

Enrolment Policy and Procedure

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01.01.2018	New policy	01.01.2020
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Purpose:

This policy applies to all overseas students intending to enrol or who are currently enrolled in courses offered by Hawthorn Learning Pty. Ltd (also trading as Hawthorn-Melbourne) (CRICOS Provider Code 02931G) and describes the conditions under which Hawthorn-Melbourne will consider an application to enrol.

Scope:

Hawthorn-Melbourne specialises in the delivery of English language programs to students which includes English preparation for secondary and tertiary studies in Australia.

All overseas students will be placed in class according to their chosen course and their level of English as determined by an accepted test of English or Hawthorn-Melbourne's Placement Test.

Intending students need to satisfy the Department of Home Affairs that they have a genuine intention to stay in Australia temporarily for the purpose of study.

International students in Australia are protected by laws under the [ESOS Act 2000](#) and the [National Code 2018](#)

Enrolment policy:

This policy outlines the conditions under which students will be considered to have a valid enrolment at Hawthorn-Melbourne.

The policy applies to all Hawthorn-Melbourne students who are intending to enrol or who are currently enrolled in courses offer by Hawthorn-Melbourne.

Applications

To apply to study at Hawthorn-Melbourne the student should submit a completed application to Hawthorn-Melbourne and include the relevant supporting documentation.

<https://www.hawthornenglish.edu.au/apply/how-apply>

Applications may be accepted from students who are enrolled with another education provider subject to the principal education provider releasing the student where applicable.

Hawthorn-Melbourne reserves the right to refuse applicants with unsatisfactory attendance or course progression from another registered provider.

Genuine Student (GS) requirement

[Genuine Student requirement](#)

Prior to an offer being generated, students are to complete the – H-M (GS) Assessment form. If the student is enrolling through an agent, this includes the completion of the H-M (GS) requirement – Agent declaration.

The assessment and declaration are reviewed by the Admissions team for consideration of any risk of visa refusal with the outcome provided to the student / agent. Assessments are considered by the Admissions team under the [Ministerial Direction No. 106](#)

Sponsored students

Hawthorn-Melbourne will enrol overseas students holding an appropriate scholarship letter and/or financial guarantee.

Placement Test & Campus Tour

If the overseas student does not have an official English test result, they are welcome to take the Hawthorn-Melbourne Placement test either online, or by appointment, on campus.

The test takes 50 minutes to complete on the Moodle, online learning platform, and is in 3 sections, grammar: 15 minutes; listening: 20 minutes and writing: 15 minutes.

The result of the tests are provided to the student, indicating the overall outcome including the course recommendation.

Holiday breaks – [Course calendar](#)

Classes are not held on listed public holiday dates, or during the advertised Hawthorn-Melbourne course breaks which include the Christmas / New Year holiday closure. [Advertised holiday breaks](#)

At the time of application, students studying in General English or IELTS Preparation may elect to take a holiday break during their course according to the total number of study weeks they are enrolled.

[Elected holiday breaks](#)

Offer

Offers are made to overseas students according to the student's chosen course and level of English as determined by an official English test result or Hawthorn-Melbourne's Placement Test.

Hawthorn-Melbourne's entry requirements are available on the website and included in the letter of offer. <https://www.hawthornenglish.edu.au/courses/english-level>

Students holding an offer for direct entry to one of Hawthorn-Melbourne's direct entry partners, can meet the English language requirements by successfully completing a Hawthorn-Melbourne program at the appropriate level.

<https://www.hawthornenglish.edu.au/courses/direct-entry-agreements>

The conditions of enrolment, Student acceptance/Written agreement are included in the Hawthorn-Melbourne Letter of Offer. [Hawthorn-Melbourne Conditions of Enrolment](#)

If the total duration of a course is 26 weeks or more, Hawthorn-Melbourne will not require more than 50% of the tuition fee before the student has commenced the course. However, students, or parents/legal guardians of underage students, may choose to pay the full amount when accepting the offer.

