



Application and Enrolment Policy and Procedure

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Policy owner	Student Services and Compliance	Draft date	1 June 2026
Approved by	CEO / Authorised Delegate	Approval date	15 July 2026
Effective date	15 July 2026	Next review	As part of the College's three-year policy review cycle, or earlier if required due to regulatory changes.
Applies to	VET students and prospective students	Status	Approved
Provider	Australian Ideal College Pty Ltd	RTO / CRICOS	91679 / 03053G

This document replaces Enrolment Policy & Procedure for Students V4.1 (2021).

1. Purpose

This policy establishes a transparent, ethical and evidence-based process for application, admission and enrolment into vocational education and training (VET) courses delivered by Australian Ideal College (AIC). It ensures that prospective students receive clear, accurate and current information, are assessed against published entry requirements, receive individual advice about course suitability, and enter into a compliant written agreement before fees are accepted and enrolment is finalised.

The policy also supports responsible recruitment of overseas students and the integrity of AIC's registration as an RTO and CRICOS provider.

2. Scope

This policy applies to:

- all prospective and current students applying for nationally recognised VET training delivered by AIC, including overseas students studying on a student visa;
- all AIC staff and authorised third parties involved in marketing, recruitment, admissions, enrolment, fee collection, student administration, RPL, credit transfer, PRISMS and orientation; and
- all delivery locations and modes approved for the relevant training product and, for overseas students, registered on CRICOS.

Where a packaged program includes ELICOS, the applicable ELICOS admissions requirements and AIC's ELICOS policies also apply. This policy does not replace course-specific entry requirements, the written student agreement, the Student Handbook or related policies.

AIC currently accepts only applicants who will be 18 years of age or older on the proposed course commencement date. Any change to this institutional admission rule must be approved before recruitment begins and must be supported by compliant arrangements under National Code Standard 5.

3. Policy Principles

- Information provided by AIC and its representatives will be clear, accurate, current, accessible and not false or misleading.
- Applicants will be treated fairly, consistently and respectfully, with decisions based on published requirements and verified evidence.
- AIC will assess each applicant's entry eligibility, language, literacy, numeracy and digital literacy capabilities, prior skills and support needs before enrolment and will provide individual suitability advice.

- Reasonable adjustments and support will be considered without compromising the integrity of the training product, assessment requirements, licensing outcomes, work health and safety or public safety.
- RPL and credit transfer will be available and assessed with appropriate rigour, transparency and qualified judgement.
- No overseas student enrolment will be finalised, and no CoE will be created, unless all ESOS, National Code, CRICOS and AIC requirements are satisfied.
- Personal information will be collected, used, disclosed, stored and retained only as authorised or required by law and AIC policy.
- Conflicts of interest, inappropriate agent influence and commission arrangements that breach the National Code are prohibited.

4. Definitions

Term	Meaning
Accepted student	An overseas student who has been accepted for enrolment by AIC, whether or not the student has commenced the course.
CoE	Electronic Confirmation of Enrolment created in PRISMS for an overseas student after enrolment requirements are met.
Course credit	Exemption from part of a course because the student has previously completed equivalent study or has been granted RPL.
Credit transfer	Recognition of an authenticated AQF certification document, statement of attainment, transcript or verified USI VET transcript for equivalent units.
Education agent	A person or organisation formally engaged by AIC to recruit or assist overseas students, as recorded in PRISMS.
LLND	Language, literacy, numeracy and digital literacy capabilities relevant to participation in the training product.
Overseas student	A person, whether within or outside Australia, who holds or intends to hold a student visa and studies or intends to study a CRICOS-registered course.
PRISMS	Provider Registration and International Student Management System.
RPL	Recognition of Prior Learning: an assessment process that evaluates relevant prior formal, non-formal and informal learning against training product requirements.
Training product	An AQF qualification, skill set, unit of competency, accredited course or module on AIC's scope of registration.
USI	Unique Student Identifier required for nationally recognised VET, subject to statutory exemptions.
Written agreement	The agreement accepted by AIC and the student that satisfies the ESOS Act and National Code requirements for overseas students and sets out the services, fees, rights and obligations of the parties.

