

A2 Education Pty Ltd t/a



Pre-Enrolment and Enrolment Policy and Procedure

Version 2.0

Contents

1. Purpose.....	4
2. Scope.....	4
3. Policy Statement	4
3.1. Pre-Enrolment	4
3.2. Enrolment.....	7
4. Procedures.....	9
Step 1: Furnishing entry requirements and pertinent information	9
Step 2: Pre-enrolment consultation	9
a) Information/ documents to be provided/ informed to prospective students:	10
b) Information/documents to be received from prospective students:	11
Step 3. Finalising the Consultations Session	14
5. Procedures for enrolment.....	15
5.1 New enrolment process.....	15
5.1.1 Gathering required information	15
5.1.2 Complete the enrolment form	16
5.1.3 Providing the Full Letter of Offer	17
5.1.4 Verification of payment and issuance of CoE	17
5.1.5 Generating the CoE and the student’s email account.....	17
5.1.6 Communicating about orientation program.	18
5.1.7 Record Keeping.....	18
6. Procedure for Deferral or Suspension of Enrolment initiated by the student	18
Step 1: Compelling and compassionate circumstances.....	18
Step 2: Completion of Course Deferment Form	18
Step 3: Verifying CoEs.....	19
Step 4: Approval of deferral or suspension of enrolment.....	19
7. Procedure for Withdrawal or Cancellation of Enrolment initiated by the student	19
Step 1: Completing request for release	19
Step 2: Processing the release request.....	20
Step 3: Approval	20
8. Procedure for Deferral, Suspension or Cancellation of Enrolment initiated by the college	20
8.1 Obligation of the college.....	22
9. Continuous Improvement.....	22
10. Version Control	22
Appendix A.....	23

Appendix B 24

1. Purpose

The purpose of this policy and procedure is to ensure the college's pre-enrolment processes adhere to the specifications provided in (i) Standards 2.1 and 2.2 in Division 1 under Part 2 – VET Student Support (Quality Area 2) of the Outcomes Standards for NVR RTO 2025, and (ii) Standard 1, 2, 3, 6, 9 of the National Code 2018. Moreover, this policy and procedure document serves as a guide for authorised education agents and college staff members, facilitating prospective students in making informed decisions regarding their educational needs.

2. Scope

As the policy and procedure document encompasses (i) the pre-enrolment and/or recruitment processes, and (ii) enrolment process, therefore, this document applies to both prospective and current students. This also extends to all pertinent stakeholders (e.g., education agents, student support officer, admission team and other relevant staff members).

3. Policy Statement

3.1. Pre-Enrolment

In accordance with the National Code 2018 and Outcomes Standards for NVR RTO 2025, it is mandated that all prospective students must be provided with clear, accurate, factual, and information regarding the college as well as its training and assessment. To ensure this, pre-enrolment consultation sessions for all prospective students will be conducted. This ensures transparency and integrity in the communication of details related to education and enrolment processes. Additionally, this pre-enrolment consultation session will ensure that prospective students will be provided with all relevant information required for their desired VET course(s) within the college's scope of registration.

These sessions should be conducted in accordance with this policy, in conjunction with the Pre-Enrolment Information Checklist¹, and supporting marketing and recruitment materials (e.g., the Student Handbook, Marketing Flyers, and/or others (if applicable)).

¹ Refer to Pre-Enrolment Information Checklist.

Prospective students must be provided with the following information to assist them in making an informed decision, but not limited to:

- Details of the college, including the VET and CRICOS provider codes
- The code, title, and currency of the training product to which the student is to be enrolled, as published on the national register, including units of competency requirements.
- Course entry requirements, including but not limited to;
 - a) entry requirements, as listed on the National Register
 - b) academic requirements of the college as listed on the TAS (for example, successful completion of Australian Year 12)
 - c) age requirements: students must be 18 years old and above
 - d) English language proficiency requirements.
 - e) requirements associated with LLND (Language, Literacy, Numeracy, and Digital Literacy)
 - f) current knowledge, skills and work experience (if applicable)
 - g) course credit (if applicable)
 - h) licensing or occupational license (if applicable)
 - i) Any other relevant entry requirements
- The training and assessment strategy and related educational and support services the college will provide to the student, including, but not limited to the:
 - a) units of competency²
 - b) expected commencement date
 - c) scheduling of desired course(s)
 - d) estimated duration, including holiday breaks
 - e) expected locations at which training will be delivered
 - f) expected modes of delivery (face-to-face and/or online learning)
 - g) any work placement arrangements (if applicable)
 - h) support services (e.g., wellbeing support, disability support, and/or others). This also includes how students can access such services.
- Make it clear whether the training includes mandatory work placements, including all necessary details and requirements for work placements such as but not limited to:
 - a) who will arrange placement, including costs to be incurred for placement,
 - b) by when placement is expected to be arranged (the latest time when placement should be arranged),
 - c) by when placement is expected to be commenced and completed,
 - d) who should be responsible if students cannot commence or complete placement within the expected duration and its consequences,
 - e) how information will be communicated between the student and the college.

² The prospective students may commence their study in the middle of training and assessment delivery of the first unit of competency due to several reasons. One of the examples is that the student may receive the visa grant late.

