

## Student Enrolment and Completion Policy and Associated Procedures

Policy Area:	Student Enrolment, Admission Processes, Course Completion, Records Management
Standards Reference:	Outcome Standard 1.2, 2.1, 4.2 & Compliance Standard 19
Responsibility:	CEO, RTO Manager, Student Support Officer, Administrative Staff, Trainers and Assessors
Classification:	Internal Enrolment, Progression, and Completion Policy

### 1. 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 processes. This policy sets out IOIS's approach to the full student lifecycle, including admissions and enrolment, course entry interviewing, language, literacy, numeracy and digital (LLND) capability checks, Credit Transfer (CT), Recognition of Prior Learning (RPL), management of changes to training and assessment services, student recordkeeping, and the issuance of AQF certification and statements of attainment.

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 prior to enrolment and throughout the course, enabling appropriate support, reasonable adjustments, and learning pathways to be established from the outset.

The policy also ensures that students are provided with clear and accurate pre-enrolment information, including course requirements, fees, support services, assessment arrangements, and completion outcomes. Where changes occur that may affect the delivery of training and assessment services, IOIS ensures that students are notified in a timely and transparent manner.

This policy supports compliance with the **Standards for RTOs 2025**, particularly **Outcome 1** (assessment practices aligned to learner needs), **Outcome 2** (learner protection and informed enrolment), and **Outcome 2.2** (pre-enrolment information). It also aligns with **Australian Qualifications Framework (AQF)** certification requirements and the **Australian Consumer Law (ACL)**, ensuring that enrolment and completion processes are lawful, accurate, and not misleading.

### 2. Scope

This Student Enrolment and Completion Policy and Associated Procedures apply to all **prospective and enrolled students undertaking domestic and offshore delivery** with the Institute of International Studies (IOIS), regardless of the qualification, unit of competency, delivery mode, or stage of enrolment.

The policy applies to all IOIS personnel involved in student recruitment, admissions, enrolment, training delivery, assessment, student administration, and certification processes. This includes the CEO, Academic (RTO) Manager, Trainers and Assessors, Student Support Officers, and administrative staff, all of whom are required to apply this policy consistently and in accordance with documented procedures.

This policy also extends to all approved third parties and education agents engaged by IOIS in recruitment, enrolment, or delivery activities. Such parties must operate strictly within the scope of their approved arrangements and in compliance with this policy. IOIS retains full responsibility for the quality, integrity, and compliance of enrolment and completion processes for both domestic and offshore students, including where services are delivered on IOIS's behalf.

### 3. Key Definitions

**Credit Transfer (CT):** Credit Transfer refers to the formal recognition of units of competency or qualifications previously completed by a student with another Registered Training Organisation (RTO). Credit is granted where equivalence can be established between the previously completed unit and the unit included in the student's enrolled course, in accordance with training package or accredited course requirements.

**Recognition of Prior Learning (RPL):** Recognition of Prior Learning is an assessment process that evaluates an individual's existing skills, knowledge, and experience—acquired through formal, non-formal, or informal learning—against the requirements of a unit of competency. RPL involves the collection and assessment of evidence to determine whether the learner meets the unit's competency standards.

**LLND (Language, Literacy, Numeracy and Digital skills):** LLND refers to the language, literacy, numeracy, and digital skills required for a learner to effectively participate in training and assessment and to meet the requirements of the course. LLND capability is assessed prior to enrolment and monitored throughout the course to identify any support or reasonable adjustment needs.

**Study Period:** A study period refers to an IOIS-defined term or teaching block used for the purposes of structuring training delivery, monitoring student progress and engagement, and managing invoicing and administrative processes.