5. Legislative and Regulatory Framework

This policy must be implemented consistently with the current versions of:

- National Vocational Education and Training Regulator Act 2011;
- National Vocational Education and Training Regulator (Outcome Standards for Registered Training Organisations) Instrument 2025, particularly Standards 1.6 and 2.1-2.8;
- National Vocational Education and Training Regulator (Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) Instrument 2025 and the Credential Policy;
- Education Services for Overseas Students Act 2000 and Education Services for Overseas Students Regulations 2019;
- National Code of Practice for Providers of Education and Training to Overseas Students 2018, including Standards 1-7, 10 and 11, as amended;
- Student Identifiers Act 2014 and related USI requirements;
- Data Provision Requirements 2020 and applicable AVETMISS and NCVER privacy requirements;
- Privacy Act 1988 and Australian Privacy Principles;
- Disability Discrimination Act 1992 and Disability Standards for Education 2005; and

- Australian Consumer Law in Schedule 2 to the Competition and Consumer Act 2010.

Where legislation, a regulator, a training package, an accredited course, a licensing body or a funding contract imposes a higher or more specific requirement, that requirement prevails.

6. Responsibilities

Role	Responsibility
CEO / authorised delegate	Approves this policy; ensures adequate resources, systems and oversight; and remains accountable for compliance.
RTO Manager / Academic Manager	Approves course entry and suitability processes; oversees LLND, RPL and credit transfer arrangements; and decides complex or exceptional admission matters.
Student Services and Admissions Manager	Controls admissions workflow, staff authorisations, written agreements, transfer checks, CoE issuance and enrolment records.
Admissions / Student Services Officers	Provide approved information, receive and verify applications, complete checklists, communicate decisions and maintain records.
Qualified trainers and assessors	Undertake or support suitability, LLND, RPL and credit transfer decisions where professional judgement is required.
Compliance Officer	Reviews published information and enrolment files, monitors regulatory change, records findings and tracks corrective actions.
Finance staff	Do not accept or allocate fees contrary to the written-agreement and prepaid-fee controls; issue receipts and maintain auditable payment records.
PRISMS Administrator	Creates and updates CoEs only after documented authorisation and ensures PRISMS records reflect approved course duration and credit.
Education agents and third parties	Use only current AIC-approved information, act ethically and in students' best interests, disclose conflicts, avoid misleading claims and comply with their written agreement and the ESOS framework.
Applicant / student	Provides complete, accurate and authentic information, informs AIC of changes, participates in required assessments and retains copies of agreements and receipts.

7. Procedure

7.1 Control of pre-enrolment information

Before enrolment and before any fees are required, AIC must make comprehensive, current and plain-English information easily accessible. Information must be appropriate to the student cohort and include, as applicable:

- AIC's registered name, RTO number, CRICOS provider code and relevant course code and title;
- course content, duration, commencement dates, holiday breaks, scheduling, study commitment, modes of delivery and approved delivery locations;
- assessment methods, compulsory online learning, work-based training, work placement, community-based learning and any travel, equipment, materials or IT obligations;
- entry requirements, prerequisites, English language requirements, LLND and physical or licensing-related requirements;
- qualification or other outcomes, licensing implications and realistic pathways, without guaranteeing employment, migration or assessment outcomes;
- facilities, equipment, learning resources, training support, wellbeing support, reasonable adjustment and staff contact arrangements;
- third-party delivery or recruitment arrangements;
- all tuition and non-tuition fees, payment terms, potential fee changes, refund and withdrawal rules and any relevant funding entitlement;
- RPL and credit transfer opportunities and processes;
- student rights and obligations, complaints and appeals, deferral, suspension and cancellation grounds;
- USI requirements, privacy and data disclosures;

- for overseas students, the ESOS framework, accommodation options and indicative living costs, school-age dependant information, OSHC, student visa-related study obligations, transfer restrictions and the Department of Home Affairs information source; and
- AIC's policy of accepting only students aged 18 years or older at course commencement.

