



ENROLMENT POLICY AND PROCEDURE

Purpose

This policy and associated procedures outline Illoura College's approach to student enrolment and completion. This ensures that there are structured processes in place for the enrolment of students, issuing of credit transfer and recognition of prior learning, changes to services and the issuing of certificates on completion.

Key Definitions

- **International Student** means a person studying in Australia on a student visa who is not an Australian citizen, New Zealand citizen or Australian permanent resident.
- **Domestic Student** means a student studying in Australia who is not enrolled on a student visa.
- **CoE** is a Confirmation of Enrolment document, provided electronically, that is issued by Illoura College to an international student when they enroll in a course at Illoura College. This CoE must accompany their application for a student visa, submitted through Department of Home Affairs (DOHA).
- **Credit Transfer** means the process of recognising and awarding credit for prior successful completion of an equivalent unit of competency or module.
- **Recognition of Prior Learning (RPL)** means an assessment process that involves assessment of an individual's relevant prior learning and experience (including skills and knowledge obtained through formal and informal learning) to determine the extent to which the individual meets requirements specified in the training product.

3. Policy

3.1 Enrolment

Illoura College provides clear and accurate information to prospective students before enrolment. Information about courses and the enrolment process is made available through the Illoura College website and relevant student handbooks.

- Before enrolling a student or intending student into a course, Illoura College provides information about:
 - course entry requirements, including academic, English language, LLND and digital literacy requirements;
 - requirements to commence or complete the course, including hardware, software and assessment requirements;
 - the training product code and title;
 - the CRICOS course code, where applicable;
 - units of study and mode of delivery;
 - vocational placement requirements, where applicable;
 - intake dates;
 - course duration and scheduled term breaks.
- Applicants must meet the published entry requirements before they can be accepted into a course. Illoura College's admissions team will review the application, supporting documentation and required assessment outcomes to determine whether the applicant is suitable for the course.



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- Illoura College uses an AVETMISS-compliant Student Management System to record and maintain student information. Records relating to enrolment, including signed agreements, confirmations and payment receipts, are retained for at least two years after the student completes the course.

3.1.1 International Students

- International students may apply directly to Illoura College using the Application for Enrolment Form or the web-based enrolment form or through an approved education agent. Illoura College only engages education agents who have been assessed, approved and trained before recruiting students on behalf of the College. Further information is provided in the Education Agent Policy.
- International applicants must meet the published course entry requirements, including English language proficiency, academic suitability, LLN and digital literacy requirements, and any course-specific requirements. Illoura College will also assess the applicant against Genuine Student requirements before confirming enrolment.
- Where an international applicant is assessed as suitable for the course, Illoura College will issue an Offer Letter and Student Agreement, together with the Genuine Student form. The applicant's enrolment will only be confirmed once the Genuine Student assessment has been completed, reviewed and approved by Illoura College.
- Fees for international students are only accepted after the applicant has accepted the Offer Letter and Student Agreement and has met the Genuine Student requirements. Fees will be accepted and managed in accordance with Illoura College's Fees and Charges Policy and Refunds Policy and Procedure.
- Once all enrolment conditions have been met and the required payment has been received, Illoura College will issue a Confirmation of Enrolment through PRISMS, where required.

3.1.2 Domestic Students

- Domestic students may apply directly to Illoura College using the Application for Enrolment Form or the web-based enrolment form or through an approved education agent.
- Domestic applicants must meet the published course entry requirements. As part of the pre-enrolment assessment process, Illoura College will assess the applicant's Language, Literacy, Numeracy and Digital Literacy skills in accordance with the LLND Policy & procedure to determine academic suitability and identify any support needs.
- Where a domestic applicant is accepted into a course, Illoura College will confirm enrolment in accordance with its enrolment procedures. Fees are accepted and managed in accordance with Illoura College's Fees and Charges Policy and Refunds Policy and Procedure.

3.2 Credit Transfer and RPL

- Students may apply for Credit Transfer and Recognition of Prior Learning during the enrolment process. This allows students to receive recognition for units of competency or equivalent learning they have already completed and ensures they are not required to repeat training for skills and knowledge they have already achieved.
- Students will be informed of the opportunity to apply for Credit Transfer and Recognition of Prior Learning during enrolment. Information about these processes is provided in the Student Handbook and Illoura College's Advanced Standing Policy.

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- All decisions relating to Credit Transfer and Recognition of Prior Learning will be fair, consistent, transparent and documented. Decisions will be made in a way that maintains the integrity of the training product.
- Illoura College will review and verify relevant AQF certification documentation or authenticated VET transcripts before granting Credit Transfer.
- Applicants who wish to apply for Recognition of Prior Learning will be provided with an RPL Kit. The RPL process will be conducted in accordance with Illoura College's Advanced Standing Policy.
- Applicants will be advised in writing of the outcome of their application for Credit Transfer and/or Recognition of Prior Learning. Where approved Credit Transfer or Recognition of Prior Learning results in a reduction to the course duration or fees, this will also be confirmed in writing.

3.3 Changes to Enrolment

- Illoura College will notify students in writing within five (5) working days of any significant change that may affect the services outlined in the Student Agreement.
- If Illoura College is unable to deliver a course before or after the course has commenced, any applicable refunds will be managed in accordance with the Refunds Policy and Procedure.

4. Procedure

4.1 Application Process

4.1.1 Provide the Application for Enrolment Form to applicants or education agent upon request, direct applicants to the relevant enrolment information on the Illoura College website, or provide access to the web-based enrolment form.

