Student Enrolment and Completion Policy and Associated Procedures

1. Purpose

This policy establishes IOIS's approach to student enrolment and course completion, including: admissions, course entry interviewing, LLND/digital literacy checks, credit transfer (CT), recognition of prior learning (RPL), notification of changes to services, student recordkeeping, and the issuance of AQF certification. It ensures compliance with the Standards for RTOs 2025 (notably Outcomes 1 & 2—assessment/learner needs; Outcome 2.2—pre-enrolment information), AQF certification requirements, and Australian Consumer Law (ACL).

2. Scope

Applies to all prospective and enrolled students (offshore), IOIS staff, and any approved third parties/education agents involved in recruitment, enrolment, or delivery on IOIS's behalf.

3. Key Definitions

- **CT (Credit Transfer):** Recognition of previously completed equivalent units from another RTO.

- **RPL:** Assessment of existing skills/knowledge (formal, non-formal, informal) against unit requirements.

- **LLND:** Language, literacy, numeracy and digital skills relevant to the course.

- **Study period:** IOIS term/teaching block used for monitoring and invoicing.

4. Policy Statements

4.1 Enrolment

- Pre-enrolment information is provided via Course Brochures, the IOIS Student Handbook, and the IOIS website.

- Applicants must meet published entry requirements (course brochure/website), including LLND & digital literacy prerequisites and any work-based training prerequisites (if applicable).

- On receipt of an Application for Enrolment, IOIS conducts a Course Entry Interview (remote acceptable) to confirm suitability and support needs. LLND/digital checks are undertaken; English proficiency evidence is reviewed where required by the training product.

- Successful applicants receive an Offer Letter & Student Agreement (OLSA). Fees are only accepted concurrently with or after acceptance of the OLSA, per the IOIS Fees & Refunds Policy.

- IOIS maintains student records in an AVETMISS-compliant Student Management System (SMS).

- Record retention: Enrolment documents (application, OLSA, identity, entry evidence, interview outcomes, fee receipts) are retained minimum 2 years after completion/withdrawal (or longer if required by law).

4.2 Credit Transfer (CT) & Recognition of Prior Learning (RPL)

- IOIS offers CT and RPL to avoid duplication of learning and recognise prior competence.

- Information and application processes are provided during enrolment and in the Student Handbook.

- Decisions are fair, consistent, and evidence-based, maintaining training product integrity.

- CT requires verified AQF certification or an authenticated VET transcript; IOIS authenticates prior to awarding CT (unless prohibited by licensing/regulatory constraints).

- RPL follows the IOIS RPL Kit (candidate & assessor versions), applying the principles of assessment and rules of evidence.

- Outcomes (granted/not granted), any reduction in duration/fees, and adjusted training plans are confirmed in writing.

4.3 Changes to Services

- IOIS informs students within 3 working days of any material change to services stated in the Student Agreement (e.g., changes to ownership, third-party delivery, scheduling, learning resources).

- If IOIS cannot offer a course prior to or after commencement, refunds are processed under the IOIS Fees & Refunds Policy.

4.4 Completion & Certification

- AQF certification (qualification and record of results) is issued when all unit requirements are met and all agreed fees are paid. Students who partially complete receive a Statement of Attainment.

- Certification is issued within 30 calendar days of the student being assessed as meeting the requirements (and fees settled).

- Certification complies with AQF certification documentation requirements and NRT logo usage, and includes anti-fraud measures.

- Retention: Certification issuance records are securely retained for 30 years.

- Third-party verification of IOIS certification is supported by IOIS upon request.

- Certification reissue is available; fees are published in the Fees & Charges Schedule.

5. Procedures

5.1 Process Enrolment

1. Provide forms: Send Application for Enrolment and document checklist (ID, prior quals, English evidence where applicable).

2. Check completeness: On receipt, verify all sections and evidence are included; request any missing items.

3. Acknowledge receipt: Email acknowledgement within 3 working days.

4. Create provisional record: Enter applicant data into the SMS (flag as "Application—Pending Interview").

5. USI handling: Note USI not required for offshore. Do not collect USI unless specifically requested by the learner for their own purposes.

6. Data privacy: Ensure handling complies with IOIS Privacy Policy and Privacy Act 1988 (Cth).

5.2 Conduct Course Entry Interview

1. Schedule: Contact applicant to book an interview within 4 working days of receiving a complete application (phone/Zoom acceptable).

2. Interview tool: Use the Course Entry Interview Form to capture: motivation, prior learning/work, technology access, LLND/digital needs, placement prerequisites (if relevant).

