147 Islington St, Collingwood, VIC 3066 |
P +613 94290348 |
www.pv.edu.au | info@pv.edu.au |

# Formalisation of Enrolment Policy & Procedure - Standards 2.1 and 2.2

## Scope

This policy applies to all prospective and enrolled students of Polytechnic Victoria pty ltd (Polytechnic Victoria), as well as staff involved in the enrolment process.

## Purpose

The purpose of this policy is to ensure that all student enrolments are conducted in a fair, transparent, and
consistent manner that fully complies with the NVR Revised Standards for RTOs 2025 and National Code Standard 3
for overseas students. This policy is designed to provide prospective and current students with accurate, timely, and
sufficient information to make informed decisions about their training, and to ensure that all enrolment processes
align with the RTO's Training and Assessment Strategy (TAS).

## Policy

This policy outlines Polytechnic Victoria 's process for formalising enrolments in compliance with:

- The *Education Services for Overseas Students (ESOS) Act 2000*,
- Standard 3 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018, which states:
  - 'Written agreements between registered providers and students set out the services to be provided, fees payable and information in relation to refunds of course money.'
- Standards 2.1 and 2.2 of the NVR Revised Standards for RTOs 2025, which require RTOs to:
  - Provide clear, accurate and current information about the organisation and the training product;
  - Assess students' existing skills and advise them on the suitability of the training product prior to enrolment.

This ensures that students make informed decisions and are enrolled through a transparent and compliant written
agreement.

## Responsibilities

- **CEO:** Ensures policy implementation, compliance, and review.
- **Admissions Manager /Student Support Officer:** Facilitate all stages of the process, maintain records, and provide information and support.
- **Trainers/Assessors:** Participate in suitability assessments and provide course-specific advice.
- **Operations Manager:** Monitors adherence to standards and updates policy as required.

The following procedures indicate the requirements of the enrolment agreement that is to be accepted prior to collecting course monies from students.

### Definitions

| | |
|---|---|
| **Enrolment Fee:** | The fee payable, set out in the Student Enrolment to make an Application to study the Course at Polytechnic Victoria. The Enrolment Fee is a non-refundable fee covering the cost of registration; The Enrolment Fee is subject to change. |
| **Course:** | A Full-time Registered course or program offered by the Institute and registered in accordance with the requirements of the ESOS Act. |
| **Course Fees:** | The money received by Polytechnic Victoria for providing the Course to the Student and includes:<br>• Tuition fees,<br>• Any amount received by Polytechnic Victoria that must be paid to a registered health benefits organization on behalf of the Student; and<br>• Any other amount the Student has paid, directly or indirectly, to the College in order to undertake the Course.<br>• A non-refundable fee covering the cost of registration, and<br>• A non-refundable airport reception and accommodation booking fee (where applicable).<br>• Fees are subject to change |
| **ESOS Act:** | The Education Services for Overseas Students Act 2000 of the Commonwealth of Australia, as amended from time to time. |
| **Full-time:** | The normal amount of study for a particular Course, which is approved by the accrediting authority for the Course. |
| **National Code:** | The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students, established pursuant to Part 4 of the ESOS Act, as amended from time to time. |
| **Principal Course:** | The main course or program of study to be undertaken by a Student where a Student visa has been issued for multiple courses of study. The principal |

| | |
|---|---|
| | course or program of study would normally be the final course or program of study where the overseas Student arrives in Australia with a student visa that covers multiple courses. |
| **Student:** | A Student who is enrolled at Polytechnic Victoria and includes both prospective Students and enrolled<br>Students who are 'overseas students' as defined in the National Code and hold student visas<br>as defined by the ESOS Act. |
| **Tuition Fees:** | The fees for enrolment in a Course determined by the Institute and advised in the 3.5 Letter<br>of Offer and Acceptance Agreement (Student Agreement), as being the tuition fees for the<br>Course. |
| **Course Money:** | Course Fees and application fees |

## Procedure

### Pre-Enrolment Information

Prior to enrolment, all prospective students are provided comprehensive information through multiple channels
to ensure they are fully informed and able to make sound decisions about their studies. This information is
provided via:

- RTO website
- Student Handbook
- Pre-departure Guide (for overseas students)
- Course brochures
- Direct communication (email, phone, face-to-face)
- Letter of Offer and Acceptance Agreement (in accordance with National Code Standard 3.5)

**Students are provided with the following key information:**

**Via the Pre-departure Guide and Student Handbook:**

- Campus locations and available facilities
- Course-related fees and information about potential changes to fees
- Summary of the ESOS framework and student visa obligations

- Information about living in Australia, accommodation options, and dependent schooling obligations

**Available on the Polytechnic Victoria website:**

- Refund policy and procedures
- Entry requirements, including English language proficiency
- Course content, duration, qualification outcomes, and modes of delivery
- Details of any third-party arrangements

**All information is also summarised and confirmed in the Letter of Offer and Acceptance Agreement,**
**ensuring compliance with National Code Standard 3.5.**

- Course code, title, and description
- Entry requirements (age, academic, LLN, digital literacy, work experience, physical requirements)
- Course duration, delivery modes, and locations
- Training and assessment methods (including simulated environments if applicable)
- Fees, payment terms, refund and cancellation policies
- RPL and Credit Transfer processes
- Support services available (LLN, disability, digital literacy, counselling, etc.)
- Student rights and obligations, including complaints and appeals
- Third-party arrangements (if applicable)
- USI requirements and privacy statement

**Initial Application and Pre-Enrolment Interview**

- All prospective students complete the 3.1 Application Form. including:
    - Personal details (including USI)
    - Emergency contact information
    - Declaration of understanding of policies and procedures
    - Consent to data collection and privacy statement

- A Pre-enrolment Interview and LLN assessment is conducted to identify the learning needs of the student. A structured Pre-Enrolment Interview is conducted (face to face or online) to:
    - Assess the student's readiness to undertake the chosen course by discussing their past education, work experience, and study goals.
    - Review the student's understanding of the course requirements.
    - Confirm whether the student meets any specific course entry requirements as stated in the relevant TAS.
    - Discuss individual learning preferences and support needs, particularly in relation to LLN and digital literacy.
    - Identify any barriers to participation, such as medical conditions, family responsibilities, or work commitments.

- Ensure the student understands course expectations and student responsibilities.

- Interview outcomes are documented in the Pre-Enrolment Interview and LLN assessment form, Students complete a Language, Literacy and Numeracy (LLN) assessment aligned with the ACSF levels required for the qualification.
- Polytechnic Victoria determines suitability and, if applicable, develops an Individual Learning Plan (ILP) which documents the, support strategies such as LLN support or referral to ELICOS providers are initiated.

**Entry and Suitability Requirements**

- Entry requirements, including academic qualifications, English language proficiency, digital literacy, and physical capabilities (where applicable), are outlined in the relevant Training and Assessment Strategy (TAS) for each qualification and made accessible to students via the Polytechnic Victoria website, Student Handbook, and during the pre-enrolment process.
- LLN requirements vary based on the qualification and are documented in the respective TAS. ACSF levels for each core skill (Learning, Reading, Writing, Oral Communication, Numeracy) are assessed during pre-enrolment using Polytechnic Victoria's LLN tool.
    - If a prospective student meets the LLN requirements as per the TAS, they may proceed to enrolment. If not, the following actions apply:
    - Ineligible: Student is not granted entry and is referred to an appropriate ELICOS program.
    - Marginal Gap: Student may be conditionally enrolled with a documented Individual Learning Plan (ILP) and targeted LLN support strategy.
- English language requirements are assessed during the enrolment process in accordance with both internal policy and Department of Home Affairs guidelines. Depending on the student's immigration risk level:
    - Students from Level 1 and 2 countries may meet English requirements through successful completion of Polytechnic Victoria's LLN assessment, achieving the ACSF level specified for the particular qualification as outlined in the relevant Training and Assessment Strategy (TAS).
    - Students from Level 3 countries must provide formal English language test results (e.g., IELTS 6.0 or equivalent) and also undertake Polytechnic Victoria's LLN assessment. These measures ensure that students possess the necessary English proficiency to successfully undertake their chosen qualification.
- Digital literacy is reviewed during the pre-training review. Students who do not meet the basic digital skills threshold are provided appropriate support or bridging instruction before course commencement.

