

1.1.2 Admission Procedure for Overseas Students

1.0 Rationale

The purpose of this procedure is to outline the steps and guidelines for the admission of overseas students into higher education (HE) and vocational education and training (VET) programs at Acknowledge Education (AE). The procedure provides accurate information to prospective students, assesses their eligibility, and issues admission offers. The procedure emphasises transparency, fairness, and the proper documentation of admissions decisions while accommodating cultural diversity and supporting reconciliation efforts.

2.0 Scope

The scope of this procedure covers prospective overseas students interested in studying HE or VET courses at AE, as well as all staff and agents involved in their recruitment and admission.

3.0 Regulatory Context

This procedure aligns with the following standards and frameworks:

- Higher Education Standards Framework 2021 (HESF, Threshold Standards) - Sections 1.1 and 1.2
- National Code of Practice of Education and Training to Overseas Students 2018 - Standards 2 and 3
- Standards for Registered Training Organisations (RTOs) 2015 - Standards 4 and 5

For more details, please refer to the main policy.

4.0 Procedure

This procedure is designed to ensure that prospective and enrolled overseas students receive accurate information, have their entry requirements assessed appropriately, and have their recognition of prior learning (RPL) considered when applicable. The procedure also covers providing comprehensive information, adherence to relevant regulations, and proper admission and contractual arrangements documentation.

4.1 Pre-Enrollment

4.1.1 Information Provision to Applicants

The Sales team will ensure that information is available both in hard copy and online that enables applicants and current students to have clear and accurate information that facilitates informed decision-making regarding their educational choices.

4.1.2 The Director of Sales, alongside the Quality Assurance Manager, will ensure all available information conforms with AE's Sales Material Integrity and Compliance Policy.

4.1.3 The Sales team will ensure that Educational Agents are equipped with information that informs potential and current students of their rights and

obligations before enrolment, including:

- All charges associated with their proposed studies, including potential changes in charges during their studies.
- Policies, arrangements, and potential eligibility for credit for prior learning.
- Policies on changes to or withdrawal from offers, acceptance and enrolment, tuition protection, and refunds of charges.

4.1.4 Selection criteria vary for each course and are published in course descriptions and handbooks on the Acknowledge Education website.

4.2 Admission Requirements

4.2.1 General Eligibility Criteria

ii. The Director of Sales is responsible for ensuring that the eligibility criteria for admission into VET and HE courses are accessible to students, educational agents, and the general public. This information can be found in 1.1.1 Admissions Policy for Overseas Students (HE and VET) and 7.2.1 Sales Material Integrity and Compliance Policy.

4.2.2 English Proficiency Requirements

- Overseas applicants who wish to be admitted to courses at AE must demonstrate their English proficiency. Please refer to Appendix A for a detailed list of the English test requirements.
- 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 test scores must meet the minimum requirement for the specific course the applicant is applying for.
- An offer made by AE to applicants is conditional and contingent upon students demonstrating their English proficiency in accordance with this policy.

4.2.3 Failure to provide suitable evidence of English proficiency may result in the withdrawal of the offer(s) that have been extended to the applicant.

4.2.4 Where an applicant fails to achieve the required minimum test score(s), they may be offered the opportunity to complete an AE Language Test, which assesses their English proficiency.

4.3 Application Submission Process

4.3.1 Applications for enrolment must adhere to the AE Enrolment Procedure.

4.3.2 Applications can be lodged via online enrolment in AE's student management system (RTOManager) or by a paper-based application form, in special circumstances.

4.3.3 The documents required to complete the application submission include:

No Documents	
1	Completed application form + <i>certified copies (agent certification accepted)</i> of relevant documentation, including a colour passport copy.
2	Completed Homestay/YCT form (students under 18); and Proposed accommodation arrangements
3	<i>Certified copies</i> of most recent academic record (i.e. evidence of the applicant meeting academic entry requirement)
4	Where applicable: <i>Certified copy(s)</i> of English Test Results such as IELTS result; or other acceptable English level assessment results as evidence that the applicant meets minimum English level requirement, including the AE Placement Test.
5	Any other document that may assist in assessment of the applicant's academic and English level.
6	For RPL applicants: Completed RPL Application form. <i>Certified copies</i> of supporting documents (e.g., Transcripts)/ originals must be sighted when the student enrolls.

