

INTERNATIONAL STUDENT ADMISSIONS AND ENROLMENT

☎ +61 0461414506

🌐 www.royalinternational.edu.au

✉ support@royalinternational.edu.au

📍 **Melbourne** (Head Office)

Suite 2, Level 6, 341, Queen Street,
Melbourne VIC 3000 Australia

📍 **NSW** (2nd Campus)

406/2-8, Brookhollow Ave,
Norwest, NSW - 2153

📍 **NSW** (4th Campus)

Suite 2, Level 3, 235 Church Street,
Parramatta NSW 2150



Table of Contents

1.17. International Student Admissions & Enrolment Policy and Procedure 3

Policy Content 3

Purpose 3

Objective 3

Scope 4

1.17.1 Procedure 4

1.17.2 Student Transfer Request Management 8

1.17.3 Written Agreements with Overseas Students 9

Continuous Improvement 10

Improvement Mechanisms: 11

Confidentiality and Privacy 11

Commitments: 11

Publication 11

Retention of Records 12

Retention Requirements: 12

Storage and Access: 12

1.17. International Student Admissions & Enrolment Policy and Procedure

Policy Content

Elements	Details
Registration Manager	Australian Skills Quality Authority (ASQA)
Conditions of Registration	VET Quality Framework (VQF)
Standards Referenced	Outcome Standards for NVR RTOs 2025 - Standard 2.2
Legislation / Other Requirements	

Purpose

This policy ensures that the RTO implements a transparent and compliant process for admitting and enrolling overseas students. It guarantees accurate, clear, and current information is made available to prospective international students and ensures that admission decisions are made fairly and responsibly, aligned with legislative and regulatory requirements.

Objective

To ensure that:

- International students are recruited responsibly and enrolled into courses appropriate to their qualifications, English language proficiency, and individual learning needs.
- The RTO provides accurate pre-enrolment information that meets the requirements of the SRTOs 2025 and the ESOS National Code.
- Written agreements and enrolment procedures are consistent, fair, and well-documented.
- Enrolment decisions and support systems are in place for underage students where applicable.
- Compliance with reporting obligations to PRISMS and relevant agencies is maintained.

Scope

This policy applies to:

- Prospective, current, and former international students.
- All RTO staff involved in marketing, admissions, enrolment, and student support.
- Education agents and third-party representatives authorised to recruit students.

1.17.1 Procedure

Step No.	Description	Responsibility
1	<p>Initial Enquiry and Information Provision Upon receiving an enquiry from a prospective international student, the RTO provides comprehensive, up-to-date and plain-English information through the following materials:</p> <ul style="list-style-type: none"> • RTO's current marketing brochure • International Student Application Form (includes Fees and Refund Policy) • General course information flyer • Referral to the RTO website for full course and policy access. <p>This ensures the student is informed of the training product, entry requirements, available support, and obligations prior to enrolment.</p>	RTO Manager, Admissions Officer, Education Agent (if applicable)
2	<p>Application Receipt and Pre-Interview Screening Upon receiving the completed application form, the RTO:</p>	RTO Manager, Admissions Officer

	<ul style="list-style-type: none"> • Confirms receipt and checks if the student is onshore or offshore • For onshore students schedules an interview and requests evidence of English proficiency (IELTS or equivalent) or arranges a placement test • For offshore students: requests supporting documentation, including English test results, and schedules an interview upon their arrival if applicable. <p>All communication is documented in the Student Management System.</p>	
3	<p>Language Proficiency Assessment If the applicant has not provided evidence of acceptable English proficiency (e.g. IELTS, TOEFL, PTE), the RTO arranges a placement test to determine the applicant's language skills relevant to the course entry requirements. Only students who meet the minimum English level will proceed to the next stage.</p>	RTO Manager, Admissions Officer, Student Support Officer
4	<p>Student Interview and Suitability Assessment The applicant is interviewed by a qualified staff member to evaluate:</p> <ul style="list-style-type: none"> • English language proficiency (verified or tested) • Previous academic/work experience 	RTO Manager, Student Support Officer, Admissions Officer