- all relevant fee and cost information, including:
 - a) fees, costs, and charges that must be paid to the college
 - b) payment terms and conditions, including deposits and refunds
 - c) how and when fees must be paid
 - d) how to request for a refund
 - e) withdrawal process and its relevant fee (if applicable)
 - f) fees or costs for obtaining Student Identifier (if required)
 - g) fees or costs for undertaking work placements (if applicable)
 - h) any potential for fees, costs and charges that may occur over the duration of a course, (if applicable)
 - i) Any relevant processes relating to refund (i.e., Refund Policy)

- the student's obligations:
 - a) visa conditions
 - b) materials and equipment that the student must prepare prior to the commencement of a course
 - c) meeting the requirements of a Genuine Student (GS),
 - d) accruing materials and equipment that the student must provide,
 - e) obtaining a Student Identifier
 - f) Overseas student health cover (OSHC)
 - g) students to study at least 20 scheduled contact hours per week
 - h) inform the college of changes to contact details within 7 days
 - i) inform the college if they need to take a long-term absence
 - j) monitoring student progression
 - k) understanding that their enrolment may be deferred, suspended, and/or cancelled.

- the student's rights, including:
 - a) the college's complaints and appeals process, how students can lodge a complaint or appeal, including the college's internal and external complaints and appeals processes
 - b) if the college closes or ceases to deliver any part of the training product the student is enrolled in.
 - c) to obtain a refund for services not provided by the college in the event the:
 - arrangement is terminated early
 - the college fails to provide the agreed services
 - Any payment received before a service is delivered is unearned revenue and is a liability that must be paid back, either through service delivery or as a refund

- All prospective students must understand that the college is responsible for:
 - a) the quality of training and assessment provided
 - b) the issuing of all qualifications and statements of attainment, and AQF certification documents
 - c) any changes to the arrangements communicated to the student (for example, circumstances where the current training products got superseded, deleted, and/or expired)

- d) any circumstances where training and assessment, support services, and/or others are not being provided by the college but by third parties, students will be informed about this prior to their enrolment with the college.
 - e) informing prospective students about their rights as a consumer in accordance with state/territory laws.
- Notify students when any change occurs that may affect the services students are provided with. This includes:
 - a) Training product details.
 - b) College details, including contact details, change in ownership of the college, etc.
 - c) Services offered by the college.
 - d) any changes to or new third-party arrangements the college puts in place for the delivery of services to those students.
 - e) Details of transition arrangements
 - f) Any change due to unforeseen circumstances, such as natural disaster, pandemic, etc.
 - Student support services provided to the student, including but not limited to;
 - a) Administrative support
 - b) IT Support (including digital literacy support)
 - c) Orientation program
 - d) Student facilities and resources
 - e) Training support services and all relevant resources (e.g., LLND support, English language support, and/or others)
 - a) Online study support (if applicable)
 - b) Emergency and health services (24/7 emergency)
 - c) Critical incident management processes and relevant documentation
 - d) Student course attendance and progress support
 - e) Course credit transfer service including its processes, requirements, and relevant documentation
 - f) Personal safety on campus and in Australia
 - g) Complaints and appeals support
 - h) Relevant legal services
 - i) Visa Conditions
 - j) Counselling and mental health support

3.2. Enrolment

The college has implemented procedures for student enrolment, which encompass the analysis, authorisation, enrolment, and documentation of these processes, as well as the maintenance of records. The enrolment process includes submission of the enrolment form, issuance of offer letters, confirmation of payment, and communication of orientation details to students.

The students with current enrolment can be deferred, suspended, or cancelled, either at the student's request or at the initiative of the college in response to factors such as breach of visa conditions, non-payment of fees, misconduct, or other conditions stipulated in this policy. The college is mandated to follow a structured procedure for evaluating, approving, and documenting instances of deferral, suspension, or cancellation of student enrolment, maintaining records for all such decisions.

A student is permitted to initiate the deferral or suspension of enrolment. The college is obligated to notify the student in writing by issuing a notice of intention before suspending or cancelling enrolment of a student, outlining the potential impact such actions could have on their student visa status. A student's visa would not be cancelled if the deferral is for compassionate or compelling reasons. While a student's visa may be cancelled if the deferral or suspension of the student enrolment is due to the following reasons:

- the conduct of the student.
- reasons other than compassionate or compelling circumstances.
- compassionate or compelling circumstances that warranted the deferral or suspension of studies cease to exist.
- submission of fraudulent evidence or documents by the student to the college.

In the event of a deferment, suspension, or cancellation of a student's enrolment, the college is obligated to advise the student to consult the Department of Home Affairs regarding the potential implications for their visa. The implementation of a suspension or cancellation of enrolment will be withheld until the student has been provided an opportunity to participate in the college's internal appeals process, unless there is a foreseeable risk to their health, wellbeing, or that of others.

The following sections will discuss the procedures for pre-enrolment and enrolment including the deferment, suspension, or cancellation of a student's enrolment.

4. Procedures

The pre-enrolment process is described in this section. For prospective students, the pre-enrolment process is segmented into three distinct steps as given below:

Step 1: Furnishing entry requirements and pertinent information

Step 2: Pre-enrolment consultation

Step 3: Finalising the Consultations Session

Step 1: Furnishing entry requirements and pertinent information

The admission team and/or education agents will conduct a pre-enrolment consultation session, either virtually or physically, for the prospective students. Students will be provided with pertinent information about the college's training products and services under its scope of registration. The pre-enrolment consultation session(s) should also align with the guidelines outlined in the Pre-Enrolment Information Checklist and supporting materials. Information to be provided to prospective students must be consistent with the following documents:

- Pre-enrolment consultation checklist
- Student Handbook
- Course Flyers
- Orientation Program
- Any other relevant information such as the policies and procedures of the college

This ensures that the prospective students are provided with sufficient and relevant information for making an informed decision about their enrolment with the college.