## 4. Policy Statements

### 4.1 Enrolment

- IOIS is committed to ensuring that enrolment processes are fair, transparent, and aligned with learner needs and regulatory requirements. Clear and accurate pre-enrolment information is provided to prospective students through approved channels, including Course Brochures, the IOIS Student Handbook, and the IOIS website. This information enables applicants to make informed decisions about their enrolment.
- All applicants must meet the **published course entry requirements** as outlined in the relevant Course Brochure and on the IOIS website. Entry requirements may include educational prerequisites, language, literacy, numeracy and digital (LLND) capability, English proficiency requirements specified in the training product, and any work-based training prerequisites where applicable.
- Upon receipt of a completed **Application for Enrolment**, IOIS conducts a **Course Entry Interview**, which may be undertaken remotely. The interview confirms the applicant's suitability for the course and identifies any academic or support needs. LLND and digital literacy checks are undertaken as part of this process, and evidence of English language proficiency is reviewed where required by the training product or delivery model.
- Applicants who meet entry requirements and are assessed as suitable are issued with an **Offer Letter and Student Agreement (OLSA)**. The OLSA outlines course details, fees, payment schedules, refund conditions, and student rights and responsibilities. IOIS only accepts fees **concurrently with or after** the applicant has accepted the OLSA, in accordance with the IOIS Fees & Refunds Policy and learner protection requirements.
- IOIS maintains accurate and secure student records in an **AVETMISS-compliant Student Management System (SMS)**. Records relating to enrolment—including applications, OLSAs, identity verification, entry requirement evidence, course entry interview outcomes, and fee receipts—are retained for a minimum period of **two (2) years** after the student's completion or withdrawal, or longer where required by legislation or regulatory standards.

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

- IOIS provides opportunities for **Credit Transfer (CT)** and **Recognition of Prior Learning (RPL)** to avoid unnecessary duplication of learning and to formally recognise a learner's existing competence, skills, and knowledge. These processes support flexible learning pathways while maintaining the integrity of training and assessment outcomes.

- Information about CT and RPL, including eligibility criteria, application processes, timeframes, and potential impacts on course duration and fees, is provided to students during the enrolment process and documented in the **Student Handbook**. Students are encouraged to apply for CT or RPL as early as possible to ensure timely assessment and accurate enrolment planning.
- All CT and RPL decisions are made in a **fair, consistent, and evidence-based manner**, ensuring alignment with the relevant training product requirements. Decisions are applied consistently across cohorts and do not compromise the integrity, validity, or quality of training and assessment.
- For **Credit Transfer**, students must provide verified AQF certification or an authenticated VET transcript demonstrating successful completion of equivalent units. IOIS verifies the authenticity and currency of the documentation prior to awarding CT, unless restricted by licensing or regulatory requirements.
- For **Recognition of Prior Learning**, IOIS applies the approved RPL Kit (candidate and assessor versions). RPL assessments are conducted by qualified assessors and adhere to the **principles of assessment** and **rules of evidence**, ensuring that sufficient, valid, authentic, and current evidence is collected and assessed.
- CT and RPL outcomes, including whether credit is granted or not granted, any resulting reduction in course duration or tuition fees, and adjustments to the student's training plan, are formally confirmed to the student in writing. All decisions and supporting documentation are retained on the student file to support transparency, audit requirements, and compliance.

#### 4.3 Changes to Services

- IOIS is committed to transparency and timely communication where changes occur that may affect the delivery of training and assessment services. Students are informed **within three (3) working days** of any **material change** to services as outlined in the Offer Letter and Student Agreement.
- Material changes may include, but are not limited to, changes in ownership or management, third-party delivery arrangements, course scheduling, delivery mode, assessment arrangements, facilities, learning resources, or any other changes that may impact a student's participation or progression. Notifications are provided in writing and clearly outline the nature of the change, the reasons for the change, and any options available to the student.
- Where IOIS is unable to offer a course prior to commencement or after commencement, IOIS manages the situation in accordance with the **IOIS Fees & Refunds Policy**. Applicable refunds are processed promptly and fairly, ensuring that students are not financially disadvantaged. All communications and actions relating to changes in services are documented and retained on the student file to support accountability and compliance.

