APPLICATION AND ENROLMENT POLICY AND PROCEDURE

1. PURPOSE

The purpose of this policy and procedure is for George Brown College (GBC) to ensure that all student applications and enrolments into nationally recognised training programs are conducted in a manner that is transparent, ethical, and compliant with relevant legislative frameworks. It aims to protect the rights of students, support informed decision-making, and ensure the integrity of the enrolment process. This includes obligations under the Standards for RTOs 2025*, the* National Code 2018*,* the Compliance Requirements and associated DEWR Policy Guidance.

This policy ensures that prospective students receive sufficient, accurate, and accessible information before enrolment, that applications are fairly assessed, and that enrolment processes support the student's progression through their training program.

2. POLICY

This policy specifies the way in which GBC will administer students' enrolments in all qualifications in accord with the requirements specified below.

Admission and enrolment to the College for international students is determined on the basis of the respective published entry requirements of the qualification, including previous academic achievements, previous work experience and any language, literacy, numeracy and digital capabilities required to progress and complete the course.

The College will not enrol a student where it identifies that the individual does not have capability or capacity to complete their chosen qualification or where the qualification does not support their chosen career pathway.

3. RESPONSIBILITY

The Student Services &/or Student Services Team Leader is responsible for the implementation of this procedure and to ensure that staff and students are aware of its application and that staff implement its requirements.

4. REQUIREMENTS

GBC must,

In accord with the requirements of National Code Standard 3

- enter into a Written Agreement with students and ensure that its marketing and promotion is not false or misleading, and is consistent with Australian Consumer Law

In accord with National Code Standard 7.1,

- not actively recruit a student where this clearly conflicts with its obligations under the Standard

- not knowingly enrol a student prior to the student completing six months of his or her principal course except in certain circumstances (see the Transfer Between Registered Providers Policy And Procedure)
- provide applicants with information that will enable them to make informed decisions about their studies in Australia

In accord with National Code Standard 2.1 the College must advise

- the requirements for an overseas student's acceptance into a course, including the minimum level of English language proficiency, educational qualifications or work experience required and course credit if applicable
- the CRICOS course code, course content, modes of study for the course including any compulsory online and/or work-based training, placements and assessment methods
- course duration and holiday breaks
- the course qualification, award or other outcomes
- campus locations and facilities, equipment and learning resources available to students via eLearning portal
- the details of any arrangements with another provider, person or business who will provide the course or part of the course
- list the grounds on which the students' enrolments may be deferred, suspended or cancelled
- give applicants a description of the ESOS framework prior to enrolment
- supply information about indicative course related fees, including the potential for fees to change
- supply relevant information on accommodation options where relevant
- where applicants plan to bring school-aged dependants with them, GBC must inform them of Australia's schooling obligations and options, including the fact that they may have to pay school fees.

In accord with National Code Standard 2.2, 2.3 and 2.5 have a documented policy and procedure

- for assessing applicants' English proficiency and qualifications or work experience and must implement these procedures
- for assessing and recording recognition of prior learning (RPL), and granting and recording course credit
- to report any change in course duration in PRISMS if RPL or course credit is granted after the overseas student's visa is granted

Applicable Standards 2025 and Instruments

This policy and procedure is additionally subject to the Standards for RTOs 2025, the Compliance Requirements and DEWR Policy Guidance.

Outcome Standards for RTOs 2025

Standard 2.1

VET students have access to clear and accurate information concerning the organisation, the relevant training product, and students are made aware of any changes that may affect them.

Standard 2.2

2.2(1) **-** 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.

2.2(2)(b) **-** based upon the outcome of the review – it provides advice to each prospective VET student about whether the training product is suitable for them.

DEWR Policy Guidance (March 2025)

Providers must supply students with sufficient information prior to enrolment, including the suitability of the course, support services, fees and refunds, and what is required of the student. Consent must be informed and documented. DEWR Policy Guidance, pp. 34-35

Full procedural and implementation details relating to these national VET requirements are provided in the Standards for RTOs 2025 Policy and Procedure Manual**.**

5. SCOPE

This policy applies to:

- All overseas student applications for enrolment into a program delivered by the College;
- All staff responsible for marketing, student recruitment, application processing, enrolment, and student administration;
- All qualifications and courses on the College's scope of registration, including CRICOS registered courses.