Step 2: Pre-enrolment consultation

The admission team and/or the education agent are responsible for conducting the pre-enrolment consultation session. During their pre-enrolment consultation session, prospective students will receive, either in print or through referral to an electronic copy, current and accurate information and advice about the course that is suitable for meeting their needs, considering their existing skills and competencies.

During pre-enrolment consultation, the prospective students will be provided with Pre-Enrolment Information Checklist. The prospective students are required to check if they are provided with such

information as listed in the form and provide their signature to confirm. On the other hand, the admission team and/or education agent must ensure to communicate the following information:

a) Information/ documents to be provided/ informed to prospective students:

The prospective students will be required to check if they are provided with information as listed in the given checklist. In addition to the information listed in Section 4 of this policy, the admission team. and/or education agents will provide the following information to students:

- a) Training and assessment requirements as per the training products, including any reasonable adjustments allowed by the college based on the student's needs. International students are expected to study for at least 20 scheduled contact hours per week. However, they may request leave due to any compelling or compassionate circumstances.
- b) Students must notify the college if they anticipate a long-term absence. For such absences, students must provide supporting documentation, such as a medical certificate from an authorised medical practitioner or medical centre, as applicable, to justify their absence.
- c) Monitoring course attendance and progress requirements.
- d) Students can request assistance from the college.
- e) The college will not deliver more than one-third of the units in the qualification by online mode to international students.
- f) Prospective students must be informed of the training and assessment schedule (i.e., a timetable), including the delivery sequence of units based on their selected cohort and intake date. The education agent and/or the admission team will show a copy of a timetable during this process.
- g) Prospective students will be informed about the student visa cost, the processing time for visa application, OSHC requirements, and other relevant eligibility requirements by education agents and/or the admission team. They will introduce prospective students to the website: <https://immi.homeaffairs.gov.au/>. The accessible information on the website will be presented to prospective students, such as cost, processing time, Overseas Student Health Cover (OSHC) requirements, and other relevant eligibility requirements.
- h) Prospective students must be informed of the training and assessment schedule, including the delivery sequence of units and the relevant intake date for their cohort. During this process, the information relating to the timetable will be given to prospective students.

Prospective students may request multiple pre-enrolment consultation sessions as required. These sessions will be conducted through various communication channels, such as face-to-face meetings,

video conferences, telephone calls, and emails, to accommodate different preferences and circumstances of students.

b) Information/documents to be received from prospective students:

In addition to information/documents to be provided to prospective students, the following information shall be provided by prospective students for making decisions for the best suit to their educational needs. Information provided during these sessions includes, but is not limited to:

B1) Genuine Student (GS) Requirement:

During this step, prospective international students will be required to answer questions related to the Genuine Student (GS) Criteria in the online student visa application form. Education agents can be instrumental in assisting prospective students with this process, helping them articulate why they have chosen the college as their preferred vocational education training provider. This includes providing details about the student's current circumstances, such as family and community ties, employment status, economic circumstances, and a valid rationale or explanation for the selection of specific courses or programs.

B2) Financial Requirements

To meet financial requirements, a prospective international student must be capable of demonstrating either:

- adequate funds to cover his/her travel expenses and living costs for 12 months or more and for each accompanying family member, spouse, de facto partner, and/or a dependent child who intends to stay in Australia for a period of 12 months or more, or
- provide proof of parents' or partner's personal annual income.
- If the student is a Foreign Affairs student – the evidence of financial capacity is a letter of support from the Department of Foreign Affairs and Trade.
- If the student is a Defence student – the evidence of financial capacity is a letter of support from the Department of Defence.

For additional details on financial requirements, please refer:

- Document checklist: <https://immi.homeaffairs.gov.au/visas/web-evidentiary-tool>
- Cost of living in Australia: <https://www.legislation.gov.au/Details/F2019L01366>

B3) Educational Requirements

Prospective students must submit details of their academic history along with supporting documents such as certificates, transcripts, and/or a work experience letter to education agents and/or the admission team.

It is essential to ensure that all academic documents, particularly certificates and transcripts, are verified to authenticate the academic credentials. Upon receiving these documents, education agents will work together with the admission team, or the college staff appointed by the CEO/PEO to verify whether the submitted academic qualifications and background meet the entry requirements.

B4) Work Experience

Prospective students may be requested to provide details of their employment history, if applicable. Evidence of employment history can include monthly payslips or an employment contract/letter from a previous or current company. Additionally, prospective students have the option to submit their most recent curriculum vitae, encompassing a five-year³ history of job and education. If they are still in a period of study, they can also provide copies of their most recent transcripts.

However, it is not necessary for prospective students to submit this information if they are sponsored by the Australian Department of Foreign Affairs and Trade or the Australian Department of Defence or if they are secondary exchange students.

B5) English Language Proficiency (ELP) Criteria

Prospective students must provide details of their English Language Proficiency (ELP). Therefore, education agents will collaborate with the admission team to review the entry requirements of the training products and ascertain whether the ELP requirement is mandatory or not.

