Table of Contents

Student Enrolment Policy and Procedure 2
1. Purpose 2
2. Legislative Background 2
3. Scope 2
4. Policy Statement 2
5. Procedures 2
5.1 Pre-Enrolment Skills & Suitability Review 3
5.2 English Language Proficiency Review 4
5.3 Language, Literacy, Numeracy and Digital Capability Review 4
5.4 Guidance on Training Product Suitability 5
5.5 Enrolment and Written Agreements 5
5.6 Confirmation of Enrolment and Student Preparation 5
5.7 Acknowledgement 6
5.8 Recordkeeping 6
6. Responsibilities 7
7. Supporting Documents ..... **Error! Bookmark not defined.**
8. Related Policies 7
9. Operational Procedure Table: Skills and Suitability Assessment ..... **Error! Bookmark not defined.**

CITY COLLEGE
College for Careers
RTO CODE: 91770 CRICOS CODE: 04234E

Student Enrolment Policy and Procedure

POLICY CODE: QA2.2
RELATED OUTCOME STANDARD: 2.2

NATIONAL CODE OF PRACTICE FOR PROVIDERS OF EDUCATION AND TRAINING TO OVERSEAS STUDENTS 2018 (CTH). STANDARD 2 AND 3

1. Purpose

The purpose of this policy is to ensure that City College reviews the skills and competencies of prospective VET and CRICOS students prior to enrolment and provides them with accurate and individualised advice regarding the suitability of the training product. This ensures informed decision-making, protects student interests, and supports successful training outcomes.

2. Legislative Background

Outcome 2 – VET Student Support, Division 1 – Information, Standard 2.2, National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025 (Cth).

National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Cth) Standard 2 and 3

3. Scope

This policy applies to all:

- All prospective VET students.
- City College Admissions Officers and Student Support Officers.
- City College Trainers and Assessors and Assessors involved in initial skills assessment and advice.
- Third parties engaged in recruitment, enrolment, or student support services on behalf of City College .

4. Policy Statement

City College is committed to assessing the readiness and suitability of all prospective students prior to enrolment by reviewing their existing skills and competencies in line with training product requirements. This includes evaluating language, literacy, numeracy (LLND), and digital literacy and English language proficiency as applicable. Based on the outcomes of this review, City College provides clear advice to help students make informed enrolment decisions and determine whether the training product aligns with their learning needs, goals, and capabilities.

5. Procedures

City College follows the procedure detailed below to assess whether the prospective student's qualifications, skills and experience are appropriate for the training product in which they wish to enrol, to ensure the student progresses and successfully attains the qualification.

5.1 Pre-Enrolment Skills & Suitability Review

- Prospective students complete an Enrolment Application Form indicating their educational history, work experience, and training goals and submits with the required supporting documents that may include but not be limited to:
- Passport
- Certified copies of all graduation certificates in English (not required for currently enrolled students applying to college for another program).
- Certified copies of academic transcripts and graduation certificates (not required for currently enrolled students applying to college for another program).
- Any other information or documents that are specified in the training product entry requirements (this may involve a recent portfolio of your work, resume or employment paperwork.
- Proof of English proficiency documents

What are certified documents?

A certified copy is a copy of an original document verified to be a true copy by an authorised witness. The person certifying the photocopy must sight the original document and include the following details on all pages that contain information:

- Stamp or write, 'This is a true copy of the document sighted by me'.
- Sign, date and provide contact details (name, address, and telephone number).
- The official stamp or seal of their organisation or their profession and organisation name.

Who can certify my documents?

- City College staff.
- Notary of the Public.
- Authorised Education Agents.

Who can translate documents?

- NAATI accredited translator. More details can be found here: https://www.naati.com.au
- Post application, City College Admissions Officer conducts a Pre-Enrolment Skills and Suitability Review.

The review assesses:

- English Language proficiency
- Language, Literacy, Numeracy and Digital (LLND) capabilities.
- Existing vocational experience or prior qualifications.
- Ongoing principal course at another CRICOS-registered provider where the student has not completed at least twelve (12) calendar months of their principal course.

