

Recruit and Enrol International Students Policy and Procedure

1 Policy

Accord College will uphold the integrity and reputation of Australia's education industry by ensuring the marketing of its courses and services is not false or misleading. AC will recruit responsibly by ensuring students are appropriately qualified for the course for which they seek enrolment, including having the necessary English language proficiency, educational qualifications and work experience. Students must have sufficient information to enable them to make informed decisions about studying with AC.

2 Purpose

The purpose of this policy and procedure is to ensure that prospective and current learners are properly informed and protected when making decisions regarding their learning needs, choice of training products, training organisation, fees, delivery methods, contract and agreements and consumer rights.

This policy ensures that Accord College (AC) complies with:

- Standards for RTOs 2025 (Standards 2.1 to 2.5)
- National Code 2018 Standards 2 and 3
- ESOS Act 2000
- National Vocational Education and Training Regulator Act 2011.

3 Scope

This policy applies to all activities related to recruitment and enrolment of international students by AC and its authorised marketing agents.

4 Definitions

Admission prerequisites requirements that must be met by an applicant to be eligible for consideration for admission to the course.

Course is an approved/accredited training program of study

Credit transfer is defined in the Australian Qualification Framework as follows:

“Credit transfer is a process that provides students with agreed and consistent credit outcomes for components of a qualification based on identified equivalence in content and learning outcomes between matched qualifications.”

Cut-off is the last date of enrolment to be enrolled in a course/program

CRICOS is the Commonwealth Register of Institutions and Courses for Overseas Students

Enrolment fee is the fee payable when an application is made to Accord College for an enrolment to a course or qualification. This fee is usually non-refundable.

Equipment and resources fee refers to items such as uniform for placement, materials used in kitchens, practical experience placement book and other learning materials given out in class.

Goods and services tax (GST) is a broad-based tax of 10% on most goods, services and other items sold or consumed in Australia.

Non-Tuition fee is the cost of all fees not directly related to tuition fees, such as, services and amenities fees, enrolment fee, administration fee, equipment and resources fee.

Prepaid fee is the fee collected in advance before the relevant services have been provided.

Recognition of prior learning (RPL) is defined in the Australian Qualification Framework as follows

“Recognition of prior learning is an assessment process that involves assessment of an individual’s relevant prior learning (including formal, informal and non-formal learning) to determine the credit outcomes of an individual application for credit.”

AC Accord College

Tuition fee is the total fee that a student is required to pay.

5 Requirements and Process

Marketing and Advertising

AC will ensure the marketing of its courses through its own channel and by agents is undertaken in a professional manner and maintain the integrity and reputation of the industry and the Institution as a registered training provider. AC will follow its Marketing Policy and Procedure.

Student Engagement Before Enrolment

AC ensures that each learner is fully informed and protected and can make an informed decision about studying with AC.

Prior to accepting a student for enrolment or commencement of the course, AC will provide in print, or through referral to an electronic copy, current and accurate information regarding the following:

- Entry requirements for acceptance into a course, including English Language requirements, Language, Literacy and Numeracy (LLN), educational qualifications or work experience required and whether course credit may be applicable
- Pre training review prior to the enrolment into a course of studies to ensure that the training and assessment provided by AC can meet the student’s individual needs
- Course content and estimated duration, expected location of delivery, qualification offered if applicable, any work placement arrangements, modes of study and assessment methods
- Campus locations and a general description of facilities, equipment, and learning resources available to students
- Details of any arrangements with the Third Party, person or business to provide the course, or part of the course (if any)

- Indicative course-related fees, including advice on the potential for fees to change during the student's course, and applicable refund policies
- Information about the grounds on which the student's enrolment may be deferred, suspended or cancelled
- Information about the services it will provide to students, along with the rights and obligations of both the students and AC
- AC's obligations to the students, including that AC is responsible for the quality of the training and assessment in compliance with the Standards for Registered Training Organisation 2025 and National Code 2018, and for the issuance of the AQF certification documentation
 - the student's rights, including:
 - details of AC's complaints and appeals process and
 - if AC closes or ceases to deliver any part of the training product that the learner is enrolled in.
 - the learner's obligations:
 - any requirements that AC requires the learner to meet to enter and successfully complete their chosen training product including Pre-Training Review (PTR), and
 - any materials and equipment that the learner must provide.

Obligations for Authorised Marketing Agents while recruiting international students:

It is mandatory that Education Agents working for AC will:

- Assist and comply with all contractual obligation mentioned in their agreement
- Cooperate with Regulatory Authority for any compliance requirements including sharing requested information
- Abide by instructions provided by the College
- Use only approved marketing materials by the College
- Share any marketing related complaint raised by the students with the college
- No further subcontract of its services.

Monitoring

AC will monitor the whole range of marketing activities of its agents and Third Parties by its Engaging Education Agents Policy and Procedures.

6 Procedures

Enrolment Process:

Step 1: Select Course and Submit Application Form

To begin the enrolment process, prospective students or Authorised Education Agents will select course offered by the college and complete the Enrolment form. This form can be downloaded from the college's website or can be requested via email at info@accord.edu.au.

