



Institute of International Studies

RTO CODE 45883

POLICY & PROCEDURES · STUDENT LIFECYCLE

Enrolment & Completion

Policy and Associated Procedures

POLICY AREA	Student Enrolment, Admission, Course Completion and Records Management
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STANDARDS REFERENCE	Outcome Standards 1.4, 2.1, 2.2, 2.3 and 4.2; Compliance Standards for certification, records and prepaid fees
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RESPONSIBILITY	CEO, RTO Manager, Student Support Officer, Administrative Staff, Trainers and Assessors
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CLASSIFICATION	Internal Enrolment, Progression and Completion Policy
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01 Purpose

The purpose of this Student Enrolment and Completion Policy and Associated Procedures is to establish the Institute of International Studies (IOIS) framework for the **effective, fair, and transparent management of student enrolment and course completion**. It sets out IOIS's approach to the full student lifecycle, including admissions and enrolment, the Course Entry Interview, language, literacy, numeracy and digital (LLND) checks, Credit Transfer (CT), Recognition of Prior Learning (RPL), changes to training and assessment services, student records, and the issue of AQF certification.

This policy ensures that enrolment decisions are informed, consistent, and aligned with each learner's needs, capabilities, and goals. It supports the identification of individual learner requirements before enrolment and throughout the course, so that appropriate support, reasonable adjustments, and learning pathways can be put in place from the outset.

The policy also ensures that students receive clear and accurate pre-enrolment information, including course requirements, fees, support services, assessment arrangements, and completion outcomes, and that they are told promptly and transparently about any change that may affect their training and assessment.

This policy supports compliance with the **Standards for RTOs 2025**, in particular Outcome Standards **2.1 and 2.2** (information and informed enrolment), **2.3** (identifying and meeting learner support needs), **1.4** (assessment, including RPL), and **4.2** (accountable leadership), together with the related Compliance Standards for certification, records, and prepaid fee protection. It also aligns with the **AQF Qualifications Issuance Policy**, the **Student Identifiers Act 2014 (Cth)**, the **Privacy Act 1988 (Cth)**, and the **Australian Consumer Law**.

02 Scope

This policy applies to all prospective and enrolled students undertaking training and assessment with IOIS, regardless of the qualification, unit of competency, or stage of enrolment. IOIS delivers its courses **online to domestic students**.

The policy applies to all IOIS personnel involved in student recruitment, admissions, enrolment, training delivery, assessment, student administration, and certification, including the CEO, RTO Manager, trainers and assessors, student support officers, and administrative staff, all of whom must apply this policy consistently.

It also extends to any third parties and education agents engaged by IOIS in recruitment, enrolment, or related support activities. Such parties must work under a **written agreement**, within the scope of that agreement, and in compliance with this policy. IOIS notifies ASQA of third-party arrangements as required and retains full responsibility for the quality, integrity, and compliance of enrolment and completion processes, including services provided on its behalf.

03 Key Definitions

TERM	MEANING IN THIS POLICY
Credit Transfer (CT)	Formal recognition of units of competency or qualifications a student has already completed with any Registered Training Organisation (RTO). Credit is granted where the completed unit is the same as, or equivalent to, a unit in the student's enrolled course under the training package rules.
Recognition of Prior Learning (RPL)	An assessment process that evaluates a person's existing skills, knowledge, and experience, gained through formal, non-formal, or informal learning, against the requirements of a unit of competency.
LLND	The language, literacy, numeracy, and digital skills a learner needs to take part effectively in training and assessment and meet course requirements. LLND capability is checked before enrolment and monitored during the course.
Unique Student Identifier (USI)	A reference number issued under the Student Identifiers Act 2014 (Cth) that links a student's nationally recognised training records. All domestic students must have a verified USI before IOIS can issue AQF certification, unless an exemption applies.
OLSA	The Offer Letter and Student Agreement: the written agreement setting out the course, fees, payment terms, refund conditions, and the rights and obligations of the student and IOIS.
Study period	An IOIS-defined term or teaching block used to structure training delivery, monitor student progress and engagement, and manage invoicing.