Note: For non-school sector students, **the transfer restriction period is twelve (12) months from 2 October 2026 to 30 June 2027 (inclusive)**. From 1 July 2027, the transfer restriction period will revert to six (6) months, subject to any legislative changes.

The initial review of provided credentials and evidence considers:

- Entry requirements of the training product (e.g. prerequisites, licensing needs)

- Prior qualifications and employment history
- Any declared learning or physical disabilities
- English language proficiency

Where appropriate, Trainers and Assessors may conduct verbal or written interviews to assess practical experience or contextual readiness.

5.2 English Language Proficiency Review

- City College reviews each international applicant's English language proficiency prior to enrolment to ensure alignment with the entry requirements of the training products.
- All international applicants must have evidence of a minimum score of an internationally recognised English Language proficiency test or equivalent in line with Department of Home Affairs (DHA) guidelines when seeking an enrolment at City College as international students. The test results must be from the past 2 years.
- The following international applicants do not require to provide any English language proficiency test evidence.
  - Citizen of and holding a passport from
    - UK (You may be required to provide evidence of an English test score with your visa application if you hold a British National Overseas (BNO) passport.),
    - USA,
    - Canada,
    - NZ or
    - Republic of Ireland.
  - Applicants who have already enrolled into a standalone English Language Intensive Course for Overseas Students (ELICOS),
  - Applicants who have completed at least 5 years' study in English in one or more of the following countries: Australia, UK, USA, Canada, New Zealand, South Africa, or the Republic of Ireland,
  - Applicants who have completed Senior Secondary Certificate of Education in Australia in English in the last 2 years,
  - Applicants who have studied and completed a substantial component of a course in English, leading to an AQF level IV or higher qualification in the last 2 years in Australia while.
- Where applicants are unable to provide verifiable test results, City College may administer an approved internal English proficiency test or where English proficiency does not meet the course requirements, the applicant may be guided to a suitable English language program and a record of this guidance will be retained.

The outcome of this review is recorded in the student file and used to inform the enrolment or recommendation for alternative preparation

5.3 Language, Literacy, Numeracy and Digital Capability Review

- The Admissions Officer provides access to the online LLND skills assessment to the applicants during the application stage.
- The applicants complete the LLND skills assessment and the City College Admissions Officer compares the results to ACSF levels aligned with the training product applied for.

This review satisfies the requirement of Performance Indicator 2.2(a) by evaluating LLND skills against ACSF levels relevant to the qualification.

5.4 Guidance on Training Product Suitability

Based on assessment results and relevant training product entry requirements, City College provides prospective students either:

- A Letter of Offer – where the applicant meets requirements and may proceed to enrolment.
- Alternative pathway recommendations statement - where the training product does not align with the applicant's current skills or goals. (e.g., foundation skills programs, digital literacy training, alternative training product).

5.5 Enrolment and Written Agreements

Post the initial assessment and before accepting any fees, the City College Admissions Officer ensures that:

- A **Letter of Offer and Written Agreement** is issued containing:
  - Training product code, title, duration, mode and location of delivery.
  - Entry requirements (including English language proficiency)
  - All tuition and non-tuition fees, the initial deposit and applicable payment terms
  - Refund conditions (student/provider default)
  - Privacy and data sharing statements
  - Student contact responsibilities and emergency contact requirement
  - Training and assessment schedule and obligations
  - Details of any third-party arrangements
  - Conditions on enrolment and appeals processes
- When this written agreement is signed by the student (or guardian if under 18) and received by the City College Admissions Officer, the finance team checks for the initial deposit payments made.
- The agreement and associated payment receipts are retained for **2 years**

5.6 Confirmation of Enrolment and Student Preparation

- When the City College receives:
  - signed **Letter of Offer and Written Agreement**, confirming that the applicant has accepted the offer and the terms of the agreement
  - the initial fee deposit, the admissions officer issues an electronic **Confirmation of Enrolment (eCoE)** on PRISMS.
- An eCoE is the official document issued by City College that confirms enrolment. It records exactly what the learner will be studying, including the start and end dates expected for each training product, any fees paid, and total fees required.
- All students must have a valid eCoE while studying on a student visa in Australia.
- In cases where the applicant is outside Australia, they must apply for a student visa
  - Visa arrangements may take anywhere from a few weeks to few months to finalise depending on the assessment level of the applicant's country and other requirements set out by the Australian Department of Home Affairs. Applicants should start the process as soon as possible.