4.3.4 All documentation must be in English or prepared by a NAATI-approved professional translator.

4.3.5 Authorised agents who are listed as representatives on the Acknowledge Education website are permitted to certify admissions documentation under the following rules:

- Each page of a document must be certified with the following information:
 - First and last name of agent (stamp permitted)
 - Name of organisation (stamp permitted)
 - Statement in English "I certify that this is a true copy of the original" (stamp permitted)
 - Agent's signature
 - Date of certification

4.4 Application Assessment Process

4.4.1 The Registrar will oversee and guide the admissions team to assess applications to study at AE.

4.4.2 On receiving applications to study at AE, the admissions team will assess the application against the following criteria to determine if an offer for chosen course(s) at AE 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.
- 4.4.3 Applications are assessed as received and assessed on merit against the outlined criteria.
- 4.4.4 AE has open, fair and transparent merit-based procedures for making decisions about student selection and treatment, as published in AE's Respecting Diversity and Facilitating Access and Equity Policy and Procedure.
- 4.4.5 AE is committed to actions that support reconciliation and encourages 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.
- 4.4.6. The admission team reserves the right to request further information to inform their decision-making process.
- 4.4.7 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.
- 4.4.8 The admissions team will only consider evidentiary documents certified as true copies of original documents.
- 4.4.9 The admissions team will only accept evidence in English unless translated and certified.
- 4.4.10 Students who are currently enrolled in another educational institution on a student visa and have been studying for less than six months must provide a letter of release from their current provider. Additionally, AE's admissions team will verify the applicant's current visa status through the Visa Entitlement Verification Online system (VEVO).
- 4.4.11 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. See AE's Recognition of Prior Learning and Credit Transfer for VET policy or Awarding of Credit in Higher Education Policy for more information on this process.
- 4.4.12 Applications that do not provide suitable information or fail to provide evidence of English proficiency may be rejected or referred to the Registrar for further consideration.

4.5 Offer of Admission

- 4.5.1 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.
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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 AE 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 AE. 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, AE reserves the right to decline the application or withdraw an offer.

4.6 Communicating the Application Outcome

- 4.6.1 All applicants or their educational agents will receive notification by email of the outcome of their application.
- 4.6.2 The outcome will be recorded on a secure server on AE's student management system, along with all the documents that make up the application.
- 4.6.3 Where the admissions team elects to admit a student to study, for outcomes 1 to 5, the Registrar 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.
- 4.6.4 Applicants who do not receive an offer will be notified in writing and the reason(s) why the application was declined will be detailed.
- 4.6.5 All applicants are able to appeal the outcome of their applications as per the appeals process available on the AE website.

4.7 Appealing an Admissions Decision

Where an applicant disputes the outcome of the application, they may lodge an appeal by following the AE Complaints and Appeals Process as detailed on the AE website, and in the outcome communication email.

4.8 Accepting an Offer

- 4.8.1 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.

- 4.8.2 On AE's receipt 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.

4.9 Obtaining a Visa

- 4.9.1 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.
- 4.9.2 All students applying for a student visa must obtain Overseas Student Health Cover (OSHC) for the entire proposed duration of their visa.

4.10 Enrolment and Commencement

- 4.10.1 Once the application process is finalised, the student payment will generate the applicant to move to enrolled status and the registrar will issue a Confirmation of Enrolment. For further information regarding the enrolment process, see AE's Enrolment and Commencement of Students Procedure.
- 4.10.2 The admissions team will ensure that all granted RPL and CT are uploaded for CT grades to be awarded.

4.11 Withdrawal

- 4.11.1 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.
- 4.11.2 To withdraw from a course students must complete a *Course Withdrawal Application Form* and attach relevant supporting evidence.
- 4.11.3 Students must submit their application for withdrawal to the Registrar at AE, 168 Exhibition Street, Melbourne.

4.12 Refund for Cancellations/Withdrawal

- 4.12.1 If an enrollment is canceled more than 28 days prior to the commencement of the course, a refund of 70% of the tuition fees will be given.
- 4.12.2 Where an enrollment is canceled within 28 days of the course commencement, or if the student does not commence on the agreed date or withdraws from the course once it has commenced, no refund of fees will be given.
- 4.12.3 Where enrolls, and is due to commence a course within 28 days of the application, the student will not be eligible to receive a refund if the enrollment is canceled more than seven (7) days after receipt of the application, or within seven (7) days of course commencement.
- 4.12.4 Applying for a refund:
Students, parents or guardians must submit a written request for a refund:
- i. by mail, to:
The Registrar
Acknowledge Education 168 Exhibition Street
Melbourne VIC 3000 Australia
or
 - ii. by email, to: registrar@ae.edu.au

- 4.12.5 Written requests for a refund should contain:
- the student's details, including full name, student number, date of birth and address;
 - details of why a refund is requested;
 - contact details; and
 - the requested destination of the refunded payment.
- 4.12.4 Further information regarding refunds is available by accessing AE's Refund Policy.

