

Enrolment Policy and Procedure

RTO No 22234

Client: Refers to an “Overseas Student”

1 Policy

- 1.1 Ashton College employs an effective Enrolment Policy and Procedure for all clients.
- 1.2 Ashton College enters into written agreements with all clients.
- 1.3 Ashton College informs all clients of their rights and responsibilities prior to enrolment.
- 1.4 Ashton College informs all client information in accordance with the College Client Support Policy and Procedure and/ or ELICOS – Client Support Policy and Procedure prior to enrolment.
- 1.5 Ashton College assesses whether the client’s qualifications, experience and English language proficiency and Language, Literacy, Numeracy and digital skills are appropriate for the course for which enrolment is sought.
- 1.6 This policy is implemented in accordance with the Standards for NVR Registered Training Organizations (RTOs) 2025, clauses 2.1 and 2.2; the National Vocational Education and Training Regulator (Compliance Standards for NVR Registered Training Organizations) Instrument 2025, clause 12; the ELICOS Standards 2018; the National Code 2018, Standards 1, 2, and 3; and the Fees and Refunds Policy and Procedure.
- 1.7 Ashton College applies additional admissions, recruitment, education-agent commission and recordkeeping controls to overseas students who have previously commenced study with another Australian registered provider. These controls support the National Code 2018, the ESOS Framework and the prohibition on education-agent commissions connected with relevant onshore overseas student transfers.
- 1.8 Ashton College does not pay, offer, facilitate or disguise a commission or other monetary or non-monetary benefit connected with the recruitment or enrolment of an overseas student who has previously commenced study with another Australian provider where payment is prohibited. This includes payments described as referral, marketing, administration, service, consultancy or incentive fees.
- 1.9 The Enrolment Officer, Marketing Manager and Finance Manager share responsibility for ensuring that an applicant’s Australian study history, transfer status, education-agent involvement and commission eligibility are accurately identified and recorded before a Confirmation of Enrolment is issued or any agent payment is approved.
- 1.10 The Marketing Manager is responsible for implementing this Policy and Procedure and reviewing its effectiveness.

2 Procedure

Enrolling International students

- 2.1 All client pre-enrolment information is supplied to each student prior to enrolment being completed in accordance with the College Client Support Policy and Procedure and/or ELICOS – Client Support Policy and Procedure. Students who express interest in applying for a course will be forwarded the Client Information Handbook and Enrolment Forms.
- 2.2 Students read the Client Information Handbook. Students are encouraged to contact the College to clarify any information.
- 2.3 Before enrolments, students will be informed in plain English that all courses are delivered and assessed in English at Ashton College. Thus, students should have sufficient skills in the language, literacy, numeracy and digital literacy (LLND).
 - a) Language, literacy and numeracy
 - 1) Generally, a student will be considered to have adequate skills in language, literacy, and numeracy in the event the student has achieved an IELTS (Academic) score of 6.0 or higher in each band.
 - 2) A student will be placed in a proper length of English course (English Language

Intensive Courses for Overseas Students / ELICOS) at Ashton College, before his/her principal vocational courses, if this student

- has achieved an IELTS (Academic) score overall of 5.0 or 5.5 (or equivalent), or
 - has achieved an IELTS (Academic) score overall of 6.0 (or equivalent) but has one (1) band below 6.0 (or equivalent).
 - 3) Ashton College does **not** enrol students without an IELTS (Academic) score overall of 5.0 (or equivalent), except that they only enrol in an English course (English Language Intensive Courses for Overseas Students / ELICOS) at Ashton College.
 - 4) Students are encouraged to assess their digital literacy to ensure they have the necessary skills to use computers, laptops, tablets, or smartphones for tasks such as communicating via online platforms (e.g., email, SMS, WhatsApp), conducting internet searches, reading online materials, and completing online assessments when required.
- 2.4 Language, literacy, numeracy and digital literacy (LLND) improvement
- a) Before enrolment, students who are uncertain about their LLND capabilities are encouraged to contact Ashton College administration to request more details and appropriate support services.
 - b) On Orientation Day, all students are required to complete an LLND test using the Ashton College LLND Assessment Tool. This tool is aligned with the Australian Core Skills Framework (ACSF). Based on the ACSF results, if a student is found to have insufficient LLND capabilities, Ashton College will offer tailored recommendations to support the development of the LLND skills.
 - c) After enrolment, Ashton College will continue to monitor students' LLND skills throughout their studies. If concerns arise regarding a student's performance, the College may require the student to attend a further LLND student support meeting and provide recommendations on how to improve LLND skills.
- 2.5 Students who wish to apply for a course should complete and return Enrolment Forms along with any supporting documentation. The information provided in the Enrolment Forms is assessed by a relevant staff member.
- 2.6 On receiving applications either directly from students or through education agents; the College assesses the student qualifications and relevant documents as follows:
- For every overseas student applying onshore, the Enrolment Officer must obtain and review the student's current and previous CoEs, visa information, Australian study history and details of any current or previous education provider. The College may verify information through PRISMS and request further evidence from the student, agent or previous provider where required.
 - Where the applicant has commenced study with another Australian provider, the application must be assessed under the Overseas Student Transfers Policy and Procedure. The assessment must identify whether the student has completed six calendar months of the principal course, whether a release is required, and whether any exception under Standard 7 applies.
 - The College must assess whether the proposed course is appropriate for the applicant's academic background, English language ability, prior study, course progression and career objectives. The reasons for accepting a higher-risk or transferring student must be documented and demonstrate that the decision is in the student's best interests.
 - The staff member processing the application must record the name and details of every education agent, referrer, associate, subcontractor or other third party involved in recruitment, counselling, application preparation or enrolment assistance.
 - Each application involving prior Australian study must be classified as commissionable or non-commissionable. No commission decision may be based only on the wording used on an agent invoice. The substance of the recruitment, referral and enrolment arrangement must be considered.
 - Where there is uncertainty about transfer eligibility, agent involvement, commission eligibility, previous study, student readiness or the genuineness of the application, processing must be paused and referred to the Marketing Manager or CEO before an offer or CoE is finalised.

