

STUDENT ENROLMENT AND ADMISSIONS POLICY & PROCEDURE

Introduction

The Kings Own International College (KOIC) is committed to providing transparent, consistent and equitable admissions process for all prospective students, both domestic and international, including those enrolling in Vocational Educational and Training (VET) and English Language Intensive Courses for Overseas Students (ELICOS). This policy ensures compliance with the Standards for Registered Training Organisations (RTOs) 2025, the National Code of Practice (NCP) 2018, and the English Language Intensive Courses for Overseas Students (ELICOS) Standards 2018.

Purpose

The purpose of this policy is to ensure that all prospective students are advised, prior to enrolment, about the suitability of the training product for them, based on an assessment of their skills, competencies, and educational needs. This ensures that students are supported to make informed enrolment decisions and are appropriately placed into training that reflects their goals and capacity.

Scope

This policy applies to all prospective and current students (domestic and international) seeking admission to KOIC's VET and ELICOS courses, as well as KOIC staff involved in the admissions process.

Policy Statement

KOIC is committed to ensuring that all students are enrolled into training products that align with their existing competencies, career goals, and support needs. Before enrolment is confirmed, prospective students are assessed through a structured process that includes a review of language, literacy, numeracy and digital literacy (LLND) capabilities, prior education and experience, and course-specific entry requirements. Based on this review, the student is provided with advice about their suitability for the training product and, where appropriate, informed of alternative options or additional support.

No student will be enrolled, nor will fees be collected, until the suitability of the course has been assessed and the student has been advised accordingly.

Definitions

Alternative Pathway	A different training product or support strategy recommended where the original course is unsuitable
Australian Core Skills Framework (ACSF)	A framework used to assess and benchmark an individual's performance in five core skills: learning, reading, writing, oral communication, and numeracy.
Conditional Offer	An offer of admission subject to the student meeting the English language proficiency requirements.
Confirmation of Enrolment (CoE)	A document issued to international students by CRICOS-registered providers through PRISMS. The CoE is required to apply for a student visa and confirms a student's acceptance into a registered course.
CRICOS	The Commonwealth Register of Institutions and Courses for Overseas Students.
ELICOS	English Language Intensive Courses for Overseas Students

Enrolment	The process by which a prospective student formally registers to undertake a course or unit of competency
Entry Requirements	Pre-requisites or conditions specified in the training product or by KOIC.
Equivalent Test	Any other recognised English language test accepted by KOIC.
Formal Written Agreement	The agreement signed between KOIC and the student, outlining course details, fees and refund policies.
International English Language Testing System (IELTS)	A standardised test to measure English language proficiency for non-native speakers. It is widely used for admissions into educational institutions and immigration purposes.
Language, Literacy and Numeracy (LLN)	Refers to the core skills essential for individuals to effectively participate in training and the workforce. LLN assessments evaluate a student's ability to meet the skill requirements of their course and identify if additional support is needed.
Offshore	Refers to students who are applying for or studying in an educational program while they are outside of the host country. Offshore students have not yet entered the host country (e.g. Australia) and may be awaiting a visa or completing their application form abroad.
Onshore	Refers to students who are already in the host country and are either enrolled in or applying for an educational program. Onshore students may include those transitioning between courses, upgrading their qualification or continuing studies.
Pre-Enrolment Information	Information provided to students before enrolling to assist with informed decision-making.
PRISMS	The Provider Registration and International Student Management System used to issue electronic Confirmations of Enrolment (eCoEs)
Pearson Test English (PTE)	An English language proficiency test designed to assess non-native speakers' skills in reading, writing, listening, and speaking. It is accepted for educational and immigration purposes in various countries, including Australia.
Recognition of Prior Learning (RPL)	An assessment process that evaluates an individual's skills, knowledge and experience gained through work, life or previous training against the learning outcomes of a qualification.
Suitability Advice	Guidance provided to a student about the appropriateness of the course for their skills, needs, and goals.
Test of English as a Foreign Language (TOEFL)	A globally recognised test for measuring English language proficiency, assessing skills in reading, writing, listening, and speaking.
Unique Student Identifier (USI)	A unique reference number issued to each student in Australia, allowing them to access their training records and qualifications online. The USI ensures that training outcomes are accurately recorded and supports lifelong learning. Students can locate an existing USI or apply for a new one via www.usi.gov.au .
VET	Vocational Education and Training, a sector of education providing practical and skills-based training.