Enrolment

The signed and dated Student acceptance of the written agreement is submitted to Hawthorn-Melbourne at the time of making payment for the course.

A confirmation of enrolment CoE will be generated from PRISMS for the overseas student to apply for a student visa. If the student is applying for a packaged enrolment, the student will submit the CoE from the principal registered provider at the same time.

Overseas students must hold a valid visa for study at Hawthorn-Melbourne.

Information on visa conditions can be found at: <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-finder>

All documents relating to an overseas student enrolment are saved electronically in order of student reference number.

Principals of Enrolment

When considering an application to study at Hawthorn and for the appropriate Letter of Offer to be issued to the applicant, Hawthorn-Melbourne reviews the application against the following factors.

English Level options <https://www.hawthornenglish.edu.au/courses/english-level>

General English [112461F] Course Overview & Learning Outcomes	Beginner to advanced Suitable level in the Hawthorn-Melbourne Placement test.
English for Academic Purposes [112462E] Course Overview & Learning Outcomes	EAP 1 IELTS 4.5 (writing 4.5, no band less than 4.0) TOEFL 32 (writing 12, reading 2, listening 2, speaking 11) PTE 30 (writing 30 with no communicative skill below 24) Suitable level in the Hawthorn-Melbourne Placement test.
	EAP 2 IELTS 5.0 (writing 5.0, no band less than 4.5) TOEFL 35 (writing 14, reading 3, listening 3, speaking 13) PTE 36 (writing 36 with no communicative skill below 30) Successful completion of EAP 1, or suitable level in the H-M Placement test
IELTS Preparation [063645G] Course Overview & Learning Outcomes	IELTS 5.5 (writing 5.5, no band less than 5.0) TOEFL 46 (writing 18, reading 4, listening 5, speaking 14) PTE 42 (writing 42 with no communicative skill below 36) Successful completion of EAP 2, or suitable level in the H-M Placement test
Intensive Academic Preparation [112463D] Course Overview & Learning Outcomes	IELTS 6.0 (writing 6.0, no band less than 5.5) TOEFL 60 (writing 21, reading 8, listening 7, speaking 16) PTE 50 (writing 50 with no communicative skill below 42) Successful completion of IELTS preparation, or suitable level in the H-M Placement test.
English for Business [063640B] Course Overview & Learning Outcomes	Upper Intermediate to Advanced Level of English (EB1) (EB2) (EB3) Entry to English for Business is subject to availability of classes and the class placement test which takes place on registration day. In cases where Hawthorn-Melbourne cancels a course due to insufficient student numbers, students will be placed into a General English course at the appropriate level. English for Business topics and activities are incorporated into the General English curriculum at appropriate stages in each level.
University of Melbourne English Language Bridging Preparation (UMELBP Prep) [0101910] Course Overview & Learning Outcomes	IELTS 5.5 (no band less than 5.0) TOEFL iBT 46 + writing 14, speaking 14, reading 4, listening 5 PTE-Academic 42 with no communicative skill below 36 Entry is subject to the University of Melbourne School or Faculty and to certain courses. https://www.hawthornenglish.edu.au/courses/umelbp/entry-requirements https://www.hawthornenglish.edu.au/courses/umelbp Entry to UMELBP Prep is subject to inclusion of this course in the University of Melbourne conditional Letter of Offer
University of Melbourne English Language Bridging Program (UMELBP) [063648E] Course Overview & Learning Outcomes	The entry requirement varies depending on the University of Melbourne School or Faculty, and to certain courses. https://www.hawthornenglish.edu.au/courses/umelbp/entry-requirements https://www.hawthornenglish.edu.au/courses/umelbp Entry to UMELBP is subject to inclusion of this course in the University of Melbourne conditional Letter of Offer
English for High School 1 [093348B] Course Overview & Learning Outcomes	Pre-Intermediate to Intermediate level of English AEAS test results Suitable level in the H-M Placement test.
English for High School 2 [093349A] Course Overview & Learning Outcomes	Upper Intermediate to Advanced level of English AEAS test results Suitable level in the H-M Placement test.

