

1.1.1 Admissions and Enrolment Policy and Procedures

This policy applies to Acknowledge Education and the International College of Hotel Management (ICHM).

1.0 Rationale

Acknowledge Education (Stott's College) and the International College of Hotel Management (ICHM) (the Colleges) are committed to fair, transparent, consistent and compliant admissions practices that ensure students are appropriately selected, prepared and supported for successful participation in their chosen programs.

This Admissions and Enrolment Policy and Procedure establishes a structured framework for the admission of domestic and overseas students into Higher Education (HE), Vocational Education and Training (VET), Victorian Certificate of Education (VCE), and English Language Intensive Courses for Overseas Students (ELICOS).

2.0 Scope

This Policy and Procedure applies to all domestic and overseas applicants seeking admission to HE, VET, VCE and ELICOS programs at Acknowledge Education (Stott's College) and ICHM. It also applies to students under the age of 18 enrolling in VCE and ELICOS programs, as well as to all staff, education agents and representatives involved in student recruitment, assessment and admissions, ensuring compliance with regulatory, welfare and duty-of-care requirements.

3.0 Regulatory Context

3.1 Higher Education Standards Framework (Threshold Standards) 2021

- Standard 1.1 – Admission
- Standard 1.2 – Credit and Recognition of Prior Learning (Refer to **1.2.1 Awarding Credit Transfer (CT) and Recognised Prior Learning (RPL) in Higher Education Programs Policy and Procedure**)

3.2 National Code of Practice of Education and Training to Overseas Students 2018

- Standard 2 - Recruitment of an overseas student

- Standard 3 - Formalisation of enrolment and written agreements
- Standard 5 - Younger overseas students

3.3 Standards for Registered Training Organisations (RTOs) 2025

- Standard 2.2 - VET students are advised, prior to enrolment, about the suitability of the training product for them, taking into account the student's skills and competencies
- Division 3 - Recognition of prior learning and credit transfer (Refer to **1.2.3 Credit Transfer and Recognised Prior Learning (VET) Policy and Procedure**)

3.4 Ministerial Direction Number 106

- Refer to 1.1.8 Genuine Student Admission Procedure.

3.5 VRQA Guidelines to the Minimum Standards and Requirements for School Registration

- Enrolment policy

3.6 VCAA Administrative Handbook

- Entry to Studies
- Student transfer and credit from overseas studies
- Overseas students who have not completed Year 11

4.0 Policy

The Colleges ensure that prospective and enrolled students are provided with accurate and timely information, that entry requirements are assessed consistently and appropriately, and that applications for credit and recognition of prior learning (RPL) are considered where applicable. The Colleges are committed to ensuring compliance with all relevant regulatory requirements and maintaining appropriate documentation to support admission decisions and contractual arrangements.

4.1 Pre-Enrolment

- 4.1.1 Information Provision to Applicants** - The Colleges ensure that applicants have clear and accurate information that facilitates informed decision-making regarding their educational choices.
- 4.1.2** All available information conforms with the Marketing Material Integrity and Compliance Policy.
- 4.1.3** Applicants are informed of their rights and obligations before enrolment, including:
 - All charges associated with their proposed studies, including potential changes in costs during their studies.

- Policies, arrangements, and potential eligibility for credit for prior learning.

4.1.4 Approved admissions criteria and relevant course-specific entry requirements specific to each course must be documented and accessible to prospective students in material such as course brochures and college websites.

4.2 Admission Requirements

4.2.1 General Eligibility Criteria

To be eligible for admission into a course, applicants must:

- I. satisfy all the relevant minimum requirements as prescribed by the course regulations; or
- II. satisfy the requirements of an alternative entry and/or hold a qualification or have experience approved by the Colleges to be equivalent to the admission requirements.
- III. be over eighteen at the time of course commencement for HE and VET programs.

4.2.2 Approval and Review of Admission Requirements

- I. Admission Requirements are approved internally by the relevant governing body and by relevant regulatory and professional bodies as required:
 - **For HE:** Academic Board, TEQSA, Relevant professional bodies
 - **For VET:** VET Quality and Compliance Committee, ASQA, Relevant professional bodies
 - **For ELICOS:** VCE and ELICOS Quality and Compliance Committee, TEQSA/ASQA, NEAS
 - **For VCE:** Board of Directors, VRQA
- II. Admission Requirements are periodically reviewed by relevant committees, with external input.
- III. Admissions Requirements, including this policy and procedure are periodically reviewed by the Academic Board for HE and other relevant governing boards / committees with respect to VET, VCE and ELICOS.

4.2.3 English Proficiency Requirements

- I. Overseas applicants who wish to be admitted to courses at the Colleges must demonstrate their English proficiency. Please refer to respective course webpages and brochures for specific English Language requirements.
- II. Applicants are required to submit evidence of their IELTS scores or an equivalent test report. Alternatively, they can provide proof of their past studies at an Australian tertiary institution.

The submitted IELTS scores must meet the minimum requirement for the specific

course the applicant is applying for.