Regulatory and Legislative Requirements

- Data Provisions Act 2020
- Disability Discrimination Act 1002 (Cth)

- ESOS Act 2000
- ELICOS Standards 2018
- ESOS National Code 2018: Specifically, Standards 2, 3 and 7
- NEAS Quality Assurance Framework; QA E
- NVR Act 2011
- Privacy Act 2014 (Cth)
- Standards for RTOs 2025: Quality Area 2 – VET Student Support, Outcome Standard 2.2
- Student Identifies Act 2014 (Cth)

Admissions Procedure

The admissions process at KOIC is structured to ensure that prospective students are provided with accurate, comprehensive, and timely information to make informed decisions about their study. The procedure also ensures that students are only enrolled in courses that are appropriate to their needs, goals, and capabilities, and that their rights and obligations are clear from the outset.

1. Pre-Enrolment Information and Support

Prior to enrolment, KOIC provides prospective students with a Pre-Enrolment Information Guide that outlines detailed requirements and expectations, including:

- Course entry requirements (including LLND levels, mandatory checks, or pre-requisites)
- Modes of delivery and locations
- Course duration and expected study commitment
- Right to apply for Credit Transfer or Recognition of Prior Learning (RPL) prior to enrolment
- Support services available
- Course outcomes including pathways and employment options
- Fees, refunds, and withdrawal procedures
- Complaints and appeals processes
- Obligations under relevant legislation, including USI requirements

Students are also provided with information about any required work placements, licensing outcomes, eligibility for government funding or subsidies, and the implications of training product transitions. Pre-enrolment materials clarify the distinction between nationally recognised training and non-accredited offerings.

The information is available through the website, course brochures, student handbook, and staff consultation. Prospective students are encouraged to ask questions and request assistance before making an enrolment decision.

KOIC requires that all applicants read and understand the ELICOS Pre-Enrolment Information Guide and/or the VET Pre-Enrolment Information Guide before submitting their application to ensure they are fully informed about their preferred course and associated requirements.

2. Entry Requirements

ELICOS Programs

- **General English (GE):** Applicants must be at least 18 years old.
- **English for Academic Purposes (EAP):** Applicants must have successfully completed General English at the Upper Intermediate level or hold an equivalent qualification.
- **IELTS:** Applicants are required to demonstrate proficiency at the Upper Intermediate level in General English or an equivalent standard.

For new students wishing to enrol in KOIC's ELICOS programs, a Placement Test is required on arrival to determine suitability.

Vocational Education and Training (VET) Programs

- Applicants must be over 18 years old.
- Applicants are required to have successfully completed Year 12 or an equivalent qualification
- International applicants must have a minimum IELTS band score of 5.5 (or equivalent TOEFL iBT: Minimum score of 46, PTE Academic: Minimum score of 42) for entry into a Certificate II or higher.
- Applicants who cannot provide both a minimum of a Year 12 Certificate (or equivalent) and a certified English score, or an AQF Certificate IV (or higher) to the level specified for the course will be required to undertake LLN testing prior to receiving an offer.
- Enrolment in KOIC's Diploma of Marketing requires successful completion of the Certificate IV in Marketing as a prerequisite qualification.