Hawthorn-Melbourne Placement Test outcomes

Hawthorn-Melbourne courses are aligned to the Common European Framework of Reference for Languages (CEFR), the international standard for describing language ability.

Students are placed in classes according to their chosen course and level of English, as determined by the outcome of placement test.

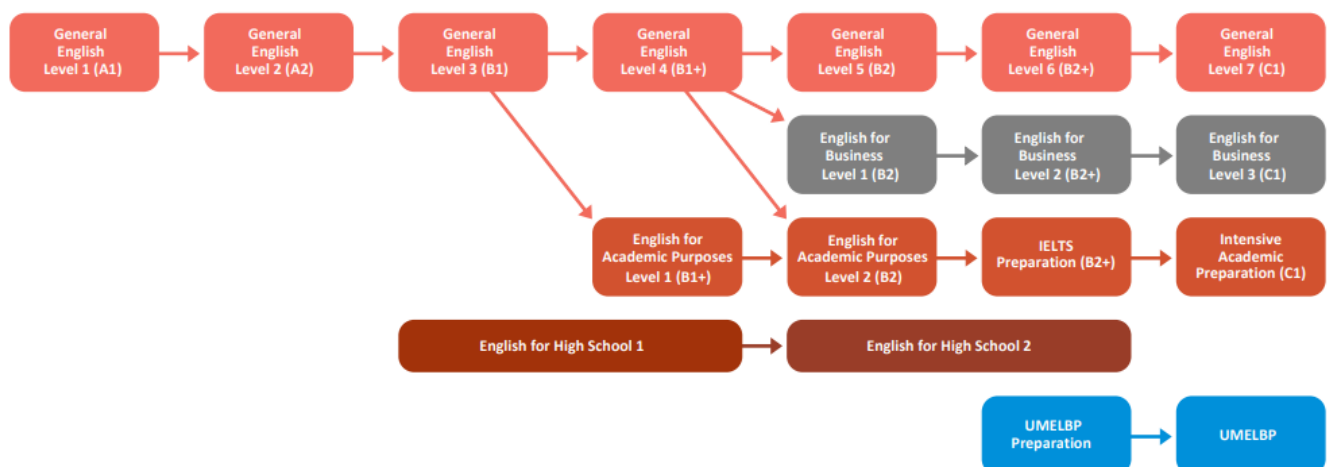
Course Names			Placement Test Score Range	IELTS	TOEFL	PTE	CEFR
GE Level 1			0-39%	3.0	N/A	N/A	A1
GE Level 2			40-47%	3.5	N/A	N/A	A2
GE Level 3			48-55%	4.0	31	29	B1
GE Level 4	EAP 1		56-63%	4.5	32	30	B1+
GE Level 5	EAP 2	EB1	64-71%	5.0	35	36	B2
GE Level 6	IELTS	EB2	72-79%	5.5	46	42	B2+
GE Level 7	IAP	EB3	80%+	6.0	60	50	C1

Course Progression

Courses at Hawthorn-Melbourne are designed around a progressive curriculum with each week leading to the next as a student's language improves. It is important that the students plan their studies according to our course dates. <https://www.hawthornenglish.edu.au/apply/course-calendar>

Course Progress

Hawthorn-Melbourne courses are aligned to the Common European Framework of Reference for Languages (CEFR), the international standard for describing language ability.



Direct Entry Partners

Students may be eligible for direct entry to other registered providers upon successful completion of one of the English Language courses offered by Hawthorn-Melbourne.

Students must hold a conditional offer from the direct entry partner which includes the English language conditions to be met.

<https://www.hawthornenglish.edu.au/courses/direct-entry-agreements>

Pathway to the University of Melbourne

Students applying for the University of Melbourne (CRICOS 00116K) may be eligible for entry to the University of Melbourne English Language Bridging Preparation (UMELBP Prep) Program and/or the University of Melbourne English Language Bridging Program (UMELBP) if:

- there is no other condition other than English to be met;
- the student has the appropriate IELTS, TOEFL or PTE score.

