

Pre enrolment and enrolment Policy and Procedure

1. Purpose

Immaculate Education and Training is committed to ensuring that prospective students are provided with clear, accurate and timely information prior to enrolment to enable informed decision-making. The organisation implements a structured and systematic enrolment process designed to identify student needs, assess course suitability and ensure that students are enrolled in training products appropriate to their individual circumstances.

This policy establishes a framework to ensure that prospective students receive relevant information, are supported to make informed decisions and are enrolled into training that aligns with their skills, goals and support needs. The policy also ensures that the enrolment process is conducted consistently and that student records are accurate, complete and compliant with regulatory requirements.

This policy ensures that:

- prospective students receive accurate and accessible information prior to enrolment
- students are supported to make informed decisions about their training
- course suitability is assessed prior to enrolment
- language, literacy, numeracy and digital skills are reviewed
- student support and wellbeing needs are identified
- enrolment records are accurate and complete
- compliance with legislative and regulatory requirements is maintained

2. Legislative and Regulatory Framework

Immaculate Education and Training implements this policy in accordance with the Standards for RTOs 2025 and applicable legislation. The organisation ensures that enrolment practices support transparency, informed decision-making and student suitability prior to enrolment.

This policy aligns with the following:

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Standards for RTOs 2025

- Standard 2.1 – VET students have access to clear and accurate information
- Standard 2.2 – VET students are advised about suitability of training prior to enrolment

The organisation demonstrates compliance by ensuring:

- information provided to students is clear, accurate and current
- students are informed about training products, fees and support services
- student skills and competencies are reviewed prior to enrolment
- advice is provided regarding suitability of the training product
- students are informed of their obligations prior to enrolment

Additional Legislative Requirements

This policy also supports compliance with:

- Student Identifiers Act 2014
- National Vocational Education and Training Regulator Act 2011
- Australian Consumer Law
- Privacy Act 1988
- Disability Discrimination Act 1992

3. Policy Statement

Immaculate Education and Training adopts a student-centred enrolment approach to ensure prospective students are provided with sufficient information and support to make informed decisions regarding their training. The organisation recognises that effective pre-enrolment

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engagement is essential to ensuring students are enrolled in appropriate training pathways and are prepared for participation.

The organisation ensures that prospective students are engaged prior to enrolment and provided with information regarding course requirements, expectations and available support services. Student suitability is assessed to ensure that the selected training product aligns with the student's vocational goals, capabilities and individual circumstances.

Immaculate Education and Training ensures that:

- students are informed of course requirements prior to enrolment
- training suitability is assessed before enrolment confirmation
- student support and wellbeing needs are identified
- students receive information regarding fees and refund arrangements
- students are advised of their rights and obligations
- students are provided with access to support services
- students are not enrolled where the course is not suitable

Immaculate Education and Training delivers training on a fee-for-service basis only. The organisation does not deliver government funded or subsidised training. Enrolment processes are therefore designed to support fee-for-service course delivery.

4. Provision of Pre-Enrolment Information

Immaculate Education and Training provides pre-enrolment information prior to enrolment or payment of fees. This information is provided through multiple communication channels including website, enquiry response, course brochure, student handbook and enrolment documentation.

Pre-enrolment information is designed to ensure that prospective students understand the training product, expectations and available support services. This information is provided prior to enrolment to enable students to make informed decisions.

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Pre-enrolment information includes:

- training product code and title
- course duration and delivery mode
- entry requirements
- assessment requirements
- training support services
- wellbeing support services
- fees and charges
- refund policy
- student rights and responsibilities
- complaints and appeals information
- equipment or material requirements
- work placement requirements (where applicable)

Students are required to acknowledge that they have reviewed pre-enrolment information prior to enrolment.

5. Suitability Assessment Prior to Enrolment

Immaculate Education and Training reviews student suitability prior to enrolment. The suitability assessment ensures that the selected training product aligns with the student's needs, goals and capabilities.

Suitability assessment may include consideration of:

- student vocational goals
- prior education and experience
- language, literacy, numeracy and digital skills

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- support and wellbeing needs
- course entry requirements
- potential barriers to participation

Where the training product is not suitable, the organisation provides advice and may recommend alternative pathways or additional support options.

6. Language, Literacy, Numeracy and Digital Skills

All students complete a Language, Literacy, Numeracy and Digital (LLND) assessment prior to enrolment. The results are reviewed to determine support needs and course suitability. Where gaps are identified, appropriate support strategies are implemented or alternative course options are discussed.

LLND assessment outcomes are retained on the student record and are used to support decision-making regarding course suitability and required support.

7. Unique Student Identifier Requirements

Immaculate Education and Training complies with the Student Identifiers Act 2014. Students must provide a valid Unique Student Identifier (USI) prior to issuance of AQF certification documentation. The organisation verifies each USI prior to use and ensures certification is not issued without a verified USI unless an exemption applies.

Students are informed that training results will not appear on an authenticated VET transcript where a valid USI is not provided.

8. Consumer Protection

Immaculate Education and Training ensures that students are informed of their rights under Australian Consumer Law. Students are provided with information regarding consumer guarantees, refund arrangements and service expectations.