The policy covers:

- Pre-enrolment information and student engagement;
- Application processes and eligibility checks;
- Enrolment procedures and documentation;
- Offer and acceptance protocols;

6. PROCEDURE

Application Process

All enquiring students must be provided with a Student Prospectus, a student enrolment application form and the link to the ESOS Framework.

Applicants must complete the student enrolment application form, sign and date where required and attach verified evidence of qualifications, work experience (if relevant) and IELTS, or similar, test results.

The Student Services Team leader or his/her delegate - the Admissions Officer must review the student applications and determine if an offer should be made on the basis of the entry requirements for the qualification. To be accepted the applicant must at least meet the academic entry requirements and the minimum IELTS, or similar test, requirement.

Specifically,

- Assess the overseas qualification against the Australian AQF with the overseas qualifications
- Check the IELTS statement comes from an accredited IELTS, or similar, testing authority

- Check evidence of age – front page of the passport
- Check that the rest of the enrolment application form has been completed
- Check that the student has signed and dated the enrolment application

If the applicant's educational qualifications do not meet GBC's admission requirements, other factors may be considered at the discretion of the College's General Manager. Verified evidence of these other factors must be included with the application.

These other factors may include:

- Mature age, and or proof of being 18 years or older at the proposed date of commencement
- Work experience
- Attitude and aptitude
- Previous academic results
- Attendance rate in the previous college
- Ability and skills to function in an academic environment
- Possibility to succeed in his/her academic endeavours

Having arrived at an admission decision, the English language skills (language and literacy) will be assessed. If student has a satisfactory IELTS or similar score (listed under entry requirements), the applicant will be offered a place in the chosen course.

Conditional Offers

• Applicants who provide English test results that fail to meet the minimum standard required by GBC, or who fail to provide any evidence of English language proficiency but meet the academic requirements of the program may be issued with a Conditional Offer of admission. This means that the applicant is not permitted to commence the program of study and will have their English language proficiency reassessed.

• A full offer of admission will be issued only when English language proficiency requirements have been met.

IELTS testing may not be required where an applicant clearly has the required English language skills. The application of this rule will be on a case-by- case basis and in accordance with the English language requirements that apply to the visa eligibility for the country assessment level published by the Department of Home Affairs.

All prospective students are required to participate in an interview with the Student Services Team Leader or their delegate and undertake the LLND test (Australian Core Skills Framework evaluation with a result of 3 or above required). This interview includes the identification of the learners' skills and competencies and any support needs. The outcome of this interview together with the outcome of the LLND test report is used to assess the student's suitability and capacity to undertake the course. The interview may be in person or via the phone / zoom/teams.

Once an offer has been approved by the Student Services & Admissions Officer, an offer letter must be prepared and despatched to the student accompanied by a student agreement. The student agreement must be completed and returned to the College. At the same time an Electronic Confirmation of Offer (CoE) must be generated on PRISMS. The CoE must be

prepared in accordance with the requirements of the PRISMS User Guide. There must be a CoE issued for each qualification that the student is going to be enrolled in and for which an award will be issued if the student is successful.

Applicants wishing to accept the offer must pay the fee requested in the letter of offer, complete the written agreement and send it to GBC. Once the completed written agreement and the fee is received (and cleared by the bank) an Electronic Confirmation of Offer will be generated.

The completed written agreement must be reviewed and accepted by the Admissions Officer and Student Services Team Leader. Where a written agreement is to be accepted by GBC, the Director and the Agent must sign and date the appropriate section.

Transferring Students

Students who have enrolled or have CoEs from another provider must not be enrolled until they have completed the first six months of their principal course or have a letter of release from the provider of the principal course. The methods for checking if a student is enrolled or has a CoE from another provider include:

- Asking the student
- Checking the student visa
- Checking with the Department of Education and the Department of Home Affairs
- Flagged on PRISMS when GBC tries to issue a CoE.

