

2.2 Student Enrolment Policy and Procedures

Approver:	CEO
Steward:	Principal
Administrator(s):	Compliance Manager / Compliance Coordinator
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2.2.1 Purpose

The purpose of the ACMi Student Enrolment Policy and Procedure is to establish a transparent, equitable, and compliant framework for the recruitment, admission, and enrolment of both domestic and international students. It ensures that prospective students receive clear, accurate pre-enrolment information regarding course details, modes of delivery, and fees to make informed decisions, and undergo appropriate suitability assessments to confirm the training product meets their needs. Furthermore, the policy guarantees a non-discriminatory admissions process that identifies any necessary support needs for reasonable adjustments, formalises all enrolments through compliant written agreements, and securely manages student data, including the Unique Student Identifier (USI). Ultimately, this policy ensures ACMi's strict compliance with regulatory requirements, including the Standards for NVR Registered Training Organisations (Quality Area 2), the Education Services for Overseas Students Act 2000, the National Code 2018 (Standard 2 and 3), the Student Identifiers Act 2014, and relevant federal anti-discrimination legislation.

2.2.2 Scope

This policy applies to:

- All domestic and overseas (international) students seeking to enrol in any vocational education and training (VET) qualification, accredited short course, or unit of competency offered by ACMi.
- All stages of student onboarding, including recruitment, pre-enrolment information provision, suitability and LLN assessments, recognition of prior learning (RPL) or credit

transfer applications, formalisation of written agreements, and initial data collection for reporting.

- All ACMi management, academic staff, and student administration personnel involved in the student lifecycle. It also governs the conduct of any authorized third parties and education agents who recruit students or facilitate the enrolment process on behalf of ACMi.

2.2.3 Policy Statement

Australian College of Management and Innovation is committed to assessing the readiness and suitability of all prospective students prior to enrolment by reviewing their existing skills and competencies in line with training product requirements. Based on the outcomes of this review, Australian College of Management and Innovation provides clear advice to help students make informed enrolment decisions and determine whether the training product aligns with their learning needs, goals, and capabilities. The College also ensures:

- Suitability assessments are conducted prior to enrolment
- Evaluating language, literacy, numeracy (LLN), and Digital literacy and English language proficiency as applicable
- Unique Student Identifiers (USIs) are collected and verified in accordance with requirements
- Appropriate entry standards are applied for training products
- Compliant fee and refund practices are maintained
- Formal written agreements are executed with students
- Lawful transfer arrangements are managed in accordance with applicable regulatory requirements

For Engineers Australia–accredited training products, credit transfer and recognition of prior learning are applied in accordance with the requirements of the relevant accreditation conditions and training product rules, ensuring the integrity of the accredited qualification and its intended learning outcomes.

2.2.4 Procedure:

Australian College of Management and Innovation follows the procedure detailed below to assess

whether the prospective student's qualifications, skills and experience are appropriate for the training product in which they wish to enrol, to ensure the student progresses and successfully attains the qualification.

2.2.4.1 Pre-Enrolment Skills & Suitability Review

Prospective students complete an Enrolment Application Form indicating their educational history, work experience, and training goals and submits with the required supporting documents that may include but not be limited to:

- Passport
- Certified copies of all graduation certificates in English (not required for currently enrolled students applying to college for another program).
- Certified copies of academic transcripts and graduation certificates (not required for currently enrolled students applying to college for another program).
- Any other information or documents that are specified in the training product entry requirements (this may involve a recent portfolio of your work, resume or employment paperwork).
- Proof of English proficiency documents
- If the student requests the college to apply for a USI on their behalf, the Admissions Officer must ensure that all personal information collected solely for this purpose is destroyed as soon as practicable after the application is made, as required by Section 11 of the Student Identifiers Act 2014 and ASQA Compliance Standard 20.

2.2.4.1.1 What are certified documents?

A certified copy is a copy of an original document verified to be a true copy by an authorised witness. The person certifying the photocopy must sight the original document and include the following details on all pages that contain information:

- Stamp or write, 'This is a true copy of the document sighted by me'.
- Sign, date and provide contact details (name, address, and telephone number).
- The official stamp or seal of their organisation or their profession and organisation name.