Step 2: Submission of Documents

Prospective students are advised to thoroughly read the Enrolment form and complete it themselves. The completed form should be submitted to the College, along with the following attachments:

- 1.** A copy of the student's passport (personal details pages)
- 2.** A copy of the student's academic reports and qualifications.
 - Australian Year 12 qualification or equivalent.
 - Copy of English language qualification (if required); IELTS 6 (no band less than 5.5) or equivalent (Pearson PTE overall 46-55; TOEFL (iBT) 60-78; Cambridge English 169, CELPIP 7, LANGUAGECERT 65, MET 53-57, OET C, or provide evidence of English proficiency exemption. Exemption is provided if the applicant is a citizen of Canada, New Zealand, UK, the USA, or Ireland. Exemption is granted if the applicant has completed at least five years of full-time study in a country where English is the primary language of instruction, such as Australia, the UK, US, Canada, New Zealand, or South Africa (evidence of this study must be provided, including institution details, transcripts, and proof of contact hours).
 - Certified translations must accompany documents that are not in English
- 3.** Visa Grant notice/VEVO letter

Please note student must be 18 years old or above at the time of admission.

Credit Transfer (CT) / Recognition of Prior Learning (RPL)

Student can apply for CT or RPL on the basis of their previous studies at the college or any other educational institution or experiences in Australia in accordance with the AC Course Credit and RPL Policy and Procedure.

Step 3: Pre-enrolment process

- All the documents are assessed against the entry requirement of the course. The college will check if the student is above 18 years of age and if they are eligible for CT or RPL.
- The student will be required to complete a Pre-Training Review. Additionally, if the prospective student does not meet the English language requirements, they must undertake an LLN (Language, Literacy, and Numeracy) test to demonstrate the required ACSF level for course entry.
- AC will make sure that student is provided with pre-enrolment information.
- AC representative will review the information filled in PTR and will check if LLN has been undertaken by the student and has demonstrated the required ACSF level for the desired qualification.
- If AC determines that the course is not suitable for the student, the student will be contacted and explained the reasons for the non-suitability and consequent decision made. Should the student be found not to meet the requirements based on the Pre-Training Review (PTR) information, AC will waive any applicable fees.
- If a student meets all the entry requirements for the course, they will be issued with an Offer

Letter and Student Agreement. AC's representative signs the PTR form stating that the student meets the requirements for the course and that the course is suitable for the student.

- The student is required to return the signed agreement to AC promptly after it has been issued. This can be done either by sending it via an approved method or by delivering it in person.
- Student is required to make an initial payment, as indicated in the Letter of Offer and Student Agreement, after the student signs these documents.

Step 4: Issuance of Confirmation of Enrolment (COE)

- Upon receipt of the payment, and signed Offer Letter and Student Agreement, AC's representative will review the documents to ensure they have been correctly signed and dated in accordance with the requirements.
- Student will be issued a Confirmation of Enrolment (CoE) if the college representative finds everything accurate and complete.
- AC's representative will issue the receipt of the payment made to AC and retain records of all written agreements as well as receipts of payments made by students under the written agreement. These records will be retained by AC for at least two (2) year after the student's enrolment ceases.
- The student will be sent a Confirmation of Enrolment.
- Students are notified of their orientation schedule one week before the commencement of their course.

Step 5: Orientation and Induction

Following a successful enrolment process, the Administration Team will confirm the student's enrolment and ensure the student has access to the following further documents:

- **USI factsheet**
- **Orientation Program:** *The student will be required to attend the orientation program before the training commencement.*

Step 6

After the student attends the orientation session, the administration team will update the contact details and activate the Confirmation of Enrolment (CoE) in PRISMS.

If the student does not commence the course within 14 days of the CoE start date, AC will report the student for non-commencement using PRISMS in accordance with its *International Student Reporting (PRISMS) Policy and Procedure*.

Recordkeeping:

- The college representative will establish a student profile within the student management system, ensuring that all relevant information is accurately recorded and up to date.

- Upon the successful completion of the enrolment process, the designated staff member responsible for finalising the enrolment, will thoroughly review the student file to ensure that all necessary documentation, in accordance with this policy, is complete and properly organised.
- The staff member will use the provided checklist to verify compliance and sign off, confirming that all required procedures have been followed and documented appropriately.
- If any information is found to be missing, the staff member should promptly notify the Admin Manager and take immediate action to obtain the necessary information to ensure the student file is complete before the student begins formal training as scheduled.

7 Appeals

A student may appeal against a decision made in relation to admission or enrolment process/outcome and the appeal needs to be lodged in writing according to the processes for appeals as detailed in P07 Complaints and Appeals Policy and Procedure.

8 Responsibility

The Compliance Manager and Administration Manager will be responsible for the implementation of this process and will ensure all requirements of this policy and procedure are met.

9 Review Date

12 months from the date of this version, or as required.

10 Version History

Version Number	Date	Reason for Change	Prepared by	Approved by
V1.0	June 2024	Policy Created	Compliance Manager	CEO
V2.0	July 2025	Review for currency	Compliance Manager	CEO
V2.1	April 2026	Reviewed policy template and updated statutory reference	Training Manager (LD)	CEO (RP)