



STUDENT ENROLMENT POLICY AND PROCEDURE

PREAMBLE

The objective of this Policy is to ensure that key aspects of the enrolment and admission process provide:

- a) current and accurate information regarding AEG's training and educational products;
- b) convenience, security and efficiency to the prospective student;
- c) reliable, accurate and useful data to AEG; and
- d) for the fair consistent and transparent treatment, equality of benefit and opportunity for prospective students.

This Policy is applicable to all AEG students.

DEFINITIONS AND ACRONYMS

"AAT" means the Australian Pacific College's Academic Aptitude Test.

"ACER" means the Australian Council for Educational Research

"APC" means Australian Pacific College.

"AQF" means Australian Qualification Framework

"AEG" means the Australian Pacific College Education Group and includes Australian Pacific College, English Unlimited, APC Design School and APC Institute of Higher Education.

"Compassionate or Compelling Circumstances" are circumstances that are generally beyond the control of the student which have an impact upon the student's course progress or well-being. They include, but are not limited to:

- i) Serious illness, where a medical certificate states that the student was unable to continue their studies for a period of time;
- ii) bereavement of close family members such as parents or grandparents;
- iii) major political upheaval or natural disaster in their home country requiring emergency travel that has impacted on studies;
- iv) a traumatic experience which has or will impact on the student's ability to study (these cases should be, where possible, supported by police or psychologists' reports);
- v) where the registered provider is unable to offer a prerequisite unit;
- vi) inability to begin studying on the course commencement date due to a delay in receiving the student visa; or
- vii) where the registered provider was unable to offer a prerequisite unit, or the overseas student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol.



“Deferment” means to temporarily put the commencement of studies on hold, with the intention to commence at a later date.

“Domestic Student” means a person who is not an Overseas Student. That person can be studying with AEG either within or outside Australia.

“IT” means information technology.

“National Register” means the register on Vocational Education and Training (VET) in Australia as recorded on www.training.gov.au

“Non-Student Visa Holders” means a person who is neither an Overseas or Domestic student.

“Letter of Offer” is the letter offering a student a place in a Course and which sets out the Course Fees that are payable by the student in respect of the Course and the terms and conditions applicable to studying at AEG.

“Overseas Student” means a person (whether within or outside Australia) who holds a student visa as defined by the ESOS Act.

“Policy” means this Student Enrolment Policy and Procedure.

“Re-enrolment” is when a student applies to commence or resume a course they have previously applied for (but have not yet attained the full qualification) and that enrolment has not previously been suspended or deferred.

“RPL” means the recognition of prior learning.

“Suspension” means to temporarily put the continuation of studies on hold. A suspension occurs after a student has commenced studies.

“USI” means Unique Student Identifier.

“VET” means vocational education and training.



1. ENROLMENT INFORMATION

- 1.1 Student enrolment into AEG will be instigated by the student themselves by either contacting an agent representing AEG, using the website or by contacting AEG directly. The online methodology is one that gives the student the ability and freedom to seek the information they require and to enter their own data (while being guided through the necessary fields) onto AEG's student information system.
- 1.2 AEG, its agents and its website provide information to the students about AEG's Courses. This includes information on:
 - a) the Course;
 - b) entry requirements including prerequisites (English and academic standards);
 - c) fees;
 - d) any charges associated with studying at AEG and any terms and conditions surrounding the charges;
 - e) credit transfer and recognition prior learning;
 - f) cancellation, withdrawal and refunds;
 - g) tuition protection services; and
 - h) potential and actual pathways.
- 1.3 AEG's website and course information is in plain English. AEG is able to assist with translation of information or can inform prospective students of services that are available to assist those students with special needs.
- 1.4 AEG's staff are instructed as to the details of the courses offered by AEG and to any transition of qualifications on induction and during regular staff training. This ensures students are consistently and accurately advised of the training products they enquire about.
- 1.5 AEG will treat all information provided by prospective students in accordance with its privacy policies.
- 1.6 AEG values its multicultural campuses and through the implementation of its vision it warmly and actively welcomes enrolments from all cultures from First Nations to international students from all corners of the world.

2. APPLICATION AND ENROLMENT PROCESS

- 2.1 Students are able to apply for admission in AEG's courses either:
 - a) by downloading the application form from AEG's website; or
 - b) by contacting AEG which will assist the student complete an application form;or
 - c) by completing AEG's online application form; or
 - d) contacting authorised education agents listed on AEG's website for assistance in completing the application form.
- 2.2 The student enrolment process will require the students to provide copies of:



- a) personal details as required in the application form;
 - b) identification documents;
 - c) a functioning and monitored email address;
 - d) pre-requisite academic qualifications or equivalent vocational experience as mandated in the course outline and course brochures/flyer;
 - e) support documents as identified in paragraph 2.3 below;
 - f) portfolio and resume (where applicable); and
 - g) a statement of purpose.
- 2.3 Support documents to be provided by students may include upon specific request by AEG:
- a) copies of certificates and transcripts of any coursework completed at other educational institutions; and/or
 - b) any other documents that provide evidence of other academic achievements and capabilities (i.e. letters of recommendation, AAT or ACER assessment); and/or
 - c) a portfolio showing capability in any area of the relevant discipline providing evidence of workplace experience and/ or competency equivalent to the entry requirements of the chosen course; and/or
 - d) resume or CV; and/or
 - d) copies of the students passport, drivers licence or Medicare card.
- 2.4 All documentation is required to be forwarded to AEG.
- 2.5 AEG may request an interview with a student in order to assess the suitability to the course where it is deemed to be required.
- 2.6 AEG will review any application for admission (and supporting documents), ensuring its accuracy, completeness and appropriateness.
- 2.7 If the student is eligible for a credit transfer or RPL then this will be dealt with in accordance with AEG's RPL and Credit Transfer Policy.
- 2.8 If the student has informed AEG that they have a disability or impairment then this will be dealt with in accordance with AEG's Access and Equity Policy.
- 2.9 AEG will inform the student of their success in being accepted to AEG by issuing the student a Letter of Offer.
- 2.10 AEG may issue a Provisional Letter of Offer where one or more supporting documents are missing. These documents must be received before the Confirmation of Enrolment can be issued otherwise a conditional Confirmation of Enrolment may be issued.
- 2.11 AEG may apply conditions on a Letter of Offer where academic and/or English entry requirements apply.