- III. An offer made by the Colleges to applicants is conditional and contingent upon students demonstrating their English proficiency in accordance with this policy.
- IV. Failure to provide suitable evidence of English proficiency may result in the withdrawal of the offers that have been extended to the applicants.
- V. Where an applicant fails to achieve the required minimum test score(s), they may:
 - be offered the opportunity to complete an internal Language Test, where appropriate and in accordance with any professional accreditation standards
 - for onshore VCE transfers; be assessed by their current school results
 - for onshore VCE transfers, be interviewed in place of the internal Language Test.

4.2.4 Genuine Student (GS) Assessment

All applicants, regardless of their location, must meet the Genuine Student (GS) requirements as assessed through the **Genuine Student Admission Procedure**:

- Offshore applicants: Applicants without an existing Australian student visa are required to complete the GS Assessment before receiving an unconditional offer.
- Onshore applicants: Applicants with visas valid for less than six months must complete the GS Assessment as part of the conditional offer process.

4.3 Additional VET Requirements

4.3.1 Fee-Help Applications

AE is approved by the Commonwealth Government to offer FEE-HELP, a loan scheme that assists eligible fee-paying students to pay all or part of their tuition fees. The Commonwealth Government pays the fees directly to Acknowledge Education.

- I. Eligible students can borrow up to the FEE-HELP limit to pay their tuition fees.
- II. To be eligible for FEE-HELP students must:
 - be an Australian citizen, or
 - hold a permanent humanitarian visa whilst remaining a resident in Australia, or
 - be a permanent visa holder who is undertaking study for overseas-trained professionals and will be a resident in Australia for the duration of studies.



4.3.2 VET Student Loans

Acknowledge Education holds stringent standards to ensure that students meet the necessary qualifications and academic suitability criteria for VET Student Loans (VSL). Students must meet the following requirements:

- I. Students must meet the specific entry requirements for each qualification.
- II. Before registering for enrolment, all prospective students are required to undergo a pre-training review and LL&N assessment.
- III. VET Student Loans Eligibility:
 - Meet the qualification entry criteria and demonstrate academic suitability.
 - Not have received any offers of cash, vouchers, or gifts to enrol or disclose personal information.
 - Meet the citizenship and residency requirements as follows:
 - Australian citizens with an Australian Passport, or
 - Holders of permanent humanitarian visas (resident in Australia during the course), or
 - Qualifying New Zealand citizens meeting specific residency criteria.
 - Not exceed your HELP Loan limit.
 - Meet Tax File Number (TFN) requirements.
 - Have a Unique Student Identifier (USI) or be exempt.
 - Provide parental/guardian consent if under 18 years at the time of enrolment.
 - Have read the VET Student Loans Information Booklet.
 - Submit a Request for a VET Student Loan eCAF via the Government's eCAF System before the first census date and no less than two (2) business days after enrolling.
- IV. Failure to complete a VET Student Loan application by the required census date will render students ineligible for the loan, and they will need to wait for the next study period to reapply, necessitating tuition fee payments for the enrolled units of study.
- V. Students must ensure they enrol before the qualification or unit of study commences.
- VI. Students deemed eligible for a VET Student Loan are provided with a 'cooling off' period, with processing only commencing two (2) business days after enrolment into the unit/s of study for the qualification.
- VII. Students will receive a VET Student Loan Statement of Covered Fees and VET Student Loan Fee Notice.



- VIII. A Government loan fee amount of 20% may apply to full fee-paying students, which will be added to the HELP debt amount for the qualification.

4.3.3 Assessing the Language, Literacy, and Numeracy Skills for VET Course Applicants

- I. All VET students will undergo an assessment of language, literacy, and numeracy skills (LNN) as part of the VET course applicant's pre-training skills review.
- II. All commencing VET students must undertake an LLN test at or before orientation to identify any gaps in the student's LLN capabilities.
- III. All continuing pathway students from a Certificate III to Certificate IV to Diploma must complete the LLN test at the commencement of Certificate III and the Diploma.
- IV. On commencement of VET studies, any training must be delivered according to the needs identified in the pre-training review. If there is information gathered during the pre-training review which may affect the delivery of training, it must be provided to the educator before the commencement of training either by completion of a student-specific training plan or other written communication.
- V. VET Trainers will monitor each student's progress through observation and reference to the standard of submitted coursework and assessments.
- VI. VET Trainers will proactively identify issues and, where possible, should alter training plans, learning strategies, and learning materials to meet students' needs and overcome problems as early as possible.

4.4 Addressing Study Skills Deficits

- 4.4.1 Where students applying to study at a Bachelor level have not successfully completed at least one year of study at a Bachelor level with an Australian Higher Education institution, they will be required to complete a study skills module.