For additional information, please refer:

- Information regarding English Language Proficiency (ELP) requirements:
<https://www.asqa.gov.au/faqs/do-providers-need-test-english-language-proficiency-overseas-students>

³ The number of years for the work experience may vary and will be based on the training product that the student applies for enrolment.

(i) ELP Scores

Education agents and/or the admission team need to verify whether prospective students submit credible evidence of their English Language Proficiency (ELP), demonstrating a satisfactory test score from an approved English language test (e.g., IELTS test result or others). Refer to Table 1 for Criteria for English Language Proficiency for Certificate III to Advanced Diploma level courses. Table 1 provides score requirements for the approved English tests taken on or before 6 Aug 2025.

Table 1: English Language Proficiency Tests (taken on or before 6 August 2025)

Certificate III to Advanced Diploma

ELP Tests	Score		
International English Language Test System (IELTS)	An overall band score of 6.0.	An overall band score of 5.5 ⁴	An overall band score of 5.0 ⁵
International English Language Competency Assessment (IELCA)	An overall score of 30.	A minimum score of 25	A minimum score of 20
Test of English as a Foreign Language Internet-based test (TOEFL iBT)	An overall score of 64.	A minimum score of 46	A minimum score of 35
Cambridge Cambridge English: First (FCE) Cambridge English: Advanced (CAE)** Cambridge English: Proficiency (CPE)	An overall score of 169.	A minimum score of 162	A minimum score of 154
Pearson Test of Academic (PTE)	An overall score of 50.	A minimum score of 42	A minimum score of 36
Occupational English Test (OET)	B for each test component	B for each test component	B for each test component

⁴ For IELTS 5.5 or equivalent, students are required to enroll in ELICOS for at least 10 weeks. The duration of the course will be for a maximum possible length of 52 weeks

⁵ For IELTS 5.0 or equivalent, students are required to enroll in ELICOS for at least 20 weeks. The duration of the course will be for a maximum possible length of 52 weeks.

For Graduate Diploma

ELP Tests	Score		
International English Language Test System (IELTS)	An overall band score of 6.5	An overall band score of 6.0 ⁶	An overall band score of 5.5 ⁷
International English Language Competency Assessment (IELCA)	An overall score of 35	Overall score of 30	Overall score of 25
Test of English as a Foreign Language Internet-based test (TOEFL iBT)	An overall score of 79	Overall score of 64	Overall score of 46
Cambridge Cambridge English: First (FCE) Cambridge English: Advanced (CAE)** Cambridge English: Proficiency (CPE)	An overall score of 177	Overall score of 169	Overall score of 162
Pearson Test of Academic (PTE)	An overall score of 58	Overall score of 50	Overall score of 42
Occupational English Test (OET)	B for each test component	B for each test component	B for each test component

Step 3. Finalising the Consultations Session

Once the prospective student has completed the Pre-Enrolment Consultation session with the admission team and education agent and gathered the student's information and documents; the college will then discuss with the student the most appropriate course based on the student's skills, knowledge, experience, and information. provided. An enrolment form⁸ may be signed after the Pre-Enrolment consultation session, and a Full Letter of Offer⁹ will be sent to the student to enrol with the college.

⁶ For IELTS 6.0 or equivalent, students are required to enroll in ELICOS for at least 10 weeks. The duration of the course will be for a maximum possible length of 52 weeks.

⁷ For IELTS 5.5 or equivalent, students are required to enroll in ELICOS for at least 20 weeks. The duration of the course will be for a maximum possible length of 52 weeks.

⁸ Refer to Enrolment Form.

⁹ Refer to Full Letter of Offer.

Once the session is finished, the admission team will request prospective students to undertake LLND test. The admission team will take responsibility for ensuring all prospective students take **LLND test**. This is to ensure that prospective students will fulfill one of the entry requirements.

- For any prospective students who could not pass the LLND test, the admission team may suggest those prospective students whether their desired training products are suitable for their current knowledge and skills or not. Trainers/assessors of such training products can be involved to provide opinions (if required).

5. Procedures for enrolment

For prospective and current students, the enrolment process is segmented into three distinct steps, outlined as follows:

- New enrolment process
- Deferral, Suspension or Cancellation initiated by the student
- Deferral, Suspension or Cancellation initiated by the college

5.1 New enrolment process

The new enrolment process occurs when prospective students decide to enrol with the college. They need to follow the enrolment process before being accepted by the college. The following steps will be performed:

- First, the college is required to gather students' required documents.
- Second, the students are required to complete the enrolment application.
- Third, the college needs to review letters of offer prior to issuing Confirmation of Enrolment (CoE).

5.1.1 Gathering required information

After attending the pre-enrolment consultation session(s), if a prospective student decides to proceed with enrolling in the desired training product(s), and the enrolment is deemed to be possible by the admission team, education agent, the prospective student must gather all documents and information required (please refer to Section 22 – Document Checklist of the enrolment form)

5.1.2 Complete the enrolment form

The admission team and education agent shall assist prospective students in providing a guidance when filling out the enrolment form. The enrolment form contains the following sections:

1. Personal details
2. Contact details
3. Courses that prospective students are applying for
4. Emergency Contact
5. Details of residential address
6. Workplace employer details (if applicable)
7. Language and Cultural diversity
8. Unique Students Identifier (USI)
9. Application for USI
10. Education details
11. Employment status
12. Occupation
13. Industry of employment
14. Disability
15. Previous qualifications/Education
16. Study Reason
17. Student Contact
18. Student Handbook
19. Agent details (if applicable)
20. Pre-training checklist
21. Visa details
22. Document checklist
23. Payment options
24. Privacy notice
25. Consent for publication of photographs and student work
26. Consent/authority to release information and view documents
27. Declaration of Information Accuracy
28. Disability supplement

Once completed, the admission team and education agents will perform final checking to ensure the completion of the form, including student's signature. Additionally, the admission team and education agents will be required to ensure that prospective students fully understand all conditions/information as stated in the form.

