

## 1 POLICY STATEMENT AND PURPOSE

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The purpose of this policy is to define the criteria under which applicants can be enrolled and admitted to ICHM courses with reasonable expectation of progression and completion.

## 2 SCOPE

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The policy covers admission and enrolment of admitted applicants and applies to admissions, re-admissions and transfers for all higher education courses.

## 3 DEFINITIONS

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**Genuine Temporary Entrant Requirement:** All applicants for a student visa must show they are coming to Australia temporarily to gain a quality education. The Genuine Temporary Entrant (GTE) requirement is not intended to exclude students who, after studying in Australia, develop skills Australia needs and who then go on to apply for permanent residence.

**Genuine Student Requirement:** An applicant that intends to obtain a successful educational outcome and has the language, education and material background to have a reasonable chance of achieving this educational outcome.

## 4 POLICY DETAILS

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ICHM Admission policies and practises will be applied fairly and consistently to achieve equity objectives for a diverse and representative student population.

Admission and enrolment requirements will be course specific, focus on merit and promote commitment to excellence in academic standards.

Admission and enrolment of students into courses will be based on clearly defined, consistent and equitable requirements which are available in a manner that is easily accessible and does not require contact with ICHM to obtain. At a minimum, Course admission criteria will be published in the Prospectus and on the website in advance of the opening date for applications for the next applicable academic period. In particular, the information includes

- a. Course duration
- b. Fees and charges
- c. Eligibility for Recognition for Prior Learning
- d. Policies for refund

Admission requirements for undergraduate and postgraduate coursework courses will be developed, reviewed and approved by the Academic Board.

### **Admission Criteria - minimum admission requirements**

Admission criteria may include (but not be limited to):

- Applicants must be properly identified, usually through sighting of a birth certificate or passport.

- Academic requirements as detailed in Entry Requirements for Undergraduate, Postgraduate and Study Abroad program policy documents.
- *Academic requirements* such as completion of high school certificate, a minimum ATAR requirement, prior completion of a relevant VET or higher education or other tertiary qualification(s).
- Progression in other courses and educational institutions is taken into account.
- For international students - genuine student requirements are taken into account.
- Attainment of a minimum English language proficiency requirement as detailed in Entry Requirements for Undergraduate, Postgraduate and Study Abroad program policy documents.
- With a requirement to undertake study in kitchen, restaurant and housekeeping environments, as well as industry placements, there are workplace health and safety factors to consider before a student with an impediment can be accepted. Refer to the Diversity, Equity and Inclusion Policy.

### **Younger overseas students**

Overseas students applying for admission to ICHM courses must have reached the age of 18 years by the commencement of their studies. ICHM will not admit overseas students who will not have reached 18 years of age by the time of commencement for their course.

### **Overseas student transfers**

ICHM will not knowingly enrol an overseas student seeking to transfer from another registered provider's course before the student has completed six months of their principal course of study, except where conditions under this policy apply in line with Standard 7 of the National Code.

ICHM will assess and document all transfer requests in a fair, transparent, and timely manner to ensure decisions are made in the best interests of the student.

### **Transfers to ICHM**

ICHM may accept an overseas student wishing to transfer from another provider before the completion of six months of their principal course only where one of the following applies:

1. The releasing registered provider or the course in which the student is enrolled has ceased to be registered.
2. The releasing registered provider has had a sanction imposed by its ESOS agency preventing the student from continuing.
3. The releasing registered provider has granted a release and recorded the date and reason for release in PRISMS.
4. A government sponsor supporting the student considers the change to be in the student's best interests and provides written endorsement of the transfer.

Before issuing a Confirmation of Enrolment (CoE), ICHM must sight appropriate evidence (e.g., a PRISMS release, confirmation of course cessation, or sponsor letter) and retain it in the student's admission file.

### **Transfers from ICHM (Student-initiated transfers before six months)**

#### **Application process**

- Students seeking to transfer to another registered provider before completing six months of their principal course must lodge a written request with the Head of Student Administration.
- Requests must include a valid Letter of Offer from the intended receiving provider.
- ICHM will acknowledge receipt and assess the request within 10 working days where practicable.

### **Circumstances in which ICHM will grant a release**

ICHM will generally approve the transfer request when satisfied that the transfer is in the student's best interests, including but not limited to cases where:

- a) The student is unable to achieve satisfactory course progress despite engaging with ICHM's academic intervention strategy (in accordance with Standard 8).
- b) There is evidence of compassionate or compelling circumstances.
- c) ICHM fails to deliver the course as outlined in the written agreement.
- d) There is evidence that the student's reasonable expectations about their course are not being met.
- e) The student was misled by ICHM or by an agent about ICHM's course offerings or outcomes, and the course is unsuitable to their needs or study objectives.
- f) An appeal (internal or external) on another matter results in a recommendation or decision that the student be released.