The responsible manager must review course and enrolment information before each intake and whenever a training product, fee, delivery arrangement, third party, location, law or regulatory requirement changes. Affected students must be notified as soon as practicable of changes that may affect them, including transition arrangements for superseded, deleted or expired training products.

7.2 Application submission

Applicants must complete the approved application form and provide all information and evidence requested for the chosen course. Required evidence may include:

- proof of identity, age, citizenship or visa status;
- academic qualifications, transcripts or statements of attainment;
- evidence of work experience where an entry requirement applies;
- accepted English language evidence where required;
- documents relevant to RPL, credit transfer, licensing or placement requirements; and
- any declarations, privacy notices, permissions and agent details required by the application form.

Documents not in English must be accompanied by a certified English translation that meets AIC's published requirements. AIC may require certified copies, independent verification or direct confirmation from the issuing organisation. Submission of false, altered or misleading information may result in rejection, withdrawal of an offer or action under the written agreement and applicable law.

7.3 Initial checks and document verification

Admissions staff must complete the approved enrolment checklist and:

- confirm the application is complete, signed or electronically accepted and dated;
- verify the applicant will be at least 18 years old at course commencement;
- verify identity and the authenticity of material documents using proportionate and reliable methods;
- confirm the selected course and location are on AIC's current scope and, for overseas students, CRICOS registration;
- check whether the application was submitted through an authorised education agent and record the agent correctly;
- identify any prior study, support need, disability, health or safety information relevant to participation, while respecting privacy and anti-discrimination obligations; and
- identify whether the applicant is an onshore overseas student subject to the National Code transfer restriction.

Unverified, incomplete or inconsistent applications must be placed on hold and the applicant given a reasonable opportunity to provide clarification or further evidence.

7.4 Entry requirements and course suitability

AIC must assess the applicant against the published entry requirements and the inherent requirements of the training product. The assessment must consider, as relevant:

- educational qualifications, prerequisite units and relevant work experience;
- English language proficiency and the language demands of training and assessment;
- literacy, numeracy and digital literacy capabilities in the context of the course;
- physical, technical, placement, licensing and work health and safety requirements;
- the applicant's prior skills, study goals and understanding of the course; and
- whether reasonable adjustments and available support can enable participation without compromising competency standards or safety.

Alternative admission pathways may be used only where they are documented, evidence-based, approved for the course and applied consistently. Overseas qualifications must be verified and compared using reliable sources or qualified advice where necessary. Obsolete visa assessment-level rules must not be used as an admission criterion.

7.5 LLND review, support needs and individual advice

Before enrolment, AIC must review the applicant's LLND capabilities using methods appropriate to the training product. A course-specific benchmark may be used where it is documented in approved entry requirements. A blanket benchmark must not be applied without evidence that it is suitable for the course.

The review may include document analysis, an interview, a validated assessment tool, digital capability checks and discussion of support needs. The result and the reasons for the decision must be recorded.

Based on the review, AIC must give the applicant individual advice about whether the course is suitable. The advice must identify any recommended support, reasonable adjustment, preparatory study, English language study or

alternative training pathway. If the applicant does not meet entry requirements and the gap cannot be appropriately addressed, AIC must decline or defer the application and give clear reasons and review options.

7.6 Recognition of Prior Learning and credit transfer

Applicants and students must be informed of their opportunity to seek RPL and credit transfer unless prohibited by training product, licensing or regulatory requirements. Applications should be made as early as possible so that course duration, fees and the CoE can be accurate.

