

# Policy & Procedure

## Enrolment & Confirmation

### Purpose

The purpose of this Policy & Procedure is to ensure consistency in the enrolment of students into courses offered by the RTO by providing guidance to staff in implementation of the range of functions surrounding the enrolment and confirmation of students.

### Inputs

#### SRTO 2025 - Standard 2.1 - Information

##### *Outcome Standard*

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.

##### *Performance Indicators*

2. An NVR registered training organisation demonstrates:
  - a. all information provided to VET students by the organisation or any third parties is clear, accurate and current;
  - b. how it identifies which information VET students require prior to their enrolment and how that information is communicated to VET students prior to their enrolment;
  - c. the following information is easily accessible by VET students:
    - i. the training product code and title, duration, modes of delivery, training delivery location, training commencement dates, scheduling, any requirements to commence or complete the training product including assessment requirements, whether any licencing or occupational licence requirements apply, and details of any third party arrangements that apply to the delivery of the training;
    - ii. the training support services and wellbeing support services that are available to the VET student, and how the student can access those services;
    - iii. all fees, costs and charges associated with the provision of the training product which VET students may incur, including payment terms and conditions, any applicable refund policies and the availability of any relevant government training entitlements and subsidies; and
    - iv. any obligations or liabilities which may be imposed on VET students undertaking the training product, including any obligations requiring VET students to acquire any materials, equipment or IT, any costs and processes associated with withdrawing from training, any costs and processes associated with obtaining a Student Identifier, and any requirements for VET students to undertake work placements;
  - d. the organisation provides all VET students with documentation prior to their enrolment or before any fees are required to be paid which sets out:
    - i. the training which the organisation or third parties will provide the VET student;
    - ii. all fees, costs and charges which the VET student will be required to pay; and
    - iii. any obligations or liabilities which may be imposed by the organisation or third parties on the VET student; and
  - e. that it informs VET students, as soon as practicable, of any changes to training products or the organisation's operations that may affect VET students, including any changes relating to the transition of superseded, deleted, or expired training products.

#### Standard 2.2

##### *Outcome Standards*

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.

##### *Performance Indicators*

2. An NVR registered training organisation demonstrates:
  - a. taking into account the requirements of the training product - it has procedures in place to review, prior to enrolment, the skills and competencies of prospective VET students, including their language, literacy and numeracy proficiency and digital literacy; and
  - 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.

### **National Code 2018 Standard 3 - Formalisation of enrolment and written agreements**

3.1 The registered provider must enter into a written agreement with the overseas student or intending overseas student, signed or otherwise accepted by the student, concurrently with or prior to accepting payment of tuition fees or non-tuition fees. A written agreement may take any form provided it meets the requirements of the ESOS Act and the National Code.

3.2 If the overseas student or intending overseas student is under 18 years of age, the written agreement with the overseas student or intending overseas student must be signed or otherwise accepted by the student's parent or legal guardian.

3.3 In addition to all requirements in the ESOS Act, the written agreement must, in plain English:

3.3.1 outline the course or courses in which the student is to be enrolled, the expected course start date, the location(s) at which the course will be delivered, the offered modes of study for the course, including compulsory online and/or work-based training, placements, and/or other community-based learning and/or collaborative research training arrangements

3.3.2 outline any prerequisites necessary to enter the course or courses, including English language requirements

3.3.3 list any conditions imposed on the student's enrolment

3.3.4 list all tuition fees payable by the student for the course, the periods to which those tuition fees relate and payment options (including, if permitted under the ESOS Act, that the student may choose to pay more than 50 per cent of their tuition fees before their course commences)

3.3.5 provide details of any non-tuition fees the student may incur, including as a result of having their study outcomes reassessed, deferral of study, fees for late payment of tuition fees, or other circumstances in which additional fees may apply

3.3.6 set out the circumstances in which personal information about the student may be disclosed by the registered provider, the Commonwealth including the TPS, or state or territory agencies, in accordance with the Privacy Act 1988

3.3.7 outline the registered provider's internal and external complaints and appeals processes, in accordance with Standard 10 (Complaints and appeals)

3.3.8 state that the student is responsible for keeping a copy of the written agreement as supplied by the registered provider, and receipts of any payments of tuition fees or non-tuition fees

3.3.9 only use links to provide supplementary material.

**3.4 The registered provider must include in the written agreement the following information, which is to be consistent with the requirements of the ESOS Act, in relation to refunds of tuition fees and non-tuition fees in the case of student default and provider default:**

3.4.1 amounts that may or may not be repaid to the overseas student (including any tuition and non-tuition fees collected by education agents on behalf of the registered provider)

3.4.2 processes for claiming a refund

3.4.3 the specified person(s), other than the overseas student, who can receive a refund in respect of the overseas student identified in the written agreement, consistent with the ESOS Act

3.4.4 a plain English explanation of what happens in the event of a course not being delivered, including the role of the TPS

3.4.5 a statement that "This written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies".

#### **Requirement**

Registered providers must formalise their enrolment of overseas and domestic students through written agreements which protect the rights and set out the responsibilities of each party, as well as the courses and related education services to be provided, tuition and non-tuition fees payable, and refund policies.

#### **Reference Documentation**

Other reference documentation which relates to this P&P.