All the above methods should be applied to each student attempting to enrol onshore. If there is any doubt about the student's status, then GBC will not provide the student with an offer letter or attempt to enrol them.

Step	Action	Responsible Person	Supporting Documents / Systems
1	Provide prospective students with a Student Prospectus, Enrolment Application Form, and ESOS Framework link.	Agents and Marketing Team	Student Prospectus, Application Form, ESOS Framework Link
2	Receive completed application form with signed declarations and verified supporting documentation (academic, work history, IELTS or equivalent, passport).	Applicant	Enrolment Application Form, Passport, IELTS Certificate or equivalent
3	Check applicant's age. Do not proceed with offers to students under 18 at course commencement unless the Course accepts Under 18 students.	Admissions Officer / Delegate	Passport, Application Form
4	Assess application against course entry requirements. Verify: AQF equivalence of qualifications,	Admissions Officer / Delegate	Enrolment Application Checklist

	authenticity of English test, age evidence, completeness of form, applicant's signature.		
5	If entry requirements are not met, refer to the General Manager or her delegate to assess other factors (e.g., maturity, aptitude, past academic /work performance).	General Manager	Application and evidence of additional considerations
6	Conduct interview (in person or online) and administer LLND test. Assess support needs and suitability to undertake the course.	General Manager / Delegate	LLND Report, Interview Notes
7	Determine outcome of English proficiency. If IELTS or equivalent meets entry requirement, proceed with offer. If not, recommend ELICOS or ESL course as applicable.	General Manager / Delegate	IELTS Certificate, Interview Notes
8	If English proficiency is evident through other means, IELTS testing may be waived following case-by-case review aligned to visa requirements.	General Manager / Delegate	Internal Admission Notes, DHA Visa Guidance
9	Approve successful applications and prepare Letter of Offer and Student Agreement.	Student Services & Admissions Officer	Offer Letter Template, Student Agreement
10	Send Letter of Offer and Student Agreement to applicant.	Admissions Officer	Email or Document Dispatch Log
11	Receive completed Student Agreement and initial payment. Confirm payment clearance.	Accounts Team	Bank Transaction Records, Signed Agreement
12	Issue Confirmation of Enrolment (CoE) via PRISMS once signed agreement and cleared payment are received. A separate CoE must be created for each qualification.	Admissions Officer	PRISMS User Guide, CoE Records
13	Reviews and the written agreement and ensure all signatories have signed on them.	Student Services Team Leader	Signed Student Agreement
14	Check for students transferring from another provider. Confirm compliance with National Code 2018 Standard 7 (transfer restrictions).	Admissions Officer	PRISMS, Visa, Release Letter if applicable
15	Reject applications from students who have not completed six months	Admissions Officer /	Provider Transfer Checklist

	of their principal course without a valid release letter.		

7. IMPLEMENTATION

This policy will be made available to all staff members and stakeholders through the internal communication channels.

8. REVIEW AND CONTINUOUS IMPROVEMENT

This Policy and Procedure will undergo an annual review, or sooner if required, to ensure it remains relevant and effective in guiding the operations and strategies or as needed to reflect any changes in the regulatory environment or operational practices.

Feedback will be collated and analysed and discussed at the monthly management meetings, for noting or action with any necessary changes documented in a Continuous Improvement Form and in the Continuous Improvement Register.

Document Control

Version number:	V1	Approved by:	PEO
Approval date:	25/06/2025	Review date:	26/06/2026
Standards: NC Standard 2, 3, 7			

Version Control

Version #	Changes	Approval By	Approval Date
1.0	Original Version	Preeti Singh	25/06/2025

ASSOCIATED DOCUMENTS

Assessment of Eligibility of International Student for Entry to Study Checklist
Continuous Improvement Form
Continuous Improvement Register
Course Credit and RPL Policy and Procedure
Fees and Refund Policy
Student Deferment, Suspension and Cancellation of Study Policy and Procedure
Student Handbook
Transfer Between Registered Providers Policy And Procedure