2.2.4.1.2 Who can certify my documents?

- Australian College of Management and Innovation staff.

- Notary of the Public.
- Authorised Education Agents

2.2.4.1.3 Who can translate documents?

- NAATI accredited translator. More details can be found here: <https://www.naati.com.au>
- Post application, Australian College of Management and Innovation Admissions Officer conducts a Pre-Enrolment Skills and Suitability Review.

The review assesses:

- English Language proficiency
- Language, Literacy, Numeracy (LLN), and Digital capabilities.
- Existing vocational experience or prior qualifications.
- Ongoing principal course at another CRICOS registered provider where six (6) months have not been completed.

The initial review of provided credentials and evidence considers:

- Entry requirements of the training product (e.g. prerequisites, licensing needs)
- Prior qualifications and employment history
- Any declared learning or physical disabilities
- English language proficiency
- Digital literacy levels relevant to the mode of delivery (e.g., LMS navigation, use of engineering software).

Where appropriate, Trainers and Assessors may conduct verbal or written interviews to assess practical experience or contextual readiness.

English Language Proficiency Review

- Australian College of Management and Innovation reviews each international applicant's English language proficiency prior to enrolment to ensure alignment with the entry requirements of the training products. All international applicants must provide evidence of a minimum English language proficiency score in line with Department of Home Affairs (DoHA) guidelines, such as IELTS Academic 6.0, PTE Academic minimum 50 in each component, or equivalent (e.g., TOEFL, ISLPR, CSWE, General English, EAP). Test results

must be from the past 2 years. Applicants must also hold Year 12 or equivalent high school qualification and be 18 years or over at the time of commencement. Applications seeking enrolment at Australian College of Management and Innovation must meet these requirements.

- The following international applicants do not require to provide any English language proficiency test evidence.
 - Citizens of and holding a passport from
 - UK (You may be required to provide evidence of an English test score with your visa application if you hold a British National Overseas (BNO) passport.),
 - USA,
 - Canada,
 - NZ or
 - Republic of Ireland.
 - Applicants who have already enrolled into a standalone English Language Intensive Course for Overseas Students (ELICOS),
 - Applicants who have completed at least 5 years' study in English in one or more of the following countries: Australia, UK, USA, Canada, New Zealand, South Africa, or the Republic of Ireland,
 - Applicants who have completed Senior Secondary Certificate of Education in Australia in English in the last 2 years,
 - Applicants who have studied and completed a substantial component of a course in English, leading to an AQF level IV or higher qualification in the last 2 years in Australia while.
- Where applicants are unable to provide verifiable test results, Australian College of Management and Innovation may administer an approved internal English proficiency test or where English proficiency does not meet the course requirements, the applicant may be guided to a suitable English language program, and a record of this guidance will be retained.

The outcome of this review is recorded in the student file and used to inform the enrolment or recommendation for alternative preparation.

2.2.4.2 Language, Literacy, Numeracy and Digital Capability Review

- The Admissions Officer provides access to the online LLN and Digital skills assessment to the applicants during the application stage. This assessment must be configured to specifically evaluate digital literacy proficiency relative to the specific technology, specialized software (e.g., CAD/engineering tools), and Learning Management System (LMS) requirements of the training product, as required by ASQA 2025 Outcome Standard 2.2(a).
- The applicants complete the LLN and Digital skills assessment and the Australian College of Management and Innovation Admissions Officer compares the results to ACSF levels aligned with the training product applied for. Results must also be compared against the Digital Literacy Skills Framework (DLSF) to ensure the applicant possesses the necessary technical capabilities for the chosen mode of delivery.

This review satisfies the requirement of Performance Indicator 2.2(a) by evaluating LLN and Digital skills against ACSF levels relevant to the qualification. Outcome-Based Advice (ASQA 2.2b): Following the review, the Admissions Officer must document and provide advice to each prospective student regarding whether the training product is suitable for them. If the applicant does not meet the required levels, the RTO must offer advice on alternative pathways or the support services available to address the gap prior to or during enrolment.