RPL decisions must:

- be made by a person authorised and credentialled to make assessment judgements;
- apply the same assessment system, principles of assessment and rules of evidence as other assessments;
- be based on authentic, valid, sufficient and current evidence mapped to the training product requirements;
- be fair, transparent, consistent, documented and defensible; and
- identify any required gap training and associated time or cost before the student accepts the outcome.

Credit transfer evidence must be authenticated. AIC may verify certificates and transcripts directly with the issuing RTO or, with the student's permission where required, through the USI VET transcript service.

The student must receive the decision in writing and accept the outcome in writing. Where RPL or credit transfer reduces an overseas student's course duration, AIC must issue the CoE for the reduced duration or update PRISMS after visa grant, as applicable. Any effect on fees, scheduling, visa conditions or course progress must be explained.

7.7 Admission decision and record of advice

The authorised decision-maker will approve, conditionally approve, defer or decline the application. The enrolment record must show:

- the evidence reviewed and verification completed;
- entry and suitability assessment outcomes;
- LLND, support and reasonable adjustment considerations;
- RPL or credit transfer outcomes, if any;
- the individual advice given to the applicant;
- any conditions of offer and the person who approved the decision; and
- the date and method by which the applicant was notified.

7.8 Letter of Offer and written agreement

A Letter of Offer and written agreement may be issued only after the application has been assessed and approved. A conditional offer must clearly state the outstanding conditions and must not be treated as final enrolment.

For an overseas student, the written agreement must be in plain English, contain all information required by the ESOS Act and National Code Standard 3, and be accepted by the student before or concurrently with AIC accepting any tuition or non-tuition fees. AIC's preferred control is to obtain acceptance before requesting payment. Links may be used only for supplementary material; core agreement terms must appear in the agreement.

The written agreement must include, as applicable:

- course details, start date, locations, modes of study, work placements and prerequisites;
- conditions of enrolment;
- all tuition and non-tuition fees, payment periods and options;
- refund arrangements for student and provider default, refund recipients, the TPS explanation and the required Australian Consumer Law statement;
- privacy and statutory disclosure circumstances;
- internal and external complaints and appeals information;
- the student's obligation to keep copies of the agreement and receipts; and
- the obligation to provide current residential address, mobile number, email address and emergency contact details and notify AIC of changes within seven days.

AIC must provide the student with an executed copy or accessible electronic copy of the accepted agreement and retain evidence of acceptance, including date and time for electronic acceptance.

7.9 Fees and payment controls

Finance and admissions staff must ensure that:

- fees are not accepted contrary to the written-agreement timing requirement;
- the amount and payment period match the accepted agreement and invoice;
- an overseas student is not required to pay more than 50 per cent of total tuition fees before commencing a course longer than 25 weeks;

- where a student or payer chooses to pay more than 50 per cent before commencement, the choice is voluntary and evidence of that choice is retained;
- prepaid tuition fees are handled in accordance with the ESOS Act and TPS requirements; and
- receipts identify the student, course, amount, date, purpose and payment method and are provided promptly.

7.10 Overseas students transferring from another registered provider

AIC must not knowingly enrol an overseas student seeking to transfer before the student has completed six calendar months of the principal course, unless one of the National Code Standard 7 exceptions applies:

- the releasing provider or the course has ceased to be registered;
- the releasing provider has a sanction preventing the student from continuing;
- the releasing provider has agreed to the release and recorded the effective date and reason in PRISMS; or
- a government sponsor considers the transfer to be in the student's best interests and provides written support.

A conditional offer may be issued, but AIC must not finalise enrolment or create a CoE until eligibility to transfer is verified. The term "release letter" must not be relied on where PRISMS confirmation is required. Staff must complete the Provider Transfer Checklist and retain the evidence used.

Where AIC is the releasing provider, requests are managed under the Transfer Between Registered Providers Policy and Procedure, including no-cost release, written reasons for refusal, appeal rights and PRISMS controls.

7.11 Education agents and the 2026 onshore-transfer commission prohibition

Applications submitted through an education agent are subject to the same AIC assessment and verification requirements as direct applications. An agent must not make admission decisions, waive requirements, guarantee a visa or assessment result, or collect and retain fees unless expressly authorised.

