Pivotal Education packaged courses where credit transfer is awarded, credit is provided prior to enrolment with the units of competency granted credit transfer published with the revised duration.

Where credit transfer or Recognition of Prior Learning has been granted, the course duration will be reduced and the revised end date recorded on VETtrak and PRISMS.

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Pivotal Education Formal Offer of Study

1. Pivotal Education offers of study to international students are made formally in writing through the issuance of a Letter of Offer and Student Acceptance Agreement
2. The Letter of Offer and Student Acceptance Agreement formally notifies students which course(s) enrolled in, entry requirements, conditions of enrolment and study, entry requirement evidence and fee information
3. Students must read and sign the Letter of Offer and Student Acceptance Agreement to demonstrate that they understand and accept published course details and conditions
4. Students providing false or misleading information or fraudulent documentary evidence may have their offer withdrawn and enrolment cancelled.
5. In the event the offer to study is withdrawn as a result of false or misleading information, the students Confirmation of Enrolment will be terminated by Pivotal Education with no refund and CoE cancelled on PRISMS

Conditions of Enrolment

Applications

1. International students seeking to enrol with Pivotal Education are required to submit authentic evidence to demonstrate that they meet published entry criteria for their chosen course
2. Student applications are accepted as a complete application when all sections have been filled out, student signatures included in all relevant sections, authentic evidence attached as published on the website
3. Incomplete enrolment applications will result in delays in processing
4. Successful applicants will receive a Letter of Offer and Student Acceptance Agreement with course details, conditions of study, payment of tuition and other fees
5. Unsuccessful applicants will receive formal notification that their application has been unsuccessful including the reason(s) In the event, evidence is required, this will be clearly communicated

Deferral of Commencement

1. All requests for deferral of commencement must be in writing prior to the start date of the course (unless exceptional or compassionate grounds apply) which will require the issuance of a revised CoE with the deferred start date and reason for deferment.
2. Deferral of studies can only be granted for the following:
 - Illness and/or misadventure
 - Bereavement
 - Important family matters
 - Delays in providing documentation
 - Certification or other form of written evidence must be provided with the deferral request
3. In cases where the student experiences a short delay but commences within the first week, the student will undergo registration and orientation to ensure that they understand the requirements and standards expected of students.
4. Deferment must be applied for using the Course Deferral Request Form and will incur a fee as per published Other Fees and Charges listed on www.pivotal.edu.au

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Collection of Personal and Contact Details

Pivotal Education collects personal information from students for the purpose of training and assessment only. Pivotal Education is required to report personal information to relevant Government Authorities without the express permission of the student. This includes but is not limited to ASQA, NCVER or any relevant government authority.

Privacy Notice

Under the Data Provision Requirements 2012, Pivotal Education is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this enrolment form), may be used or disclosed by Pivotal Education for statistical, administrative, regulatory and research purposes. Pivotal Education may disclose your personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorised agencies; and
- NCVER.

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

- populating authenticated VET transcripts;
- facilitating statistics and research relating to education, including surveys and data linkage;
- pre-populating RTO student enrolment forms;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including program administration, regulation, monitoring and evaluation.
- You may receive a student survey which may be administered by a government department or NCVER employee, agent or third-party contractor or other authorised agencies. Please note you may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au)

Change of Contact Details

International students must provide Pivotal Education with their current residential address, mobile number and email address at all times. When a student changes any contact details, students must complete the Change of Contact Details form as soon as practicable. International students that fail to inform Pivotal Education are at risk of course cancellation if the student does not respond to Pivotal Education communication as a result of out-of-date contact details.

Unique Student Identifier

Pivotal Education students are not permitted to commence training and assessment until they have provided Pivotal Education with their Unique Student Identifier. In cases where the student experiences difficulty obtaining a student identifier, Pivotal Education will allow training and assessment to commence and follow the procedure for ascertaining a correct student identifier from The Registrar.

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Student Behaviour as per Code of Conduct

Students must abide by Pivotal Education code of conduct at all times when undertaking study in any approved delivery and assessment location. Pivotal Education reserves the right to terminate students whose conduct is unsatisfactory as per published policies. In the event a student's behaviour places any other student or staff member at risk either physically or verbally and results in an unsafe learning environment, no refund of any remaining tuition fees will be made in the case of termination by Pivotal Education. Students will have the right to access complaints handling and appeals procedures if they disagree with any decision to terminate their studies.

Public Holidays

Pivotal Education is closed for all New South Wales public holidays. Compensation will not be made for blended learning classes not offered on public and special holidays.

Fees and Timetable

Pivotal Education reserves the right to vary its fees without notice and timetables may be subject to change.

Complaints Handling

Students are entitled to have a personal representative present at any stage during the complaints handling process. If the student's problem cannot be resolved by Pivotal Education, students can seek external assistance after the internal appeals process has been completed.

External options available to students include

1. ASQA (<http://www.asqa.gov.au/complaints/making-a-complaint.html>)
2. Department of Fair Trading (<http://www.fairtrading.nsw.gov.au>)
3. National Training Complaints Service (<https://www.education.gov.au/NTCH>)
4. NSW Ombudsman (www.ombo.nsw.gov.au/contact-us)
5. Overseas Students Ombudsman (www.ombudsman.gov.au/How-we-can-help/overseas-students)

Consumer Rights

Pivotal Education will notify students in the event that any of the following changes occurs that may affect the services being provided in this agreement. These include:

- a change in ownership of the RTO, and/or
- any changes to or new third-party agreements that are put in place for the delivery of services outlined in this agreement

This agreement, and the right to make complaints and seek appeals on decisions and actions under various processes, does not affect the rights of the student to take action under Australian Consumer Law if the Australian Consumer Law applies.

Termination

Pivotal Education reserves the right to terminate students for any serious breaches including but not limited to:

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- student visa conditions
- academic misconduct
- non-academic misconduct

In the event of termination students will not be eligible for a refund as per Fees and Refunds for International Students Policy and conditions included in the signed Letter of Offer and Student Acceptance Agreement.

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