- a) Applications for enrolment are received by the College Enrolment Officer
- b) If applicants are required to provide any documentary proof of qualifications, experience, and English language level.
- c) Applicants will be asked to supply evidence of an English language ability equivalent to IELTS 6.0 (overall band) or equivalent, unless applicants only apply for ELICOS courses.
- d) The Enrolment Officer consults with the relevant staff to review the Enrolment forms and other relevant documentation and comes to a decision of whether the course applied for is appropriate in addressing the student's learning needs.
- e) Applicants with specific learning needs are identified during the enrolment process.
- f) Once the extent of the support needs is identified, a decision is then made on whether it is feasible to support the individual needs.
- g) Support is provided for clients with identified needs in accordance with the Client Support Policy and Procedure.
- h) Where the evidence is provided of the appropriate IELTS level (or equivalent) the student can be assessed at this stage as meeting English language requirements.
- i) Applicants, who do not possess the required IELTS score or equivalent, may be advised to enrol in an Ashton College ELICOS course to facilitate achieving the English language entry requirements.
- j) Tests results/certificates and other evidence demonstrating English proficiency older than two years are not accepted.
- k) Student passports should be checked to ensure that the student is over 18 at the commencement of their course.
- l) Where the evidence is provided of the appropriate qualifications and experience the student can be assessed at this stage as meeting the entry requirements.
- m) Where there is a request for Credit Transfers or RPL; the application is forwarded to the course coordinator for assessment. Applications will be assessed in accordance with the College RPL/CT Policy and Procedure.
- n) Enrolment Forms must be complete, signed and dated by the student.
- o) Ashton College recognises the validity of digital signatures on enrolment forms and other related documents.
- p) Incomplete forms are returned to the students for completion.
- q) Supplementary information is requested from students who submit incomplete applications.
- r) The 'Official Use' section of the Enrolment Form is completed by the Enrolment Officer once all information is considered and received.

2.7 Where an applicant does not possess the formal vocational qualifications, the College will consider:

- a) Mature-aged students with relevant work and/or life experiences
- b) Supporting verifiable documentation from former employers
- c) Previous academic results
- d) Transferable skills
- e) Personal attributes

Where experience is being claimed by the applicant, the following criteria must be formally satisfied in writing:

- a) Employers name and contact details;
- b) Job title;
- c) The position was held.
- d) References from employers, including details about the tasks undertaken whilst in their employment, and the level of work responsibilities.
- e) Letters from clients, supervisors, employers, contractors; and
- f) Portfolio of all relevant evidence supporting the application.