04 Policy Statements

4.1 Enrolment

- IOIS is committed to enrolment processes that are fair, transparent, and aligned with learner needs and regulatory requirements. Clear and accurate pre-enrolment information is provided through approved channels, including Course Brochures, the Student Handbook, and the IOIS website, so that applicants can make informed decisions.
- All applicants must meet the **published course entry requirements** set out in the relevant Course Brochure and on the IOIS website. These may include educational prerequisites, LLND capability, English proficiency requirements specified in the training product, and any workplace prerequisites where applicable.

- On receipt of a completed **Application for Enrolment**, IOIS conducts a **Course Entry Interview**, held remotely. The interview confirms suitability for the course and identifies any academic or support needs. LLND and digital literacy checks form part of this process.
- Applicants who meet entry requirements and are assessed as suitable are issued an **Offer Letter and Student Agreement (OLSA)**. IOIS only accepts fees **at the same time as or after** the applicant accepts the OLSA, and does not require or accept more than **\$1,500** in prepaid fees for services not yet delivered, in line with the Fees and Refunds Policy and Associated Procedures.
- Every student must have a **verified USI** before AQF certification can be issued. IOIS collects and verifies each student's USI at enrolment, or helps the student create one with their permission.
- IOIS keeps accurate and secure student records in an **AVETMISS-compliant Student Management System (SMS)** and reports training activity data to NCVER as required.

4.2 Credit Transfer and Recognition of Prior Learning

- IOIS offers **Credit Transfer** and **Recognition of Prior Learning** to avoid unnecessary duplication of learning and to formally recognise existing competence. These processes are managed in detail under the **Credit Transfer and Recognition of Prior Learning Policy and Procedure**.
- Information on CT and RPL, including eligibility, application steps, timeframes, and effects on course duration and fees, is given during enrolment and in the Student Handbook. Students are encouraged to apply as early as possible.
- IOIS **recognises AQF qualifications and statements of attainment issued by any other RTO**. Credit is granted once the documents have been verified, for example through the student's USI transcript or with the issuing RTO. No fee is charged for Credit Transfer.
- RPL is assessed by qualified assessors using the approved **RPL Kit**, in line with the **principles of assessment and rules of evidence**.
- CT and RPL outcomes, including any reduction in course duration or tuition fees and changes to the training plan, are confirmed to the student in writing and kept on the student file.

4.3 Changes to Services

- IOIS communicates openly and promptly about changes that may affect training and assessment. Students are informed in writing **within three (3) working days** of any **material change** to the services set out in their OLSA.
- Material changes may include changes in ownership or management, third-party delivery arrangements, course scheduling, delivery arrangements, assessment arrangements, learning platforms or resources, or anything else that may affect a student's participation or progress. Notices explain the change, the reasons for it, and the options available to the student.
- If IOIS cannot start or continue delivering a course, it manages the situation under the Fees and Refunds Policy and Associated Procedures, so that students are not financially disadvantaged. This may include placing students with another provider or refunding fees for services not delivered.

4.4 Completion and Certification

- A **testamur and record of results** are issued when a student has been assessed as competent in all required units and the student's USI has been verified. Where a student completes only part of a course, a **Statement of Attainment** is issued for the units successfully completed.
- Certification is issued **within thirty (30) calendar days** of the student being assessed as meeting all requirements, provided all agreed fees have been paid.
- All certification complies with the **AQF Qualifications Issuance Policy**, including correct titles, unit codes, authorised signatories, issue dates, and correct use of the **Nationally Recognised Training (NRT) logo**. Anti-fraud and security features protect the integrity of every document.
- IOIS supports **third-party verification** of issued certification on request, subject to identity checks and privacy requirements. Lost, damaged, or incorrect documents can be **reissued**, with any fee published in the Fees & Charges Schedule.