4.5 Application of Credit Transfer (CT) or Recognition of Prior Learning (RPL)

- 4.5.1 HE and VET applicants may apply for credit transfer/RPL at admission. In such cases the following applies:

- I. **For HE: 1.2.1 Awarding Credit Transfer (CT) and Recognised Prior Learning (RPL) in Higher Education Programs Policy and Procedure**
- II. **For VET: 1.2.3 Credit Transfer and Recognised Prior Learning (VET) Policy and Procedure**
- III. **For VCE: VCAA requirements are outlined at:**
<https://www.vcaa.vic.edu.au/assessment/results/applying-credit-and-recognition/credit-towards-vce>



VCAA requirements for credit towards the VCE are implemented as they pertain to the following applicants:

- Students from interstate
- Students with overseas qualifications
- Students from within Victoria transferring into the VCE

4.5.2 The decision to assess prior learning or grant course credit must preserve the integrity of the award and comply with requirements of the underpinning educational framework of the course.

4.5.3 As outlined in **1.2.1 Awarding Credit Transfer (CT) and Recognised Prior Learning (RPL) in Higher Education Programs Policy and Procedure** and **1.2.3 Credit Transfer and Recognised Prior Learning (VET) Policy and Procedure**:

- I. Where the Colleges grants RPL or course credit to an overseas student, the Colleges will give a written record of the decision to the overseas student to accept and retain the written record of acceptance for two years after the overseas student ceases to be an accepted student.
- II. If the Colleges grant an overseas student RPL or course credit that reduces the overseas student's course length, the Colleges will:
 - a. inform the student of the reduced course duration following granting of RPL and ensure the confirmation of enrolment (CoE) is issued only for the reduced duration of the course
 - b. report any change in course duration in PRISMS if RPL or course credit is granted after the overseas student's visa is granted
- III. The above requirements, which align with the [National Code 2018](#) apply to all overseas students (HE, VET and VCE).

4.5.4 Where credit is granted, the results are recorded, and students receive timely written advice regarding the outcome.

4.6 Provision and Acceptance of Offer

4.6.1 **Applicants who meet the admissions requirements outlined** above can receive a Student Letter of Offer and Student Acceptance Agreement.

4.6.2 In cases where the course has any special conditions, such as health requirements, security checks, language requirements, or work placement requirements, those details will be included in the offer.

4.6.3 The written agreement must be signed or otherwise accepted by the student, concurrently with or prior to accepting payment of tuition fees or non-tuition fees.

4.6.4 For VCE / ELICOS overseas students or intending overseas student under 18 years of age, the written agreement must be signed or otherwise accepted by the student's parent

or legal guardian.

- 4.6.5 All HE and VET students or intending students must have turned 18 years of age at the time of course commencement. Where a student has not yet turned 18 at the time of acceptance, the written agreement must be signed or otherwise accepted by the student's parent or legal guardian.
- 4.6.6 For all overseas students, the written agreement will include all requirements listed under Standard 3 of the [National Code 2018](#).
- 4.6.6 All offers will be subject to the following general conditions:
- Compliance with PRISMS and provider transfer requirements. From 2 October 2026 to 30 June 2027, a release from the previous registered provider is generally required where a non-school student has not completed 12 months of their principal course, unless another exception under Standard 7 of the National Code applies. For school-sector students, the restricted period remains the first six months of the student's first registered school-sector course. From 1 July 2027, the restricted period for non-school students will revert to six months of the principal course.
 - Meeting the Genuine Temporary Entrant/Genuine Student (GTE/GS) Requirements. The Colleges reserve the right to revoke offers for students not satisfying the GTE/GS assessment requirements.
- 4.6.7 The Agreement must be signed, dated, and returned to the Colleges by the student within 60 days of the offer issue unless otherwise specified.

4.7 Payment of Fees

- 4.7.1 Tuition and non-tuition fees will not be accepted from overseas students until the overseas student, or the parent or legal guardian, has signed or otherwise accepted the agreement. The Colleges will accept tuition or non-tuition fees simultaneously as the overseas student signs or accepts the agreement. For example, if an overseas student sends a signed written agreement with an accompanying payment or makes the payment in person at the Colleges with the signed agreement.

4.8 Withdrawal

- 4.8.1 Students who choose to withdraw from the course for which they have received a Confirmation of Enrolment (CoE) must lodge their withdrawal application at least 28 calendar days prior to the commencement of the relevant study period to receive a refund.
- 4.8.2 Applications for withdrawal must be submitted in writing to the Head of Student Administration – registrar@ae.edu.au.

4.9 Refund for Cancellations/Withdrawal



- 4.9.1 Where enrolment is cancelled more than 28 days (4 weeks) before the commencement of the course, a refund of 70% of the tuition fees will be given.
- 4.9.2 Further information regarding refunds is available by accessing **6.2.5 Refund Policy and Procedure**.

4.10 Record Keeping

- 4.10.1 The Colleges will retain records of all written agreements and payment receipts for at least two years after the student ceases to be enrolled.
- 4.10.2 The Colleges will retain all GS Assessment-related documents, including findings, supporting documents, and assessment reports, in accordance with the **7.3.3 Student Record Management Policy and Procedures**. These records will be stored in the student management system and reviewed periodically for compliance and quality assurance purposes.