#### **Tools & Templates**

This P&P is supported by the Tools & Templates identified at each stage in the process.

#### **Policy**

IIA implements a formalised enrolment process for both overseas and domestic students through written agreements which protect the rights and set out the responsibilities of each party, as well as the courses and related education services to be provided, tuition and non-tuition fees payable, and refund policies.



## Procedure

### Receive application for admission

Applications for admission to IIA must be completed using an Overseas or Domestic Student Application Form.

- Applications for admission can be submitted either from a student directly or via an approved Agent.
- All the documents provided by education agents should be verified with attested stamp or signature of education agent.
- Copies of supporting documents must be provided at the time of application either in person, electronically or by post.
- The College accepts scanned documents submitted online in support of applications for admission to courses of study.
- All supporting documents must be a true and complete records. An applicant may be asked to provide original documents or original certified copies of supporting documents upon request at any time.
- An acknowledgment email is to be sent to the applicant with all relevant pre-enrolment information.

### Tools & Templates

- IIA - Overseas Student Application Form
- IIA - Domestic Student Application Form

**Output:** A complete application is received

**Responsibility:** Administrator

### Review and process the application from an overseas student

Assess eligibility of the applicant using Overseas Student Application Assessment Checklist and Pre training review form the outcomes of this assessment must be addressed as follows:

- Verify application is complete and the correct information and supporting documents have been provided (including attachments)
- If application is incomplete (missing information or supporting documents), ask for missing, additional information and/or supporting documents.
- Applications that are complete and demonstrate the eligibility and suitability of the applicant for the course applied for can proceed to complete the LLN test which is verified and marked by a qualified assessor.
- When the applicant has successfully deemed competent in the LLN test then administrator proceeds towards preparation of a Letter of Offer.
- Letter of offer and written agreement is sent.
- Students sign the written agreement and pays the initial fee.
- Administrator verifies payment and issues the Confirmation of Enrolment (COE) via PRISMS.
- Create new student record on the IIA Student Management System (SMS)
- The aim is to complete processing of applications within 5 working days of receipt.
- If application is not valid, reject the application.

### Tools & Templates

- IIA - Overseas Student Application Assessment Checklist
- IIA - PTR form
- LLN Robot for LLN test.
- IIA - Letter of Offer and Written Agreement
- IIA - LLN Policy and Procedure

**Output:** The validity of the application has been determined and decision on the application is finalised.

**Responsibility:** Administrator / Trainer & Assessor

## Review and process an application from a domestic student

Once the domestic student returns the completed application form, review the contents in order to identify:

- Verify application is complete and the correct information and supporting documents have been provided (including attachments)
- If application is incomplete (missing information or supporting documents), ask for missing, additional information and/or supporting documents.
- Applications that are complete and demonstrate the eligibility and suitability of the applicant for the course applied for can proceed to complete the LLN test which is verified and marked by a qualified assessor.
- When the applicant has successfully deemed competent in the LLN test then Administrator proceeds towards preparation of a Letter of Offer.
- Letter of offer and written agreement is sent.
- Students sign the written agreement and pays the initial fee.
- Administrator verifies payment and confirms the enrolment.
- Create new student record on the IIA Student Management System (SMS)
- The aim is to complete processing of applications within 5 working days of receipt.
- If application is not valid, reject the application.

### Tools & Templates

- IIA - PTR form
- LLN Robot for LLN test.
- IIA - Letter of Offer and Written Agreement
- IIA - LLN Policy and Procedure

### Output:

The validity of the application has been determined and decision on the application is finalised.

### Responsibility

Administrator / Trainer & Assessor

## Prior Knowledge, Skills and Experience

IIA offers a range of training tailored to the needs of the students and based on the level of prior knowledge, skills and experience they have in the area of competence addressed by the course they wish to enrol in. The College will recognise prior learning, and grant course credits in accordance with the IIA - RPL & Credit Transfer

**Tools & Templates:** IIA - RPL & Credit Transfer

**Output:** Students prior knowledge, skills and experience recognised

**Responsibility:** Administrator / Trainer & Assessor

## Process visa outcomes

For prospective overseas students, the following action are to be taken once their visa outcome has been determined:

- If visa is declined, cancel the enrolment process in accordance with IIA - Student Management
- If visa is granted complete the visa details on Student Record.
- If outcome of visa is not received before or upon commencement of the course, defer enrolment in accordance with IIA - Student Management

### Tools & Templates

- IIA - Student Management

### Output:

Visa outcome actioned.

### Responsibility

Administrator



### Unique Student Identifier (USI)

All students that enrol in IIA must have a USI. If the student does not already have one, IIA will assist them to obtain one during Orientation week.

Administrator must verify this number prior to updating in SMS.

Ensure the security mechanisms for SMS are implemented to prevent unauthorised access, modification, or disclosure of a student's USI.

**Output:** Student's USI Validated

**Responsibility:** Administrator

### Key Performance Indicator:

The needs of students are correctly identified and addressed prior to enrolment.

Students are only enrolled in courses which meet their needs

### Version history

Version	Date	Description of modifications
1.0	January 2024	Initial Draft
2.0	August 2024	Final
3.0	July 2025	Reviewed and updated as per revised standards