#### 4.4 Completion & Certification

- IOIS issues AQF certification in a timely, accurate, and compliant manner to formally recognise student achievement upon successful completion of training and assessment requirements. A **qualification and record of results** are issued when a student has been assessed as competent in all required units of competency and has met all agreed financial obligations. Where a student partially completes a course, a **Statement of Attainment** is issued for the units successfully completed.
- Certification documentation is issued **within thirty (30) calendar days** of the student being formally assessed as meeting the completion requirements and confirmation that all outstanding fees have been settled. IOIS ensures that delays do not occur once completion conditions are met.
- All certification issued by IOIS complies with **Australian Qualifications Framework (AQF) certification documentation requirements**, including correct qualification titles, unit codes and titles, authorised signatories, issue dates, and appropriate use of the **Nationally Recognised Training (NRT) logo**. IOIS applies anti-fraud and security measures to certification documents to protect the integrity of issued credentials.

- Records relating to the issuance of qualifications, statements of attainment, and records of results are **securely retained for a minimum of thirty (30) years**, in accordance with regulatory requirements. These records support verification, reissue, and audit processes.
- IOIS supports **third-party verification** of issued certification upon request, subject to identity verification and privacy requirements. Where certification documents are lost, damaged, or require correction, **reissue services** are available. Any applicable fees for reissuing certification are published in the IOIS Fees & Charges Schedule and communicated to students prior to processing.

## 5. Procedures

### 5.1 Process Enrolment

IOIS follows a structured and documented enrolment process to ensure accuracy, transparency, and compliance with regulatory and privacy requirements.

- At the commencement of the enrolment process, IOIS provides applicants with the required **Application for Enrolment** form along with a clear document checklist. The checklist outlines the evidence to be submitted, which may include proof of identity, prior qualifications or transcripts for Credit Transfer or RPL consideration, and evidence of English language proficiency where required by the training product.
- Upon receipt of an application, IOIS checks the submission for **completeness and accuracy**, ensuring that all mandatory sections are completed and that required supporting evidence is provided. Where information or documentation is missing or unclear, IOIS promptly contacts the applicant to request the outstanding items before proceeding.
- IOIS acknowledges receipt of the completed application **within three (3) working days** via email, confirming that the application is under review and outlining the next steps in the enrolment process.
- A **provisional student record** is created in the Student Management System (SMS) once the application is received and acknowledged. The record is clearly flagged as *"Application – Pending Interview"* to distinguish it from confirmed enrolments and to ensure accurate reporting and recordkeeping.
- In relation to **Unique Student Identifier (USI)** requirements, IOIS notes that a USI is not required for offshore students. IOIS does not collect or request a USI unless a learner specifically requests assistance in providing one for their own purposes.
- All personal and enrolment-related information is handled in accordance with the **IOIS Privacy Policy** and the **Privacy Act 1988 (Cth)**. IOIS ensures that applicant data is collected, stored, and used securely and only for authorised purposes throughout the enrolment process.

### 5.2 Conduct Course Entry Interview

- IOIS conducts a structured **Course Entry Interview** to confirm applicant suitability, identify individual learning and support needs, and ensure informed enrolment decisions.
- Once a complete application is received, IOIS contacts the applicant to **schedule the Course Entry Interview within four (4) working days**. Interviews may be conducted by phone, video conference (e.g. Zoom or Microsoft Teams), or other approved remote methods, ensuring accessibility for both domestic and offshore applicants.
- The interview is conducted using the approved **Course Entry Interview Form**. This tool is used to systematically capture information about the applicant's motivation to undertake the course, prior learning and work experience, access to required technology and learning resources, language, literacy, numeracy and digital (LLND) capability, and any placement or work-based training prerequisites where relevant to the course.