5.0 Procedures

5.1 Preparing to Apply (Students)

- 5.1.1 Prospective students are encouraged to review the courses offered by AE/ICHM and to check the entry requirements of the course they wish to study. All such information is available on the College websites or in hard copies from each campus.
- 5.1.2 College websites also provide College contact information for students to enquire about course offerings and enrolment processes.
- 5.1.3 Prospective international students are advised to seek assistance from an Educational Agent to assist them in completing an application and understanding Eligibility and Genuine Temporary Entry (GTE) requirements for student visa applications.
- 5.1.4 The Colleges require all applicants to submit certified copies of the following documents as part of the application process:
- I. International Students
 - Colour copy of Passport
 - Australian visa
 - All qualification transcripts (unless applying for an English course)
 - Current CoE (mandatory if on a student visa)
 - English language proficiency certificate (unless applying for admission into an English course)
 - II. Domestic Students (except applicants for English courses)
 - Proof of Australian citizenship or permanent residency (certified copies) such as:
 - an Australian birth certificate (not birth extract), or
 - a current Australian passport, or
 - a current New Zealand passport, or
 - a certificate of Australian citizenship, or

- formal documentation issued by the Australian Department of Home Affairs confirming permanent residency status.
 - Copies of academic qualifications and other documentation to demonstrate that the applicant meets the listed entry requirements for their chosen course.
- 5.1.5 Where the student's age is relevant to their eligibility and the document produced from the list above does not include a date of birth, the Colleges will accept one of the following forms of identification issued by an approved Australian government authority, provided the identification has not expired:
- a current driver's licence, or
 - a Proof of Age card, or
 - a Keypass identity card issued by Australia Post.
- 5.1.6 Where prospective students intend to apply for recognition of prior learning, they are advised to submit certified copies of all relevant documentation, per section 4.5 above.

5.2 Submitting an Online Application

- 5.2.1 All prospective students are invited to apply for entry to their nominated course via the college websites.
- 5.2.2 Prospective students must complete the online application form with certified copies of relevant documents, including a colour copy of their passport.
- 5.2.3 Applications for students under 18 must also include a completed Homestay/YCT form and declare the proposed accommodation arrangements for the applicant during their study.
- 5.2.4 Applicants must include certified copies of the most recent academic record, demonstrating meeting the academic entry requirements.
- 5.2.5 If applicable, certified copies of English test results (e.g. IELTS) or other acceptable English-level assessments may need to be included.
- 5.2.6 All documents must be in English or translated by a NAATI-approved professional translator.
- 5.2.7 Prospective students intending to apply for Recognition of Prior Learning or credit transfer will be required to complete an RPL/credit application and include supporting documentation. Applications for RPL/credit will be conducted in accordance with the relevant requirements as outlined in section 4.5 of this policy and procedure.

5.3 Application Assessment Process

- 5.3.1 The Head of Student Administration will oversee and guide the admissions team to assess applications to study at AE / ICHM.



- 5.3.2 On receiving applications to study at the Colleges, the admissions team will assess the application against the following criteria to determine if an offer for chosen course(s) can be extended:
- a) the applicant satisfies the admission criteria for the general admission criteria.
 - b) the applicant satisfies any course-specific admission criteria relevant to their chosen course.
 - c) the applicant satisfies the non-academic admission criteria for the course, i.e. Genuine Temporary Entrant (GTE) visa requirements.
 - d) the applicant meets the English Language Proficiency Requirements for the course.
 - e) course intake capacity.
- 5.3.3 Applications are assessed as received and assessed on merit against the outlined criteria.
- 5.3.4 The Colleges have open, fair and transparent merit-based procedures for making decisions about student selection and treatment, as published in the **2.2.1 Diversity, Equity and Inclusion Policy**.
- 5.3.5 The Colleges are committed to actions that support reconciliation and encourage the recruitment of students from Aboriginal and Torres Strait Islander backgrounds. Aboriginal and Torres Strait Islanders applicants who do not meet the standard entry requirements may be encouraged to show their capability for higher education. Selection will be based on factors including (but not limited to):
- previous life experience
 - education and
 - schooling.
- 5.3.6 The admission team reserves the right to request further information to inform their decision-making process.
- 5.3.7 Where applications are submitted for a packaged program, and the admissions team cannot assess the applicant's eligibility for the second program, an offer may be provided with a proviso that the student successfully completes the first program in order to proceed.
- 5.3.8 The admissions team will only consider evidentiary documents certified as true copies of original documents.
- 5.3.9 The admissions team will only accept evidence in English unless translated and certified.
- 5.3.10 From 2 October 2026 to 30 June 2027, students currently enrolled with another registered provider on a student visa who have not completed 12 months of their



principal course must have a release recorded by their current provider in PRISMS before the Colleges enrol them, unless another exception under Standard 7 of the National Code applies. Study completed before 2 October 2026 counts towards the 12-month period, including where a student had already completed six months but not 12 months by 2 October 2026. For school-sector students, the restricted period remains the first six months of the student's first registered school-sector course. From 1 July 2027, the restricted period for non-school students will revert to six months of the principal course. The admissions team will also verify the applicant's current visa status through the Visa Entitlement Verification Online system (VEVO). Refer to **1.1.6 Provider Transfer Policy and Procedure** for full policy and procedures relating to transfers.