AIC must not pay an education agent commission in relation to recruitment of an overseas student who has commenced studying with another registered provider, except where an express exception in National Code Standard 4 applies. Admissions and finance records must identify the student's study and transfer status so that prohibited commissions are not processed.

Suspected misleading, dishonest or conflicted agent conduct must be escalated immediately under AIC's Education Agent Policy and Agreement.

7.12 CoE creation and PRISMS controls

A CoE may be created only after:

- the application and suitability assessment are approved;
- all offer conditions are met;
- the written agreement is accepted by the student and AIC;
- required fees have been received and cleared in accordance with the agreement and ESOS controls;
- transfer restrictions have been satisfied;
- any RPL or credit transfer affecting duration has been finalised; and
- the PRISMS Administrator has received documented authorisation.

The CoE must reflect the correct course, CRICOS code, location, start and end dates, course duration and approved credit. A separate CoE is required for each CRICOS course. The CoE must be sent securely to the student and, where authorised, the nominated agent. Errors must be corrected promptly and an audit trail retained.

7.13 USI, privacy and VET data

Applicants must be given the applicable AIC, NCVER and USI privacy notices before information is collected or before AIC seeks permission to create, search for or access a USI or VET transcript.

Domestic students must provide a verified USI unless an exemption applies. An international student may enrol before arrival without a USI because a USI can generally be created only after the student enters Australia; the student must provide a USI as soon as practicable after arrival and before AIC issues AQF certification documentation.

AIC will collect and report training activity and student information as required by the Data Provision Requirements 2020, AVETMISS, NCVER, ASQA, government agencies, PRISMS and the ESOS framework. Mandatory disclosures do not depend solely on consent, but AIC must explain them clearly and obtain authorisation where legislation requires it.

7.14 Orientation and commencement

After enrolment and before or at commencement, AIC will provide an accessible orientation and induction. For overseas students it must be age and culturally appropriate and include:

- course structure, timetable, assessment, academic integrity, attendance and course progress requirements;
- facilities, learning systems, resources, digital access and emergency procedures;
- English language, study, training and wellbeing support and how to contact staff;
- complaints and appeals, critical incidents, safety and personal security;
- legal, health and emergency services and OSHC information;
- student visa-related obligations, contact-detail updates and PRISMS implications;
- employment rights and Fair Work Ombudsman information;
- RPL, credit transfer, reasonable adjustment and support options; and
- the official AIC contact officer for overseas students.

Orientation participation must be recorded. Students who are absent must receive follow-up and equivalent information. Refer to the Orientation Policy and Procedure.

7.15 Declined applications, complaints and appeals

An applicant whose application, RPL request or credit transfer request is declined must receive the decision and reasons in writing, together with information about requesting an internal review or lodging a complaint or appeal. AIC will manage the matter under its Complaints and Appeals Policy and Procedure. For overseas students, assessment of a formal complaint or appeal must commence within 10 working days and external appeal information must be provided where required by National Code Standard 10.

8. Records and Retention

AIC must maintain complete, accurate, secure and accessible records sufficient to demonstrate each admission and enrolment decision. Records include applications, identity and visa evidence, verification, checklists, suitability advice, LLND results, support and reasonable-adjustment decisions, RPL and credit transfer evidence, offers, written agreements, receipts, agent records, transfer checks, CoE authorisations, PRISMS records and orientation records.

Minimum retention controls include:

- overseas-student written agreements and payment receipts: at least two years after the person ceases to be an accepted student;
- overseas-student RPL or course-credit decision and written acceptance: at least two years after the person ceases to be an accepted student;
- assessment evidence, including evidence submitted for RPL: at least two years after the student completes the training product, or longer where another regulator, licensing body or funding requirement applies;
- AQF certification issuance register and the information required to reproduce AQF certification documentation: at least 30 years; and
- all other records: for the period specified in AIC's Records Retention Schedule, with personal information not retained longer than necessary unless required by law.