- As part of the interview, IOIS administers **LLND and digital literacy checks** aligned to the benchmark requirements of the course. These checks assist in determining whether the applicant has the foundational skills required to engage with training and assessment or whether additional academic support or reasonable adjustments may be needed.
- Where the training product specifies English language requirements, IOIS reviews **English proficiency evidence** submitted by the applicant. Acceptable evidence may include prior study completed in English, recognised English language test results, or successful completion of relevant AQF-level study. IOIS avoids applying generic English test thresholds unless explicitly required by the training product or relevant industry or licensing context. Where test results or alternative evidence are used, equivalencies and decisions are clearly documented.
- Following the interview, IOIS records a **suitability decision**, including any identified support needs and whether a Student Support Plan is required. The applicant is **notified of the outcome in writing**, including reasons where an application is declined. For successful applicants, IOIS proceeds with issuing the **Offer Letter and Student Agreement (OLSA)** to formalise the enrolment.

### 5.3 Issue Offer Letter & Student Agreement (OLSA)

- IOIS applies a clear and documented process to formalise enrolment once an applicant has been assessed as suitable through the Course Entry Interview.
- IOIS prepares the **Offer Letter and Student Agreement (OLSA)**, ensuring it accurately reflects the approved training and assessment arrangements. The OLSA includes the course code and title, mode of delivery, course duration and schedule, tuition and non-tuition fees, payment terms, refund conditions, available Credit Transfer (CT) and Recognition of Prior Learning (RPL) options, student rights and responsibilities, IOIS obligations, and information on complaints and appeals.
- The completed OLSA is **issued to the applicant by email**, along with clear instructions to review the terms and return a signed copy to indicate acceptance. Applicants are encouraged to seek clarification prior to acceptance to ensure informed consent.
- Once the **signed OLSA is returned**, IOIS issues an invoice in accordance with the **IOIS Fees & Refunds Policy**. Fees are not requested or accepted prior to acceptance of the OLSA, ensuring compliance with learner protection requirements.
- Upon receipt of the required **initial payment**, IOIS formally confirms the student's enrolment by issuing a **Confirmation of Enrolment Letter**. This confirmation is an IOIS-issued enrolment confirmation (non-CRICOS) and includes key course details, commencement information, and next steps. The student's enrolment status in the Student Management System is updated accordingly, and the student is provided with access to orientation and learning resources.

### 5.4 Process Credit Transfer

- IOIS applies a structured and evidence-based process for managing Credit Transfer requests to ensure fairness, consistency, and compliance with training product requirements.
- Where an applicant or enrolled student indicates interest in **Credit Transfer**, this is identified through the enrolment application and/or Course Entry Interview. Students are informed of the evidence requirements and advised to submit documentation as early as possible to support timely assessment.
- To support a CT application, students are required to provide **certified AQF certification documentation** or an **authenticated VET transcript** demonstrating successful completion of the relevant units. IOIS does not grant CT without verified evidence.
- IOIS verifies the **authenticity of the issuing RTO** and confirms the **equivalence of units** against the current training package or accredited course requirements. Where unit codes have been updated or superseded, mapping information is reviewed to confirm equivalence before credit is awarded.

- Once a decision is made, the CT outcome is **recorded in the Student Management System (SMS)**. Where CT is granted, the student's training plan is updated, and any resulting reduction in course duration or tuition fees is applied in accordance with the **IOIS Fees & Refunds Policy**.
- The student is **notified in writing** of the outcome, whether CT is granted, partially granted, or not granted. The notification includes details of the implications for the student's timetable, training plan, course duration, and fees.
- Where CT is granted **prior to course commencement**, the approved changes are reflected in an updated **Offer Letter and Student Agreement (OLSA)**. Where CT is granted **after commencement**, IOIS issues a formal variation letter outlining the approved changes and retains this documentation on the student file.