- 5.3.11 Applications for credit transfer will be assessed by a senior academic in the relevant course. Alternatively, previously approved clusters of units, authenticated by a senior academic in accordance with the Australian Qualifications Framework, may be used for credit transfer consideration by the admissions team. Refer to section 4.5 above for further information regarding RPL and credit transfer.
- 5.3.12 Applications that do not provide suitable information or fail to provide evidence of English proficiency may be rejected or referred to the Head of Student Administration for further consideration.

5.4 Offer of Admission

- 5.4.1 Once the admissions team has thoroughly reviewed an applicant's application, they will arrive at one of the following outcomes:

1	Unconditional Offer	Where an application meets the criteria and a place in the course is available.
2	Conditional Offer	Where an applicant has demonstrated they meet most admission criteria specific to their course of interest at the time of application but may need more time to satisfy the admission criteria or demonstrate English language proficiency. For example, where an applicant fails to achieve the required minimum test score(s), they may be offered the opportunity to complete an internal Language Test, which serves as an assessment of their English proficiency.

Such an offer may be withdrawn after a determined length of time.



3	Alternate Offer	Where an offer for the course of interest the applicant has applied for is not possible, but the applicant meets the criteria for an alternative course offered by the Colleges. For example, the intake for the applicant's preferred course may be full and an offer for the same course in a different intake may be provided.
4	Package Offer	An applicant is offered a guaranteed admission pathway through one or more levels of study (course), conditional on the applicant successfully progressing through each course sequentially. A Package Offer may be conditional on the student's academic progress in the first program.
5	No Offer	Where an applicant does not meet the necessary admissions criteria (general or course-specific), has provided false or misleading information, has failed to supply evidence required to finalise the assessment or is unable to secure a letter of release from their current institution, the Colleges reserve the right to decline the application or withdraw an offer.

5.5 Communicating the Application Outcome

- 5.5.1 All applicants or their educational agents will receive notification by email of the outcome of their application, normally within 30 days.
- 5.5.2 The outcome will be recorded on a secure server on the student management system, along with all the documents that make up the application.
- 5.5.3 Where the admissions team elects to admit a student to study, for outcomes 1 to 4, the Head of Student Administration will authorise the issue of a Student Letter of Offer and Student Acceptance Agreement to be forwarded to the student. Any conditional requirements will be clearly documented in section 1.2 Condition of Offer.
- 5.5.4 Applicants who do not receive an offer will be notified in writing and the reason(s) why the application was declined will be detailed.
- 5.5.5 All applicants are able to appeal the outcome of their applications as per the appeals process available on the college websites.

5.6 Appealing an Admissions Decision

Where an applicant disputes the outcome of the application, they may lodge an appeal by following the **Complaints and Appeals Policy and Procedure** as detailed on the college websites, and in the outcome communication email.

5.7 Accepting an Offer

- 5.7.1 The offer of admission must be accepted, and the necessary fee must be paid by the date mentioned in the offer letter, or the offer will expire.
- 5.7.2 On receipt by the Colleges of the signed Student Letter of Offer and Student Acceptance Agreement, confirmation that all requirements outlined in the offer letter have been completed, and once the student has paid the deposit outlined in the offer letter, the student will be considered to have accepted the offer. The student cannot pay any fees before they submit the signed acceptance of the offer.
- 5.7.3 Payment options include bank transfer, credit card (visa or Mastercard only), either in-person at the Melbourne Campus or online through the Colleges' secure payment system.

5.8 Confirmation of Enrolment (CoE) for International Students

- 5.8.1 For international students, once the agreement and payment are received, the Admissions team will generate an electronic Confirmation of Enrolment (CoE). The CoE is required for international students to obtain a Student Visa.

5.9 Obtaining a Visa

- 5.9.1 Students are responsible for obtaining the necessary visa to study during their time in Australia. The student must provide a copy of their visa issued by the Department of Home Affairs to the admissions team before their enrolment can commence.
- 5.9.2 All students applying for a student visa must obtain Overseas Student Health Cover (OSHC) for the entire proposed duration of their visa.

5.10 FEE-HELP Applications for Domestic Students

- 5.10.1 If an applicant is applying for a FEE-HELP loan, the Colleges will supply the applicant with the Department of Education's "Request for a FEE-HELP loan" form. A signed copy of the form is required to be submitted as part of the student's application for admission.

5.11 Enrolment and Commencement

- 5.11.1 Once the application process is finalised, the student payment will generate the applicant to move to "enrolled" status and the Admissions team will issue a Confirmation of Enrolment (CoE).

5.11.2 The admissions team will ensure that all granted RPL and CT are uploaded in RTO Manager (The Student Portal) prior to student commencement.

5.11.3 By enrolling, students agree to the following Conditions of Enrolment:

- I. Interest will not be credited to Student Fees or Disbursements, and therefore, no interest will be recovered by students in the event of a cancellation.
- II. The Colleges reserve the right to discontinue or alter any course date, tuition or service fee, location, unit mode of delivery, timetable or staffing without prior notice.
- III. Arrival as per the course commencement date at the respective campus unless the student has obtained permission for late arrival from the Colleges.
- IV. Students agree to abide by the rules, guidelines and policies and procedures of the Colleges.