5.1.3 Providing the Full Letter of Offer

The prospective students will be issued with a full letter of offer by the student support officer. This step will be performed when the prospective student completed the enrolment form, and the admission team and education agent find the prospective student eligible for their desired training product(s)

- **Full Letter of Offer**

To accept the offer post issuance of the Full Letter of Offer, the student is required to:

- Submit the signed Full Letter of Offer back to the college.
- Provide a payment receipt and complete the deposit payment as specified in the Full Letter of Offer.

If the student fails to submit the signed Full Letter of Offer and the required deposit payment to the college within the designated timeframe, the enrolment process will not be moved forward.

5.1.4 Verification of payment and issuance of CoE

Upon receipt of the payment receipt from either the prospective student or the education agent on behalf of the prospective student, the admission team will verify the receipt of the paid amount and subsequently transmit the payment receipt to the college within a span of 5 working days.

Upon completion of the transaction, the admission team shall also verify that the payment matches the specified payable amount outlined in the Full Letter of Offer. Once confirmed, the admission team will communicate the prospective student's confirmation of the payment to relevant parties within a reasonable timeframe. Once confirmed, the CoE will be issued, it will include details such as the course name, duration, and timeframe for the student.

5.1.5 Generating the CoE and the student's email account.

The student support officer are tasked with generating students' CoE in PRISMS and their email accounts.

5.1.6 Communicating about orientation program.

The student support officer will communicate students about orientation¹⁰ details, including the plan, contents, date, and time and timetable.

5.1.7 Record Keeping

The college will maintain the records and documents for student enrolments. This shall include but is not limited to the enrolment form, the full letter of offer, the payment receipt, the additional documents supplied to supplement the enrolment form, and any other relevant documentation.

6. Procedure for Deferral or Suspension of Enrolment initiated by the student

During students' study journey, the enrolment can be deferred and suspended due to several reasons. The deferment and suspension can be initiated by both students and the college. For example, students may request to take leave due to medical reasons. This is an example where the student initiates the deferment. The example for deferral or suspension initiated by the college can be in circumstances where students may be suspended due to misconduct.

The following section discusses the deferment process initiated by students.

Step 1: Compelling and compassionate circumstances

In cases of compelling and compassionate circumstances¹¹, a student or an authorised representative (e.g., education agent or legal guardian) may request a deferral or suspension of enrolment. All supporting documents must be in English or translated into English.

Step 2: Completion of Course Deferment Form

If a student wishes to defer the originally scheduled start date in their valid CoE or suspend enrolment, they can submit a *Course Deferment Form*¹², along with any necessary supporting documents. This request can be submitted before the proposed start date or during the enrolment. The student support officer will assess the application and approve if the students' supporting documents and applications are accurately completed.

¹⁰ Please refer to the Student Support Policy and Procedure of the college for more details on orientation program.

¹¹ 'Compassionate or compelling' circumstances are generally those beyond the student's control that impact course progress or wellbeing.

¹² Refer to Course Deferment Form.

- a. If the new student is unable to commence their courses, but the student and/or the authorised representatives do not submit the *Course Deferment Form* before the course commencement, the student will be notified of the late arrival.

There are two scenarios that can happen after contacting a student or the authorised person due to late arrival:

- a. If the student does not commence the course within 28 days of the proposed start date in the student's CoE, and no feedback is received from the student or the authorised representatives, the CoE will be cancelled.
- b. If the student is unable to start the course due to compelling and compassionate circumstances, it is the student's duty to request for deferment before or within 28 days after the proposed start date.

Step 3: Verifying CoEs

Prior to deferring or suspending a student's enrolment due to compassionate or compelling circumstances, the student support officer shall verify that the student possesses a valid CoE in PRISMS, with a start date aligned with the student's intended date of return to studies.

Step 4: Approval of deferral or suspension of enrolment

Upon granting deferral or suspension of enrolment due to compelling and compassionate circumstances, the student support officer may request the student to participate in an Intervention Strategy¹³ after completing the Intervention Strategy Plan Form¹⁴ to meet course progress requirements and explore the potential for extending the CoE and/or student visa.

7. Procedure for Withdrawal or Cancellation of Enrolment initiated by the student

Students are required to follow the steps mentioned below for withdrawing or cancelling their enrolment from the college's training product(s).

Step 1: Completing request for release

To withdraw from the enrolled course i.e., cancellation of enrolment, the student or their authorised representative (e.g., education agent or legal guardian) must formally submit the *Withdrawal and Release Form* to the student support officer.

¹³ Refer to the college's Monitoring Course Progress and Student Attendance and Policy and Procedure for more details.

