

STUDENT ENROLMENT AND COMPLETION POLICY AND PROCEDURES

PURPOSE OF THE POLICY

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

This policy and associated procedures meet the requirements of Standards 1.6, 1.7, and 2.2 of the Outcome Standards for RTOs and AQF certification documentation, student identifiers and nationally recognised training logo requirements in Compliance Standards, as well as Standards 2 and 3 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

POLICY STATEMENTS

ENROLMENT

- Information about the enrolment process is provided in Course Brochures and the International Student Handbook.
- Applicants must meet the entry requirements to be accepted into a course. The entry requirements are included in each Course Brochure and include language, literacy and numeracy and digital literacy requirements. For international students, the English Language proficiency requirements specified ensure that students have the required language and literacy skills. The requirement to have completed Year 12 or equivalent will ensure that students have the required numeracy skills.
- On receipt of an application, a course entry interview will be conducted and a decision made on whether the student is suitable for the course based on the course entry interview and the documentation provided by the student in support of their application. The course entry interview process will also include a LLN assessment for domestic students and all students will be required to be assessed for their digital literacy.
- Throughout this process, no guarantee will be given that entry or completion of a course at Australian Federation College provides a guaranteed automatic entry to a course, nor will any guarantees be given with respect to possible migration and/or employment outcomes.

Australian Federation College strive to identify a student's needs during the enrolment process (and on an ongoing basis) to ensure that our services to each individual student are appropriately adjusted to allow for their individual requirements.

To ensure this the College make sure that prior to enrolment, each student (whether enquire directly or through an agent) is made aware of:

- the CRICOS course code, course content, qualification offered, modes of study including any online and/or work-based training, placements, other community-based learning and collaborative research training arrangements and assessment methods;

- requirements for acceptance into a course, including the minimum level of English language proficiency, educational qualifications or work experience required and whether course credit may be applicable;
- duration of course and holiday breaks, course award or other outcomes;
- tuition and non-tuition fees including advice on the potential for fees to change during the student's course and applicable refund policies;
- details of any arrangements with another registered provider, person or business to provide the course or part of the course;
- relevant information about the grounds on which the student's enrolment may be deferred, suspended or cancelled;
- link to ESOS framework, including official Australian Government material or links to materials online;
- the policy and process the registered provider has in place for approving the accommodation, support and general welfare arrangements for younger overseas students, where relevant. At this stage, Australian Federation College does not enrol under 18 students; and
- information on living in Australia, including indicative costs of living and accommodation options.
- Where a student is accepted into the course they are provided with an **Offer Letter and Student Agreement** for signing to indicate their acceptance of the offer. The Offer Letter and Student Agreement meets all of the requirements of Standard 3 of the National Code.
- Fees are only accepted concurrently with or following acceptance of the Offer Letter and Student Agreements as per Australian Federation College's Fees and Refunds Policy and Procedure.
- Australian Federation College uses an AVETMISS compliant Student Management System to record all student information.
- Records of all enrolment records including the Offer Letter and Student Agreement and associated receipts of payment are retained for at least 2 years.

CREDIT TRANSFER AND RPL

- Students are able to seek recognition of prior learning (RPL) and credit transfer. This means that students do not have to repeat units (or equivalent) already achieved and can be recognised for formal and informal learning, skills and experience.
- Students will be offered the opportunity to seek credit transfer and RPL during the enrolment process and will be informed of Australian Federation College processes for this. Information about RPL and credit transfer is included in student handbooks.
- All decisions about credit transfer and RPL are fair, consistent and transparent and are documented. Decisions about RPL will maintain the integrity of the training product.
- Australian Federation College will review all AQF certification documentation or an authenticated VET transcript (unless prevented by licensing or regulatory requirements) and authenticate it as part of the process of awarding credit.

- Students who wish to apply for Credit Transfer and/or RPL will be provided with a **Credit Transfer and RPL Form**. The RPL process will be followed as per the procedures included with this policy.
- Students will be advised in writing of the outcome of their application for credit transfer and/or RPL. Where the credit provided results in a reduction of the duration of the course and fees, this will also be advising in writing.

CHANGES TO SERVICES

- Students are informed within 3 working days of any changes to services as documented in the Student Agreement, including where there are new third party arrangements, changes to existing third party arrangements and changes in ownership.
- Where Australian Federation College is unable to offer a course prior to or following commencement, refunds will be in accordance with the Fees and Refunds Policy and Associated Procedures.