3. English Language Proficiency Requirements for VET Students

Qualification	Learning	Reading	Writing	Oral Communication	Numeracy
Certificate II	Level 2	Level 2	Level 2	Level 2	Level 2
Certificate III	Level 3	Level 3	Level 3	Level 2	Level 2
Certificate IV	Level 4	Level 4	Level 4	Level 3	Level 3
Diploma	Level 5	Level 5	Level 5	Level 4	Level 4
Advanced Diploma	Level 5	Level 5	Level 5	Level 5	Level 5

Prospective students who do not meet the standard entry requirements may be offered LLN assessment to determine their suitability for the course. Results of LLN assessment may determine if additional support or resources are required for the student to progress.

KOIC is committed to ensuring all prospective and current students possess the necessary English language proficiency to successfully engage in and complete their chosen courses. Pathway options for students who do not meet the standard entry requirements include;

1. Completion of an approved English Language Intensive Courses for Overseas Students (ELICOS) program at the required level.
2. Completion of a qualification where English was the medium of instruction, as evidenced by official documentation.

4. Application Process

Prospective students must complete and submit an **KOIC Application Form** with all required supporting documents, including:

1. Copy of Passport
2. Evidence of English proficiency (e.g. IELTS results or equivalent, obtained within the past two (2) years)
3. Highest Level of Education Completed (e.g. Year 12 Certificate or equivalent)
4. Valid Unique Student Identifier (USI)
5. Any other documents required for specific courses.

Applicants for VET programs may also apply for Recognition of Prior Learning (RPL) or Credit Transfer (CT) during the admissions process by completing the appropriate application form:

- **For RPL:** Applicants must submit the **Request for Recognition of Prior Learning (RPL) Form** with supporting evidence, such as work experience records, portfolios, or prior qualifications.
- **For CT:** Applicants must complete the **Course Credit (CT) Application Form** and attach certified copies of academic transcripts or Statements of Attainment from other institutions.

Both forms can be obtained from the KOIC website or Student Services, and applications should be submitted before the relevant unit's start date for proper planning and assessment.

For more information, please refer to *KOIC's Course Credit and Recognition of Prior Learning (RPL) Policy and Procedure*.

Admissions Applications are reviewed by KOIC's Compliance Officer and Student Services Officer to verify eligibility and authenticity of submitted evidence. If evidence is deemed insufficient or fraudulent, the application is rejected, and the applicant is informed in writing.

5. Privacy and Data Use

KOIC is required under the Data Provision Requirements 2020, to collect personal information about students and disclose that information to the National Centre for Vocational Education Research Ltd (NCVER).

Student personal information and training activity data may be used or disclosed by KOIC for statistical, regulatory, and research purposes. This includes:

- Submission of AVETMISS-compliant data to NCVER
- Use of the data for understanding and improving the VET sector
- Monitoring and evaluation of training outcomes
- Administration of government-funded training programs
- Participation in surveys, validations, or audit activities.

Information may be disclosed to:

- Commonwealth and State or Territory government departments and authorised agencies
- Employers (if enrolment is through a workplace)
- School authorities (for school-based students)
- Researchers and survey contractors working with NCVER.

Students are advised of this requirement prior to enrolment through the Student Handbook and enrolment declaration, and consent is obtained in accordance with the Privacy Act 1988 (Cth) and the Student Identifiers Act 2014 (Cth). The full NCVER privacy policy is available at <https://www.ncver.edu.au/privacy>.

6. Assessment of Applications

6.1 Domestic Students

Applications are assessed based on academic qualifications and any course-specific requirements.

6.2 International Students

Applications are assessed based on academic qualifications and any course-specific requirements. Additional checks include verifying English proficiency and evaluating the student's ability to meet visa conditions. If a prospective student does not meet the required English proficiency but demonstrates potential, KOIC may issue a conditional offer, subject to the outcome of an LLN (Language, Literacy and Numeracy) assessment or English Test to determine their suitability for the course.

6.3 Determining Suitability of Support Needs

Suitability assessments are documented using structured entry assessment tools.