## 5.5 Process RPL

- IOIS applies a structured and transparent process for Recognition of Prior Learning (RPL) to formally assess and recognise a student's existing skills and knowledge against unit of competency requirements.
- Interest in RPL is identified during the enrolment application process and/or the Course Entry Interview. Students are advised of the RPL process, evidence requirements, timeframes, and any potential implications for course duration and fees.
- Where a student elects to proceed, IOIS provides the approved **RPL Kit**, including the **candidate guide**, which outlines evidence requirements and instructions, and the **assessor pack**, which supports consistent assessment decisions. Students are given sufficient time and guidance to compile appropriate evidence.
- RPL assessments are conducted by qualified assessors against the relevant unit requirements. Assessors evaluate evidence to ensure it is **valid, sufficient, authentic, and current**, in line with the principles of assessment and rules of evidence. Where required, assessors may arrange **challenge tasks, interviews, demonstrations, or gap assessments** to address any identified evidence gaps.
- RPL outcomes and assessor judgements are fully documented, including unit mapping and assessment records, and are entered into the **Student Management System (SMS)**. Documentation is retained to support audit and compliance requirements.
- Students are **notified in writing** of the RPL outcome, including whether competence has been granted or not granted and any resulting adjustment to course duration or tuition fees, applied in accordance with the **IOIS Fees & Refunds Policy**.
- Where RPL results in changes to the training plan or course structure, IOIS updates the **Offer Letter and Student Agreement (OLSA)** or issues a revised training plan as appropriate. All approved changes are retained on the student file.

## 5.6 Finalise Enrolment

- IOIS finalises enrolment only after all required enrolment steps have been completed and the student has formally accepted the Offer Letter and Student Agreement (OLSA).
- An individual **student file** is created and maintained in electronic format within the Student Management System (SMS), supported by a secure document storage system. The student file includes all relevant enrolment documentation, such as the application form, entry requirement evidence, Course Entry Interview records, CT/RPL documentation, signed OLSA, invoices, receipts, and related correspondence. Records are managed in accordance with privacy and records management requirements.
- IOIS provides the student with an **Orientation Pack** prior to or at the commencement of training. The pack includes the Student Handbook, Learning Management System (LMS) access instructions, course timetable, trainer and assessor contact details, student support contacts, complaints and appeals information, and details of required technology and learning resources. This ensures students are fully informed and prepared to commence their studies.
- **Invoice and payment management** is monitored in accordance with the agreed payment schedule outlined in the OLSA. IOIS tracks payments and issues reminders or warnings as required. Where payments are overdue, the **Non-Payment and Overdue Accounts Process** is applied in accordance with the **IOIS Fees & Refunds Policy**.

- Where **changes to services** occur after enrolment, IOIS issues a written change notice to affected students within three (3) working days. Where required, enrolment agreements and training plans are updated or varied to reflect the change, ensuring transparency and continued informed consent.

### 5.7 Manage Student Files (Ongoing)

- IOIS maintains comprehensive, accurate, and secure student files throughout the student lifecycle to support effective enrolment management, learner support, decision-making, and regulatory compliance.
- Student files are **updated on an ongoing basis** to reflect the student's progress and engagement. This includes records of participation and attendance, assessment outcomes, feedback, intervention activities, Credit Transfer (CT) and Recognition of Prior Learning (RPL) decisions, and any enrolment variations such as deferral, suspension, withdrawal, or cancellation. All significant communications with the student, including notices, confirmations, and correspondence, are also retained as part of the student record.
- Where a student requires additional support, including support related to **language, literacy, numeracy and digital (LLND) capability**, academic performance, or wellbeing, IOIS documents the arrangements in a formal **Intervention or Student Support Plan**. Support Plans clearly outline identified needs, agreed actions, responsibilities, and review timeframes. These plans are reviewed regularly and updated with progress notes to ensure that support strategies remain effective and responsive to the student's circumstances.
- To ensure accurate and reliable communication, IOIS reminds students at least **every six (6) months** of their obligation to advise IOIS of any changes to their contact details. Students are also required to notify IOIS **within seven (7) days** of any change to their personal or contact information. Updated details are recorded promptly in the Student Management System (SMS).
- Student records are retained in accordance with regulatory and organisational requirements. **Enrolment and assessment records** are securely retained for a minimum of **two (2) years** following the student's completion or withdrawal from their course. **Certification issuance records**, including qualifications and statements of attainment, are retained for **thirty (30) years**. All records are stored securely and managed in line with privacy, confidentiality, and records management policies.