KEY TIMEFRAMES AT A GLANCE

3 WORKING DAYS Acknowledge a completed application	4 WORKING DAYS Contact the applicant to book the interview	3 WORKING DAYS Notify students of a material change	30 CALENDAR DAYS Issue certification once eligible	30 YEARS Keep certification records
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05 Procedures

ADMISSION PROCESS

1 Apply Application form, ID and evidence	2 Interview Course Entry Interview and LLND check	3 Decide Suitability decision in writing	4 Offer OLSA issued by email	5 Accept and pay Signed OLSA, then invoice	6 Enrol Confirmation, orientation and Moodle access
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5.1 Process Enrolment

- At the start of the enrolment process, IOIS gives applicants the **Application for Enrolment** form and a document checklist. Evidence may include proof of identity, the applicant's USI, prior qualifications or transcripts for CT or RPL, and English proficiency evidence where the training product requires it.
- The Application for Enrolment includes the **NCVER VET Privacy Notice** and **Student Declaration**, and collects the AVETMISS data IOIS is required to report.
- IOIS checks each application for **completeness and accuracy**. Where information or documents are missing or unclear, IOIS contacts the applicant promptly to request them.

- IOIS acknowledges receipt of a completed application by email **within three (3) working days**, confirming that it is under review and outlining the next steps.
- A **provisional student record** is created in the SMS and flagged as “Application – Pending Interview” to distinguish it from confirmed enrolments.
- IOIS **verifies the applicant’s USI** through the USI Registry System. Where an applicant does not have a USI, IOIS may create one on their behalf with their written permission, or direct them to create one at usi.gov.au. Students with an exemption are managed in line with the Student Identifiers Act 2014.
- All personal information is handled in accordance with the **Privacy Policy and Associated Procedures** and the **Privacy Act 1988 (Cth)**.

5.2 Conduct the Course Entry Interview

- IOIS conducts a structured **Course Entry Interview** to confirm suitability, identify learning and support needs, and support an informed enrolment decision.
- Once a complete application is received, IOIS contacts the applicant **within four (4) working days** to schedule the interview, which is held by phone or video conference, such as Microsoft Teams.
- The interview uses the approved **Course Entry Interview Form** to record the applicant’s motivation, prior learning and work experience, access to the technology and internet connection needed for online study, LLND capability, and any workplace prerequisites for the course.
- IOIS administers **LLND and digital literacy checks** aligned to the course benchmarks, to decide whether the applicant has the foundation skills needed or whether additional support or reasonable adjustments are required.
- Where the training product specifies English language requirements, IOIS reviews the applicant’s evidence, such as prior study in English, recognised test results, or completed AQF-level study. Generic test thresholds are not applied unless the training product or a licensing context requires them, and all equivalency decisions are documented.
- IOIS records a **suitability decision**, including any support needs and whether a Student Support Plan is required. The applicant is **notified in writing**, with reasons if the application is declined and information on how to seek a review under the Appeals Policy and Associated Procedures.

5.3 Issue the Offer Letter and Student Agreement (OLSA)

- IOIS prepares the **OLSA**, making sure it accurately reflects the approved training and assessment arrangements. It includes the course code and title, online delivery arrangements, duration and schedule, tuition and non-tuition fees, payment terms, refund conditions, CT and RPL options, student rights and responsibilities, IOIS obligations, and complaints and appeals information.
- The OLSA is **emailed to the applicant** with instructions to review the terms and return a signed copy to accept. Applicants are encouraged to ask questions before accepting.
- Once the **signed OLSA is returned**, IOIS issues an invoice in line with the Fees and Refunds Policy and Associated Procedures. Fees are not requested or accepted before the OLSA is accepted, and prepaid fees never exceed **\$1,500** for services not yet delivered.