¹⁴ Refer to Intervention Strategy Plan (ISP) Request Form V1.0.pdf

Step 2: Processing the release request

The student support officer is mandated to respond to the student's request within 14 working days.

- a. During the withdrawal process, the college has the authority to request supporting documents from the student.
- b. The college may require the student to participate in a consultation session covering feedback, student retention, and the overall conclusion of the withdrawal procedure.

Step 3: Approval

- I. Once the college grants approval for the cancellation of a student's enrolment, the following steps will be taken:
 - a. The CoE on PRISMS will be cancelled.
 - b. Relevant college staff members, such as the student support officer, will be duly notified to proceed with the issuance of any applicable Statements of Attainment and/or transcripts.
 - c. Upon the completion of the cancellation process, the student support officer will furnish the financial details of the student, inclusive of outstanding fees, refunds, and closure of student accounts (e.g., through a credit note or advance payment) to the admission team. This facilitates the verification of any outstanding balance payments owed by the student to the college.
 - d. Upon completion of the cancellation of the enrolment process, the student's account will be closed.

8. Procedure for Deferral, Suspension or Cancellation of Enrolment initiated by the college

- I. The college reserves the right to initiate the deferral, suspension or cancellation of enrolment based on the circumstances, including, but not limited to:
 - a. Student misbehaviour, violating the student conduct rules.
 - b. Student in breach of course progress requirement in accordance with the *Monitoring Course Progress and Student Attendance Policy and Procedure*.
 - c. The student's failure to pay the fees or continue the course as specified in the *Full Letter of Offer*.
 - d. Submission of fraudulent evidence or documents to the college.
 - e. Circumstances where the studies of the student cease to exist (e.g., college default, pre-requisite not provided by the college, and/or superseded course)

- II. In cases where the college initiates deferral, suspension, or cancellation of enrolment, the student will receive a notice of intention to report.
- III. Additionally, the student will be notified of a twenty (20) working day period to appeal the decision of the college to defer, suspend or cancel his/her enrolment through the internal complaints and appeal process¹⁵.
- IV. If the enrolment of the student is deferred, suspended, or cancelled due to breaches of course progress requirements, the college will refrain from executing such actions until the student has exhausted both the internal and external appeal process¹⁶ or mechanism.
- V. The 20-working day timeframe for students to appeal college decisions will be granted, even if the student's misbehaviour warrants immediate expulsion. Exceptions will only be made when the student's wellbeing or the wellbeing of others is at risk. If the college does not provide the 20-working day timeframe, the student support officer will document circumstances indicating a potential risk to wellbeing. These circumstances may include, but are not limited to, cases where the student:
 - a. Has medical concerns, severe depression or psychological issues which may lead the college to fear for the student's wellbeing.
 - b. Has engaged or threatened to engage in behaviour that is reasonably believed to endanger the lives of the student or others.
 - c. Is at risk of committing a criminal offence.
- VI. If a student's internal appeal challenging the decision of the college to cancel his/her enrolment is rejected, and the appeal deadline has passed, the college is obligated to take the following actions:
 - a. The student will be advised by the student support officer as per the notice of intention to report, to seek advice from the Department of Home Affairs regarding potential impacts on their student visa.
 - b. If the college upholds the decision to cancel the student's enrolment, the student will be notified of the outcome and their right to initiate an external appeal, following the Complaint and Appeal Policy and Procedure of the college.
 - c. Student support officer shall cancel the CoE of a student on PRISMS.
 - d. Student support officer will be informed to proceed with issuance of relevant Statements of Attainment and/or transcripts, if applicable.

¹⁵ Please refer to the Complaints and Appeals Policy and Procedure for more details on the complaints and appeal process of the college.

¹⁶ Please refer to the Complaints and Appeals Policy and Procedure for more details on the complaints and appeals process of the college.

- e. Upon completion of the enrolment cancellation process, the student support officer will request to furnish the financial details of the student, including any outstanding fees and refund, and closure of student accounts (e.g., with a credit note or advance payment) to the admission team. for verification of outstanding balance payments owed to the student.
- f. Upon completion of the enrolment cancellation process, the student’s account will be closed.

8.1 Obligation of the college

- I. Before deferring, suspending, or cancelling enrolment, the student support officer shall provide the student with notice of intention to report, informing them that changes to their enrolment may affect their student visa status. The student is advised to seek advice from the Department of Home Affairs on the potential impact on their visa.
- II. The student support officer shall maintain records of all decisions relating to deferral, suspension or cancellation of student enrolments, including supporting evidence provided by the students.
- III. When a student’s enrolment is deferred or suspended, the student support officer shall notify the Department of Education and Training through PRISMS.
- IV. Before deferring, suspending, or cancelling a student’s enrolment, the student support officer shall notify the student through the notice of intention to report about the potential impact on their student visa.

9. Continuous Improvement

As part of the college’s continuous improvement framework, any feedback and recommendations will be reported to the CEO for consideration and implementation. The details of the continuous improvement process are mentioned in the college’s *Continuous Improvement Policy and Procedure*, which offers a structured framework for refining and enhancing the college’s practices based on valuable input from the staff members involved.

