

Enrollments

Purpose

At ACTB, we are committed to ensuring that all prospective learners and clients receive clear, accurate, and easily understandable information regarding course offerings, entry requirements, support services, fees and refunds policies, and other relevant enrolment information. This policy enables learners to make informed decisions about their training and assessment options.

Scope

This policy applies to:

- All current and prospective learners and clients; and
- All of our enrolment processes, marketing activities and related administrative functions.

Software

- Student management system
- English Placement Test
- PRISM (Provider Registration and International Student Management System)

Responsibilities

RTO Manager

- Ensures compliance with legislation, regulations, Standards for RTOs 2025, and the National Code 2018.
- Reviews and approves of pre-enrolment materials to maintain accuracy and compliance.

Administrative & Support Staff

- Responds to learner enquiries and provides pre-enrolment materials to course enquiries.
- Undertakes enrolment interviews to determine learner suitability and to learn more about them.
- Completes administrative enrolment processes.

Trainers & Assessors

- Administers and assesses Core Skills Indicator Assessments.
- Conducts learner induction programs

General Principles

ACTB will be guided by the following principles:

- Ensure that all marketing materials and our pre-enrolment information are clear, accurate and easy to understand.
- Provide prospective learners and clients with comprehensive pre-enrolment information in efforts to help them assess the suitability of our training programs for their goals.

Course Brochure

- The course code and title, as published on the National Training Register.
- The requirements for acceptance into a course, such as age, prior educational experience, previous and current work experience and core skills requirements.
- The course content and duration
- The modes of delivery available and location.
- Any special requirements or resources required for the course.
- The occupational outcomes produced by the relevant course.
- Campus locations and a general description of the facilities, equipment and learning resources available to the learners.
- How the student can contact the college
- Details of any arrangements with a third-party to market or deliver the course, or part of the course (if applicable).
- Total fees and charges – such as tuition fees, materials fees, enrolment fees etc.
- **International Students only:** The course code and title as published on the CRICOS Register.
 - **International Students only:** Any English Language Proficiency Test requirements – learners from certain countries are required to sit an IELTS test and achieve a minimum score of 5.5 for up to advanced diploma level courses and 6 IELTS equivalent for Graduate Diploma courses (or its equivalent – a table detailing the equivalent scores can be found below). Refer to the Department of Home Affairs' website to ascertain which nationalities this applies to.

Student Handbook

- The Student Code of Conduct.

Australian College of Technology and Business Pty Ltd

Brisbane Campus: 100 Brunswick Street, Fortitude Va Valley, Brisbane, QLD 4006

Tel: +61 7 3852 6967 Fax: +61 7 3852 6968

Email: info@actb.com.au Website: www.actb.com.au

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Enrollments Policy
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- Our obligations and responsibilities to the learner.
- The learner’s rights and obligations;
- Privacy information
- Fees and refund policy.
- Continuous improvement processes.
- Our complaints and appeals policy.
- Academic integrity matters.
- Information on assessments, credit transfer and recognition of prior learning.
- Monitoring and tracking of course completion.
- Intervention strategies.
- Information about the grounds on which the learner’s enrolment may be transferred, deferred, suspended or cancelled.
- Student support, including:
 - Study skills support, including time management, help-seeking, coping with assessment-related anxiety;
 - Financial wellbeing support;
 - Counselling and mental health resources;
 - Culture-specific or demographic-specific supports in their local community, such as youth support networks; and
 - Support available if they are experiencing abuse, harassment or violence.
- Reasonable adjustments.
- A description of the ESOS framework.

Provide timely and effective enrolment processing and support.

- Identify and accommodate reasonable adjustments to remove unnecessary barriers to training participation – refer to our Individual Learner Needs policy for more information on reasonable adjustments.
- Where we are not able to provide the required course or services to the learner or where we do not believe our training program is suitable for the learner, we are to direct local students to the Australian Government’s Your Career platform: <https://yourcareer.gov.au>, and international students to the Australian Government’s CRICOS register: <https://cricos.education.gov.au>.
 - ACTB and our approved Education Agents will not knowingly recruit or enrol an

overseas student who has not yet completed at least 6 months of their principal course of study, except where permitted under Standard 7 of the National Code 2018.;

- The learner's original training provider has provided a written letter of release;
- The learner's original registered provider has had a sanctioned imposed on its registration by ASQA that prevents the learner from continuing their principal course;
- or
- The government sponsor of the learner considers the change to be in the learner's best interest and has provided written support for that change.

International Students only – English Language Proficiency Test Scores

It is a policy of ACTB to ensure that prior to enrolment, the prospective international student is advised of the English Language Proficiency requirement in our Course Brochure. The student is to submit evidence (no more than 2-years old) that they have attained one of the following during the enrolment process:

International Students only – Written Agreements

In accordance with Standard 3, ACTB respects and observes the rights of our international students to be clearly informed of our and their obligations and responsibilities when it comes to the course they have enrolled into. A written acceptance of enrolment agreement is sent together with their letter of offer for their enrolment. The student is to review the document, and either accept, defer or decline this offer of enrolment and they are to send the completed and signed document back to ACTB. CRICOS providers must have a written agreement under the National Code with each international student and it must be signed by the learner. Whilst it is not a policy of ACTB to accept those under 18 years old, if there are special circumstances that exist where we do accept an enrolment of a student under 18, their parent or legal guardian are to sign this agreement. Where an international student is enrolled in a number of consecutive courses, we do not have to issue out a separate agreement for each course, provided the terms and conditions of the enrolment is the same across all courses. If they are not the same, a separate agreement must be entered into and signed by the student.