COMPLETION

- AQF certification documentation is issued to students who have met the requirement of the training product.
- AQF certification documentation is issued to students within 30 calendar days of successful completion of their course provided they have completed the AQF qualification or one or more units of the qualification and paid all agreed fees.
- All certificates issued are recorded in the Student Management System and are kept for a period of 30 years.
- All certification documentation complies with AQF certification documentation and Nationally Recognised Training logo requirements in the Compliance Standards and includes a mechanism to ensure it cannot be fraudulently reproduced.
- Certification documentation will only be issued where the student's USI is on file (unless an exemption applies under the Student Identifiers Act 2014) and has been verified and where the student has paid their fees in full.
- Confirmation of the issuing of certificates will be provided to those who need to verify certificates.
- Certificates can be reissued on request.

PROCEDURES

1. PROCESS ENROLMENT

- 1.1 In case of direct students' inquiry for enrolment, email '**Pre-enrolment Pack**' and **Application for Enrolment Form** to applicants on request.
- 1.2 In case of student enrolment application received through an agent, send an acknowledgement email to the agent and email '**Pre-enrolment Pack**' to the student as soon as possible (usually, within the same working day).
- 1.3 Where a direct application is received from a student, send an acknowledgement email along with a copy of the '**Pre-enrolment Pack**' to the student as soon as possible (usually, within the same working day).
- 1.4 Check that the enrolment form has been completed in full and that all supporting information and/or evidence has been provided. Request for additional information and/or evidence if required.
- 1.5 Correctly enter the student's details into the secure Student Management System (SMS) as per AFC procedures.
- 1.6 Also create a student folder in AFC's secure online drive and correctly name and file all information and/or evidence.
- 1.7 Verify the student's available USI. Verification and/or creation of students USI can be done at: <https://www.usi.gov.au/training-organisations>
- 1.8 Where the USI has not been received, make a note on the applicant's file that it is to be completed at the orientation.
- 1.9 Where an applicant indicates they have a USI exemption, they will be informed in writing prior to the completion of the enrolment process that the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the Registrar.

2. CONDUCT COURSE ENTRY INTERVIEW

- 2.1 Contact the applicant to arrange a suitable date and time for the course entry assessment.
- 2.2 For domestic students, conduct the course entry interview using the **Course Entry Interview Form**.
- 2.3 Complete the course entry interview to determine whether the applicant is suitable for their chosen course and the applicant's support needs.
For domestic students, provide the language, literacy and numeracy assessment to determine LLN level.
For international students, check that the student satisfies the entry requirements specified for English language proficiency.

Generally, international students are required to demonstrate English language proficiency through evidence of:

- an IELTS* score of 6.0 (test results must be no more than 2 years old); or
- having been educated for at least 5 years in an English-speaking country; or
- having completed at least a Certificate III level or IV course in an Australian RTO within the last 2 years (check the Course Brochure for the level); or
- completion of another English Language Test such as PTE and TOEFL (results should also be no more than 2 years old).

Scores should be checked to ensure equivalence to IELTS 6.0 as required using the following websites:

<https://ielts.org/organisations/ielts-for-organisations/compare-ielts>

For international students, check that the student satisfies the entry requirements specified for numeracy skills.

- 2.4 Provide the **Digital Literacy Assessment** to all students and assess them according to the benchmarks in the assessment.
- 2.5 Document the outcomes of the course entry interview process, including LLN/English Language proficiency and numeracy and digital literacy in the Course Entry Interview Form.
- 2.6 Note that for students participating in courses with work placement requirements, it is important to discuss the requirements of the work placement including identity checks and immunisations. A prompt is included in the course entry interview form.
- 2.7 Communicate the outcomes of the course entry assessment process by either confirming the student's enrolment or advising in writing that they have not been accepted into the course and the reasons why. Note where the student's enrolment is confirmed and they require support, ensure the student support policy and associated procedures is followed and a student support plan is documented.

3. PROCESS CREDIT TRANSFER

- 3.1 Check if the student wishes to apply for credit transfer – this will be through a review of the Application for Enrolment Form and/or through the course entry interview process.
If so, provide a copy of the **Credit Transfer and RPL Form**. The student must provide their AQF certification documentation or authenticated VET transcript.
- 3.2 Review the student's AQF certification documentation or authenticated VET transcript to assess whether they have completed an equivalent training product. Note that credit transfer cannot be provided if this is not allowed as per licensing or regulatory requirements or the training product.
- 3.3 Where the student has provided AQF certification documentation, contact the issuing RTO to verify that the certificate is authentic. Where the AQF certification documentation is not confirmed as authentic, contact the student to discuss.