- On receipt of the **initial payment**, IOIS confirms the enrolment with a **Confirmation of Enrolment Letter** setting out key course details, commencement information, and next steps. The SMS is updated and the student is given access to orientation and Moodle.

5.4 Process Credit Transfer

- Interest in **Credit Transfer** is identified through the application or the Course Entry Interview. Students are told what evidence is needed and encouraged to submit it early.
- Students provide a **certified copy of their AQF certification** or an **authenticated VET transcript**, such as their USI transcript. IOIS does not grant CT without verified evidence.
- IOIS verifies the **authenticity of the documents with the issuing RTO** or through the USI transcript, and confirms that the units are **the same or equivalent** under the current training package, reviewing mapping information where units have been superseded.
- The CT outcome is **recorded in the SMS**. Where CT is granted, the training plan is updated and any reduction in duration or tuition fees is applied under the Fees and Refunds Policy and Associated Procedures.
- The student is **notified in writing** whether CT is granted, partly granted, or not granted, including the effect on their timetable, training plan, duration, and fees, and how to appeal a decision they disagree with.
- Where CT is granted **before commencement**, the changes are reflected in an updated OLSA. Where it is granted **after commencement**, IOIS issues a variation letter and keeps it on the student file.

5.5 Process Recognition of Prior Learning

- Interest in **RPL** is identified through the application or the Course Entry Interview. Students are told about the process, evidence requirements, timeframes, and any effect on duration and fees.
- Students who proceed receive the approved **RPL Kit**, including the **candidate guide** and the **assessor pack**, and are given enough time and guidance to compile their evidence.
- RPL is assessed by qualified assessors against the unit requirements, ensuring evidence is **valid, sufficient, authentic, and current**. Assessors may use **challenge tasks, interviews, demonstrations, or gap assessments** to address gaps.
- RPL outcomes and judgements are fully documented, including unit mapping and assessment records, and entered in the SMS.
- Students are **notified in writing** of the outcome and any change to duration or tuition fees. Where RPL changes the training plan, IOIS updates the OLSA or issues a revised training plan.

5.6 Finalise Enrolment

- Enrolment is finalised only when all enrolment steps are complete and the student has accepted the OLSA.
- An individual electronic **student file** is kept in the SMS and secure document storage, holding the application, entry evidence, interview records, CT and RPL documents, signed OLSA, invoices, receipts, and correspondence.

- IOIS provides an **Orientation Pack** before or at commencement, including the Student Handbook, Moodle access instructions, the course timetable, trainer and support contacts, complaints and appeals information, and the technology requirements for online study.
- **Invoices and payments** are monitored against the payment schedule in the OLSA. Where payments are overdue, the overdue accounts process in the Fees and Refunds Policy and Associated Procedures applies.
- Where **changes to services** occur after enrolment, IOIS issues a written change notice **within three (3) working days** and varies the OLSA or training plan as needed.

5.7 Manage Student Files

- Student files are **updated throughout the course** with participation and engagement records, assessment outcomes, feedback, interventions, CT and RPL decisions, enrolment variations (deferral, suspension, withdrawal, or cancellation), and significant correspondence.
- Where a student needs additional support with LLND, academic progress, or wellbeing, IOIS records the arrangements in an **Intervention or Student Support Plan** setting out needs, agreed actions, responsibilities, and review dates. Plans are reviewed regularly.
- Students must tell IOIS of any change to their personal or contact details **within seven (7) days**, and IOIS reminds them of this at least **every six (6) months**. Updates are recorded promptly in the SMS.

RECORD	MINIMUM RETENTION
Enrolment records	Applications, OLSAs, identity and USI verification, entry evidence, and interview outcomes: at least two (2) years after completion or withdrawal.
Assessment evidence	Completed assessment items and RPL evidence: at least two (2) years after the assessment decision, or longer if an appeal or review is ongoing.
Financial records	Invoices, receipts, and refund records: at least five (5) years , in line with taxation requirements.
Certification records	Records of qualifications and statements of attainment issued: thirty (30) years .