Upon enquiry or application, KOIC conducts a suitability assessment to ensure alignment between the student's goals and the course outcomes. This may include:

- Language, Literacy, Numeracy and Digital (LLND) skills assessment
- Review of prior learning or work experience
- Identification of barriers or support needs (e.g. disability, learning difficulty, or cultural considerations)
- Clarification of student expectations and training demands

Where support needs are identified, reasonable adjustments and learner support plans are offered. Where a student is not suited to their chosen course, referral to a more appropriate training product or additional support is offered and recorded.

All suitability assessments and resulting advice are documented using the Suitability Review Record, which forms part of the student's enrolment file. This ensures that the basis for enrolment decisions is transparent, consistent, and available for audit review.

7. Offer Letter and Formal Written Agreement

7.1 Unconditional Letter of Offer

Successful applicants will receive an Unconditional Letter of Offer and a formal Written Agreement, which outlines

the terms and conditions of enrolment. These documents include:

- **Course Details:** Specific information about the course(s) offered, including start and end dates, duration, and any conditions of enrolment such as English language entry requirements.
- **Fee Breakdown and Payment Schedules:** A detailed outline of tuition fees, application fees, material fees, and the payment schedule, including due dates.
- **Learner Needs:** Details of any special consideration requirements.
- **Privacy and ESOS Compliance:** Details on how personal information may be shared with Commonwealth, State, and Territory Government departments and other relevant entities under the Education Services for Overseas Students (ESOS) Act 2000.
- **Student Obligations:** A reminder of the requirement to notify the Kings Own International College (KOIC) of any changes to residential address, mobile number, and email within seven days during the period of enrolment.

To secure the offer, applicants must sign and return the Formal Written Agreement along with the required payment specified in their Letter of Offer.

7.2 Conditional Letter of Offer

If a prospective student does not meet the English language proficiency requirements but demonstrates potential, KOIC may issue a conditional offer, contingent on the student successfully completing LLN (Language, Literacy and Numeracy) Assessment or English Test to determine their suitability for the course.

Once the required conditions have been met, the student will be re-issued a Conditional Letter of Offer, finalising their enrolment.

8. Confirmation of Enrolment

8.1 VET Students

8.1.1 Domestic Students

Upon receipt of the signed Written Agreement and initial payment as specified in the students Letter of Offer, domestic students are officially enrolled in their course. They will then receive a welcome email with further information about their course commencement, orientation details and access to learning resources.

Students are not formally enrolled until all documentation is complete and the USI is verified.

8.1.2 International Students

For overseas students, a written agreement must be signed before enrolment proceeds, which includes refund conditions, course duration, mode, location, fees, and visa condition warnings in accordance with National Code Standard 3. A copy of the written agreement and associated enrolment documents is retained for at least two years after the student ceases to be an accepted student, in accordance with National Code Standard 3.3.

Upon receipt of the signed Written Agreement international students are issued an electronic Confirmation of Enrolment (eCoE) via PRISMS to facilitate their visa application. Once their visa has been confirmed, they will then receive a welcome email with further information about their course commencement, orientation details and access

to learning resources. Additionally, the welcome email will include tailored support information about arriving in Australia, such as guidance on accommodation options, transportation, local services and cultural adjustment.

8.2 ELICOS Students

Upon receipt of the signed agreement, international students are issued an electronic Confirmation of Enrolment (eCoE) via PRISMS for visa application purposes. Once the visa is confirmed, students will be invited to a Placement Test one week before their course commences. This test determines the appropriate starting level.

8.3 Student Orientation and Induction

Following enrolment, students are provided with an orientation that reinforces their rights and responsibilities and familiarises them with the learning and assessment environment.

Orientation includes:

- Welcome and introductions
- Overview of course structure and assessment expectations
- Information on academic integrity, attendance, and engagement
- Guidance on how to access learning platforms and support services
- Confirmation of policies and procedures including complaints, appeals, and withdrawal

Attendance at orientation is recorded, and follow-up is undertaken where a student is absent.