To comply with Engineers Australia Accreditation Standards, the Academic Manager must implement a system to monitor the relationship between LLN and Digital admission benchmarks and subsequent learner success, retention, and graduation rates. This data must be reviewed annually to ensure admission standards are strategically aligned with program viability.

2.2.4.3 Guidance on Training Product Suitability

Based on assessment results (specifically the outcomes of the LLN and Digital Literacy review) and relevant training product entry requirements, Australian College of Management and Innovation provides every prospective student documented suitability advice prior to enrolment, as required by ASQA 2025 Outcome Standards 2.2 (b). This advice is issued as either:

- A Letter of Offer – where the applicant meets requirements and may proceed to enrolment.

The Letter of Offer must explicitly state that the RTO has determined the training product to be suitable based on the applicant's reviewed skills and competencies.

2.2.4.4 Enrolment and Written Agreements

Post the initial assessment and before accepting any fees, the Australian College of Management and Innovation Admissions Officer ensures that This aligns with ESOS Standard 3.1, requiring the agreement to be signed prior to or concurrently with the collection of any fees.

- A **Letter of Offer and Written Agreement** is issued containing:
 - Training product code, title, duration, mode and location of delivery.
 - Entry requirements (including English language proficiency)
 - All tuition and non-tuition fees, the initial deposit and applicable payment terms (Procedural Control: Verify the initial deposit does not exceed 50% of total tuition fees for international students (courses >25 weeks) unless the student chooses to pay more, per ESOS Act Section 27. For domestic students, ensure prepaid fees do not exceed \$1,500 unless specific fee protection measures are implemented, per ASQA Compliance Standard 18.
 - Refund conditions (student/provider default)
 - Privacy and data sharing statements (Mandatory ESOS Statement: The agreement must include the verbatim statement: "This written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies")
 - Student contact responsibilities and emergency contact requirement
 - Training and assessment schedule and obligations
 - Details of any third-party arrangements
 - Conditions on enrolment and appeals processes
- When this written agreement is signed by the student (or parent or legal guardian if under 18) **to comply with ESOS National Code Standard 3.2** and received by the Australian

College of Management and Innovation Admissions Officer, the finance team checks for the initial deposit payments made.

- The agreement and associated payment receipts are retained for **2 years**. This retention period meets the requirements of ESOS Standard 3.6.

2.2.4.5 Confirmation of Enrolment and Student Preparation

- When the Australian College of Management and Innovation receives:
 - signed **Letter of Offer and Written Agreement**, confirming that the applicant has accepted the offer and the terms of the agreement. For students under 18, the Admissions Officer must verify that the agreement is signed by the student's parent or legal guardian to comply with ESOS National Code Standard 3.2.
 - The initial fee deposit, the admissions officer issues an electronic **Confirmation of Enrolment (eCoE)** on PRISMS. Procedural Check: The Admissions Officer must ensure the Written Agreement was signed prior to or concurrently with the receipt of this payment, as per ESOS Standard 3.1

Before the admissions officer issues the eCoE or uses the student's Unique Student Identifier (USI) for any other purpose, they must request the Student Identifiers Registrar to verify that the identifier provided belongs to that individual, as required by ASQA Compliance Standard 12.1(b).

- An eCoE is the official document issued by Australian College of Management and Innovation that confirms enrolment. It records exactly what the learner will be studying, including the start and end dates expected for each training product, any fees paid, and total fees required.
- All students must have a valid eCoE while studying on a student visa in Australia.
- In cases where the applicant is outside Australia, they must apply for a student visa
 - Visa arrangements may take anywhere from a few weeks to few months to finalise depending on the assessment level of the applicant's country and other requirements set out by the Australian Department of Home Affairs. Applicants should start the process as soon as possible.
 - Applicants must include in their visa application.