4.1.2 Upon receipt of an application, whether submitted in hard copy, by email, by agent or through the web-based enrolment form, the admissions team checks that the form has been completed in full and that all required supporting documents have been provided.

4.1.3 Acknowledge receipt of the application within five working days. Where information or documentation is missing, request this from the applicant.

4.1.4 Record the applicant's details in Illoura College's secure Student Management System.

4.1.5 Where a Unique Student Identifier is not provided at the time of application, note this on the applicant's file and arrange for it to be completed during orientation or before any certification is issued.

4.1.6 Verify all Unique Student Identifiers in accordance with relevant requirements.

4.2 Pre-Enrolment Assessment

4.2.1 For domestic students, Illoura College will provide a Language, Literacy, Numeracy and Digital assessment to determine the applicant's LLND level and identify whether any additional support may be required.

4.2.2 For international students, Illoura College will check that the applicant meets the English language proficiency requirements for the course. Evidence of English language proficiency may include, but is not limited to:

- an IELTS score of 6.0, with no band less than 5.5, and test results no more than two years old; or
- a PTE score of 42, with no score less than 36, and test results no more than two years old; or
- a CAE score of 169, and test results no more than two years old; or
- completion of at least a Certificate IV level qualification with an Australian RTO within the last two years, where the medium of instruction was English; or
- completion of another recognised English language test, such as TOEFL or an equivalent test, with results no more than two years old; or
- evidence that the applicant is exempt from providing English language test results based on their citizenship, passport country, previous study, or other criteria recognised by the Department of Home Affairs or Illoura College's published entry requirements.

Note: Where a course has specific English language proficiency requirements, those course-specific requirements will apply. Illoura College will assess English language evidence in line with the published entry requirements for the course and any applicable Department of Home Affairs requirements at the time of assessment

4.2.3 Following the assessment of entry requirements and review of supporting documentation, Illoura College will determine whether the applicant is suitable for admission into the course.

4.2.4 The admission team will check if the student wishes to apply for credit transfer or RPL and this will be through an application form. Refer to Advanced standing Policy for more details on credit transfer and RPL.

4.2.5 Illoura College will communicate the outcome of the assessment to the applicant.

- For international students, where the applicant is assessed as suitable for the course, Illoura College will issue an Offer Letter and Student Agreement, together with the Genuine Student form. The applicant's enrolment will only be confirmed once the Genuine Student assessment has been completed, reviewed and approved by Illoura College.
- For domestic students, where the applicant is accepted into the course and the required payment has been received, Illoura College will issue confirmation of enrolment or verification of enrolment, as applicable.

4.2.6 Where the applicant is not accepted into the course, Illoura College will advise the applicant in writing and provide the reason for the decision.

4.3 Finalise the Enrolment Process

4.3.1 International Students

4.3.1.1 Where the applicant is assessed as suitable for the course, Illoura College will create a student file and record the required enrolment information in the Student Management System.

4.3.1.2 Illoura College will prepare the Offer Letter and Student Agreement with the student's course and enrolment details and provide these documents to the applicant for review and signing. The Genuine Student form will also be provided where required.

4.3.1.3 By signing the Offer Letter and Student Agreement, the applicant confirms that they accept the offer of enrolment and agree to the terms and conditions of enrolment.



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4.3.1.4 The applicant's enrolment will only be confirmed once the Genuine Student assessment has been completed, assessed and approved by Illoura College.

4.3.1.5 Once the signed Offer Letter and Student Agreement have been received and the Genuine Student assessment has been approved, Illoura College will issue an invoice for the first required payment in accordance with the Fees and Charges Policy and Refunds Policy and Procedure.

4.3.1.6 After the first payment has been received and all required enrolment conditions have been met, Illoura College will create the Confirmation of Enrolment in PRISMS

4.3.1.7 Illoura College will verify the student's Unique Student Identifier. Where the student does not have a Unique Student Identifier, Illoura College may assist the student to create one in accordance with USI requirements.

4.3.1.8 Illoura College will complete the student file checklist to confirm that all required enrolment information, supporting documents, signed agreements, payment records, Genuine Student assessment outcome and relevant assessment results have been collected and recorded.

4.3.2 Domestic Students

4.3.2.1 Where the applicant is assessed as suitable for the course, Illoura College will create a student file and record the required enrolment information in the Student Management System.

4.3.2.2 Illoura College will verify the student's Unique Student Identifier. Where required, Illoura College may assist the student to create a Unique Student Identifier in accordance with USI requirements.

4.3.2.3 Illoura College will issue an invoice for the first required payment in accordance with the Fees and Charges Policy and Refunds Policy and Procedure.

4.3.2.4 Once the required payment has been received, Illoura College will issue a confirmation of enrolment or verification of enrolment, as applicable.

4.3.2.5 Illoura College will complete the student file checklist to confirm that all required enrolment information, supporting documents, payment records and relevant assessment outcomes have been collected and recorded.

5. Related documents and forms

Related Policies

- Advanced Standing Policy
- Fee and Charges Policy
- Refund Policy
- LLND Policy
- Education Agent Policy

Related forms

- Enrolment form
- Advanced Standing form



6. Policy Information

Policy area	Student Support
Policy Version	V 1.0
Date of Effect	1 st July 2025
Review Schedule	1 st July 2026
Applicable Standards	Outcome Standards for RTOs 2025 – Standard 1.6, 1.7 Standard 2.2 National Code of Practice for Providers of Education and Training to Overseas Students 2018 – Standard 2 and 8
Responsibility	Admission Manager