

PP31 – Enrolment Policy

1. Purpose

This policy outlines the systematic and compliant enrolment process at the RTO. It ensures that all prospective students are enrolled only after completing the required pre-enrolment procedures and that all relevant data is collected, verified, and stored in alignment with Outcome Standards 2.1 and 2.2. The process supports fair, transparent, and well-informed student admission decisions. It also aligns with the requirements of Standard 3 of the National Code 2018.

2. Scope

This policy applies to all domestic and international students enrolling into nationally recognised training courses offered by the RTO. It also applies to staff involved in student enrolment, administration, support, and training delivery.

3. Definitions

Term	Definition
Pre-Enrolment Review	A formal review of a student's needs, LLND abilities, prior learning and suitability for the training product.
Enrolment	The process of formally registering a student into the SMS and issuing required documentation for training commencement.
SMS (Student Management System)	The system used to record and manage student enrolment data, course progress, and communications.
LLND	Language, Literacy, Numeracy and Digital literacy evaluation conducted before enrolment.
PTR Form	The Pre-Training Review Form used to assess training suitability.

4. Legislative and Regulatory References

-  Standards for RTOs 2025 – Outcome Standards 2.1 and 2.2
-  National Vocational Education and Training Regulator Act 2011
-  VET Data Policy
-  Student Identifiers Act 2014
-  Privacy Act 1988
-  National Code 2018 – Standard 3

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5. Policy Statement

The RTO ensures all students are enrolled into training only after completing a compliant pre-enrolment process that includes: confirmation of the student's suitability and needs, provision and verification of all required documentation, secure enrolment into the RTO's SMS, and clear communication of course commencement details.

International students are also provided with a written agreement, in line with the ESOS Act and National Code 2018 Standard 3, covering course details, tuition and non-tuition fees, refund policies, obligations on both sides, and a record of acceptance.

6. Enrolment Procedure – Step-by-Step

Step	Action	Responsible Person
1	Confirm Completion of Pre-Enrolment Review - Ensure PTR Form, LLND assessment, and support needs identification are complete. - Ensure course credit and RPL opportunities have been offered (per National Code 2.3 – 2.5).	Admin Officer / Trainer
2	Provide Enrolment Form and list of documents require - Include: ID, USI, qualification-specific items (e.g., WWCC, medical forms)	Admin Officer
3	Collect and Verify Student Documentation - Check: Photo ID, Passport, valid USI, course-specific prerequisites (e.g. English language proficiency, work experience).	Admin Officer
4	Confirm Eligibility and Course Suitability - Validate evidence meets TAS and CRICOS entry criteria. - For international students: confirm visa type, CRICOS course match, and delivery mode eligibility.	Admin Officer / Compliance Manager
5	Issue Letter of Offer document (as per NC 2018 Standard 3.3) - Include full course details, course start date, Location, fee breakdown (tuition and non-tuition fees), prerequisites, refund policy, assessment methods, modes of delivery, duration, third-party details (if applicable), Compliant and appeal policy and privacy disclosures. - Get acceptance (signature or electronic confirmation) from the student.	Admin Officer / Compliance Officer
6	Receive Tuition/Non-Tuition Fee initial Payment - Accept payment only after written agreement is signed . Provide receipt and retain copy for 2 years.	Admin Officer
7	Enter Student Details into SMS - Record: personal details, course, CoE details (for international), fee status, support needs.	Admin Officer

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Step	Action	Responsible Person
8	Generate and Issue CoE (International Students only) - Ensure accurate course duration (adjusted for RPL or CT where applicable). - Update PRISMS if applicable.	Admin Officer
9	Send Welcome Email and Training Plan / Timetable - Includes: course start date, orientation session, timetable, LMS login (if applicable), and support contacts.	Admin Officer
10	Notify Trainer/Assessor of Enrolment - Provide name, course, start date, and support info. - For early intervention planning.	Admin Officer
11	Store All Records Securely - In student file or SMS. - Include: signed written agreement, copies of ID, PTR, LLND, training plan, and evidence of fee payments. All record must be stored securely to prevent unauthorised access, damage, or loss for minimum 2 years.	Admin Officer / Compliance Manager
12	Conduct Internal Compliance Audit on Enrolments (Annually) - Ensure: written agreements are complete, CoE aligns with actual start and end dates, and data matches TAS.	Compliance Manager
13	If student contact details changed then student must update the RTO within 3 days and RTO needs to update the SMS and PRISMS with in 7 days.	Student / RTO admin

National Code 2018 – Standard 3 Compliance Mapping

Clause	Requirement	RTO Compliance Mechanism
3.1	Enter into a written agreement with the overseas student <i>before</i> accepting fees	Step 5 of the procedure ensures a signed agreement is received before any payment is collected (Step 6)
3.2	If student is under 18, written agreement must be signed by parent/guardian	Covered in Step 3: Admin collects parental consent for students under 18
3.3.1	Course details: name, CRICOS code, mode of delivery, start date, location	Included in the Letter of Offer (Step 5) and Welcome Email (Step 9)
3.3.2	Entry requirements including English language, prerequisites	Verified at Step 4, documented in the Letter of Offer

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Clause	Requirement	RTO Compliance Mechanism
3.3.3	Conditions on enrolment (e.g., visa status, prerequisites)	Assessed and recorded in PTR (Pre-Enrolment Review) and agreement (Step 1–5)
3.3.4	Tuition fees, due dates, payment options	Fully listed in the letter of offer issued in Step 5
3.3.5	Non-tuition fees (e.g., reassessment, deferral, late payments)	Included in letter of offer
3.3.6	Privacy – how student data may be disclosed under Privacy Act	Addressed in Privacy Policy and stated in the letter of offer
3.3.7	Complaints and appeals process outlined	Referenced in letter of offer
3.3.8	Students must keep copies of agreements and receipts	Students advised to keep documents via pre-enrolment info and letter of offer.
3.3.9	Supplementary material may be linked, not embedded	Only supporting documents (e.g., refund policy, ESOS info) are linked in letter of offer.
3.4.1 – 3.4.5	Refund policy – must be in plain English, aligned with ESOS Act, TPS, and consumer law	Refund policy is referenced in letter of offer and student handbook.
3.5.1 – 3.5.3	Student contact details and emergency contacts must be collected and updated within 7 days of change	Collected in Enrolment Form (Step 3) and monitored via SMS with update reminders
3.6	Retain written agreement and fee records for 2 years after student ceases enrolment	Step 12 ensures secure storage and compliance with retention requirements

7. Related Documents

-  Pre-Enrolment Policy (PP11)
-  Pre-Training Review Form (PTR)
-  LLND Assessment Tools
-  Enrolment Form
-  Course-specific Document Checklist
-  Student Welcome Email Template

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Student Management System (SMS)



Student Handbook



Timetable / Training Plan Template



Written Agreement Template (CRICOS Students)



Fee Management and Refund Policy (PP32)



ESOS Framework Information



Feedback, Complaint and Appeal Policy (PP16)

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