- 2.12 If the student is unsuccessful in having their enrolment confirmed then AEG will communicate this to the student in writing, informing them of the reasons why they have not been offered a place in the course.
- 2.13 Upon receipt of the signed Letter of Offer and the requisite fees AEG will then provide the student with a Confirmation of Enrolment and information about orientation and course commencement.

3. IT AND RESOURCES

- 3.1 Prospective students of AEG are informed on the website, in the Letter of Offer and in other pre/post-enrolment documentation that their study, especially online study, is IT intensive and, to participate in AEG's courses, students will need to have certain equipment and software. Refer to AEG's Technology and Equipment Standards for Students found on the website.

4. UNIQUE STUDENT IDENTIFIER

- 4.1 The USI is a secure online record of students nationally recognised training that can be accessed by the student, The USI is linked to the National Vocational Education and Training (VET) Data Collection, which means an individual's nationally recognised training and qualifications, gained anywhere in Australia, from different training organisations, is kept together.
- 4.2 On applying to AEG, students are asked if they have a USI and, if they don't, AEG will seek the student's permission to issue one.
- 4.3 For Domestic Students, during their interview, AEG explains the USI, and includes it on the Record of Enrolment Interview form if the student already has one.
- 4.4 For Overseas Students studying entirely offshore a USI is not required. Students in this category will not receive a USI generated transcript.

5. RE-ENROLMENT

- 5.1 Re-enrolment for a course is subject to the course being current on the National Register of courses or within the teachout period for a superseded course and subject to the availability of the relevant subjects/units of competency.
- 5.2 Students may apply to be re-enrolled to their course following the standard enrolment procedure.
- 5.3 Where re-enrolment results in an extension of the original course duration student visa holders will only be eligible for readmission if
- a) AEG has determined there is evidence of Compassionate or Compelling circumstances; or
 - b) AEG has implemented an intervention strategy for course progress; or
 - c) AEG has previously approved a deferment or suspension of studies.



- 5.4 Students who have a gap of study of less than 6 months may be exempt from course orientation at AEG's discretion.

POLICY REVIEW

This Process will be reviewed as part of AEG's three (3) yearly review or as otherwise decided.

RELEVANT LEGISLATION

This document references the following legislation, regulations, codes and standards:

Relevant Legislation/codes/standards	
Commonwealth	National Code of Practice for Providers of Education and Training to Overseas Students 2018
Standards	Standards for Registered Training Organisations (RTOs) 2015

RELATED POLICIES AND PROCEDURES

This document references the following AEG policies and/or procedures:

Related Policies and Procedures	
Policies	RPL and Credit Transfer Policy Privacy of Information Policy Privacy Policy Access and Equity Policy Deferment, Suspension and Cancellation Policy Intervention Policy Cancellation, Withdrawal and Refund Policy Technology and Equipment Standards for Students

KEYWORDS

Keywords	enrolment, application, enrolment interview, supporting documents, IT and resources
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POLICY OWNER

Owner	Campus Services Unit
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POLICY/PROCEDURE HISTORY

Policy History



Current version	Current version release date	Author	Description of changes
Student Enrolment Process VDIP&P20307 (Virtu Policy)v22	June 2017	Ron Newman	Original document
Student Enrolment Process v1.0(APC Design School/Virtu)	May 2020	Ron Newman/ Sara Gaudry	Update of letterhead and adoption of APC format.
Student Enrolment Process v1.1R(APC Design School)	July 2020	Sara Gaudry	Update as a result of the Virtu Institute audit May 2020. Review of academic suitability requirements.
Student Enrolment Policy and Procedure v1.2(APC/EU/APCDS)	September 2020	Sara Gaudry	Blending of the enrolment procedures for AEG into one policy.
Student Enrolment Policy and Procedure v1.3R (APC/EU/APCDS)	July 2021	Carolin Long Youngeun Song	Addition of Re-enrolment clause
Student Enrolment Policy and Procedure v1.4R (APC/EU/APCDS)	October 2021	Sara Gaudry Ron Newman	Addition of clause 3.2, reference to ACER test in clause 3.5 and change to make enrolment interview discretionary
Student Enrolment Policy and Procedure v1.5R (APC/EU/APCDS)	May 2022	Sara Gaudry	Additions made to clauses 2.13 and 6.2 to comply with section 86(1)(b) and 86(3) of the VSL Rules.
Student Enrolment Policy and Procedure v1.6R (APC/EU/APCDS)	February 2023	Sara Gaudry Pam Segal	Minor amendments to the definition of Compassionate and Compelling Circumstances (change from students unable to attend classes to unable to continue their studies - in times of hybrid learning the scope should go beyond attending



			classes), suspension in definition can occur after studies commenced, clause 2.1 and 2.6 refer to admission and not enrolment (changed wording), addition of reference to standard in clause 4.1.
Student Enrolment Policy and Procedure v1.7R (APC/EU/APCDS)	March 2025	Sara Gaudry	Review in light of the VSL revocation and removal of references to VSL. In particular deletion of clauses 2.14 and 3 and change of owner to Campus Services Unit.