For more information on this program and the English entry requirements go to

<https://www.hawthornenglish.edu.au/courses/umelbp>

<https://www.hawthornenglish.edu.au/courses/umelbp/entry-requirements>

To check which University of Melbourne faculty accepts the UMELBP go to

<https://www.hawthornenglish.edu.au/courses/umelbp/entry-requirements>

Pathways to other education providers

Students can meet the English language requirements for direct entry to one of the registered education providers listed below by successfully completing a Hawthorn-Melbourne program at the appropriate level.

[Pathways to other Institutions in Australia - Entry Requirements](#)

- [Australian College of Applied Professions](#) [CRICOS 01328A]
- [Chisholm Institute of TAFE](#) [CRICOS 00881F]
- [Deakin College](#) [CRICOS 01590J]
- [Kangan Institute](#) [CRICOS 01218G]
- [La Trobe College](#) [CRICOS 03312D]
- [La Trobe University](#) [CRICOS 00115M]
- [Le Cordon Bleu](#) [CRICOS 02380M]
- [RMIT University](#) [CRICOS 00122A]
- [SAE Institute](#) [CRICOS 02047B]
- [The Gordon TAFE](#) [CRICOS 00011G]
- [William Angliss Institute](#) [CRICOS 01505M]

Packaged enrolments

Students may be eligible for packaged enrolments (Hawthorn plus further studies) if they are planning to study with one of the following education providers:

- [The University of Melbourne \(PDF\)](#)²[CRICOS 00116K]
- [Australian College of Applied Psychology](#)²[CRICOS 01328A]
- [Kangan Institute](#)²[CRICOS 01218G]
- [Le Cordon Bleu](#) [CRICOS 02380M]

- [SAE Institute](#)²[CRICOS 02047B]
- [The Gordon TAFE](#)²[CRICOS 00011G]
- [William Angliss Institute](#)²[CRICOS 01505M]
- [Victorian Government High Schools](#)²
- [Victorian Private High Schools \(PDF\)](#)²

Enrolment Procedure

Enquiries

The Hawthorn-Melbourne Admissions, Student Services, and Marketing teams receive and respond to enquiries.

Appointments for family members with specific enquiries relating to students under the age of 18 years can be made with the English for High School program coordinator.

Hawthorn-Melbourne receives enquiries via:

- Phone: +61 3 9815 4000
Student Services Reception
- On-line enquiry form : <https://www.hawthornenglish.edu.au/contact>
Business Development Manager / Assistant Marketing Manager
- Email: admissions@hawthornenglish.vic.edu.au
Admissions team
- In person, at Reception on Level 1 / 333 Exhibition Street, Melbourne
[Click here for Melbourne Location](#)

All accommodation and airport reception enquiries are managed by the Student Services accommodation team, who can be contacted as follows:

- Phone: +61 3 9815 4000
- Email: accommodation@hawthornenglish.vic.edu.au

Applications

Applications for intending and re-enrolling students are received:

- By email directly to admissions@hawthornenglish.vic.edu.au from a student/parent or an agent;
- Online application <https://www.hawthornenglish.edu.au/apply/how-apply/apply-now> from student/parent/legal guardian or an agent;
- In person at Hawthorn reception from student/parent/legal guardian or family member of student under the age of 18 years.

Applications should be complete and include relevant supporting documentation

- a copy of the current passport
- a copy of the current Australian visa, if applicable
- a copy of the Further Studies offer to an Australian registered education provider, if applicable (University, Foundation Studies, TAFE, High School)
- a copy of an official English test result, if available (eg IELTS, TOEFL, PTE)
- a copy of the AEAS test result, if applicable
- signed and dated application form, or, verified if submitted via Webform

Application assessment and checking is undertaken by an Admissions Officer.

