



Application and Enrolment Policy and Procedure

1. Purpose

The purpose of this policy and procedure is for Australian Ideal College (the College) to ensure that all student applications and enrolments into nationally recognised training programs are conducted in a manner that is transparent, ethical, and compliant with relevant legislative frameworks. It aims to protect the rights of students, support informed decision-making, and ensure the integrity of the enrolment process. This includes obligations under the *Standards for RTOs 2025*, the *National Code 2018*, the *Compliance Requirements* and associated *DEWR Policy Guidance*.

This policy ensures that prospective students receive sufficient, accurate, and accessible information before enrolment, that applications are fairly assessed, and that enrolment processes support the student's progression through their training program.

2. Policy

This policy specifies the way in which Australian Ideal College will administer students' enrolments in all qualifications in accord with the requirements specified below.

Admission and enrolment to the College for international students is determined on the basis of the respective published entry requirements of the qualification, including previous academic achievements, previous work experience and any language, literacy, numeracy and digital capabilities required to progress and complete the course.

The College will not enrol a student where it identifies that the individual does not have capability or capacity to complete their chosen qualification or where the qualification does not support their chosen career pathway.

3. Definitions

Alternative Pathway: A different training product or support strategy recommended where the original course is unsuitable

Confirmation of Enrolment: A formal document or communication confirming the student's acceptance into a course.

Enrolment: The process by which a prospective student formally registers to undertake a course or unit of competency.

Entry Requirements: Pre-requisites or conditions specified in the training product or by the RTO

LLND: Language, Literacy, Numeracy and Digital literacy

Pre-enrolment Information: Information provided to students before enrolling to assist with informed decision-making.

Suitability Advice: Guidance provided to a student about the appropriateness of the course for their skills, needs, and goals

4. Responsibilities:

CEO: Oversees implementation and compliance with enrolment processes.

Student Services: Co-ordinates the administration of enrolment, ensures accurate records, and supports students during enrolment. Responsible for reviewing LLND results and determining whether the student meets the entry and suitability requirements for the training product. Provides students with individual advice regarding the appropriateness of the course and records outcomes.

Trainers/Assessors: Contribute to student suitability assessments where applicable and support initial orientation.

Compliance Officer: Monitors adherence to legislative and regulatory requirements related to enrolment and conducts periodic reviews of completed enrolment packs to ensure compliance with enrolment procedures. Findings are recorded in the Continuous Improvement Register and reported to the RTO Manager.

5. Legislative Requirements

Australian Ideal College must,

In accord with the requirements of National Code Standard 3

- enter into a Written Agreement with students and ensure that its marketing and promotion is not false or misleading, and is consistent with Australian Consumer Law

In accord with National Code Standard 7.1,

- not actively recruit a student where this clearly conflicts with its obligations under the Standard

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- not knowingly enrol a student prior to the student completing six months of his or her principal course except in certain circumstances (see the Transfer Between Registered Providers Policy And Procedure)
- provide applicants with information that will enable them to make informed decisions about their studies in Australia

In accord with National Code Standard 2.1 the College must advise

- the requirements for an overseas student's acceptance into a course, including the minimum level of English language proficiency, educational qualifications or work experience required and course credit if applicable
- the CRICOS course code, course content, modes of study for the course including any compulsory online and/or work-based training, placements and assessment methods
- course duration and holiday breaks
- the course qualification, award or other outcomes
- campus locations and facilities, equipment and learning resources available to students
- the details of any arrangements with another provider, person or business who will provide the course or part of the course
- list the grounds on which the students' enrolments may be deferred, suspended or cancelled
- give applicants a description of the ESOS framework prior to enrolment
- supply information about indicative course related fees, including the potential for fees to change
- supply relevant information on accommodation options
- where applicants plan to bring school-aged dependants with them, Australian Ideal College must inform them of Australia's schooling obligations and options, including the fact that they may have to pay school fees.