### 5.8 Finalise Certification

- IOIS applies a controlled and compliant process to finalise certification and formally recognise student achievement upon course completion.
- Following assessment, **trainers and assessors are required to promptly enter final results** into the Student Management System (SMS) once assessment marking and validation requirements have been met. Timely result entry ensures accurate progression monitoring and supports the timely issuance of certification.
- Prior to issuing certification, IOIS conducts an **eligibility check** to confirm that the student has successfully completed all required units of competency for the qualification or course and that all agreed tuition and non-tuition fees have been fully paid. Certification is not issued until both academic and financial requirements are satisfied.
- IOIS then **prepares the certification documentation**, including the testamur and record of results, or a Statement of Attainment where applicable. Documentation is generated in accordance with **AQF certification documentation requirements**, incorporates approved **anti-fraud and security controls**, and uses the **Nationally Recognised Training (NRT) logo** strictly in line with the NRT Conditions of Use Policy.
- All certification documents are subject to **authorisation by an approved signatory** prior to release. Authorisation confirms the accuracy of student details, completion outcomes, and compliance with certification requirements.
- Certification is **issued within thirty (30) calendar days** of the student being assessed as having met all completion requirements and confirmation that all fees are settled. Certification may be provided as a secure electronic PDF via email and/or as a hard copy sent by courier, as requested by the student.

- Records relating to the issuance of certification are **securely retained for thirty (30) years**. Any requests for re-issue of certification are logged, verified, and processed in accordance with IOIS procedures, with applicable fees applied as published in the **Fees & Charges Schedule**.

## 6. Responsibilities

Clear roles and responsibilities are assigned to ensure the effective implementation, monitoring, and continuous improvement of student enrolment and completion processes.