### **Circumstances where ICHM may refuse a transfer**

ICHM may refuse a release request if:

- The student has not completed the first six months of their principal course, and none of the circumstances above apply.
- The student has outstanding fees owed to ICHM.
- The student is attempting to avoid course progress or attendance requirements.
- The transfer would be detrimental to the student's academic progress or welfare.

### **Notification and appeal rights**

- If a release is granted, ICHM will record the decision and the effective date in PRISMS at no cost to the student and advise them to contact the Department of Home Affairs for visa advice.
- If ICHM intends to refuse a release, the student will be informed in writing of:
  - the reasons for refusal, and
  - their right to access ICHM's Complaints and Appeals Process (Standard 10) within 20 working days.
- ICHM will not finalise the refusal status in PRISMS until:
  - the student has not accessed the appeals process within 20 working days, or
  - the appeal is resolved in ICHM's favour, or
  - the student withdraws from the process.

### **Record-keeping - transfers**

ICHM will:

- Maintain records of all transfer requests, assessments, and outcomes for at least two years after the student ceases to be an accepted student, in accordance with ESOS requirements.
- Ensure that all PRISMS entries (releases, refusals, dates, and reasons) are accurate and verifiable.

### **Admission articulation arrangements and award of credit or RPL for prior studies**

ICHM adheres to policies and procedures for course articulation and transfer and acceptance of credit and/or RPL consistent with the College's Awarding Credit Transfer (CT) and Recognised Prior Learning (RPL) in Higher Education Programs Policy and Procedure.

Credit for prior learning is granted only where the prior study or experience is assessed as equivalent in content and level to the subject for which credit is being sought.

Credit granted must be academically defensible and take into account the student's ability to make satisfactory

academic progress and to successfully complete the requirements of the remainder of the course.

Credit decisions should preserve the broad integrity and the intended Graduate Qualities profile of the ICHM degree course.

Credit will not normally be granted for subjects completed more than ten years before application unless there is evidence of substantial relevant experience during the intervening period.

Please refer to Awarding Credit Transfer (CT) and Recognised Prior Learning (RPL) in Higher Education Programs Policy and Procedure for details.

### **Entry for Aboriginal and Torres Strait Islander Peoples**

Consistent with ICHM's Diversity, Equity & Inclusion Policy, ICHM encourages and supports applications to study from Aboriginal and Torres Strait Islander peoples.

### **Admission and Contractual Arrangements**

ICHM will enter into a written agreement with all overseas students, which will be signed and accepted by the student, concurrently with or prior to accepting payment of tuition fees or non-tuition fees. The written agreement will include all requirements per Standard 3 of the National Code, including course duration, fees and charges, refund policies, particular conditions of enrolment, health requirements for students due to the practical nature of part of the study and the work integrated learning placements. The written agreement will outline ICHM's internal and external complaints and appeals processes, in accordance with Standard 10 of the National Code.

### **Documents supporting applications/ Verifying admission applicants' credentials**

Original documents (or certified copies) must be sighted and checked for verification in the case of testamurs and/or transcripts, related academic awards, and, where relevant, character references, employers' testimonials.

It is a condition of application that the applicant must provide permission for ICHM to verify the academic qualifications and/or transcript(s) of academic record presented by the applicant with the issuing institution.

### **Refusal of application, withdrawal of an offer of admission and cancellation of admission or enrolment**

ICHM reserves the right to refuse an application, withdraw an offer of admission and cancel admission or enrolment under the following conditions:

- Where the applicant does not meet the admissions criteria included in the section above - Admission Criteria - minimum admission requirements;
- when the applicant or enrolled student has provided untrue, inaccurate or incomplete information;
- when ICHM is not satisfied that an international applicant meets the Genuine Student requirements;
- where students have been excluded from other ICHM courses and other educational institutions.

### **Commencement date and late arrivals**

All students undertaking ICHM's face to face delivery courses are required to be on campus from the first day of ICHM's semester.

- The latest date a new student can commence a course is one week after study period start date. Students who are unable to commence by the Monday of week 2 of a study period, will be required to defer their enrolment into a future study period. Exceptional circumstances must be approved by the Academic Team Lead.