- 3.4 Where the assessment confirms that the student has completed an equivalent training product as demonstrated by AQF certification documentation or authenticated VET transcript, record this on the student's record on their Student Management System.
- 3.5 Inform the student of the outcome of the credit transfer assessment, including whether the application has been successful or not. If credit transfer will not be awarded, explain to the student why. If credit transfer will be awarded, advise the student of any reduction to their course duration and fees. The reduction in course duration will be as per the amount of time allocated in the timetable to the unit that the student has received credit for. See Fees and Refunds Policy and Associated Procedures for calculation for reduction of fees.
- 3.6 Issue the Offer Letter and Student Agreement with the relevant fees and duration considering the credit transfer awarded.
- 3.7 For international students, issue the COE including the duration considering the credit transfer awarded.
- 3.8 Where a student applies for credit transfer once they have commenced their course, this credit transfer process must be followed and the Offer Letter and Student Agreement updated.

For international students, their change of course duration will need to be reported in PRISMS. Any fee reductions will be processed as per the Fees and Refunds Policy and Associated Procedures.

4. PROCESS RECOGNITION OF PRIOR LEARNING (RPL)

- 4.1 Check if the student wishes to apply for RPL – this will be through a review of the Application for Enrolment Form and/or through the course entry interview process. If so, provide a copy of the **Credit Transfer and RPL Form**.
- 4.2 Provide the student with the relevant **RPL Kit** and follow the instructions for processing an RPL application as set out in the assessor version of the RPL Kit. The RPL assessment process as documented in the RPL Kit ensure that decision are fair and consistent and maintain the integrity of the training product.
- 4.3 Record the outcome of the RPL assessment process on the student's record in the Student Management System.
- 4.4 Inform the student of the outcome of the RPL assessment, including whether the application has been successful or not. If RPL will not be awarded, explain to the student why. If RPL will be awarded, advise the student of any reduction to their course duration and fees. The reduction in course duration will be as per the amount of time allocated in the timetable to the unit that the student has received credit for. See Fees and Refunds Policy and Associated Procedures for calculation for reduction of fees.
- 4.5 Issue the Offer Letter and Student Agreement with the relevant fees and duration considering the RPL provided.

4.6 For international students, issue the COE including the duration considering the outcome of the RPL assessment.

4.7 Where a student applies for RPL once they have commenced their course, this RPL process must be followed and the Offer Letter and Student Agreement updated.

For international students, their change of course duration will need to be reported in PRISMS. Any fee reductions will be processed as per the Fees and Refunds Policy and Associated Procedures.

5. FINALISE ENROLMENT PROCESS

5.1 If the student is suitable for the course, customise the **Offer Letter and Student Agreement** for the student and send out to the student for signing. The signing of the Offer Letter and Student Agreement indicates the student has accepted all terms and conditions.

5.2 On receipt of the signed Offer Letter and Student Agreement, send out an invoice for the first payment.

5.3 Upon receipt of the student's initial payment, complete the **Student File Checklist Form** to verify that all required information has been collected (including the USI), and then create the Confirmation of Enrolment (CoE) in PRISMS in accordance with the PRISMS User Guide.

5.4 Email the issued COE/s to the student.

5.5 Subsequently, email orientation invitation along with the **Orientation Schedule** to the student at least one (1) week prior to the course commencement date.

5.6 Record student details on **Term Enrolment and Orientation Register**.

5.7 Keep correct and progressive notes on the SMS.

6. ORIENTATION

6.1 Email orientation reminder to students as per **Term Enrolment and Orientation Register**, 1 week before the scheduled orientation.

6.2 Conduct orientation as per **Orientation Schedule**.

6.2 Update student details including current address, contact phone and email, emergency contact and/or next of kin, OSCHC, individual support needs (where relevant) and USI.

7. MANAGE STUDENT FILES

7.1 Update student files throughout the course according to relevant events including but not limited to course progress and attendance, support, course credit, course transfer, deferral, suspension and withdrawal and disciplinary action.

Refer to all of the relevant policies and procedures for student file management.