5.11.3 The admissions team will ensure that all granted RPL and CT are graded on the student management system prior to student commencement.

5.11.4 ELICOS intakes start every Monday. New students undergo a placement test, including written and face-to-face interviews, to determine their appropriate class level.

5.12 Non-Commencement

5.12.1 The Head of Student Administration will notify the Department of Home Affairs of any international student who does not commence their course as expected within 14 days of the intended start date.

5.13 Re-Enrolment Procedures

These procedures outline the requirements and responsibilities for managing the re-enrolment of current students each term, ensuring that enrolments are conducted accurately, within the approved timeframe, and in alignment with institutional systems and academic planning.

5.13.1 Re-Enrolment Timeframes

The following timeframes must be followed for the re-enrolment of current students:

Three weeks prior to the upcoming term start date

- Students who are not eligible to complete Online Enrolment must be identified.
- These students must be sent an Enrolment Consent Form.

Two weeks prior to the upcoming term start date

- Online Enrolment must be opened for eligible current students.
- Instructions for completing the Online Enrolment must be sent to eligible students.



- Subjects for the upcoming term must be made available in Moodle to allow students to complete their Online Enrolment.

One week prior to the upcoming term start date

- Students must receive a reminder regarding the enrolment cut-off date and be advised that enrolments will not be accepted after this deadline.

Friday of Week 2 of the term

- This date is the official enrolment cut-off.
- No enrolments are permitted after this date.

5.13.2 System Requirements Prior to Opening Re-Enrolment

Before Online Re-Enrolment is opened for current students, the following conditions must be met:

- Moodle results must be updated in the Student Portal.
- The timetable must be created and available in the Student Portal.
- Subjects for the upcoming term must be available in Moodle.
- Moodle subjects must be prepared and made available by the IT team prior to the enrolment period.

5.13.3 Timetable Approval Requirements

The timetable must be prepared and approved prior to the commencement of the enrolment period.

Responsibilities are as follows:

- Course Coordinators are responsible for preparing the timetable.
- The Head of Department must review and approve the timetable.
- The approved timetable must then be submitted to the Campus Manager.
- Campus Managers are responsible for finalising the timetable no later than two weeks prior to the upcoming term start date.

5.13.4 Student Forecasting

- i. Student forecasting must be conducted prior to timetable finalisation to support academic and operational planning.
- ii. A student forecasting dashboard developed by the AE Data Analyst is available to Campus Managers. This dashboard provides forecasts of the number of students expected for the upcoming term by subject and supports planning for:
 - timetable allocation
 - class allocation
 - resource management

- iii. Campus Managers should refer to the dashboard when reviewing subject demand and finalising the timetable.

5.14 Payment plans and extensions

5.14.1 Students may request a payment plan and/or a payment extension for their tuition fees under the following conditions:

- I. Students will not, under any circumstances, be approved for a payment plan or payment extension for the first study period within their enrolled course.
- II. Students must have a full academic year history of paying their tuition fees for the enrolled course by the relevant study period census dates.

5.14.2 If the above criteria have been met, eligible students may request either a payment plan or a payment extension for a current or upcoming study period. No more than one payment plan and one payment extension may be requested for the duration of the students enrolled course.

5.15 Withdrawal

5.15.1 Students who wish to withdraw from the course for which they receive an offer must lodge their withdrawal application at least 28 calendar days prior to the commencement of the relevant study period.

5.15.2 To withdraw from a course students must complete a *Course Withdrawal Application Form* and attach relevant supporting evidence.

5.15.3 Students must submit their application for withdrawal via the online application form (Workflow). New students may also apply directly to registrar@ae.edu.au.

Refer to the **1.7.1 Deferment Suspension Cancellation and Withdrawal Policy** for further information.

5.16 Refund for Cancellations/Withdrawal

Refer to the **6.2.5 International Students Refund of Fees Policy and Procedure.**

5.17 Record Keeping

The Colleges will securely retain records of all written agreements and payment receipts for at least two years after the student ceases to be enrolled. Refer to the **7.3.3 Student record management policy and procedures.**

6.0 Roles and Responsibilities

Governing Bodies and Committees

- Approve admission requirements in accordance with regulatory and professional standards (HE, VET, VCE, ELICOS).
- Periodically review admission requirements, policies, and procedures to ensure ongoing compliance and quality.
- Provide oversight of admissions integrity, enrolment management, and regulatory compliance.

Academic Board (Higher Education)

- Approve and review Higher Education admission requirements and related policies.
- Ensure admission and enrolment decisions preserve academic standards and award integrity.

Quality and Compliance Committees (VET, VCE, ELICOS)

- Approve, monitor, and review admission requirements and processes relevant to their sectors.
- Ensure compliance with regulatory frameworks administered by bodies including TEQSA, ASQA, VRQA.