The following steps are applied:

- Check that the application is complete, and all supporting documentation submitted.
- Assess Genuine Student (GS) requirements.
- Check if the overseas student is on a further studies pathway.
- Check if the overseas student is eligible for a packaged enrolment and holds the correct conditional offer from a Hawthorn-Melbourne pathway partner registered education provider. [H-M Academic Pathways](#)
- Applications indicating entry to the University of Melbourne English Language Bridging Programs (UMELBP Prep & or UMELBP) should include the conditional offer from the University of Melbourne with the option for the student to undertake the University of Melbourne English Language Bridging program (UMELBP Prep and/or UMELBP) at Hawthorn-Melbourne and include the result of an accepted test of English (IELTS / TOEFL / PTE) [H-M UMELBP Entry Requirements](#)
- Applications indicating entry to English for Academic Purposes, IELTS Preparation and Intensive Academic Preparation should include the result of an accepted test of English (IELTS / TOEFL/ PTE) for direct entry to these programs. [H-M English Levels](#)

In the absence of an accepted test of English, the overseas student will undertake the H-M placement test prior to an offer being made to one of the above courses.

Hawthorn-Melbourne will provide an offer for entry to:

- General English as indicated at the time of application.
- English for Academic Purposes, IELTS Preparation and IAP at the time of application where supported by the appropriate IELTS / TOEFL / PTE result, or having achieved the appropriate level in the Hawthorn-Melbourne Placement test prior to the offer being made.
- English for High School in line with the level of English indicated on the application form and taking into consideration the requested number of weeks of study.
- Entry to English for Business is subject to availability of classes and the class placement test which takes place on registration day. In cases where Hawthorn-Melbourne cancels a course due to insufficient student numbers, students will be placed into a General English course at the appropriate level. English for Business topics and activities are incorporated into the General English curriculum at appropriate stages in each level.

Students under the age of 18 years:

- Hawthorn-Melbourne will check if the student is under the age of 18 years (passport copy).
- Applications indicating entry to English for High School should submit the following, if available:
 - a recommendation from the intended registered secondary education provider on the minimum number of weeks required to enrol in an English Language program;
 - an AEAS recommendation or an IELTS test result form, or other recognised evidence of the applicant's current English Language level.

For incomplete applications the Admissions officer will contact the student/agent before proceeding to the offer stage.

Offers:

The letter of offer is generated from the Student Management System (BECAS) and emailed to the student or agent.

For students under the age of 18 years the H-M Accommodation, Carer and Welfare documents are included for the parent/legal guardian to complete.

Where the application includes the request for Homestay Accommodation, prior to issuing an offer, Hawthorn-Melbourne will also ensure there are no gaps in the CAAW arrangements between Hawthorn-Melbourne and the intended further studies registered provider. This may also result in the student requiring a longer enrolment to cover any gap.

Overseas Student Health Cover:

The letter of offer will include the compulsory Overseas Student Health Cover (OSHC). OSHC will be quoted for the student, and family members where applicable, for the duration of their student visa and 2 weeks prior to the commencement of the course.

Acceptance and enrolment confirmation:

The Admissions officer checks that all enrolment acceptance documentation is in order prior to confirming the enrolment.

In circumstances where payment is received prior to receiving the signed Student Acceptance / Written Agreement, Hawthorn-Melbourne will hold the payment in the suspense account until such time as the signed Student Acceptance / Written agreement is received.

The confirmation of enrolment documents are generated from PRISMS (CoE, and CAAW where applicable) and emailed to the student /agent.

The details of the visa type and the CoE are entered into the Student Management System (BECAS).

For incomplete acceptance documentation, the Admissions officer will contact the student/agent prior to confirming the enrolment.

Collection of student and emergency contact details:

Details are collected as follows:

- On the application form (*electronic application form & on-line application*);
- On the completion of '*Student contact and emergency contact details form*' which is included with the letter of offer and returned with the student acceptance of the written agreement;
- On-arrival '*Personal details form*'. Student checks if the information previously provided is still correct and if not, provides the updated details.
- Within every 5-week course via email notification to the students. Students have the opportunity to check the current information held by Hawthorn-Melbourne and to provide any updates or changes.