In accord with National Code Standard 2.2, 2.3 and 2.5 have a documented policy and procedure

- for assessing applicants' English proficiency and qualifications or work experience and must implement these procedures
- for assessing and recording recognition of prior learning (RPL), and granting and recording course credit
- to report any change in course duration in PRISMS if RPL or course credit is granted after the overseas student's visa is granted

Applicable Standards 2025 and Instruments

This policy and procedure are additionally subject to the *Standards for RTOs 2025*, the *Compliance Requirements* and *DEWR Policy Guidance*.

Outcome Standards for RTOs 2025

Standard 2.1

VET students have access to clear and accurate information concerning the organisation, the relevant training product, and students are made aware of any changes that may affect them.

Standard 2.2

2.2(1) - *VET students are advised, prior to enrolment, about the suitability of the training product for them, taking into account the student's skills and competencies.*

2.2(2)(b) - *based upon the outcome of the review – it provides advice to each prospective VET student about whether the training product is suitable for them.*

DEWR Policy Guidance (March 2025)

Providers must supply students with sufficient information prior to enrolment, including the suitability of the course, support services, fees and refunds, and what is required of the student. Consent must be informed and documented.

DEWR Policy Guidance, pp. 34-35

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Other Legislative Requirements

National Vocational Education and Training Regulator Act 2011 (Cth)

- Data Provision Requirements 2020
- Privacy Act 1988 (Cth)
- Student Identifiers Act 2014 (Cth)
- Disability Discrimination Act 1992 (Cth)

6. Scope

This policy applies to:

- All overseas student applications for enrolment into a program delivered by the College.
- All staff responsible for marketing, student recruitment, application processing, enrolment, and student administration.
- All qualifications and courses on the College's scope of registration, including CRICOS registered courses.

The policy covers:

- Pre-enrolment information and student engagement;
- Application processes and eligibility checks;
- Enrolment procedures and documentation;
- Offer and acceptance protocols;

7. Procedure

The enrolment process at Australian Ideal College is structured to ensure that prospective students are provided with accurate, comprehensive, and timely information to make informed decisions about their study. The procedure also ensures that students are only enrolled in courses that are appropriate to their needs, goals, and capabilities, and that their rights and obligations are clear from the outset.

8. Application Process

Pre-enrolment Information and Support

- a) Before enrolment, prospective students are provided with current and accurate information to help them choose a course that meets their needs and circumstances. This includes but is not limited to:
 - Course entry requirements (including LLND levels, mandatory checks, or pre-requisites)
 - Modes of delivery and locations, CRICOS code
 - Course duration and expected study commitment
 - Right to apply for Credit Transfer or Recognition of Prior Learning (RPL) prior to enrolment
 - Support services available
 - Work placement obligations
 - Course outcomes including pathways and employment options
 - Fees, refunds, and withdrawal procedures
 - Complaints and appeals processes
 - Obligations under relevant legislation, including USI requirements
 - Student enrolment application form and the link to the ESOS Framework.
- b) Applicants must complete the student enrolment application form, sign and date where required and attach verified evidence of qualifications, work experience (if relevant) and IELTS, or similar, test results.
- c) Offers must not be made to students who will be less than 18 years of age at the proposed commencement date.
- d) The Administration Manager, or their delegate, must review the student applications and determine if an offer should be made on the basis of the entry requirements for the qualification. To be accepted the applicant must

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at least meet the academic entry requirements and the minimum IELTS, or similar test, requirement.