- 7.2 Update Student Agreements as relevant based on any changes that occur once the student has enrolled (this also includes changes to third party arrangements including new third party agreements or changes in ownership).
Send to the student for agreement within 3 working days of signing and adjust fees and the CoE as required.
- 7.3 Send out emails to students every month requesting advice of any change of contact details (note students are also required to provide these within 7 days of any change).
- 7.4 All communications with students must be accurately recorded in the individual student file within the Student Management System (SMS).
Staff must maintain clear, accurate, and progressive notes in the SMS and comply with all relevant student file management policies and procedures.

8. FINALISE CERTIFICATION

- 8.1 Immediately record student assessment outcomes on the Student Management System on receipt of marked work from trainers/assessors.
- 8.2 Once all units have been completed (or the student's enrolment has otherwise ended), check that the student has paid all agreed fees. If the student withdraws before completing a qualification in full, they must also pay all agreed fees and will be eligible to receive a statement of attainment.
- 8.3 Contact the student in writing regarding unpaid fees if applicable, indicating these must be paid before they can receive their AQF certification.
- 8.4 Check the student's USI is on file and contact the student in writing if this has not been received.
- 8.5 Review SMS notes and ensure followings are available:
 - Academic Coordinator (or a delegate) has verified and can confirm that the student has successfully completed all academic requirements and all evidence are readily available on the student folder.
 - Accounts team has verified and can confirm that all dues are fully paid and financial records are updated in the SMS and Xero.
 - Administrations Manager (or a delegate) has verified and can confirm that complete and up-to-date student's information and evidence (including USI) are available on the SMS and in student's folder.
- 8.6 Populate the testamur and record of results or statement of attainment with the student and award details.
Ensure all details are correct and up-to-date on the printed testamur and record of results or statement of attainment.

8.7 Have the certification documents ready **within 10 working days** of the student having been assessed as meeting all of the requirements of their course (and having paid all of their fees and charges) and provide to the CEO/PEO for signage.

8.8 The CEO/PEO is to then retrieve the Australian Federation College seal and stamp on the certification documents. Note. The Australian Federation College seal is to remain in a secure place such as a locked desk drawer or locked office cabinet. This should only be accessible by the CEO/PEO and other authorised representatives.

The seal along with the physical signing of the certification documents are key attributes which seek to prevent the fraudulent production of the certification documents issued by the College. The security of the seal and the restricting the authorisation to sign certification documents are important components to maintain the integrity of the Australian Federation College certification and compliance with the Standards for Registered Training Organisations.

8.9 Authorised and signed certificate documentation is to be issued to the student. The Administration Manager (or a delegate) is to make a note on the SMS that the certification document was dispatched to the student (Registered Post) or handed to the student directly if this opportunity is available.

Note. At no time is the certification documents to be handed to any third party unless the student has provided written and signed instructions for this to occur and these instructions are confirmed with the student via a telephone conversation. In such instances, these details are to be recorded within the Student Management System and any written instructions received from the student are to be retained on their student file.

At no time are certification documents to be issued electronically. There are no exceptions to this requirement.

For further details, see the following “Giving-out/ Handing-out Certification Documents” instructions.

8.10 Signed certification documents must be handed or mailed to students **within 10 working days** of the student having been assessed as meeting all of the requirements of their course.

8.11 Retain the student's **certification on file for a period of 30 years**.

8.12 Retain all student details including **assessment outcomes for a minimum of 2 years**.

8.13 Provide reports to ASQA as required of records of qualifications and statements of attainment issued.

8.14 Reissue AQF documentation certification as required by students on request. Fees for such are included in the Fees and Refunds Policy and Procedures and International Student Handbook.

Giving-out/ Handing-out Certification Documents

8.15 All issued certification documentation must be scanned and securely retained in the Student Management System (SMS) and the student's electronic file. This must be completed immediately after the certification documentation has been issued and signed by the Principal Executive Officer (PEO) and/or an authorised delegate.

8.16 Ensure that the completed and signed **Request for Record of Results and Testamur Form** is uploaded to the Student Management System (SMS) and retained in the student's file.

8.17 Where certification documentation is collected by a third party, the student must authorise the release by completing the **Request for Record of Results and Testamur Form**, with the third party's details clearly recorded. A copy of the **authorised third party's identification must be retained** in the student's file and recorded in the Student Management System (SMS).