- The latest date a continuing ICHM student can commence a study period is a week after study period start date. Students who are unable to commence by the Monday of week 2 of a study period, will be required to defer their enrolment into the following study period. Exceptional circumstances must be approved by the Academic Team Lead. If an international student is not granted a visa by the end of the first week of the study period, the student will be required to withdraw their visa application. ICHM will cancel the student's CoE and negotiate a new enrolment date for the student. Exceptional circumstances must be approved by the Head of Student Administration.
- ICHM will not issue a CoE for an offshore student when the request is received less than 6 weeks from commencement of the semester unless authorised by the Head of Student Administration.

### **Deferral of Admission**

Deferral relates to postponing an offer of a place in a course before the course or the first course in a package of courses has commenced. This may take place on application subject to approval and shall remain in force for a maximum of one year, after which time either the student shall enrol or ICHM may withdraw the offer of a place.

International students will be advised that deferral of their enrolment may affect their visa.

### **Appeals Rights**

Admission applicants and enrolled students have the right to appeal ICHM decisions based on the provision of untrue or incomplete information in accordance with ICHM's Non-Academic Grievance Policy.

## **5 SUPPORTING DOCUMENTS (if applicable)**

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### **Related Legislation**

Higher Education Support Act 2003  
 Tertiary Education Quality and Standards Agency Act 2011  
 Higher Education Standards Framework (Threshold Standards) 2021  
 Education Services for Overseas Students (ESOS) Act 2000 and  
 National Code of Practice for Providers of Education and Training Services to Overseas Students 2018

### **Associated policies**

Diversity, Equity and Inclusion  
 Non-Academic Grievance  
 Awarding Credit Transfer (CT) and Recognised Prior Learning (RPL) in Higher Education Programs Policy and Procedure  
 Entry Requirements – Undergraduate courses  
 Entry Requirements - Postgraduate courses  
 Study Abroad Program

## 6 RESPONSIBILITIES AND AUTHORITIES

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The policy owner is the Head of Student Administration. Changes to this policy must be endorsed by the Head of Quality and Risk and approved by the Academic Board.

## 7 ACKNOWLEDGEMENT (if applicable)

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Not applicable.

## 8 REVIEW

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The Head of Student Administration is responsible for the review of this policy every two years. As part of the review, the Head of Student Administration is to:

- Benchmark Admission criteria with other Australian Higher Education providers
- Analyse academic performance of students to determine if Entry Requirements are appropriate

Accountability and review			
Delegate	Head of Student Administration		Ref: ICHM Delegations Register
Endorsement	Head of Quality and Risk		
Approval body	Academic Board		
Approval date	20251126		
Review date	2 years from last review 20271126		
Supporting information			
Related legislation	See Section 5		
Sector benchmarking			
Supporting documents			
Related documents	See Section 5		
Superseded documents			
Type and location			
Policy type <select row and shade>	Corporate Governance Academic Governance Academic Management Operational Management		
Location/access <select row and shade>	Website Student access Staff access Overseas		
Amendments			
Version No.	Amendment type	Amendment Date	Key changes
1.0	New document	21/03/2013	Policy developed
2.0	Major	10/08/2017	Updated
3.0	Major	28/02/2018	Updated
4.0	Major	14/11/2019	Updates regarding Admissions criteria
5.0	Major	25/11/2019	Addition of section 3.6
5.1	Minor	22/01/2020	Changes to policy title
5.2	Minor	May 2020	Changes to position titles
5.3	Minor	Sept 2020	Clarification on latest start date and approval processes
5.4	Minor	18/08/2022	Positional and terminology updates
5.5	Minor	02 Dec 2022	Minor changes to titles

5.6	Minor	24/03/2023	Change of role title from Program Director Academic to Academic Director, and CEO to Head of ICHM.
5.7	Minor	21/11/2023	Change of role title from Manager Admissions and Administration to Admissions and Enrolments Director
5.8	Minor	11/04/2024	Amendments in relation to Genuine Temporary Entrant requirement and latest date for student commencement for a study period.
6.0	Major	26/11/2025	<ul style="list-style-type: none"> <li>• Change approving body from Head of ICHM &amp; Academic Director to Academic Board</li> <li>• Added HQR as endorsing authority</li> <li>• Added policy relating to overseas student transfers, per National Code Standard 7</li> <li>• Changed approving authority for matters relating to CoE variations and enrolment from Head of ICHM to Head of Student Administration</li> <li>• Aligned policy review timelines to biannual – policy scheduled for review every two years with unscheduled reviews to occur as needed.</li> <li>• Added clause relating to not enrolling younger (U18) overseas students.</li> <li>• Updated wording relating to formal written agreements, per Standard 3 of the National Code</li> </ul>