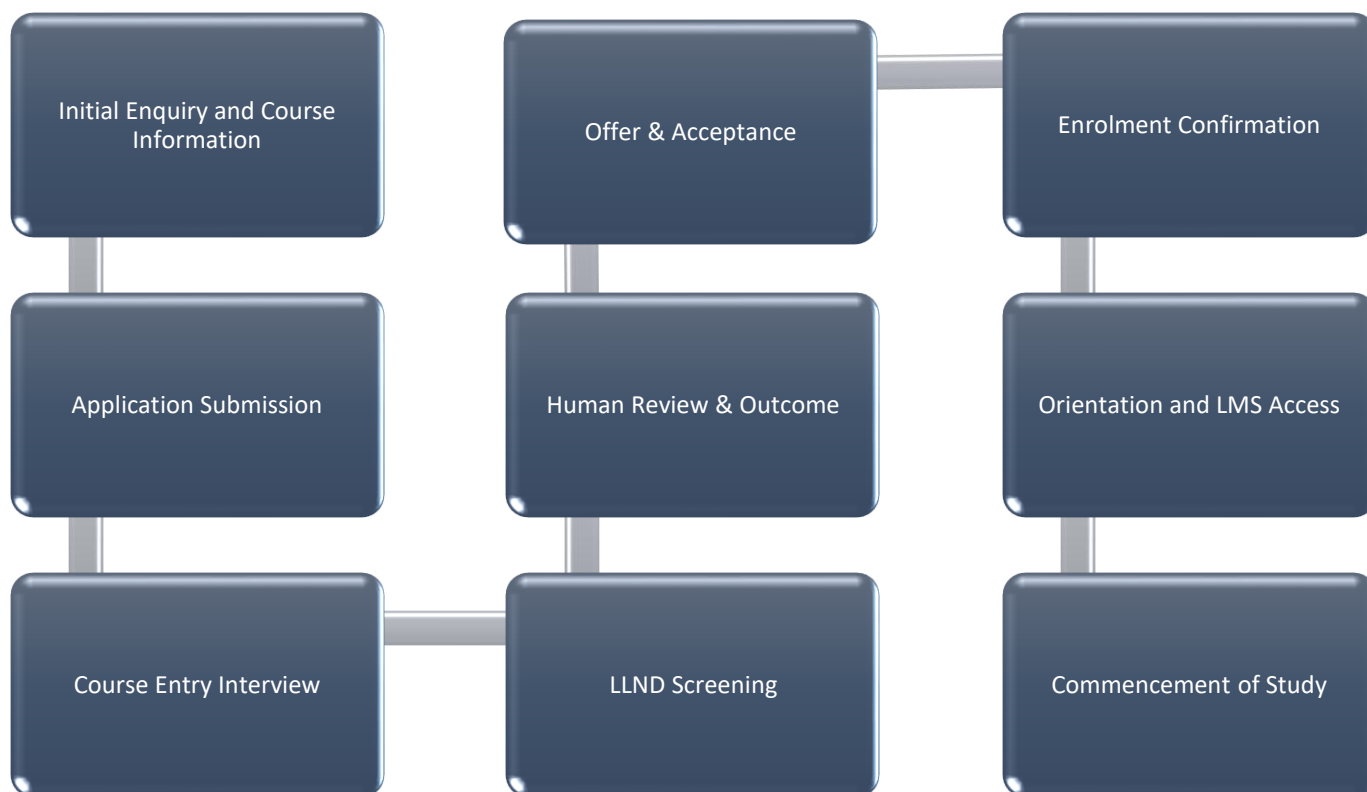
- The **Chief Executive Officer (CEO)** holds overall governance responsibility for this policy. The CEO approves the policy and any material amendments, ensures that adequate organisational resources and systems are in place to support compliant enrolment and completion practices, and confirms that appropriate financial safeguards are maintained to protect learner interests.
- The **Academic Manager (RTO Manager)** is responsible for the operational implementation of this policy. This includes approving admissions and enrolment variations, overseeing the quality and consistency of Credit Transfer (CT) and Recognition of Prior Learning (RPL) decisions, approving changes to training and assessment services, and ensuring that monitoring and intervention processes are applied effectively. The Academic Manager also authorises certification documentation, ensures compliance with AQF and NRT requirements, and drives continuous improvement based on enrolment, progression, and completion data.
- The **Administration and Student Support Officer** is responsible for managing enrolment administration and student records. This role includes processing applications, issuing and managing Offer Letters and Student Agreements (OLSAs), coordinating invoicing and payment tracking, maintaining accurate and up-to-date records in the Student Management System (SMS), managing student files, and supporting effective communication with students throughout the enrolment and completion lifecycle.
- Trainers and Assessors** are responsible for supporting enrolment and completion processes within their scope of delegation. This includes conducting Course Entry Interviews where delegated, administering LLND and digital literacy checks, assessing Recognition of Prior Learning (RPL) applications, recording assessment outcomes accurately and promptly in the SMS, and providing timely feedback and results to students.
- Marketing staff and education agents** are responsible for providing prospective students with accurate, current, and approved information about IOIS courses and services. All marketing and recruitment activities must comply with the IOIS Marketing Policy and Education Agent Policy and Associated Procedures, ensuring that information provided supports informed enrolment decisions and does not mislead prospective learners.

## 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

## ADMISSION PROCESS

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## Document Version Control

Document Title	IOIS Student Enrolment and Completion Policy and Associated Procedures	
Reviewed By	Compliance Manager	
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Version	Changelog	Created / Modified Date
1.1	IOIS Student Enrolment and Completion Policy and Associated Procedures V1.1	October 2025