8.18 Students must complete the **AQTF Survey** prior to collecting their certification documentation.

8.19 The **Certificate Issuance Register** must be correctly updated.

8.20 The student or their authorised representative must sign in the **Certificate Collection Register**.

8.21 An SMS entry must be recorded in the SMS under the note type **Certificate Issuance**.

Re-issue of Certification Documents

8.22 Re-issues will only be produced for the individual to whom the testamur and record of results or statement of attainment was originally issued. The individual must make a written request to Australian Federation College for a re-issue and must verify their identity by providing a license, birth certificate, passport or another formal identity document in support of the request.

8.23 All reissues are to be authorised only by the CEO/PEO. No other staff member of the college is authorised to approve re-issue certification documents.

8.24 All re-issues issued by Australian Federation College will be replicas of the original documents.

8.25 Australian Federation College will verify the details of the requested certification document against the retained photocopy, scanned copy, or SMS record of the original document held in the student file.

8.26 Once verification and authorisation are completed, the certification document will be re-issued to the student. A photocopy or scanned copy of the re-issued document must be retained in the student's file and clearly labelled as a "Re-issue". The student's written request for re-issue must also be retained on file alongside the copy of the re-issued document.

8.27 All certification documentation issued by post must be sent via registered mail only.

Cancellation of Certification Documents

8.28 Australian Federation College may cancel an award if it was issued in error or it was found that the award was based on false or misleading representations.

If the College cancels the student's award, the student will be advised in writing. The student must return the cancelled award to Australian Federation College within 21 days of receiving written notice from the College.

The student has the right to appeal this decision. AFC may also inform Law Enforcement agencies in case of serious fraud after management meeting.

RESPONSIBILITIES

Student Admissions/Support/Reception Officers is responsible for:

- Processing all incoming applications for enrolment.
- Sending 'Pre-enrolment Pack', eCOE, OSHC information, Orientation Schedule etc. to students.
- Populating and sending out Offer Letters and Student Agreement.
- Updating Term Enrolment and Orientation Register.
- Updating student records on the SMS
- Set up student accounts in the SMS and shared drive, and accurately file all required information and evidence.
- Assist in conducting Course Entry Interview as required.
- Draft COE, as required.
- Coordinating and conducting student orientation as required.
- Assist with the distribution of certification documentation as required
- Assist with the accurate management and maintenance of student records and case notes in the SMS and the shared drive.

Administration Manager is responsible for:

- Oversee and monitor term enrolment, orientation, and admissions processes to ensure accuracy, completeness, and compliance.
- Supervise and support Administration Officers, including task allocation, workflow management, and performance monitoring.
- Review and approve COE drafts prior to issuance, ensuring compliance with PRISMS, ESOS, and internal procedures.
- Ensure student orientation processes are effectively planned, delivered, documented, and continuously improved.
- Oversee certification issuance and re-issue processes, ensuring compliance with certification, privacy, and records management policies.
- Ensure integrity, accuracy, and security of student records, including SMS and shared drive documentation, through regular checks and audits.
- Coordinate internal compliance checks related to student administration, file management, and documentation standards.
- Liaise with Academic, Compliance, and Admissions teams to ensure seamless student lifecycle management.
- Identify process improvements to enhance administrative efficiency, accuracy, and student experience.

Administrations Officer is responsible for:

- Assist in updating Term Enrolment and Orientation Register as required
- Assist in conducting Course Entry Interview as required.
- Draft COE, as required.
- Coordinating and conducting student orientation and required.
- Assist with the distribution of certification documentation as required.
- Assist with the accurate management and maintenance of student records and case notes in the SMS and the shared drive.

Accounts Officer is responsible for:

- Accurately generating, recording, verifying and communicating invoices, bills and payment receipts.
- Accurately recording, updating and managing financial records in Xero, shared drive and on the SMS.

Academic Coordinator/ Course Coordinator is responsible for:

- Assessing Course Entry Requirement Interview outcome
- Liaise with Compliance, Administration, and Student Support teams to ensure accurate academic records and timely progression and completion processes.
- Contribute to continuous improvement, including analysis of feedback, AQTF surveys, validation outcomes, and academic performance data.
- Issue COE, as required.
- Coordinating orientation, as required.
- Process Credit Transfer Application and RPL applications.
- Provide general counselling and support to students as required.

Trainers and assessors is responsible for:

- Accurately recording student attendance on Attendance Sheet.
- Promptly assessing students' assessments and giving outcome and evidence to Administration Officer for processing.
- Conducting and assessing RPL.

The CEO/PEO (or a delegate) is responsible for:

- Issuing Certification Documents.
- Oversee overall student enrolment, completion and compliance activities.