10. Version Control

Previous Version	1.0
Current Version	2.0

Appendix A Definitions

Term	Definition
The college	Refers to Matic International College
Students	International students
International Students	Refers to students who are student visa (subclass 500) holders or are applying for student visas.
Outcome Standards for NVR RTO 2025	National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025
National Code 2018	National Code of Practice for Providers of Education and Training to Overseas Students 2018
CRICOS	Commonwealth Register of Institutions and Courses for Overseas Students
VET	Vocational Education and Training
RTO	Registered Training Organisation
AQF	Australian Qualification Framework
National Register or TGA website	https://www.training.gov.au
Education Agents	Refer to external parties who have a written agreement with the college to become authorised Education Agents under Standard 4 of the National Code 2018. Education Agents must have knowledge and understanding of the international education system in Australia, including the Australian International Education and Training Agent Code of Ethics. They work directly with the college to recruit international students and must ensure that they act ethically, honestly and in the best interest of overseas students, as well as uphold the reputation of Australia's international education sector.
Long-term absence	Refers to a situation where a student does not attend classes for 4 consecutive weeks.
Prospective students	Refers to a group of high-potential (soon-to-be) students who are advised by the college staff or education agents regarding the educational needs of international students.

Appendix B English Assessment Comparison

For Graduate Diploma:

a. For tests taken on or before 6 Aug 2025

English Language Test	Graduate Diploma	Graduate Diploma	Graduate Diploma
IELTS: International English Language Test System	An overall band score of 6.5	An overall band score of 6.0 ¹⁷	An overall band score of 5.5 ¹⁸
IELCA: International English Language Competency Assessment	An overall score of 35	Overall score of 30	Overall score of 25
Cambridge FCE: Cambridge English - First CAE: Cambridge English - Advanced ¹⁹ CPE: Cambridge English - Proficiency	An overall score of 177	Overall score of 169	Overall score of 162
PTE: Pearson Test of Academic	An overall score of 58	Overall score of 50	Overall score of 42
TOEFL iBT: Test of English as a Foreign Language internet-based Test ²⁰	An overall score of 79	Overall score of 64	Overall score of 46
Occupational English Test (OET)	B for each test component	B for each test component	B for each test component

Note 1: Students must ensure that:

- (i) the scores provided are of an approved English test for their enrolled qualification, and
- (ii) the test scores provided are valid for 2 years from the date of sitting

¹⁷ For IELTS 6.0 or equivalent, students are required to enroll in ELICOS for at least 10 weeks. The duration of the course will be based on the ELICOS provider for a maximum possible length of 52 weeks.

¹⁸ For IELTS 5.5 or equivalent, students are required to enroll in ELICOS for at least 20 weeks. The duration of the course will be based on the ELICOS provider for a maximum possible length of 52 weeks.

¹⁹ CAE: Scores of the computer-based tests taken before 12 February 2024 that are within the specified validity period are accepted. From 12 February 2024, scores of paper-based tests will be accepted.

²⁰ TOEFL iBT: The test scores taken between 26 July 2023 and 4 May 2024 will not be accepted. Scores of tests taken on or before 25 July 2023 and on or after 5 May 2024 will be accepted.

b. For tests taken on or after 7 Aug 2025

English Language Test	Scores		
IELTS Academic: International English Language Test System	Average band score of 6.5. 6.5 in each component	An average band score of 6.0. ²¹	An average band score of 5.5. ²²
IELTS General Training: International English Language Test System	Average band score of 6.5. 6.5 in each component	Average band score of 6.0.	Average band score of 5.5.
PTE Academic	Overall band score of 58. In each of the test components, at least: Listening: 52, Reading: 52, Writing: 56, Speaking: 60	Overall band score of 50.	Overall band score of 42.
TOEFL iBT: Test of English as a Foreign Language internet-based Test ²³	Total band score of 79. In each of the test components, at least: Listening: 18, Reading: 18, Writing: 22, Speaking: 22	Total band score of 64.	Total band score of 46.
Cambridge C1 Advanced	Overall band score of 177. In each of the test components, at least: Listening: 166, Reading: 166, Writing: 174, Speaking: 182	-	-
Michigan English Test (MET)	Overall band score of 62. In each of the test components, at least: Listening: 58, Reading: 57, Writing: 60, Speaking: 62	Overall band score of 53.	Overall band score of 46.
Canadian English Language Proficiency Index Program General (CELPIP General)	Overall band score of 7.5. 7.5 in each component	Overall band score of 6.5	Overall band score of 5.5
Occupational English Test (OET)	Overall band score of 1222. In each of the test components, at least: Listening: 292, Reading: 312, Writing: 294, Speaking: 335	Overall band score of 1096.	Overall band score of 1026.
LANGUAGECERT Academic Test	Overall band score of 71. In each of the test components, at least: Listening: 60, Reading: 62, Writing: 66, Speaking: 75	Overall band score of 60.	Overall band score of 51.

Note:

Online English language tests (remote-proctored or at-home) will not be accepted for Australian visa purposes. A few examples of online tests are given below:

- CELPIP Online
- IELTS Online

²¹ For IELTS 6.0 or equivalent, students are required to enroll in ELICOS for at least 10 weeks. The duration of the course will be based on the ELICOS provider for a maximum possible length of 52 weeks.

²² For IELTS 5.5 or equivalent, students are required to enroll in ELICOS for at least 20 weeks. The duration of the course will be based on the ELICOS provider for a maximum possible length of 52 weeks.

²³ TOEFL iBT: The test scores taken between 26 July 2023 and 4 May 2024 will not be accepted. Scores of tests taken on or before 25 July 2023 and on or after 5 May 2024 will be accepted.