Specifically,

- Assess the overseas qualification against the Australian AQF with the overseas qualifications
 - Check the IELTS statement comes from an accredited IELTS, or similar, testing authority
 - Check evidence of age – front page of the passport
 - Check that the rest of the enrolment application form has been completed
 - Check that the student has signed and dated the enrolment application
- e) If the applicant's educational qualifications do not meet Australian Ideal College's admission requirements, other factors may be considered at the discretion of the College's Academic Manager. Verified evidence of these other factors must be included with the application.
- f) These other factors may include:
- Mature age, and or proof of being 18 years or older at the proposed date of commencement
 - Work experience
 - Attitude and aptitude
 - Previous academic results
 - Attendance rate in the previous college
 - Ability and skills to function in an academic environment
 - Possibility to succeed in his/her academic endeavours
- g) Having arrived at an admission decision, the English language skills (language and literacy) will be assessed. If student has a satisfactory IELTS or similar score (listed under entry requirements), the applicant will be offered a place in the chosen course.
- h) If an applicant cannot produce a satisfactory IELTS or equivalent score, and there are doubts about the English language skills to cope in an academic environment, the applicant will be advised to enrol in an English (ESL or ELICOS) course for an appropriate duration until the student achieves an IELTS score required for entry as listed.
- i) IELTS testing may not be required where an applicant clearly has the required English language skills. The application of this rule will be on a case-by-case basis and in accordance with the English language requirements that apply to the visa eligibility for the country assessment level published by the Department of Home Affairs.
- j) All prospective students are required to participate in an interview with the Academic Manager or their delegate and undertake the LLND test (Australian Core Skills Framework evaluation with a result of 3 or above required). This interview includes the identification of the learners skills and competencies and any support needs. The outcome of this interview together with the outcome of the LLND test report is used to assess the student's suitability and capacity to undertake the course. The interview may be in person or via the phone/zoom/teams.
- k) Once an offer has been approved by the Student Services & Administration Manager, an offer letter must be prepared and despatched to the student accompanied by a student agreement. The student agreement must be completed and returned to the College. At the same time an Electronic Confirmation of Offer (CoE) must be generated on PRISMS. The CoE must be prepared in accordance with the requirements of the PRISMS User Guide. There must be a CoE issued for each qualification that the student is going to be enrolled in and for which an award will be issued if the student is successful
- l) Applicants wishing to accept the offer must pay the fee requested in the letter of offer, complete the written agreement and send it to Australian Ideal College. Once the completed written agreement and the fee is received (and cleared by the bank) an Electronic Confirmation of Offer will be generated.
- m) The completed written agreement must be reviewed and accepted by the Admission Manager. Where a written agreement is to be accepted by Australian Ideal College the Admission Manager must sign and date the appropriate section.



Transferring Students

Students who have enrolled or have CoEs from another provider must not be enrolled until they have completed the first six months of their principal course or have a letter of release from the provider of the principal course. The methods for checking if a student is enrolled or has a CoE from another provider include:

- Asking the student
- Checking the student visa
- Checking with the Department of Education and the Department of Home Affairs
- Flagged on PRISMS when Australian Ideal College tries to issue a CoE.

All the above methods should be applied to each student attempting to enrol onshore. If there is any doubt about the student's status, then do not provide the student with an offer letter or attempt to enrol them.

Step	Action	Responsible Person	Supporting Documents / Systems
1	Provide prospective students with a Student Prospectus, Enrolment Application Form, and ESOS Framework link.	Student Services Officer	Student Prospectus, Application Form, ESOS Framework Link
2	Receive completed application form with signed declarations and verified supporting documentation (academic, work history, IELTS or equivalent, passport).	Applicant	Enrolment Application Form, Passport, IELTS Certificate or equivalent
3	Check applicant's age. Do not proceed with offers to students under 18 at course commencement.	Administration Manager / Delegate	Passport, Application Form
4	Assess application against course entry requirements. Verify: AQF equivalence of qualifications, authenticity of English test, age evidence, completeness of form, applicant's signature.	Administration Manager / Delegate	Enrolment Application Checklist
5	If entry requirements are not met, refer to Academic Manager to assess other factors (e.g., maturity, aptitude, past academic /work performance).	Academic Manager	Application and evidence of additional considerations
6	Conduct interview (in person or online) and administer LLND test. Assess support needs and suitability to undertake the course.	Academic Manager / Delegate	LLND Report, Interview Notes
7	Determine outcome of English proficiency. If IELTS or equivalent meets entry requirement, proceed with offer. If not, recommend ELICOS or ESL course as applicable.	Academic Manager / Delegate	IELTS Certificate, Interview Notes
8	If English proficiency is evident through other means, IELTS testing may be waived following case-by-case review aligned to visa requirements.	Academic Manager / Delegate	Internal Admission Notes, DHA Visa Guidance
9	Approve successful applications and prepare Letter of Offer and Student Agreement.	Student Services & Administration Manager	Offer Letter Template, Student Agreement
10	Send Letter of Offer and Student Agreement to applicant.	Admissions Officer	Email or Document Dispatch Log
11	Receive completed Student Agreement and initial payment. Confirm payment clearance.	Finance/Admin Officer	Bank Transaction Records, Signed Agreement
12	Issue Confirmation of Enrolment (CoE) via PRISMS once signed agreement and cleared payment are received. A separate CoE must be created for each qualification.	PRISMS Administrator	PRISMS User Guide, CoE Records
13	Admissions Manager reviews and signs the written agreement.	Admissions Manager	Signed Student Agreement