- Copy of eCoE.
- Copy of Statement of Purpose.
- Evidence of access to funds to cover first 12 months in Australia.
- Answer questions about their knowledge of Australian College of Management and Innovation, training product they are intending to study, how it will benefit their future career ambitions outside of Australia and that they have a genuine intention to remain in Australia temporarily.
- Prospective students must prepare for arrival in Australia
 - Research and understand what to expect when clearing customs and what not to bring to Australia.
 - Scan and make copies of important documents such as passport, eCoE, academic transcripts, reference letters that may assist in their stay in Australia.
 - Book travel, airport pickup and accommodation in Australia.
- Once these arrangements have been made, the prospective student is requested to notify the Australian College of Management and Innovation of the following:
 - Confirmation of Student Visa.
 - Confirmation of temporary accommodation including address.
 - Confirmation of travel booking and the planned arrival time, carrier, airport, etc.
 - Contact details on arrival in Australia (must include a mobile phone where possible).
- This information may be provided to the Australian College of Management and Innovation directly or via their nominated education agent.

2.2.4.6 Acknowledgement

Australian College of Management and Innovation ensures that prospective and current students are clearly informed of their rights and obligations before enrolment. This includes documented suitability advice based on a review of their skills, including language, literacy, numeracy, and digital literacy, as required by ASQA 2025 Outcome Standard 2.2. Written agreements are:

- Provided in plain English and include the mandatory statement that the agreement does not affect the student's rights to take action under the Australian Consumer Law, per ESOS Standard 3.4.5.
- Signed before any fee is accepted and MUST be signed by a parent or legal guardian if the student is under 18, to comply with ESOS National Code Standard 3.2].
- Inclusive of course details, fees, refund policies, complaint/appeal processes and other relevant policies for the benefit of the students. Procedural Check: The RTO acknowledges the requirement to receive no more than 50% of total tuition fees for international students (courses >25 weeks) prior to commencement, and no more than \$1500 in prepaid fees for domestic students unless fee protection is active, per ESOS Act Section 27 and ASQA Compliance Standard 18.

The RTO ensures:

- All information is clear, accurate, current, and consistent across its communications
- The student's Unique Student Identifier (USI) is verified with the Student Identifiers Registrar before it is used for any purpose, as required by ASQA Compliance Standard 12.
- VET students are made aware of any changes that may affect their training
- Enrolment documentation is retained for at least two years post-enrolment in accordance with ESOS Standard 3.6
- Personal information collected solely for the purpose of applying for a USI on a student's behalf is destroyed as soon as practicable after the application is made, per ASQA Compliance Standard 20 and the Student Identifiers Act 2014.
- Students are supported through an orientation and induction program that includes essential information and wellbeing support access.
- Enrolment and success data are monitored strategically by the Academic Manager to evaluate program viability and the effectiveness of admission standards, in compliance with EA Accreditation Standard CE5.

2.2.4.7 Recordkeeping

The results of Pre Enrolment Skills Review including the LLN and Digital Literacy results, the qualification credentials submitted by the prospective students and any other relevant document

such as experience letters are securely stored in the student file within the Australian College of Management and Innovation Student Management System (SMS) and in ACMi Dropbox folder. A record of the specific suitability advice provided to each applicant, including the rationale for the suitability decision, must be retained for a minimum of two years post-enrolment to ensure compliance with ASQA and ESOS standards.

All communications about suitability and recommendations are documented.

2.2.5 Roles and responsibilities:

CEO: Provides strategic oversight and Endorses policies and strategic oversight of student suitability processes.

BDM: Ensures implementation of the policy across departments and compliance monitoring.

Admissions Officer: Administers and records LLN and Digital assessments and initial advice. Receives structured induction and annual refresher PD on suitability assessment and communication responsibilities under Standard 2.2.

Academic Manager: Conduct pre-enrolment interviews to assess practical experience or contextual readiness and provide training product-specific input on suitability, if required. Receive ongoing training on LLN and Digital/ entry requirements and recording suitability review evidence for informed course guidance.

Compliance Manager: Monitors adherence to this policy and logs any systemic suitability gaps or review issues into the Continuous Improvement Register.

Third Party: Must follow the RTO's related policy and procedures.