

ENROLMENT POLICY

1. Purpose

- 1.1 This document applies to the Innovative Institute of Australia, its courses, its clients (students) and its controlled entities (collectively "IIA", "Institute", "the Institute", "we", "us", "our").
- 1.2 This policy provides guidelines for identifying any support students need before their enrolment or commencement (whichever is the earliest) and for facilitating students' access to that support throughout their studies.
- 1.3 In this file, words that import gender include all other genders; the singular 'they' is gender-neutral and used to avoid specifying a person's gender; words in the singular number include the plural and vice versa.
- 1.4 This file does not deprive students of the right to take action under Australia's consumer protection laws.
- 1.5 The Institute reserves the right to amend these terms and conditions at any time.
- 1.6 This policy is implemented in compliance with the requirements of the Education Services for Overseas Students Act 2000 (the ESOS Act), the Standards for Registered Training Organisations (2025), and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (the National Code 2018).

2. Definitions

- 2.1 An education agent refers to an entity (in or outside Australia) that
 - i. Engages in any of the following activities in relation to a provider:
 - A. The recruitment of overseas students, or intending overseas students;
 - B. providing information, advice or assistance to overseas students, or intending overseas students, in relation to enrolment;

- C. otherwise dealing with overseas students, or intending overseas students;
and
 - ii. is not a permanent full-time or part-time officer or employee of the Institute.
- 2.2 Agent Agreement refers to the agreement between the Institute and the agent, including the schedules.
- 2.3 CRICOS refers to the Commonwealth Register of Institutions and Courses for Overseas Students.
- 2.4 ESOS Act refers to the Education Services for Overseas Students Act 2000 of the Commonwealth of Australia.
- 2.5 National Code refers to the National Code of Practice for Providers of Education and Training to Overseas Students 2018.
- 2.6 Prospective student/applicant/client refers to a person who intends to become, or who has taken any steps towards becoming, an 'overseas student' or 'intending overseas student' as defined by the ESOS Act.
- 2.7 DHA refers to the Department of Home Affairs.
- 2.8 OSHC refers to the Overseas Student Health Cover.
- 2.9 eCoE refers to the electronic Confirmation of Enrolment.
- 2.10 2025 Standards for RTOs refers to the National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025.
- 3. **Policy: Pre-enrolment**
 - 3.1 The Institute has an effective Enrolment Policy for all students.
 - 3.2 The Institute enters into written agreements with all students.
 - 3.3 The Institute does not accept applications from students under age 18.

- 3.4 The Institute provides the following information publicly, accessibly, timely, and accurately on its website before enrolment
- i. All the Institute's admission arrangements, including any specific enrolment requirements, such as health, language, work placement, and academic integrity.
 - ii. Course information includes
 - A. CRICOS course code
 - B. Course content.
 - C. Course qualification, award or other outcomes.
 - D. Course duration and holiday breaks.
 - E. Modes of study for the course include compulsory online and/or work-based training placement.
 - F. Other community-based learning and collaborative research training arrangements, and assessment methods.
 - G. Details of all fees, and the potential for changes in charges during their studies.
 - H. Entry requirements for English language proficiency, educational qualifications and/or work experience.
 - iii. Campus locations and facilities, equipment and learning resources available to students.
 - iv. Relevant policies, procedures, and potential eligibility for Credit Transfer (CT) and Recognition of Prior Learning (RPL).
 - v. Policies and procedures on amendments or withdrawals from offers, acceptance and enrolment, tuition protection, and refunds.
 - vi. Details of student support, including but not limited to airport pick up, accommodation placement, and Language, Literacy, Numeracy, and Digital skills (LLND) support.