9. Packaging of Courses

Students enrolling in a packaged course that includes both ELICOS (English Language Intensive Courses for Overseas Students) and VET (Vocational Education and Training) programs are required to submit only one application and pay one application fee.

For onshore students, this packaging may also include progression from General English (GE) to English for Academic Purposes (EAP) and then pathway to a course such as VET program or higher education course. This is appropriate when the student's starting English level has already been assessed, allowing for packaging based on their progression.

However, for offshore students, a packaging including GE and EAP is generally not possible since their English proficiency cannot be determined until they arrive and undergo assessment. In such cases, their enrolment pathways will be tailored after their English level is evaluated onshore.

Details regarding the application process, course schedules, and any additional requirements will be outlined in the student's Letter of Offer and Written Agreement.

10. Appeals

Unsuccessful applicants are notified in writing and provided feedback on their application. Applicants may appeal the decision within twenty (20) business days, through *KOIC's Complaints and Appeals Policy and Procedure*.

11. Record Keeping

All admissions records—including application forms, Suitability Review Records, signed written agreements, supporting evidence, English-language results, CoE/eCoE correspondence and any subsequent variations—are uploaded to KOIC's secure Student Management System (SMS) and protected by role-based access controls and nightly encrypted back-ups.

Retention periods align with current legislation and Standards for RTOs 2025:

- 30 years for enrolment and AQF-certification records (Std 4.3).
- ≥ 2 years after a CRICOS student ceases to be an accepted student for written agreements and related evidence (National Code 3.3).
- 7 years for financial and fee-payment records (Corporations & Tax requirements).

All enrolment data are entered in AVETMISS-compliant fields and system-validated before an enrolment is confirmed, ensuring accurate NCVER and state-contract reporting.

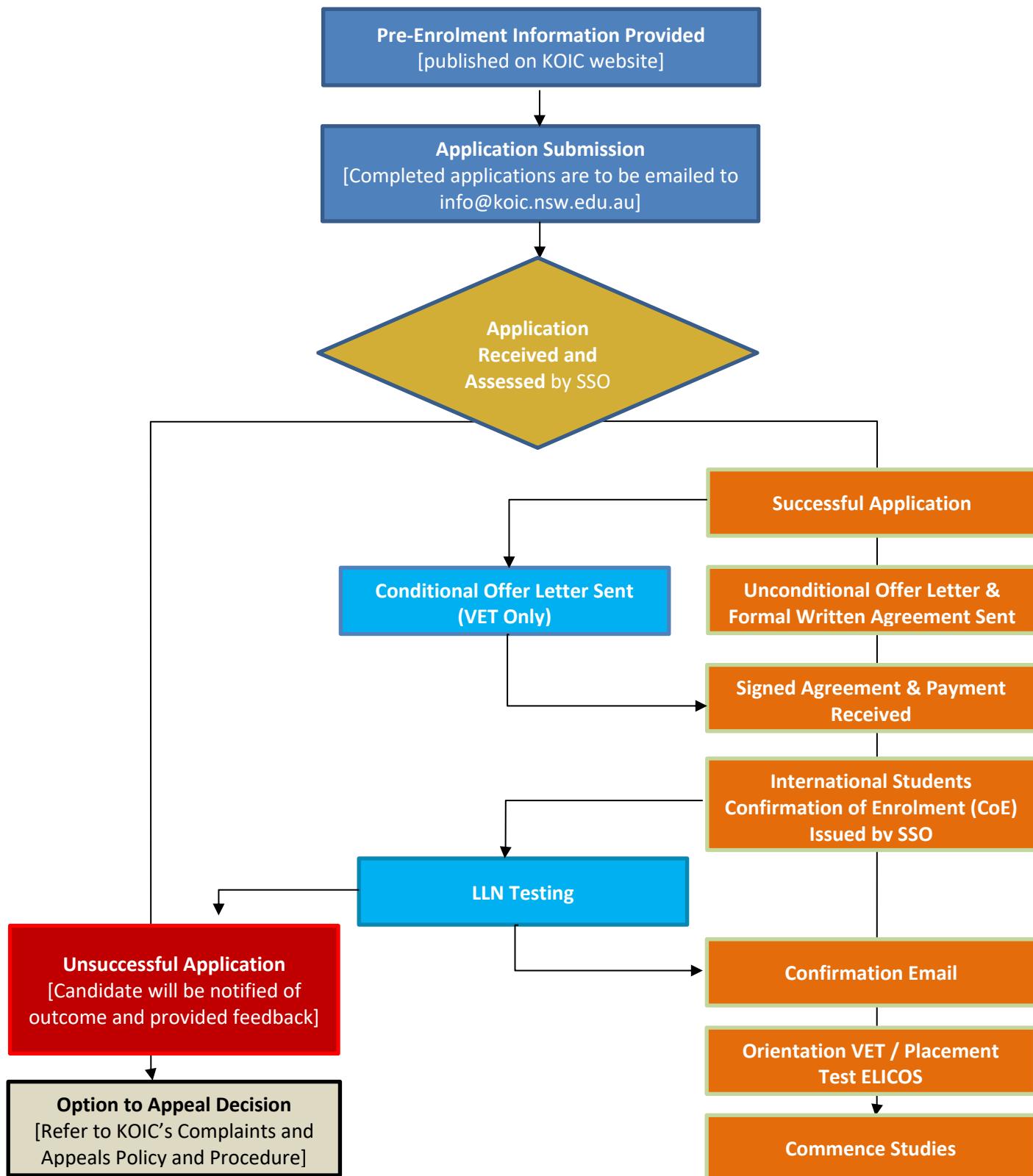
For international students, any change that affects course duration, delivery mode or location is reported in PRISMS within 31 calendar days, as required under National Code Standard 9.