**RPL and Credit Transfer**

Students are informed of the opportunity to apply for Recognition of Prior Learning (RPL) and Credit Transfer
(CT)during the pre-enrolment stage. Where applicable, students may submit verified academic transcripts or
evidence of relevant prior learning or work experience. If granted, RPL or CT may affect the course duration and
fees. This is discussed and documented prior to the issuance of the Letter of Offer.

## Letter of Offer and Acceptance Agreement

- A 3.5 Letter of Offer and Acceptance Agreement is issued to the student.
- This agreement includes:
    - Course code, title, start date, location, and delivery mode.
    - Conditions of enrolment and prerequisites.
    - Tuition and non-tuition fees, payment schedule, and refund conditions.
    - Disclosure clauses under the Privacy Act 1988.
    - Complaints and appeals processes.
    - Student obligations and declarations.
    - A plain English explanation of consumer rights under Australian Consumer Law.
- A 3.5 Letter of Offer and Acceptance Agreement is issued to the student after the 3.1 Application Form has been received and the student has been provided with all required information under Standard 3 of the National Code 2018. This includes:
    - Living in Australia (Such as, indicative cost of living, accommodation options, obligations for school-aged dependants)
    - Course requirements and expectations
    - Campus locations and available facilities
    - Fee structure and refund policy
    - Grounds for deferment, suspension, or cancellation
    - The ESOS framework overview
    - Access to and acknowledgement of the Student Handbook, which includes comprehensive information about student rights and responsibilities, academic and support services, policies on complaints and appeals, and student visa obligations
- This Agreement is issued prior to any payment being collected.
- The Agreement must be signed and returned by the student (either in hard copy or digitally via my.pv platform) as confirmation of their understanding and acceptance of all terms and conditions, including:
    - Course code, title, start date, location, and delivery mode
    - Prerequisites and enrolment conditions
    - Tuition and non-tuition fees, payment options and schedules

  - Refund terms, including in cases of student and provider default
  - Privacy disclosures and data handling
  - Complaints and appeals processes
  - Responsibilities for maintaining accurate contact information
  - Confirmation that the applicant has provided accurate information and agrees to abide by Polytechnic Victoria's policies and procedures
- The Agreement also provides:
  - Plain English statements outlining rights under Australian Consumer Law
  - Advice on the student's ability to pay more than 50% upfront (if permitted)
  - Obligations to maintain visa conditions (for international students)
- Once the Agreement is signed and initial fees are received, the Confirmation of Enrolment (eCOE) is issued.
- The signed agreement is stored in the Student Admin File alongside all enrolment records on my.pv portal.

**Orientation and Induction**

- All enrolled students participate in an orientation session (conducted either face-to-face or online) prior to course commencement.
- The orientation session covers the following:
  - Course overview and expectations
  - Assessment requirements and key deadlines
  - Student support services and key contacts
  - Health, safety, and wellbeing guidance
  - Rights, responsibilities, and the complaints and appeals process

In the event of an unexpected disruption or change, students will be notified as soon as practicable via multiple channels, including:

- Email to the student's registered address
- via Phone
- Announcements on the Learning Management System (LMS)
- SMS alerts (where appropriate)
- Notices posted on campus and/or the student portal

The communication will include:

- A clear description of the event or change
- The expected impact on students
- Any actions students need to take

- Contact details for further information or support

**Review**

The policy is reviewed annually, or as required, to ensure ongoing compliance with relevant standards and to
support continuous improvement in the quality of training and assessment provided by Polytechnic Victoria

**Forms/Record Keeping**

| Title | Location | Responsible Officer / Dept | Minimum Retention Period |
|---|---|---|---|
| **3.1 Application form** | Student File | Admin Manager, Operations Manager | 2 Years |
| **3.5 Letter of Offer and Acceptance Agreement** | Student File | Operations Manager | 2 Years |

## Supporting Documents

- Student Handbook
- Refund Policy and Procedure
- Pre-departure Guide
- Complaints and Appeals Policy
- Pre-Enrolment Interview and LLN Assessment Tool
- Individual Learning Plan Template