- vii. Details as to how applications will be assessed, including the criteria on which the assessment is based.
 - viii. Details of any arrangements with another provider, person or business who will provide the course or part of the course.
 - ix. The grounds on which a student's enrolment may be deferred, suspended or cancelled.
 - x. The ESOS 2000 includes official Australian government material or links to this material online.
 - xi. Accommodation options and indicative costs of living in Australia.
 - xii. Students' rights and responsibilities.
- 3.5 Before enrolments, students will be informed in plain English that all courses are delivered and assessed in English at the Institute. Thus, students should have sufficient skills in the language, literacy, numeracy and digital literacy (LLND).
- 3.6 English proficiency
- i. Students are considered to have sufficient English skills if they
 - ii. have achieved an IELTS (Academic) score of 6.0 in each band or equivalent within two (2) years, or
 - iii. are a citizen and hold a passport from the UK, the USA, Canada, NZ or the Republic of Ireland, or
 - A. have completed at least 5 years' study in English in Australia, the UK, the USA, Canada, New Zealand, South Africa, or the Republic of Ireland, or
 - B. Completed the Senior Secondary Certificate of Education in Australia in English while they held a student visa for a period of two (2) years, or
 - C. Completed a substantial component of a course that would qualify them under the Australian Qualifications Framework at the Certificate IV or higher level, while they held a student visa within two (2) years.

- D. A student should take a proper length of English course (English Language Intensive Courses for Overseas Students / ELICOS) before enrolling in principal vocational courses, if this student
 - E. has achieved an IELTS (Academic) score overall of 5.0 or 5.5 (or equivalent), or
 - F. has achieved an IELTS (Academic) score overall of 6.0 (or equivalent) but has one (1) band below 5.0 (or equivalent).
 - G. Test results/reports and other evidence demonstrating English proficiency older than two years are not accepted.
- iv. Language, literacy, numeracy and digital literacy (LLND)
- A. Before enrolment, students must complete the Institute's online LLND Test. This tool is aligned with the Australian Core Skills Framework (ACSF). **LLND assessment is facilitated online through a third-party service provider-LLN Robot <https://tlrg.com.au/pages/lln-robot>.**
 - B. Students who are uncertain about their LLND capabilities are encouraged to contact the Institute to request more details and appropriate support.
 - C. After enrolment, the Institute will continue to monitor students' LLND skills throughout their studies. If concerns arise about a student's performance, the Institute may require the student to attend a further LLND interview and receive recommendations to improve LLND skills.
- 3.7 Where applicants are claiming working experience, the following criteria must be formally satisfied in writing:
- i. Employer's name and contact details
 - ii. Job title
 - iii. The position was held
 - iv. References from employers, including details about the tasks undertaken whilst in their employment, and the level of work responsibilities.
 - v. Portfolio of all relevant evidence supporting the application.

- 3.8 Students should enter their USI information on Application Forms. Students can apply for free USI numbers at <https://www.usi.gov.au>. Alternatively, they can authorise the Institute to apply USI numbers on their behalf.
- 3.9 Before enrolment, students must complete the Institute's Pre-training Review Form. The Institute uses this form to determine, but not limited to, the most suitable and appropriate course and training for an individual, conducted before the enrolment into the course of studies to ensure that the training and assessment provided by the Institute can meet the student's individual needs and their host workplace requirements (if applicable).
- 3.10 Students must keep their personal and emergency contact details up to date.
- 3.11 Students are advised to read the Student Handbook before submitting their applications.
- 3.12 Students are encouraged to contact the Institute to clarify any information.
- 3.13 On receiving enquiries, the Institute will provide pre-enrolment information to students verbally or by email.
- 3.14 The Institute's Administration Manager is responsible for implementing this Policy and reviewing its effectiveness.