Students are provided with information relating to:

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- consumer guarantees
- refund arrangements
- cooling-off periods (where applicable)
- fee obligations
- service expectations

Students are encouraged to review all pre-enrolment information prior to committing to enrolment.

9. Student Support Needs Identification

Student support needs may be identified through multiple stages of the enrolment process. The organisation adopts a proactive approach to identifying students who may require additional support.

Support needs may be identified through:

- enquiry discussions
- enrolment application
- LLND assessment
- enrolment interview
- student self-disclosure

Where support needs are identified, students are referred to appropriate internal or external support services.

10. Orientation

Immaculate Education and Training provides orientation prior to course commencement. Orientation ensures that students understand course requirements, support services and expectations.

Orientation includes:

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- course requirements
- assessment expectations
- support services
- facilities and resources
- safety procedures
- behavioural expectations
- complaints and appeals process

Orientation supports student readiness and participation in training.

11. Responsibilities

The Chief Executive Officer is responsible for ensuring compliance with legislative and regulatory requirements and allocating resources to support enrolment processes.

The CEO oversees course suitability assessment and ensures entry requirements are applied consistently.

The Student Support Officer identifies support needs and coordinates support arrangements.

Administration staff manage enrolment documentation, verify information and maintain student records.

Trainers contribute to identifying support needs and provide input regarding course suitability.

12. Continuous Improvement

Immaculate Education and Training monitors enrolment processes to identify opportunities for improvement. Feedback from students and staff is reviewed to identify trends and improvement opportunities.

Improvement actions are:

- recorded in the Continuous Improvement Register

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- reviewed during management meetings
- implemented to enhance enrolment practices

13. Procedure – Pre-Enrolment and Enrolment Process

Immaculate Education and Training implements a structured procedure to ensure that prospective students receive pre-enrolment information, student suitability is assessed and enrolment decisions are made consistently and in accordance with the Standards for RTOs 2025.

The following steps outline the enrolment procedure.

Step	Procedure	Responsibility	Records/Evidence
Step 1 – Initial Enquiry and Provision of Information	Administration staff respond to enquiries via phone, email, website or in person. Prospective students are provided with pre-enrolment information including course brochure, student handbook, schedule of fees and charges, support services information, entry requirements and complaints and appeals information. This information is provided prior to enrolment or payment of fees.	Administration Staff	Enquiry Records, Email Communication, Website Information

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Step	Procedure	Responsibility	Records/Evidence
Step 2 – Enrolment Application	Prospective students complete an enrolment application form. The application collects personal details, prior education and experience, vocational goals, support requirements, language and literacy self-assessment and USI details. Administration staff review the application for completeness.	Administration Staff	Enrolment Application Form
Step 3 – Suitability Review	CEO along with the admin staff review the enrolment application to determine course suitability. This includes review of vocational goals, prior education and experience, LLND requirements, entry requirements, support needs and potential barriers to participation. Where the course is not suitable, alternative options are discussed.	CEO /Administration Staff	Suitability Assessment Notes
Step 4 – LLND Assessment	Students complete a Language, Literacy, Numeracy and Digital Skills assessment prior to enrolment. Results are reviewed to confirm course suitability, identify support needs and	Administration Staff / Student Support Officer	LLND Assessment Results

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Step	Procedure	Responsibility	Records/Evidence
	determine reasonable adjustments. Outcomes are documented in the student file.		
Step 5 – Identification of Support Needs	Support needs may be identified through enrolment application, LLND assessment, enrolment interview or student self-disclosure. Where support needs are identified, the student is referred to the Student Support Officer.	Administration Staff / Trainers / Student Support Officer	Support Referral Notes
Step 6 – Enrolment Interview (where applicable)	For qualifications and longer courses, an enrolment interview is conducted to confirm student goals, understanding of course requirements, commitment to study, support needs and suitability of training. Interview outcomes are documented.	CEO / Administration Staff	Enrolment Interview Form
Step 7 – Verification of Entry Requirements	Administration staff verify entry requirements including age requirements, prior qualifications (if applicable), work placement requirements (if applicable), identification documentation and visa status	Administration Staff	Entry Requirement Evidence

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Step	Procedure	Responsibility	Records/Evidence
	where relevant. Evidence is retained in the student file.		
Step 8 – USI Verification	Students must provide a valid Unique Student Identifier. Administration staff verify the USI prior to enrolment confirmation.	Administration Staff	USI Verification Record
Step 9 – Enrolment Decision	Based on information collected, the organisation determines whether the course is suitable, support needs can be met and entry requirements are satisfied. Where appropriate, enrolment is approved.	CEO / Administration Staff	Enrolment Approval Record
Step 10 – Enrolment Confirmation	Administration staff issue written confirmation of enrolment including course details, start date, location, payment details and contact information. A copy is retained on the student file.	Administration Staff	Enrolment Confirmation Email/Letter
Step 11 – Orientation	Prior to commencement, students participate in orientation covering course structure, assessment requirements, support services, facilities, safety procedures and	Trainers / Administration Staff	Orientation Attendance Record

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Step	Procedure	Responsibility	Records/Evidence
	complaints and appeals information.		
Step 12 – Record Management	All enrolment documentation is retained including enrolment application, LLND results, interview notes, support arrangements, entry requirement evidence and USI verification. Records are maintained in accordance with record management policy.	Administration Staff	Student File / SMS Records