- 2.8 The college collects Unique Student Identifier (USI) data from each enrolled student.
- 2.9 USI will be requested on the Enrolment form. The college will advise students to request a USI from <https://www.usi.gov.au/> if they do not have Unique Student Identifiers at the time of the enrolment. Instructions on the website are to be followed.
- 2.10 If students don't have USI, they can instruct the college to apply for this on their behalf. Written evidence of permission will be retained in such circumstances.
- 2.11 If students do not supply the USI or instruct the college to collect the data on their behalf at enrolment, this information will be collected either before certification or before AVETMISS reporting.
- 2.12 If a student's application is incomplete or a student does not meet the entry requirements, an email/letter stating the application has been declined along with reasons and options for the student is forwarded.
- 2.13 If a student meets the entry requirements, an offer letter is sent to the student along with the written agreement and instructions on how to confirm acceptance of the offer.
- 2.14 A Letter of Offer and Acceptance Agreement that will include course details, duration, total course fees and course fees due to be paid now, enrolment fee, materials fee (if any) and OSHC fees (when requested by applicants), course start date, end date and relevant policies.
- 2.15 The Letter of Offer and Acceptance Agreement is sent directly to the student or education agent (if application was forwarded by one)
- 2.16 The student accepts the offer by signing the Acceptance Agreement and paying the initial deposit as outlined in the Letter of Offer.
- 2.17 Student payments are processed in accordance with the College Fees and Refunds policy.
- 2.18 Student tuition fees are not accessed until the student has commenced his/her studies.
- 2.19 On receiving the signed Acceptance Agreement/Form and confirming receipt of funds, a CoE is generated via PRISMS and forwarded to the student (or education agent) along with pre departure information.
- 2.20 Before generating the CoE, the Enrolment Officer must confirm that all transfer requirements have been satisfied, the student's previous study and provider details have been recorded, the relevant education agent has been identified in PRISMS where applicable, and the commission eligibility classification has been completed.
- 2.21 The student file must contain the evidence relied upon for the admission decision, including prior CoEs, release evidence where required, transfer assessment, academic and English-language suitability assessment, agent or third-party declarations, commission eligibility outcome and any management approval.
- 2.22 A CoE is generated for each course in which the student is enrolled.
- 2.23 A file is created for each student and all documentation is placed in the file.
- 2.24 Each student is placed on the relevant course list.
- 2.25 All applications and the subsequent process will be responded to and completed within 5 working days of receipt.
- 2.26 The five-working-day service target does not override the requirement to obtain complete information, conduct transfer and suitability checks, verify education-agent involvement or escalate higher-risk applications. An application remains incomplete until the College has sufficient evidence to make a compliant and informed decision.

2.27 Onshore transfer and education-agent commission controls

- For an applicant who has previously commenced study in Australia, the College must complete an Onshore Student Transfer and Commission Eligibility Checklist before final acceptance.
- The checklist must confirm the applicant's previous provider, course, CoE status, commencement and completion information, principal-course status, release requirements, agent or third-party involvement and whether any commission or benefit is prohibited.
- Students may still be admitted where they satisfy the applicable transfer, admission and visa-

related requirements. A student's enrolment must not be rejected solely because the enrolment is non-commissionable.

- Education agents and other third parties must not encourage unnecessary transfers, offer cashback or financial incentives, misrepresent release requirements, conceal previous study, or use another person or entity to circumvent the commission restriction.
- Finance must not pay any education-agent commission until the student-level eligibility check and required invoice declaration have been completed and approved. Questionable or incorrectly claimed payments must be withheld, investigated and, where appropriate, recovered or offset.
- Records supporting transfer and commission decisions must be retained in the student and agent files in accordance with applicable recordkeeping requirements and be available for regulatory review.

3 Content of Enrolment Form and Written agreement

- 3.1 Identifies the course or courses in which the student is to be enrolled, campus location and any conditions on his or her enrolment.
- 3.2 Provides an itemised list of course money payable by the Client.
- 3.3 Provides information in relation to refunds of course money.
- 3.4 Sets out the circumstances in which personal information about the student may be shared between the College and the Australian Government and designated authorities. This information includes personal and contact details, course enrolment details, changes, and the circumstance of any suspected breach by the student of a student visa condition (international students only).
- 3.5 Collects AVETMISS data (as appropriate) including Unique Student Identifier (USI) (when available).
- 3.6 Advises the student of his or her obligation to notify the College of change of their details while enrolled in the course.
- 3.7 Refund information included:
 - a) amounts that may or may not be repaid to the student - (international students only)
 - b) processes for claiming a refund
 - c) a plain English explanation of what happens in the event of a course not being delivered
 - d) a statement that "This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws".

Documents to be employed when implementing this Policy and Procedure:

- a) Client information handbook
- b) Pre-enrolment information
- c) Offer letters
- d) Acceptance Agreement/Form
- e) Written agreement/ enrolment form
- f) RPL/CT Policy and Procedure
- g) Client files
- h) Overseas Student Transfers Policy and Procedure
- i) Onshore Student Transfer and Commission Eligibility Checklist



- j) Education Agent Agreement and agent declaration
- k) Current and previous CoEs, release evidence and PRISMS records
- l) Commission eligibility and finance approval records

Revision History:

Version 6.0: Updated for onshore overseas student transfer screening, education-agent commission restrictions, admissions suitability, PRISMS verification, governance and recordkeeping controls. All versions are maintained in OneDrive.