International Students only – Induction Program

ACTB delivers an Induction Program for all international students on their first day. This program is designed to help them get acquainted with our expectations, facilities, the course structure, as

well as social and cultural norms in Australia.

Each Induction Program will cover:

- Ice breaker activities
- Trainer & Assessor and Administrative & Support Staff contact details
- ESOS Act
- USI information
- Course information and structure
- Replacement of any text and training workbooks
- Assessments
- Academic integrity – including plagiarism and cheating, artificial intelligence, and referencing
- Course attendance
- Course completion
- Deferral, suspension and enrolment cancellation policies
- Intervention strategies
- Complaints and appeals
- Visa conditions
- Our expectations
- Student safety
- Student equity
- Student support and services
- Student welfare
- Misbehaviour
- Critical incident information
- What to do in an emergency
- Fire evacuation plan(s)
- Assembly area
- Campus facilities
- Australian customs and law
- Australian slang
- About the city
- Smoking laws
- Transportation options
- Medal centres nearby
- Legal services
- Job seeking platforms

- Information about banks
- Contact details of fitness centres
- Accommodation options
- Food choices
- Internet and telephone service providers
- Living expenses
- Entertainment and recreation

Changes to enrolment

Where there is a change, ACTB will undertake the following:

- Inform learners at least **5 business days** prior to the changes coming into effect.
Where this is not possible – such as when there are training product updates or when legislation is assented, our learners and clients will be notified of the change within 20 business days of being published.
- Send out an information notice which includes:
 - What has prompted the change;
 - Why we have made the change;
 - How it affects them;
 - The benefits of the change;
 - When it will come into effect; and
 - Any opt-out options (if applicable).

Changes can include:

- The agreed services to be provided,
- Policies relating to the learner's rights and the payment of fees and charges,
- Changes to the conditions of a learner's enrolment at any time,
- Contact details for our RTO,
- Course details, cost or duration,
- Ownership of the RTO,
- Changes to third-party arrangements, and
- Unexpected events impacting delivery.

Compliance

This policy aligns with:

- **Standards for RTOs 2025:**
 - **Standard 2.1** – VET students have access to clear and accurate information, including to make informed decisions about the training product and the RTO, and are made aware of changes that affect them.
 - **Standard 2.2** – VET students are advised, prior to enrolment, about the suitability of the training product for them, taking into account their skills and competencies.
 - **Standard 2.3** – VET students have reasonable access to training support services, teachers, Trainers & Assessors and other staff to support their progress
 - **Standard 2.7** – Reasonable adjustments are made to support VET students with disability to access and participate in training and assessment on an equal basis
 - **Standard 4.1** – The RTO operates with integrity and is accountable for the delivery of quality services.
 - **Standard 4.2** – Roles and responsibilities are clearly defined and understood.
 - **Standard 4.3** – Risks to VET students, staff and the RTO are identified and managed.
 - **Standard 4.4** – The RTO undertakes systematic monitoring and evaluation to support the delivery of quality services and continuous improvement.
- **National Code 2018:**
 - **Standard 1** – Marketing Information and Practices.
 - **Standard 2** – Recruitment of an Overseas Student.
 - **Standard 3** – Formalisation of Enrolment and Written Agreements.
 - **Standard 6** – Student Support Services.
 - **Standard 7** – Overseas Student Transfers.

Failure to comply with this policy can have serious consequences, including but not limited to:

- **For the RTO** – breaches of legislation or regulatory requirements may result in financial penalties, loss of registration, reputation damage, or regulatory enforcement actions.
- **For Staff Members** – staff found to have knowingly or negligently failed to comply with this policy and any associated legislative or regulatory requirements may face disciplinary actions, up to and including termination of employment.
- **For Learners and Clients** – incorrect enrolment and pre-enrolment information or practices could lead to financial loss, training disruptions or a poor learning experience.

Continuous Improvement

- Feedback from staff, learners, clients and industry stakeholders will be used to inform improvements to compliance processes and the effectiveness of our operations.
- An internal audit is to be conducted at least once per year to assess our compliance with this policy and the relevant legislative and regulatory requirements. The audit schedule is outlined in our *Continuous Improvement Schedule* and areas for improvements are documented in our *Continuous Improvement Register*.
- Internal audit review questions for self-assurance purposes should include:
 - Are the students aware of the resources or equipment they have to supply?
 - Are the students aware they are to secure their own work placement, if applicable?
 - Are the students aware they have to travel and/or pay for accommodation to attend their work placement, if applicable?
 - What mechanisms are in place to ensure students are promptly informed of changes?
 - How do you identify the requirements, skills and required to participate in training?
 - What systems are in place to review the skills and competencies of prospective students and advising them about the suitability of the courses prior to enrolment?

Related Documents

- Continuous Improvement Register
- Continuous Improvement Schedule
- Credit Transfer Form
- International Student Enrolment Checklist template
- International Student Enrolment Form
- International Student Enrolment Interview Form
- International Student Letter of Offer and Acceptance Agreement template
- Local Student CoE Training Plan templates
- Local Student Enrolment Checklist
- Local Student Enrolment Form
- Local Student Enrolment Interview Form
- Recognition of Prior Learning Application Form
- Student Handbook
- Support Plan