Head of Student Administration

- Oversee and guide the admissions and enrolment processes and supervise the admissions team.
- Authorise the issuance of Letters of Offer and Student Acceptance Agreements.
- Liaise with different departments regarding complex or incomplete applications.
- Notify the Department of Home Affairs of international student non-commencements where required.
- Ensure compliance with record-keeping, PRISMS reporting, GS/GTE requirements, and visa-related obligations.
- Receive and process student withdrawal applications in accordance with policy timelines.
- Oversee the management of student re-enrolment processes and ensure adherence to institutional timelines and procedures.

Admissions Team

- Provide accurate pre-enrolment information to applicants and education agents.
- Assess applications against academic, English proficiency, GS/GTE, visa, and course capacity requirements.
- Verify documentation including academic transcripts, English translations, visa status (VEVO), and evidence of release in PRISMS where required under the applicable provider transfer restricted period.
- Coordinate Genuine Student assessments and issue conditional or unconditional offers. Issue Confirmation of Enrolment (CoE) for international students following acceptance and payment.
- Record application outcomes, offers, RPL/CT decisions, and enrolment data in the student management system.
- Support the administration of re-enrolment processes, including communication with students and enrolment record updates.

Student Administration / Enrolment Team



- Manage the operational delivery of student enrolment and re-enrolment processes.
- Identify students who are not eligible to complete Online Enrolment and issue Enrolment Consent Forms where required.
- Open Online Enrolment for eligible students within the approved re-enrolment timeframe.
- Provide students with instructions for completing Online Enrolment and monitor completion.
- Issue reminders to students prior to the enrolment cut-off date.
- Ensure enrolments are not processed after the official enrolment cut-off date (Friday of Week 2 of the term).
- Maintain accurate enrolment records within the Student Portal and student management systems.

Campus Managers

- Finalise and publish the term timetable no later than two weeks prior to the commencement of the upcoming term.
- Review and utilise the student forecasting dashboard to inform timetable planning, class allocation, and resource management.
- Coordinate with Course Coordinators and the Head of Department to ensure timetable accuracy and alignment with forecast enrolments.
- Ensure operational readiness for re-enrolment processes, including system availability and academic scheduling.

Course Coordinators

- Prepare draft timetables for each term in consultation with relevant academic staff.
- Ensure subjects required for course progression are appropriately scheduled.
- Submit proposed timetables to the Head of Department for review and approval.
- Liaise with Campus Managers regarding subject demand, delivery requirements, and scheduling adjustments.

Head of Department

- Review and approve proposed timetables prepared by Course Coordinators.
- Ensure timetable design supports course progression, academic quality, and appropriate resource allocation.
- Provide final academic endorsement prior to submission of the timetable to the Campus Manager.

Senior Academic Staff

- Assess and approve applications for Credit Transfer and Recognition of Prior Learning (RPL).
- Ensure RPL/CT decisions maintain the integrity of the qualification and comply with the Australian Qualifications Framework and relevant regulatory requirements.

VET Trainers and Assessors

- Conduct and review LLN assessments and pre-training reviews.
- Monitor student progress and adjust training delivery and learning strategies as required.
- Communicate identified student support needs prior to and during training delivery.

IT / Learning Systems Team

- Ensure Moodle subjects for the upcoming term are prepared and made available prior to the opening of the re-enrolment period.
- Maintain integration between Moodle and the Student Portal to ensure results, subject availability, and enrolment functions operate correctly.
- Provide technical support for Online Enrolment and learning system functionality.

AE Data Analyst

- Develop and maintain the student forecasting dashboard used for enrolment and timetable planning.
- Provide forecasting data on expected student numbers by subject and course for the upcoming term.
- Support Campus Managers and academic staff in interpreting forecasting data to inform operational planning.

Finance / Student Fees Team

- Process tuition and non-tuition fee payments in line with signed agreements.
- Administer FEE-HELP and VET Student Loan documentation and confirmations.
- Issue required fee notices and statements in compliance with legislation.

Education Agents and Representatives

- Provide accurate, compliant information to prospective students.
- Assist applicants with documentation, applications, and understanding visa and GS/GTE requirements.
- Act in accordance with the Colleges' policies and the National Code.

Students (Applicants and Enrolled Students)

- Review course information and ensure eligibility prior to application.
- Provide complete, accurate, and certified documentation within required timeframes.
- Meet English proficiency, GS/GTE, visa, and financial requirements.
- Accept offers, pay fees, obtain visas, maintain OSHC, and comply with institutional policies.
- Complete enrolment or re-enrolment within the required institutional timeframes.

