



Student Enrolment Policy and Procedures

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Information in this workbook resource is current at the time of publication. The time of publication is indicated in the Version information printed on this page.

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Vocational Skills Australia ABN: 24 611 927 792
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Version	Details
V1.0 2018	Last Update
V2.0 2025	Update after RTO Revised Standard 2025

Student Enrolment Policy and Procedure

POLICY CODE:

RELATED OUTCOME STANDARD: 2.2 ELICOS STANDARD P1

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

Purpose

The purpose of this policy is to ensure that VSA 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.

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

ELICOS Standards 2018 P1

Scope

This policy applies to all:

- All prospective VET students.
- VSA Admissions Officers and Student Support Officers.
- VSA 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 VSA.

Policy Statement

VSA 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 (LLN), and digital literacy and English language proficiency as applicable. Based on the outcomes of this review, VSA provides clear advice to help students make informed enrolment decisions and determine whether the training product aligns with their learning needs, goals, and capabilities.

Procedures

VSA 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.

Pre-Enrolment Skills & Suitability Review

- Prospective students complete an Enrolment 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 both the original language and 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).

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?

- VSA 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, VSA 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 six (6) months have not been completed.

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.

English Language Proficiency Review

- VSA 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 VSA 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, VSA 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

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 VSA 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.

Guidance on Training Product Suitability

Based on assessment results and relevant training product entry requirements, VSA 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).

Enrolment and Written Agreements

Post the initial assessment and before accepting any fees, the VSA 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 VSA Admissions Officer, the finance team checks for the initial deposit payments made.
- The agreement and associated payment receipts are retained for **2 years**.

Confirmation of Enrolment and Student Preparation

- When the VSA receives:

- signed **Letter of Offer and Written Agreement**, confirming that the applicant has accepted the offer and the terms of the agreement
- confirmation of payment for **Overseas Student Health Cover (OSHC)** or the OSHC evidence.
- the initial fee deposit,

the admissions officer issues an electronic **Confirmation of Enrolment (eCoE)** on PRISMS.

- An eCoE is the official document issued by VSA 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 VSA, 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 VSA 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 VSA directly or via their nominated education agent.

Acknowledgement

VSA 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.

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 VSA Student Management System (SMS).
- All communications about suitability and recommendations are documented.

Responsibilities

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

RTO Manager: 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.

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

Compliance Officer: 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 approved PTR process.

Supporting Documents

- Enrolment Form
- Pre Enrolment Review Form
- LLND Assessment Tool
- Letter of Offer

- Student Handbook
- Training Product Guides
- Application Assessment Form
- Digital Delivery Suitability Checklist
- Student Suitability Advice
- Student Support Plan
- Student-Enrolment-Workflow Guide
- Suitability Assessment Rubric

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
- QA 2.1 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
- QA2.6 Student Wellbeing Support Policy and Procedures
- NC 3.0 Formalisation of Enrolment and Induction Policy and Procedures

Operational Procedure Table: Skills and Suitability Assessment

Action	Responsible Staff	Supporting Document	Timing/Frequency	Compliance Mapping (Standard 2.2)
Provision of LLND assessment access	Admissions Officer	LLND Assessment Tool	At enquiry or application	2.2(a) – RTO reviews LLND and core skills prior to enrolment
Skills assessment Interviews	Trainers and Assessors and Assessors	Interview Questionnaire, Training Product Entry Requirements	As required	2.2(a), 2.2(b) – Assess practical readiness and contextual suitability
LLND and other skills assessment	Admissions Officer, Assessor	LLND assessment Results, English language proficiency evidence Other Skills review	Upon submission	2.2(a), 2.2(d) – Assess capabilities and record outcomes
Letter of Offer	Admissions Officer	Issue Letter of Offer	Post-assessment	2.2(b), 2.2(e) – Provide accurate, individualised suitability advice
Confirmation	Admissions	Issue CoE	Post-	2.2(b), 2.2(e) –

of Enrolment (CoE)	Officer		assessment	Provide accurate, individualised suitability advice
Record and store outcomes	Compliance Officer	Student File, SMS	Ongoing	2.2(c), 2.2(d) – Maintain evidence of advice, acknowledgements , and consent

Document Control

Document Code	QA2.2
Version	2.0
Approval Date	1 st July 2025
Review Date	1 st July 2026
Approved By	CEO