Electronic records must preserve authenticity, readability and audit history and be protected by access controls, backups, secure disposal and privacy safeguards.

9. Monitoring, Review and Continuous Improvement

- Pre-enrolment information, forms, written agreements and course pages are reviewed before each intake and after any relevant change.
- The Compliance Officer conducts periodic file sampling across campuses, delivery modes, agents and courses.
- Exceptions, missing evidence, premature fee collection, CoE errors, agent issues and unsuitable enrolments are recorded, investigated and corrected.
- Feedback, complaints, appeal outcomes, student progression, withdrawal data, audit findings and regulatory updates are analysed for improvement.
- Corrective and improvement actions are assigned, tracked in the Continuous Improvement Register and verified for effectiveness.
- This policy is reviewed at least annually and earlier where law, regulatory guidance, AIC operations or risk changes.

10. Related Documents

- Application for Enrolment and Enrolment Checklist
- Course Prospectus and course-specific pre-enrolment information
- Student Written Agreement / Terms and Conditions of Enrolment
- Student Handbook (VET)
- Recognition of Prior Learning and Credit Transfer Policy and Procedure
- Transfer Between Registered Providers Policy and Procedure
- Education Agent Policy, Agreement and Monitoring Procedure
- Fees, Charges and Refund Policy and Procedure
- Complaints and Appeals Policy and Procedure

- Orientation Policy and Procedure
- Student Support, Wellbeing and Reasonable Adjustment procedures
- Privacy Policy, NCVER Privacy Notice and USI Privacy Notice
- Records Management and Retention Policy
- PRISMS and CoE Work Instructions

Appendix A - Enrolment Workflow and Control Points

Step	Action	Responsible	Evidence / control
1	Provide controlled pre-enrolment information and application form.	Admissions / Agent	Current course information and distribution record
2	Receive application and supporting evidence; acknowledge receipt.	Admissions	Application and document register
3	Complete identity, age, course, location, agent and transfer-status checks.	Admissions	Enrolment checklist and verification evidence
4	Assess entry requirements and authenticity of qualifications and English evidence.	Admissions Manager / delegate	Assessment notes and verification
5	Conduct LLND, digital literacy, suitability and support review.	Academic Manager / qualified delegate	Assessment report and individual advice
6	Assess RPL or credit transfer where requested.	Qualified assessor / authorised officer	Decision, evidence and student acceptance
7	Approve, conditionally approve, defer or decline application.	Authorised manager	Signed approval and reasons
8	Issue Letter of Offer and compliant written agreement.	Admissions	Offer and agreement issue log
9	Receive accepted agreement before or concurrently with fees; apply prepaid-fee controls.	Admissions / Finance	Accepted agreement, invoice, receipt and choice evidence
10	Verify transfer restriction and agent commission status for onshore overseas students.	Admissions / Finance	Transfer and commission control checklist
11	Authorise and create accurate CoE in PRISMS.	PRISMS Administrator	CoE approval and audit trail
12	Collect/verify USI when legally possible and provide privacy notices.	Student Services	USI verification and privacy records
13	Complete enrolment, provide student copy, orientation and access.	Student Services	Enrolment and orientation records
14	Quality-check file and record exceptions or improvements.	Compliance Officer	File review and Continuous Improvement Register

Document Control and Version History

Version	Change summary	Approved by	Approval date
1.0	Initial version	CEO	10 August 2010
2.0	Admission section updated	CEO	30 June 2013
3.0	Website and contact details updated	CEO	18 January 2018
4.1	Student enrolment procedure version supplied for review	CEO	1 June 2021
5.0	Comprehensive update for the 2025 Standards for RTOs, current National Code compilation, 2026 onshore-transfer commission prohibition, LLND/digital suitability, written-agreement timing, fee controls, USI, records and governance.	CEO	15 July 2026