4. Enrolment procedure

- 4.1 All applicants must follow the Institute's enrolment policy and procedure.
- 4.2 The Institute's selection, admission, and enrolment processes are open, fair, and transparent, and uphold the principles of honesty and integrity.
- 4.3 A student should complete and return the Application Form along with any supporting documentation to apply for a course.
- 4.4 On receiving application documents, either directly from students or through education agents, the Institute's administration team will assess students' qualifications and relevant documents as follows:

- i. Verify that students have completed, signed, and dated their Application Forms. The Institute recognises the validity of digital signatures on Application Forms and other related documents. Incomplete forms are returned to students for completion.
- ii. Assess students' English proficiency in accordance with clause 3.5 of this policy.
- iii. Assess if the student holds a valid visa if they are onshore.
- iv. Assess if the student holds or will arrange the OSHC themselves, or requires the Institute to arrange the insurance.
- v. Assess students' academic background documents. Where an applicant is unable to provide formal qualifications, the Institute will consider:
 - A. Mature-aged students with relevant work and/or life experiences.
 - B. Supporting verifiable documentation from former employers.
 - C. Previous academic transcripts.
 - D. Transferable skills.
 - E. Personal attributes.
- vi. If a student is currently enrolled at another school, they have completed six (6) months of study of their principal courses.
- vii. If a student's application files meet the Institute's entry requirements, the Institute's administration team will consult relevant staff to review all documents and identify whether the course applied for addresses the student's learning needs.
- viii. Identify whether students need specific learning support and, if so, the type of support required, in accordance with the Student Support Policy. Once the extent of the support needs is identified, the administration team will notify students whether the Institute can meet their needs.
- ix. Verify students' passports to confirm they are at least 18 years old when submitting their application files.

- x. Forward application files to the course coordinators for further assessments according to the Institute's Credit Transfer Policy and Credit Transfer Policy, where students require Credit Transfer (CT) or Recognition of Prior Learning (RPL).
 - xi. Assess if students have provided USI numbers. The Institute collects Unique Student Identifier (USI) data from every enrolled student. If students do not supply their USI numbers or instruct the Institute to collect the data on their behalf at enrolment, this information will be collected either before certification or before AVETMISS reporting.
 - xii. The 'Official Use' section of Application Forms is completed by the Institute's administrative staff once all information has been reviewed and received.
- 4.5 Applicants may be refused admission to a course at the Institute in one or more of the following circumstances, where they
- i. do not meet course requirements; or
 - ii. have outstanding fees; or
 - iii. have a previous record of expulsion; or
 - iv. pose a risk to the safety of students, employees, and/or the Institute community.
- 4.6 If a student does not meet the entry requirements, the administration team will notify the student or their authorised education agent of the result by email or letter, along with the reasons and available options.
- 4.7 If a student meets the entry requirements, the administration team will issue an Offer Letter to the student or their authorised education agent via email or letter, along with a written Acceptance Agreement and instructions for accepting the Offer Letter.
- 4.8 A Letter of Offer and Acceptance Agreement that will include
- i. Course details, start and end dates, duration and outcomes.
 - ii. Enrolment fee, tuition fee, materials fee (if any), OSHC fees (when requested by applicants), and the initial deposit are to be paid now.

- iii. Relevant policies.
- 4.9 The student accepts the offer by signing the Acceptance Agreement and paying the initial deposit.
- 4.10 Student payments are processed in accordance with the Institute's Fees and Refunds Policy.
- 4.11 Student tuition fees are not assessed until the student has commenced their studies.
- 4.12 Upon receipt of the signed Acceptance Agreement and confirmation of funds, the administration team will generate a CoE in PRISMS and email it to the student or their authorised education agent, along with pre-departure information.
- 4.13 A CoE is generated for each course the student is enrolled in.
- 4.14 International students will be advised to apply for an Australian student visa through DHA as required.
- 4.15 The administration team will create a folder for each student, and all the student's files will be placed in their folders.
- 4.16 Each student is placed on the relevant course list.
- 4.17 All applications and the subsequent process will be responded to and completed within five (5) working days of receipt.
- 4.18 The Administration Manager is responsible for implementing this policy and reviewing its effectiveness.

VERSION HISTORY

Version Number	Date	Summary of changes
1.0	September 2021	New policy
2.0	July 2025	Revised and updated to include the changes according to the Standards for Registered Training Organisations (2025).
3.0	December 2025	Revised and updated to include the changes according to the ESOS 2000 Act.