5.8 Finalise Certification

- Trainers and assessors **enter final results in the SMS promptly** once marking and any required quality checks are complete.
- Before issuing certification, IOIS conducts an **eligibility check** to confirm that the student has completed all required units, has a **verified USI**, and has paid all agreed tuition and non-tuition fees.
- IOIS **prepares the certification documents**, namely the testamur and record of results or a Statement of Attainment, in line with the **AQF Qualifications Issuance Policy**, with anti-fraud and security controls and the **NRT logo** used in line with its conditions of use.

- All documents are **authorised by an approved signatory**, confirming the accuracy of student details and completion outcomes.
- Certification is **issued within thirty (30) calendar days** of the student meeting all requirements, as a secure electronic PDF by email and/or a hard copy by courier, as the student requests.
- Certification records are **kept for thirty (30) years**, and reissue requests are logged, verified, and processed with any fee published in the Fees & Charges Schedule.

06 Responsibilities

ROLE	RESPONSIBILITIES
CEO	Holds overall governance responsibility for this policy. Approves the policy and material amendments, ensures adequate resources and systems for compliant enrolment and completion, and ensures prepaid fee protection and other financial safeguards are maintained.
RTO Manager	Responsible for day-to-day implementation. Approves admissions and enrolment variations, oversees the quality and consistency of CT and RPL decisions, approves changes to services, ensures monitoring and intervention processes work, authorises certification, ensures AQF and NRT compliance, and drives improvement using enrolment, progress, and completion data.
Administration and Student Support Officer	Manages enrolment administration and student records: processes applications, verifies USIs, issues and manages OLSAs, coordinates invoicing and payment tracking, maintains the SMS and student files, and supports communication with students.
Trainers and Assessors	Support enrolment and completion within their delegation: conduct Course Entry Interviews where delegated, administer LLND and digital literacy checks, assess RPL applications, and record results accurately and promptly in the SMS.
Marketing staff and education agents	Give prospective students accurate, current, and approved information about IOIS courses and services, in line with the Marketing Policy and Procedures and the Education Agent Policy and Agreement, so that information supports informed enrolment and does not mislead.



07 Related Documents

- Fees and Refunds Policy and Associated Procedures
- Credit Transfer and Recognition of Prior Learning Policy and Procedure
- Complaints Policy and Associated Procedures
- Appeals Policy and Associated Procedures
- Access & Equity Policy and Associated Procedures
- Privacy Policy and Associated Procedures
- Student Code of Conduct Policy and Associated Procedures
- Deferral, Suspension, Withdrawal and Cancellation Policy
- Course Progress and Attendance Policy
- Marketing Policy and Procedures
- Education Agent Policy and Agreement
- RPL Kit
- Course Entry Interview Form
- Student Handbook
- SMS Data and Records Management Procedure



Document Version Control

DOCUMENT TITLE	IOIS Student Enrolment and Completion Policy and Associated Procedures
REVIEWED BY	Compliance Manager
APPROVED BY	Chief Executive Officer
NEXT REVIEW DUE	October 2027

VERSION	CHANGELOG	DATE
1.0	New document	July 2025
1.1	Visual process diagram added to the enrolment workflow for improved clarity and user understanding. No structural or policy content changes were made. Aligned with Outcome Standard 2 – Learner Support and Wellbeing under the Standards for RTOs 2025.	October 2025
1.2	Revised: USI requirements corrected for domestic students (USI verified at enrolment and before certification); VET Privacy Notice, NCVER reporting and \$1,500 prepaid fee limit added; Credit Transfer of other RTOs' AQF certification made mandatory and fee-free; written outcomes now include appeal rights; admission process diagram and key timeframes rebuilt; retention periods set out by record type; outdated Compliance Standard 19 reference removed; Academic Manager replaced by RTO Manager; online-only and domestic scope stated; related document names updated	October 2026