	<ul style="list-style-type: none"> • Suitability for the course, career goals, and learning needs • Whether there are compassionate or compelling circumstances <p>Applicants under 18 are not admitted unless compliant with welfare and guardianship obligations.</p>	
5	<p>Issuance of Letter of Offer or Rejection If the applicant is found suitable:</p> <ul style="list-style-type: none"> • A Letter of Offer is issued outlining the course, fees, payment conditions, refund policy, and written agreement • Student Acceptance Agreement is sent with enrolment conditions (If not suitable, the student is informed in writing of the decision with reasons, and records are maintained for compliance. This ensures fairness, transparency and proper documentation). 	RTO Manager, Admissions Officer
6	<p>Acceptance of Offer and Enrolment Finalisation To finalise the enrolment, the student must:</p> <ul style="list-style-type: none"> • Sign and return the Student Acceptance Agreement • Provide evidence of payment for the initial tuition fees and compulsory OSHC (Overseas Student Health Cover) • Supply any remaining documentation as requested (e.g. passport, visa) 	RTO Manager, Admissions Officer, Student Support Officer

	<p>The RTO verifies all documents and confirms acceptance.</p> <p>The written agreement clearly sets out the training to be provided, fees, student obligations, and refund conditions.</p>	
7	<p>Issuance of Electronic Confirmation of Enrolment (eCOE)</p> <p>Once the signed agreement and payment are received, the RTO generates and provides the eCOE through PRISMS to allow the student to apply for a visa.</p> <p>The eCOE includes course name, CRICOS code, start/end dates, location, and study mode.</p>	RTO Manager, Admissions Officer
8	<p>Underage Student Welfare and Support (if applicable)</p> <p>If a student is under 18, the RTO:</p> <ul style="list-style-type: none"> • Confirms the parent/guardian has signed the agreement • Ensures approved accommodation, support, and general welfare arrangements are in place before enrolment • Provides age-appropriate orientation and emergency contact information. Compliance is ensured with state/territory child protection legislation. 	RTO Manager, Student Support Officer

9	<p>Communication of Academic Expectations and Policies</p> <p>Prior to course commencement, the RTO informs the student of:</p> <ul style="list-style-type: none"> • Course progress and attendance requirements • Consequences of not meeting these requirements • The complaints and appeals policy • Information is provided in plain English and acknowledged by the student. 	<p>Student Support Officer, Trainers</p>
10	<p>Orientation and Enrolment Activation</p> <p>During orientation, students receive:</p> <ul style="list-style-type: none"> • Student Handbook • Timetable and contact information • Information on facilities, student ID, and support service. <p>Admin team ensures PRISMS records are updated within 14 days. Orientation also includes WHS information, complaints/appeals, and emergency contacts.</p>	<p>RTO Manager, Admissions Officer, Student Support Officer</p>

1.17.2 Student Transfer Request Management

The RTO has a documented and accessible policy to manage transfer requests from international students prior to completing six months of their principal course.

A. Transfer Eligibility Conditions:

The RTO will not knowingly enrol a student transferring from another provider prior to six months unless:

- a. The releasing provider or course is no longer registered.
- b. The provider has a sanction preventing course continuation.
- c. A release is granted and recorded in PRISMS.
- d. A government sponsor supports the change for the student's benefit.

B. Transfer Request Procedure:

Students submit a written request along with a valid offer letter from the new provider.

Requests will be granted if:

- a. Student cannot meet course progress despite support.
- b. Compassionate or compelling circumstances exist.
- c. The RTO fails to deliver the agreed course.
- d. Student expectations are not being met.
- e. The student was misled by the provider or an agent.
- f. An appeal recommends release.

C. Special Conditions for Underage Students:

Written consent must be obtained from a parent or guardian.