7.0 Definitions

Term	Definition
Academic Entry Requirements	Criteria determining the educational qualifications necessary for admission into a course.
Admissions	The process of selecting and accepting students into educational programs
Agreement	A written contract or agreement between the applicant and the Colleges regarding the terms and conditions of enrollment.
Overseas Student	Refers to a student who is not an Australian citizen, Australian permanent resident, or New Zealand citizen and who is studying in Australia on a student visa.
Course Progress	Refers to the satisfactory completion of academic requirements and milestones within a course as outlined in the registered provider's policies and procedures.
Attendance	Refers to the physical presence of an overseas student in scheduled classes, tutorials, lectures, practical sessions, or other required



	educational activities within the course. It is measured as a percentage of the scheduled contact hours for the course.
Applicant	An individual who applies for admission to a higher education (HE), vocational education and training (VET) program, senior secondary studies (VCE) program or ELICOS program at the Colleges.
Credit Transfer (CT)	The recognition of prior learning or academic credits earned at a previous institution, allowing students to receive credit towards their current program.
CRICOS Code	A unique identification code is assigned to a registered course offered to international students in Australia.
Confirmation of Enrolment (CoE)	A document issued by the registered provider to an overseas student, confirming their acceptance and enrollment in a specific course of study. The CoE includes important information such as the course start and end dates, expected study duration, and other relevant details.
Eligibility Criteria	The specific requirements or qualifications an applicant must meet to be eligible for course admission.
English Proficiency	The ability to understand, speak, read, and write in English at a required level.
Enrolment	The process of officially registering and admitting a student into a course or program.
Genuine Temporary Entrant/Genuine Student (GTE/GS) Requirements	Criteria used to assess whether an international student genuinely intends to stay in Australia temporarily to study or is a genuine student.
Language, Literacy, and Numeracy (LLN) Skills	Skills related to language comprehension, reading, writing, and basic mathematical abilities.
Overseas Student	A student who is not a citizen or permanent resident of the country where they are studying
Recognition of Prior Learning (RPL):	The process of acknowledging and granting credit for the skills and knowledge acquired through previous education, work experience, or other relevant learning experiences.
Registered Provider	An educational institution that is officially recognised and registered by relevant authorities to provide courses or programs to students.
External Complaints and Appeals Process	Refers to the external body or authority to which overseas students can escalate their complaints or appeals if they are not satisfied with the outcome of the internal complaints and appeals process. The specific external body may vary depending on the jurisdiction or regulatory framework.
Student Acceptance Agreement	A written agreement between the applicant and the Colleges outlining the terms and conditions of accepting an offer and enrolling in a course. VET Course: Vocational education and training courses that provide practical skills and knowledge for specific industries or occupations.

Student Letter of Offer	A formal written document from the Colleges offering an applicant a place in a course.
Tuition Protection	Measures to safeguard students' tuition fees and protect their rights and interests.

8.0 Related Documents

Document Number	Document Name
1.2.1	Awarding Credit Transfer (CT) and Recognised Prior Learning (RPL) in Higher Education Programs Policy and Procedure
1.1.5	MLC English Test Process
1.1.6	Provider Transfer Policy and Procedure
1.1.8	Genuine Student Admission Procedure
1.7.1	Deferment Suspension Cancellation and Withdrawal Policy
2.4.1	Complaints and Appeals Policy and Procedure
1.2.3	Credit Transfer and Recognised Prior Learning (VET) Policy and Procedure
1.3.3	Course Progression Policy and Procedure
1.3.1	Student Orientation Policy
7.2.1	Marketing Material Integrity and Compliance Policy
7.3.3	Student record management policy
2.2.1	Diversity, Equity and Inclusion Policy
6.2.5	Refund Policy and Procedures
7.1.4	Guidelines for Engaging and Monitoring Educational Agent Partnerships
N/A	Student Letter of Offer and Student Acceptance Agreement.
N/A	Student Handbook

9.0 Policy Information

Policy Name	Admissions and Enrolment Policy and Procedures
Document Number	1.1.1
Purpose	To ensure fair, transparent, consistent and compliant admissions practices that ensure students are appropriately selected, prepared and supported for successful participation in their chosen programs.
Audience	Prospective Students, Educational Agents, Sales Team, Admissions Team, Head of Student Administration, parents / guardians of U18 students.
Category	Student Participation and Attainment
Subcategory	Admissions
Approval Date	20/04/2022
Effective Date	20/04/2022



Last Approved	02/10/2026
Next Review Date	26/03/2028
Policy Advisor	Head of Student Administration, Head of Quality and Risk
Approving Authority	Board of Directors
Endorsing Authorities	Mandatory: Academic Board (HE) As required: VET Quality and Compliance Committee, VCE & ELICOS Quality and Compliance Committee
Contact	Head of Quality and Risk regulatorcompliance@ae.edu.au

10.0 Change Log

Date	Version	Version by	Notes
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On 25/01/2026 the following policy documents were consolidated into this combined policy and procedure:

- 1.1.1 Admissions Policy for Overseas Students
- 1.1.2 Admissions Procedure for Overseas Students (HE and VET)
- 1.1.4 Admissions Policy for Domestic Students
- ICHM Admission and Enrolment Policy
- 1.1.3 Student Enrolment Procedure

Please refer to full change log in archived documents.

25/01/2026	1.0	HQR	• Consolidation of policies and procedures listed above. • Incorporation of relevant information relating to VCE students in line with VRQA requirements. • Addition of 5.13 Re-Enrolment Procedures.
02/10/2026	1.1	HQR	• Updated provider transfer requirements to reflect the temporary 12-month restricted period for non-school students from 2 October 2026 to 30 June 2027, retention of the six-month restricted period for school-sector students, and reversion to a six-month restricted period for non-school students from 1 July 2027.