4.13 Record Keeping

AE will securely retain records of all written agreements and payment receipts for at least two years after the student ceases to be enrolled.

5.0 Definitions

Term	Definition
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.
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 duration of study, and other relevant details.
CT (Credit Transfer)	Credit transfer refers to the process of transferring academic credits earned from one educational institution to another.
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.
Health Insurance-OSHC	Health cover for international students is called Overseas Student Health Cover (OSHC). It helps students pay for medical or hospital care they may need while studying in Australia; it will also contribute towards the cost of most prescription medicines and an ambulance in an emergency.
Internal Complaints and Appeals Process	Refers to the registered provider's established procedure for handling and resolving complaints and appeals raised by overseas students regarding course progress, attendance, or related matters.
Intervention Strategy	A set of actions, procedures, and support mechanisms put in place by the AE to assist overseas students at risk of not meeting course progress or attendance requirements. The intervention strategy aims to provide appropriate assistance to students to improve their progress or attendance.
NAATI	National Accreditation Authority for Translators and Interpreters approved professional translator is an individual who has obtained accreditation from NAATI, the national authority responsible for setting and maintaining standards for translating and interpreting in Australia.
Overseas Student	Refers to a student who is not an Australian citizen, Australian permanent resident, or New Zealand citizen studying in Australia on a

	student visa.
RPL (Recognition of Prior Learning)	RPL stands for Recognition of Prior Learning. It is a process used in education and training systems to assess and acknowledge an individual's existing skills, knowledge, and experiences gained through formal, informal, or non-formal learning.
RTOManager	RTOManager is an interactive online student management system which coordinates various operations and processes into an online platform.
PRISMS	PRISMS stands for Provider Registration and International Student Management System. It is an online system developed by the Department of Education, Skills and Employment in Australia. PRISMS is used by registered education providers to manage their obligations and responsibilities related to enrolling and supporting international students.

6.0 Related Documents

Document Number	Document Name	Document Link
	Student Handbook	
2.2.1	2.2.1 Respecting Diversity and Facilitating Access and Equity Policy and Procedure	
	<ul style="list-style-type: none"> • Grievance and Appeals Policy • Glossary of Terms • Education Agent Policy • Information Management Policy • International Student Services Policy 	
	Fees and Refunds Policy	
	Enrolment Policy	
	Student Letter of Offer and Student Acceptance Agreement.	
	Recognition of Prior Learning and Credit transfer (VET)	
	HE – Awarding of credit	
7.2.1	Sales Material Integrity and Compliance Policy	

7.0 Procedure Information

Policy Name	International Students Admissions for HE and VET Procedure
Document Number	1.1.2
Purpose	This procedure is designed to ensure that prospective and enrolled overseas students receive accurate information, have their entry requirements assessed appropriately, and have their recognition of prior learning (RPL) considered when applicable.
Category	1 Student Participation and Attainment
Subcategory	1.1 Admission
Approval Date	20/06/2023
Effective Date	20/6/2023
Last Endorsed	20/06/2023
Next Review Date	20/06/2025

1.1.2 International Students Admissions for HE and VET Procedure

Policy Advisor	Mandy Simons, Registrar
Approving Authority	CEO
Contact	Quality Assurance/Regulator Compliance Manager regulatorcompliance@ae.edu.au

9.0 Change Log

Date	Version	Version by	Notes
10.06.2023	1.0	Narelle Whatley	Separated this procedure out from the policy document and provided a major re-write including updating the English Proficiency Requirements to accommodate new offerings.
28.02.2025	1.1	Matthew Farago	Updated postgraduate EP requirements in Appendix A following academic board approval of updated EP requirements for the GDECE.
17/04/2025	1.2	Head of Risk and Compliance	Added subsection 4.3.5 to provide clarity regarding certification requirements. Changed MLC report to AE Placement test for consistency with Appendix A.



Appendix A: English Proficiency Requirements

*Please visit <https://www.nursingmidwiferyboard.gov.au/Registration-Standards/English-language-skills.aspx> to check the most up-to-date requirements for the Diploma of Nursing.