The receiving provider must accept welfare responsibilities where applicable.

D. Refusals and Appeals:

Refusals must be communicated in writing, with reasons and the right to appeal.

Refusals are not finalised in PRISMS until appeal processes are exhausted or declined.

E. Retention of Records:

All transfer requests, assessments, and decisions are documented and retained for 2 years after the student ceases to be enrolled.

1.17.3 Written Agreements with Overseas Students

The RTO must ensure a written agreement is in place before or at the time of accepting tuition or non-tuition fees.

A. The written agreement must include:

- **Course title(s), CRICOS code(s), delivery location(s), start date(s), study mode(s), placements or work-based training requirements.**
- **Entry prerequisites, including English proficiency and course conditions.**
- **Total tuition and non-tuition fees, refund policies, payment terms, and options.**
- **Acknowledgement of student rights and obligations, including:**
 - **Visa-related progress and attendance requirements.**
 - **Responsibility to keep a copy of the agreement and payment receipts.**
- **Details on complaints and appeals procedures.**
- **Disclosure practices in accordance with the Privacy Act 1988 (Cth).**
- **Statement clarifying the student's rights under Australian Consumer Law.**
- **Links may only be used to supplement the agreement not as the sole source of required information.**

B. Refund and Default Information:

- **Clearly state any refundable/non-refundable amounts.**
- **Outline the process and authorised persons for claiming refunds.**
- **Explain the Tuition Protection Service (TPS) and provider default handling.**

C. Student Contact Obligations:

Students must inform the RTO within 7 days of any changes to:

- **Residential address**
- **Email and mobile number**
- **Emergency contact information**

D. Record Retention:

The RTO retains:

- Signed written agreements
- Receipts of all student payments for at least 2 years after the student ceases to be accepted.

Continuous Improvement

The RTO is committed to the ongoing review and improvement of its international admissions and enrolment processes to ensure they remain compliant, fair, and student-centred.

Improvement Mechanisms:

- Admissions-related issues, trends, and non-compliances are reviewed during scheduled Management Review Meetings.
- Feedback from students, agents, staff, and audit findings is used to improve procedures.
- Regular internal audits assess the accuracy, consistency, and currency of student-facing materials and enrolment systems.
- Outcomes of reviews are recorded in the Continuous Improvement Register, and follow-up actions are tracked and implemented by Compliance or RTO Management.

Confidentiality and Privacy

The RTO recognises the importance of protecting the privacy of students, especially international students whose personal information is shared for immigration and enrolment purposes.

Commitments:

- All information collected from prospective and current overseas students is managed in accordance with the Privacy Act 1988 (Cth).
- Personal data is only disclosed where authorised or required by law (e.g. Department of Home Affairs, TPS, ASQA).
- Student records are stored securely in both digital and physical formats with access limited to authorised staff.
- Students are informed about privacy rights and consent is obtained for data handling during the application and written agreement process.

Publication

To ensure accessibility and transparency, this policy and all related procedures are:

- Published on the RTO's official website.
- Included in the International Student Handbook and orientation materials.
- Referenced during staff induction and compliance training.
- Communicated to agents and key stakeholders through formal channels.

All updates to this policy are version-controlled and communicated to relevant staff via internal communications and document management systems.

Retention of Records

The RTO maintains complete and secure records related to the admissions and enrolment of overseas students, as required by the Standards for RTOs 2025 and the ESOS Act.

Retention Requirements:

- Written agreements, including student-signed acceptance, must be retained for a minimum of 2 years after the student ceases to be an accepted student.
- Receipts of tuition and non-tuition fee payments must be stored for the same retention period.
- Records of transfer requests, decision outcomes, communications, and agent interactions are documented and securely archived.

Storage and Access:

- Digital records are stored in the student management system with restricted access permissions.
- Physical documents are archived in a secure, access-controlled area.
- Records are available for audit or regulatory review upon request.