Procedure Summary Table

Step/ Action	Responsible	Timeframe	Reference/Use
1. Provide prospective students with accurate and current pre-enrolment information (e.g. course structure, fees, entry requirements, USI, support services, complaints and appeals process)	Marketing and Student Services / Admissions	Ongoing; prior to application or enrolment	Supports informed decision-making under Standard 2.2; evidence for pre-enrolment compliance
2. Inform students of the use and disclosure of personal data under the Data Provision Requirements 2020 and obtain privacy consent during enrolment	Admissions Officer or Student Services Officer	Prior to enrolment; confirmed during enrolment documentation	Required under Data Provision Requirements 2020 and Privacy Act; supports enrolment file audit trail
3. Conduct suitability assessment including LLND checks, review of prior learning, and support needs identification	Admissions Officer or Student Services Officer	Within 5 business days of application	Demonstrates student suitability, supports inclusion and welfare obligations under Standard 2.3
4. Issue unconditional / conditional offer or rejection letter and create provisional SMS / PRISMS record (if international)	Admissions Officer or Student Services Officer	Within 3 business days of eligibility check	Demonstrates timely communication, satisfies NC 2
4A. For conditional offers, track required English/LLND test – reassess – re-issue updated offer	Admissions Officer or Student Services Officer	As per condition deadlines; reassessment ≤ 3 days of result	Ensures entry conditions are fully met before enrolment; evidence for National Code 2.3 & Standard 2.3 (RTOs 2025)