Requirements Test / Qualification		Vocational Education and Training	Diploma of Nursing*	Undergraduate	Postgraduate
		(excluding Nursing)		Note exceptions for BSW	
English Test <i>Must have been satisfied within the last 2 years at the time of application.</i>	IELTS	Overall 5.5	Academic 7.0, no band below 7.0	Overall score of 6.0 No Individual band below 5.5 Bachelor of Social Work Overall 7.0 No Individual band below 7.0	Master of Social Work Qualifying (MSW(Q)) Overall 7.0. No individual band below 7 Master of Counselling (MOC)* Overall 6.5. No individual band below 6 Graduate Diploma of Early Childhood Education (GDECE) Overall 6.5. No individual band below 6.5 Graduate Certificate of Health and Community (GCHC) Overall 6.5. No individual band below 6
	OET B	N/A	No Score Below B	N/A	N/A
	PTE-A	Overall 36	Academic 65, no band below 65	Academic score 46, no score less than 36 Bachelor of Social Work Overall 65	MSW(Q) Overall 65. No individual band below 65 MOC* Overall 58. No individual band below 50 GDECE Overall 58. No individual band below 53 GCHC Overall 58. No individual band below 50
	TOEFL iBT	Overall 46	Overall 94 and minimum Listening 24, Reading 24, Writing 27, Speaking 23	65 (writing minimum 21 and speaking minimum 18)	MSW(Q) Overall 94. Minimum of 24 of Reading, 24 in Listening, 24 in Speaking and 27 in Writing MOC* Overall 79. Minimum of 13 of Reading, 12 in Listening, 18 in Speaking and 21 in Writing GDECE Overall 79. Minimum of 19 of Reading, 20 in Listening, 20 in Speaking and 24 in Writing



					GCHC Overall 79. Minimum of 13 of Reading, 12 in Listening, 18 in Speaking and 21 in Writing
	TOEFL PBT	453	NA	TOEFL PBT (paper) 550	N/A
	CAE	162	NA	169, no band below 162	MSW(Q) Overall 185. No individual band below 185 MOC* Overall 176. No individual band below 169 GDECE Overall 176. No individual band below 176 GCHC Overall 176. No individual band below 169
	AE Placement Test	5.5	NA	Test 6.0 overall	N/A
English Language Course (NEAS Accredited) No exp. date. Must provide a certificate of achievement or attainment (not just attendance)		GE, EAP, IELTS Prep, etc. level of achievement: = IELTS 5.5		EAP level of achievement: = IELTS 6.0	
Tertiary Education Must be undertaken in Australia in English and completed within last 2 years.		Successful Completion of: Certificate IV or higher Partial Completion: At least 50% of a full-time study load in their most recent year or study period at an accredited Australian RTO or Higher Education Institute in a Diploma or higher qualification.		Successful Completion of: Certificate IV + Diploma (at least 1-year duration) Diploma (at least 1-year duration) Advanced Diploma (at least 1-year duration) Diploma + Advanced Diploma (at least 1 year duration) Australian University Foundation Program (pass in English subject) Associate degree or higher qualification *Bachelor of Social Work students who have completed any of the above tertiary education will still be required to sit an internal AE English Placement Test. Partial Completion: successful partial (minimum 2 semester) completion with at least 50% of units passed of a full-time study load in their most recent year or study period at an	At least one year of university studies in Australia in the last two years.

				accredited Australian Higher Education Institution in a Higher Education Diploma or higher qualification.	
Study at a university where English was the medium of instruction for the full program	Must provide an official letter from the Principal or Registrar of the institution.	Successfully completed studies within the past 2 years at a Diploma level or higher.		Successfully completed studies within the past 2 years at an institution listed within the Australian Government's Country Education Profile as providing an equivalent AQF qualification.	MSW(Q) Completed a higher qualification in English as the medium of instruction, consistent with the requirements for admission to a Level 9 degree course in Australia. Master of Counselling* Evidence of at least 5 years of studies in an English speaking country (Australia, New Zealand, UK, Canada, USA, South Africa or Ireland). GDECE GCHC
Schooling	Australia	Australian Senior Secondary School Certificate (Year 12).		Australian Senior Secondary School Certificate (Year 12), ATAR 68 Plus Units 3 & 4: score of 25 in EAL or 20 in any other English (or equivalent)	
	Global	International Baccalaureate Diploma – 4 in English A1 or A2 (higher and standard level) or 5 in English B (higher level). IGCSE – Grade C in English (both First Language and Second Language) Global Assessment Certificate – Grade C		International Baccalaureate Diploma – 4 in English A1 or A2 (higher and standard level) or 5 in English B (higher level). IGCSE – Grade C in English (both First Language and Second Language) Global Assessment Certificate – Grade C	

Other Schooling		If the applicant has completed a secondary school qualification in English within a country where English is the medium of instruction.		If the applicant has completed 5 years of schooling and a secondary school qualification in English in a country where English is the medium of instruction, refer to the latest entry requirements by country.	
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