- Applicants must include in their visa application.
    - Copy of eCoE.
    - Copy of Statement of Purpose.
    - Evidence of access to funds to cover first 12 months in Australia.
    - Answer questions about their knowledge of City College, training product they are intending to study, how it will benefit their future career ambitions outside of Australia and that they have a genuine intention to remain in Australia temporarily.
- Prospective students must prepare for arrival in Australia
    - Research and understand what to expect when clearing customs and what not to bring to Australia.
    - Scan and make copies of important documents such as passport, eCoE, academic transcripts, reference letters that may assist in their stay in Australia.
    - Book travel, airport pickup and accommodation in Australia.
- Once these arrangements have been made, the prospective student is requested to notify the City College of the following:
    - Confirmation of Student Visa.
    - Confirmation of temporary accommodation including address.
    - Confirmation of travel booking and the planned arrival time, carrier, airport, etc.
    - Contact details on arrival in Australia (must include a mobile phone where possible).
- This information may be provided to the City College directly or via their nominated education agent.

5.7 Acknowledgement

City College ensures that prospective and current students are clearly informed of their rights and obligations before enrolment. Written agreements are:

- Provided in plain English
- Signed before any fee is accepted
- Inclusive of course details, fees, refund policies, complaint/appeal processes and other relevant policies for the benefit of the students.

The RTO ensures:

- All information is clear, accurate, current, and consistent across its communications
- VET students are made aware of any changes that may affect their training
- Enrolment documentation is retained for at least two years post-enrolment
- Students are supported through an orientation and induction program that includes essential information and wellbeing support access.

5.8 Recordkeeping

- The results of Pre Enrolment Skills Review including the LLND results, the qualification credentials submitted by the prospective students and any other relevant document such as experience letters are

securely stored in the student file within the City College Student Management System (SMS) and in City College Dropbox folder.

- All communications about suitability and recommendations are documented.

6. Responsibilities

CEO: Provides strategic oversight and Endorses policies and strategic oversight of student suitability processes.

BDM: Ensures implementation of the policy across departments and compliance monitoring.

Admissions Officer: Administers and records LLND assessments and initial advice. Receives structured induction and annual refresher PD on suitability assessment and communication responsibilities under Standard 2.2.

Academic Manager: Conduct pre-enrolment interviews to assess practical experience or contextual readiness and provide training product-specific input on suitability, if required. Receive ongoing training on LLND/ entry requirements and recording suitability review evidence for informed course guidance.

Compliance Manager: Monitors adherence to this policy and logs any systemic suitability gaps or review issues into the Continuous Improvement Register.

Third Party: Must follow the RTO's related policy and procedures.

7. Related Policies

- QA1.1 Training and Assessment Strategy Policy and Procedures
- QA 1.6 Recognition of Prior Learning (RPL) Policy & Procedures
- QA 1.7 Credit Transfer (CT) Policy & Procedures
- QA2.1 Student Information Policy and Procedures
- QA 2.3 & 2.4 Student Support and Intervention Policy and Procedures
- QA 2.5 Diversity, Inclusion and Cultural Safety Policy and Procedures
- QA 2.6 Student Wellbeing Support Policy and Procedures
- NC 3.0 Formalisation of Enrolment and Induction Policy and Procedures

- **Document History / Version Controls**

Document Code	QA 2.2		
Version	**Approval Date**	**Nature of Amendment**	**Approved By**
1.0	1st July 2025	1. New Policy and Procedure introduced as per Revised ASQA standards 2025	CEO
1.1	20 Nov 2025	1. Reviewed Roles and Responsibilities as per Organisation Chart 2. Operational Tables were reviewed and updated in consultation with the HOD	CEO
1.2	7 Oct 2026	Updated the overseas student transfer restriction period under Standard 7 to reflect the temporary extension from six (6) months to twelve (12) months for non-school sector students from 2 October 2026 to 30 June 2027. Updated the policy to reflect the return to a six (6)-month restriction from 1 July 2027.	CEO