Details collected include:

- Address, mobile / home numbers and email address in home country.
- Who to contact in emergency situations.
- Residential address in Melbourne, mobile number and email address.
- Any medical condition for which Hawthorn-Melbourne needs to be aware in case of emergency.

This information is entered into the Student Management System (BECAS) by an Admissions and/or Student Services Officer. The hard copies are scanned and saved electronically within Admissions Student Records and then the hard copies are securely destroyed. Student contact details are uploaded to PRISMS from the Student Management System (BECAS) every 5 weeks and are checked again if reporting a “*Student Course Variation*” on a student within PRISMS.

Non-arrivals to commence the course:

Hawthorn-Melbourne downloads the details of all visa grants from PRISMS and uploads them to the Student Management System.

- If the overseas student visa has not been granted in time to commence the course, Hawthorn-Melbourne will accept the student to commence up to two weeks late.
- Students enrolled in the University of Melbourne English Language Bridging Programs (UMLEBP Prep and/or UMELBP) will be accepted no later than the Wednesday of the first week of the course.
- Students who cannot arrive within the timeframes to commence the course due to non-visa grant, will be offered the opportunity to defer the start date of their course.
- If the student has applied for a packaged student visa, the student must first defer the course with the principal education provider.
- A deferral letter of offer will be generated for the student, or parent/legal guardian of a student under the age of 18 years, to accept.
- If the overseas student visa has been granted and the student has not arrived to commence the course, the student will be contacted within the first week for an explanation of the reason for their non-arrival. In the event the student does not respond, the student will be reported on PRISMS for non-commencement of studies as follows:
 - Within 14 days after the expected commencement date where the student is under 18 years of age;
 - Within 31 days for a student above 18 years of age.

Definitions

Agent	Hawthorn Melbourne registered education agent.
BECAS	Student Management System
CAAW	Under 18 student visa applicant Education provider’s - Confirmation of Appropriate Accommodation/Welfare Arrangements
CoE	Confirmation of Enrolment
ESOS Act 2000	Education Services for Overseas Student Act 2000. The ESOS Act sets our the legal framework governing delivery of Education to international students in Australian on a student visa.
Genuine Student requirement	To be granted a student visa, all applicants must demonstrate, to the Department of Home Affairs, they satisfy the genuine student criterion or the genuine student dependent criterion.
H-M	Hawthorn-Melbourne
National Code 2018	National Code of Practice for Providers of Education and Training to Overseas Students provides consistent standards for the conduct of registered providers and the registration of their courses.
PRISMS	Provider Registration and International Student Management System

Review

Hawthorn-Melbourne recognises the importance of continuous revision of its website and all materials, to ensure staff, current and potential students, partners, and the general public are presented with up-to-date and accurate information.

All materials are revised and updated, at least annually.

Responsibilities

Business Development Manager and Assistant Marketing Manager is responsible for:

- Monitoring, coordinating and updating web-site content
- Coordinating and updating of Hawthorn-Melbourne Student Guide and all related promotional materials.

Principal, Director of Studies-General Programs, Coordinator-UMELBP, Coordinator-EfHS

is responsible for:

- Provision of information relating to Course Overview and Outcomes.

Manager Admissions and Coordinator Admissions is responsible for:

- Managing content on the Letter of Offer/Written Agreement between Hawthorn-Melbourne and the overseas student, and all related admissions documentation and processes.

Manager Student Services is responsible for:

- Managing content relating to approving the accommodation, support & general welfare arrangements, and, services provided to overseas students.

Related documents:

H-M Student Guide [hawthorn-melbourne-english-course-guide.pdf \(hawthornenglish.edu.au\)](#)

H-M Conditions of Enrolment [Conditions of Enrolment \(hawthornenglish.edu.au\)](#)

H-M GSR Assessment form

H-M GSR Agent declaration

H-M Letter of Offer (Written Agreement)

H-M Recruitment of an overseas student Policy and Procedure

H-M Student Support Services Policy

H-M Under 18 Policy

H-M Student Deferral, Suspension or Cancellation Policy and Procedure

H-M Refund Policy and Procedure

H-M Privacy Policy