4B. Advise student of alternative options and offer referral if the course is not appropriate.	Student Services Officer	Within 2 business days of suitability assessment	Ensures training is suited to student needs and abilities; evidence of ethical conduct
5. Complete formal enrolment, including signed Enrolment Form and Student Agreement, ID collection, and USI verification	Student		Legal and regulatory enrolment confirmation; supports issuance of AQF certification
6. Verify initial payment, issue CoE via PRISMS (international students) collect ID, signed agreement and verify USI	Admissions Officer or Student Services Officer	Within 3 business days of receipt of written agreement	Legal and regulatory enrolment confirmation; supports issuance of AQF certification
7. Record student details in Student Management System (SMS)	Admissions Officer or Student Services Officer	Immediately after enrolment is complete	Maintains accurate AVETMISS and compliance records; supports data reporting and audit
8. Email orientation details	Admissions Officer or Student Services Officer	Prior to Orientation and course commencement	Meets information-provision duty under Standard 2.3; prepares students for engagement and compliance
9. Conduct orientation including student rights and responsibilities, course expectations, academic integrity, complaints, and withdrawal process	Student Support Staff or Course Coordinator	Prior to course commencement; within 1 week of enrolment	Supports informed participation and student engagement; aligns with Standards 2.3 and 2.7
10. Record attendance at orientation and follow up with absent students	Student Support Staff	Within 2 business days of orientation	Ensures student engagement and retention monitoring; supports intervention if needed
11. Review enrolment processes and update information, materials, and staff training	Compliance Officer or RTO Manager	At least annually or in response to audit, feedback, or change	Continuous improvement and evidence of self-assurance under Compliance Standard 4.4
12. Ensure CRICOS written agreements meet NC Standard 3 (course info, duration, fees, refunds, visa implications)	Enrolments Officer	Before enrolment confirmation	Evidence of CRICOS compliance; prevents enrolment breaches

Admissions Process Flow Chart



Roles and Responsibilities

Role	Responsibility
CEO	Oversee the admissions process and ensure compliance with regulatory requirements.
Compliance Officer	Ensure admissions processes align with legislative and regulatory standards and adhere to reporting requirements. Conducts periodic reviews of completed enrolment packs to ensure compliance with enrolment procedures. Manage PRISMS reporting for international students.
Student Services Officer (SSO)	Process applications, reviews LLND results and determines whether the student meets the entry and suitability requirements for the training product. Issues Letters of Offer and Written Agreements. Provides guidance to prospective students and assist with documentation.
Director of Studies VET	Oversee the development of tailored study plans for students requiring additional support. Evaluate applications for RPL and Credit Transfer (CT).
Director of Studies ELICOS	Approve placement of ELICOS students based on placement tests. Oversee the development of personalised learning and assessment strategies for students requiring additional support.
Trainers and Assessors	Conduct fair, consistent, and evidence-based assessments of RPL and credit transfer applications. Conduct LLN testing for VET students (if required). Contribute to student suitability assessment where applicable and support Orientation.

Policy Implementation

This policy and procedure is implemented through clearly defined enrolment processes that ensure prospective students receive accurate and timely information, are assessed for suitability, and are supported to make informed enrolment decisions. Implementation is overseen by the CEO.

Key implementation mechanisms include:

- use of pre-enrolment materials approved by the CEO
- training for enrolment and student support staff
- integration of the enrolment process into the Student Management System (SMS)

Monitoring and Review

Enrolment information is reviewed to ensure currency and accuracy. All staff involved in enrolment receive training on providing information in an ethical, consistent, and student-centred manner. Annual reviews of enrolment procedures, materials, and practices are conducted to ensure continuous improvement and compliance with the Standards for RTOs.

KOIC reviews the Student Enrolment and Admissions processes every two years to ensure compliance and effectiveness.

Version Control

Version	Date	Description	Approved by	Approval date	Author	Review date
V1.0	Jan 2025	Policy re-developed from Student Enrolment and Orientation Policy and split into two separate policies.	CEO	10 Feb 2025	Compliance Officer	Jan 2026
V2.0	Jun 2025	Updated in line with the new standards for RTOs 2025	CEO	20 June 2025	Compliance Officer	Jun 2027
V2.1	Apr 2026	Re-brand of policy to KOIC	CEO	1 Apr 2026	Compliance Officer	Apr 2028

Policy and Document Information

Author:	Compliance Officer
Policy owner:	Compliance Officer
Approved by:	CEO
Approved date:	1 Apr 2026
Status:	Approved
Next review due:	April 2028