3. LLND/Digital: Administer IOIS LLND/digital literacy checks against course benchmarks.

4. English evidence (if required by product): Accept listed evidence (e.g., prior study in English, recognised test results, or successful completion of certain AQF study). Avoid setting generic IELTS thresholds unless the training product or industry context requires it; document equivalencies if tests are used.

5. Outcome: Record suitability decision and support plan (if required).

6. Notify: Confirm outcome in writing (offer/decline with reasons). For accepted students, proceed to OLSA.

5.3 Issue Offer Letter & Student Agreement (OLSA)

1. Prepare OLSA: Include course code/title, mode, duration, schedule, fees & charges, refund terms, CT/RPL options, student responsibilities, IOIS responsibilities, and complaints & appeals.

2. Send OLSA: Email to the applicant with instructions to review and sign.

3. Fee request: After signed OLSA is returned, issue invoice per the Fees & Refunds Policy.

4. Confirm enrolment: On receipt of initial payment, send Confirmation of Enrolment Letter (IOIS letter—non-CRICOS).

5.4 Process Credit Transfer

1. Identify interest: From the application/interview, confirm if CT is sought.

2. Evidence: Obtain certified AQF documentation or authenticated VET transcript.

3. Authenticate: Verify issuing RTO and equivalence of units (mapping if updated codes).

4. Decision: Record in the SMS; if granted, update training plan, duration and fees (per Fees & Refunds Policy).

5. Notify: Advise student in writing (granted/partially granted/not granted) and implications for timetable and fees.

6. Update OLSA (if CT granted pre-start) or issue variation letter (if post-start).

5.5 Process RPL

1. Identify interest: Confirm during application/interview.

2. Provide RPL Kit: Candidate guide (evidence requirements) and assessor pack.

3. Assess: Conduct RPL assessment against unit requirements using valid, sufficient, authentic, current evidence; arrange challenge tasks or gap assessment as needed.

4. Record: Enter outcomes in SMS; document mapping and assessor judgements.

5. Notify: Advise student in writing, including any duration/fee adjustment.

6. **Update OLSA/plan** accordingly.

5.6 Finalise Enrolment

1. Create student file: Electronic file within SMS plus secure document store (forms, evidence, OLSA, receipts).

2. Orientation pack: Provide handbook, LMS access instructions, timetable, trainer contacts, support contacts, complaints & appeals, and technology requirements.

3. Invoice management: Track payments to the agreed schedule; apply the Non-Payment Process if needed.

4. Change management: If services change after enrolment, issue change notice within 3 working days and update agreements where needed.

5.7 Manage Student Files (Ongoing)

1. Maintain records: Update file for progress, participation, interventions, CT/RPL decisions, variations (deferral/suspension/withdrawal), and communications.

2. Support plans: Where support is required (LLND, digital, wellbeing), document an Intervention/Support Plan and review regularly.

3. Contact details: Remind students every 6 months to advise any changes (students must also notify IOIS within 7 days of any change).

4. Data retention: Keep enrolment/assessment records ≥ 2 years post-completion/withdrawal; certification records 30 years.

5.8 Finalise Certification

1. Result entry: Ensure trainer/assessor results are promptly entered in SMS upon marking.

2. Eligibility check: Confirm all units completed and all fees paid.

3. Prepare documents: Populate testamur/record of results or Statement of Attainment with anti-fraud controls and NRT logo per policy.

4. Authorisation: Obtain authorised signatory approval.

5. Issue: Provide certification within 30 calendar days of completion (email secure PDF and/or courier hard copy as requested).

6. Retention: Store issuance records 30 years; log any re-issues and apply published fees.

6. Responsibilities

- CEO: Overall governance; approves policy; ensures adequate resources and financial safeguards.

- Academic Manager (RTO Manager): Implements policy; approves admissions/variations; oversees CT/RPL quality; signs certification; ensures monitoring and continuous improvement.

- Administration & Student Support Officer: Manages applications, OLSAs, invoicing, SMS records, file maintenance, student communications.

- Trainers/Assessors: Conduct interviews as delegated; perform LLND/digital checks; assess RPL; record outcomes; provide timely feedback/results.

- Marketing/Agents: Provide accurate, current information; comply with IOIS Marketing and Education Agent Policies.

7. Related Documents

- IOIS Fees & Refunds Policy

- IOIS Marketing Policy & Procedures

- IOIS Education Agent Policy & Agreement

- IOIS Complaints & Appeals Policy

- IOIS Deferral, Suspension, Withdrawal & Cancellation Policy

- IOIS Course Progress & Attendance Policy

- IOIS RPL Kit

- IOIS Course Entry Interview Form

- IOIS Student Handbook

- IOIS SMS Data & Records Management Procedure

Document Version Control

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