14	Check for students transferring from another provider. Confirm compliance with National Code 2018 Standard 7 (transfer restrictions).	Admissions Officer	PRISMS, Visa, Release Letter if applicable
15	Reject applications from students who have not completed six months of their principal course without a valid release letter.	Admissions Officer / Manager	Provider Transfer Checklist

Privacy and Data Use

Australian Ideal College is required under the Data Provision Requirements 2020, to collect personal information about students and disclose that information to the National Centre for Vocational Education Research Ltd (NCVER).

Student personal information and training activity data may be used or disclosed by Australian Ideal College for statistical, regulatory, and research purposes. This includes:

- Submission of AVETMISS-compliant data to NCVER;
- Use of the data for understanding and improving the VET sector;
- Monitoring and evaluation of training outcomes;
- Administration of government-funded training programs;
- Participation in surveys, validations, or audit activities.

Information may be disclosed to:

- Commonwealth and State or Territory government departments and authorised agencies;
- Employers (if enrolment is through a workplace);
- School authorities (for school-based students);
- Researchers and survey contractors working with NCVER.

Students are advised of this requirement prior to enrolment through the Student Handbook and enrolment declaration, and consent is obtained in accordance with the Privacy Act 1988 (Cth) and the Student Identifiers Act 2014 (Cth). The full NCVER privacy policy is available at <https://www.ncver.edu.au/privacy>.

Student Orientation and Induction

Following enrolment, students are provided with an orientation that reinforces their rights and responsibilities and familiarises them with the learning and assessment environment.

Orientation includes:

- Welcome and introductions
- Overview of course structure and assessment expectations
- Information on academic integrity, attendance, and engagement
- Guidance on how to access learning platforms and support services
- Confirmation of policies and procedures including complaints, appeals, and withdrawal

Attendance at orientation is recorded, and follow-up is undertaken where a student is absent.

See Orientation Policy and Procedure

9. Implementation

This policy will be made available to all staff members and stakeholders through the internal communication channels.



10. Recordkeeping

- Keep signed written agreements and associated records (e.g. offer letters, communication logs, ID documents, proof of visa conditions explained) for a minimum of 2 years after the student ceases to be enrolled.
- Maintain evidence of the student having received and understood the ESOS framework and visa-related obligations.
- Retain records of all fee payments and refund transactions in accordance with the Tuition Protection Service (TPS) requirements.

11. Monitoring and Evaluation:

Australian Ideal College maintains a proactive and organisation-wide continuous improvement framework. All policies and procedures are subject to scheduled review as part of the Quality and Governance Calendar. Systematic monitoring and evaluation processes ensure that operations align with the Standards for RTOs 2025 and National Code 2018 are effective in practice.

Feedback from students, staff, and stakeholders, along with outcomes from audits, validation, complaints, and self-assurance activities, is analysed to identify risks and opportunities for enhancement. Improvement actions are prioritised, implemented, and tracked via the Continuous Improvement Register. Significant changes are subject to post-implementation review to ensure they are embedded and effective.

Document Control

Document Control:

Document Title	Application and Enrolment Policy and Procedure		
Approved By	CEO		
Date Approved	29/09/2025		
Next Review Due	29/09/2026		
Standards/Legislation	NC Standard 2, 3, 7 and SRT0's 2025 2.2		
Version	4.0		
Version #	Changes	Approval By	Approval Date
1.0	Initial Version	CEO	10/08/2010
2.0	Admission section	CEO	30/06/2013
3.0	Website URL and new email address updated	CEO	18/01/2018
4.0	Updated format and SRT0's 2025	CEO	29/09/2025