- LANGUAGECERT Academic Online
- MET Digital (taken at-home)
- OET@Home
- TOEFL iBT – Home Edition

For more details about English language tests, please refer to the following:

- Department of Home Affairs website: <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500#Eligibility> and <https://immi.homeaffairs.gov.au/help-support/meeting-our-requirements/english-language>
- Migration Instrument 2025: <https://www.legislation.gov.au/F2025L00906/asmade/text>

For Certificate IV

a. For tests taken on or before 6 Aug 2025

English Language Test	Certificate IV	Certificate IV	Certificate IV
IELTS: International English Language Test System	An overall band score of 6.0	An overall band score of 5.5 ²⁴	An overall band score of 5.0 ²⁵
IELCA: International English Language Competency Assessment	An overall score of 30	Overall score of 25	Overall score of 20
Cambridge FCE: Cambridge English - First CAE: Cambridge English - Advanced ²⁶ CPE: Cambridge English - Proficiency	An overall score of 169	Overall score of 162	Overall score of 154
PTE: Pearson Test of Academic	An overall score of 50	Overall score of 42	Overall score of 36
TOEFL iBT: Test of English as a Foreign Language internet-based Test ²⁷	An overall score of 64	Overall score of 46	Overall score of 35

²⁴ For IELTS 5.5 or equivalent, students are required to enroll in ELICOS for at least 10 weeks. The duration of the course will be based on the ELICOS provider for a maximum possible length of 52 weeks.

²⁵ For IELTS 5.0 or equivalent, students are required to enroll in ELICOS for at least 20 weeks. The duration of the course will be based on the ELICOS provider for a maximum possible length of 52 weeks.

²⁶ CAE: Scores of the computer-based tests taken before 12 February 2024 that are within the specified validity period are accepted. From 12 February 2024, scores of paper-based tests will be accepted.

²⁷ TOEFL iBT: The test scores taken between 26 July 2023 and 4 May 2024 will not be accepted. Scores of tests taken on or before 25 July 2023 and on or after 5 May 2024 will be accepted.

English Language Test	Certificate IV	Certificate IV	Certificate IV
Occupational English Test (OET)	B for each test component	B for each test component	B for each test component

Note 1: Students must ensure that:

- (iii) the scores provided are of an approved English test for their enrolled qualification, and
- (iv) the test scores provided are valid for 2 years from the date of sitting

b. For tests taken on or after 7 Aug 2025

English Language Test	Scores		
IELTS Academic: International English Language Test System	Average band score of 6.0. 6.0 in each component	An average band score of 5.5. ²⁸	An average band score of 5.0. ²⁹
IELTS General Training: International English Language Test System	Average band score of 6.0. 6.0 in each component	Average band score of 5.5.	Average band score of 5.0.
PTE Academic	Overall band score of 47. In each of the test components, at least: Listening: 47, Reading: 48, Writing: 51, Speaking: 54	Overall band score of 39.	Overall band score of 31.
TOEFL iBT: Test of English as a Foreign Language internet-based Test ³⁰	Total band score of 67. In each of the test components, at least: Listening: 16, Reading: 16, Writing: 19, Speaking: 19	Total band score of 51.	Total band score of 37.
Cambridge C1 Advanced	Overall band score of 161. In each of the test components, at least: Listening: 163, Reading: 163, Writing: 170, Speaking: 179	-	-
Michigan English Test (MET)	Overall band score of 53. In each of the test components, at least: Listening: 56, Reading: 55, Writing: 57, Speaking: 48	Overall band score of 49.	Overall band score of 44.
Canadian English Language Proficiency Index Program General (CELPPI General)	Overall band score of 7.0. 7.0 in each component	Overall band score of 6.	Overall band score of 5.
Occupational English Test (OET)	Overall band score of 1210. In each of the test components, at least: Listening: 290, Reading: 310, Writing: 290, Speaking: 330	Overall band score of 1090.	Overall band score of 1020.
LANGUAGECERT Academic Test	Overall band score of 61. In each of the test components, at least:	Overall band score of 54.	Overall band score of 46.

²⁸ For IELTS 5.5 or equivalent, students are required to enroll in ELICOS for at least 10 weeks. The duration of the course will be based on the ELICOS provider for a maximum possible length of 52 weeks.

²⁹ For IELTS 5.0 or equivalent, students are required to enroll in ELICOS for at least 20 weeks. The duration of the course will be based on the ELICOS provider for a maximum possible length of 52 weeks.

³⁰ TOEFL iBT: The test scores taken between 26 July 2023 and 4 May 2024 will not be accepted. Scores of tests taken on or before 25 July 2023 and on or after 5 May 2024 will be accepted.

English Language Test	Scores		
	Listening: 57, Reading: 60, Writing: 64, Speaking: 70		

Note:

Online English language tests (remote-proctored or at-home) will not be accepted for Australian visa purposes. A few examples of online tests are given below:

- CELPIP Online
- IELTS Online
- LANGUAGECERT Academic Online
- MET Digital (taken at-home)
- OET@Home
- TOEFL iBT – Home Edition

For more details about English language tests, please refer to the following:

- Department of Home Affairs website: <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500#Eligibility> and <https://immi.homeaffairs.gov.au/help-support/meeting-our-requirements/english-language>
- Migration Instrument 2025: <https://www.legislation.gov.au/F2025L00906/asmade/text>