

A2 Education Pty Ltd t/a



Enrolment Policy and Procedure

Version 2.0

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1. Definitions

Terms	Definition
The college	Refers to Matic International College
CoE	Confirmation of Enrolment is a document, provided electronically, which is issued by the college to prospective students, and which must accompany their application for a student visa. It confirms the student's eligibility to enrol in the particular course of the college. CoE includes the course of study and time duration in which the course is to be completed by the student.
Appeal	A formal written request submitted by a student for a review or reconsideration of a decision pertaining to the deferral, suspension, or cancellation of their enrolment.
Compelling and Compassionate Circumstances	Refers to circumstances, but not limited to: i. Serious illness or injury, where a medical certificate states that the student was unable to attend classes, ii. Bereavement of a close family member such as a parent or grandparent, iii. Act of God, major political upheaval or natural disaster in the home country requiring emergency travel, and this has impacted the student's studies, iv. A traumatic experience such as involvement in or witnessing a serious accident, witnessing or being the victim of a serious crime (should be supported by police or psychologist report), v. Where the college is unable to offer a student a prerequisite unit or where a student has failed a prerequisite unit and faces a shortage of relevant units for which they are eligible to enrol, vi. Any circumstance beyond a student's control causing significant stress to students or impacting their capacity to progress with their planned course of study (e.g., such as a pandemic, public health emergency, natural disaster, or significant delay in the student visa process). The circumstance can impact a student financially, mentally, or physically and prevent a student from commencing or continuing his or her course.

Terms	Definition
	vii. the circumstances are required to have supported evidence to support their claim unless there are any special circumstances.
ESOS Act	Education Services for Overseas Students Act 2000
PRISMS	Provider Registration and International Student Management System
National Code 2018	National Code of Practice for Providers of Education and Training to Overseas Students 2018
Outcome Standards for NVR RTOs 2025	National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025
Notice of Intention to Report	A written notice issued to the student advising of the college's intention to defer, suspend or cancel their enrolment and providing the student with 20 working days to appeal the decision
Student Conduct Rules	Sets out the behavioural and learning expectations of students when studying with the college.

2. Purpose

The purpose of this policy is for the college to have a systematic enrolment process that aligns with:

- (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 RTOs 2025, and
- (ii) Standards 2, 3, 6, and 9 of the National Code 2018.

3. Scope

This policy applies to both enrolled students and prospective students, education agent(s), as well as to college staff members, including the Student Support Officer, the External Compliance Team, the CEO and any relevant staff who are directly or indirectly involved in the enrolment process. All relevant parties responsible for student enrolment are obligated to consult and adhere to the process outlined in this policy. The roles and responsibilities of these persons are detailed in the procedure section of this policy.

4. Policy Statement

Prior to the enrolment of students, they are provided with sufficient and relevant information about the course and the college¹. Once the student makes an informed decision, the college is required to ensure that the student meets all relevant criteria for enrolment in the intended course. The student and the college must enter into a written agreement signed or accepted by both parties. The written agreement must specify their responsibilities and relevant details, including but not limited to, enrolled course and duration, course delivery location and details, fee payment, and refund information.

5. Procedure

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 application form, issuance of offer letters, confirmation of payment, and communication of orientation details to students.

Once the Student Administrative Support Officer and/or authorised Education Agent has completed the Pre-Enrolment Consultation session with the prospective student 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 Application Form*² may be signed after the pre-enrolment consultation session, and a *Full Letter of Offer & Acceptance*³ will be sent to the student to enrol with the college.

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

- Enrolment process
- Deferral, suspension, or cancellation initiated by the student
- Deferral, suspension, or cancellation initiated by the college

5.1 Enrolment process

When prospective students choose to enrol with the college, both the student and the college are required to complete the enrolment process before the student can be formally accepted for admission.

- (i) Gathering required information: the college is required to gather the students' required documents.

¹ Refer to the *Pre-Enrolment Policy and Procedure* for details about the pre-enrolment process.

² Refer to the *Enrolment Application Form*. It is available on the college website.

³ *Full Letter of Offer & Acceptance* is the official letter from the college to the student offering enrollment in the college's course(s), which need to be accepted and/or signed by both parties.

- (ii) Complete the enrolment application form: students are required to complete the enrolment application.
- (iii) Providing the letter of offer: Students need 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 course(s), and the enrolment is deemed to be possible by the college and/or authorised Education Agent, the prospective student must gather and provide all documents and information required by the Student Administrative Support Officer and/or authorised Education Agent. The list of required documents and information includes, but is not limited to:

1. Identity document (e.g., passport)
2. The proof of academic qualifications
3. The proof of work experience
4. The proof of English language proficiency
5. Evidence of occupational licence or registration (where required by the qualification or applicable industry)

5.1.2 Complete the enrolment application form

The Student Support Officer and/or authorised Education Agent will assist prospective students in completing the *Enrolment Application Form*. The details of the student provided through the *Enrolment Application Form* include, but are not limited to:

1. Personal details that include
 - Full name
 - Date of Birth
 - Address
 - Gender
 - Phone number
 - Email
2. Emergency Person Contact details, including:
 - Full name
 - Phone number
 - Email
3. Training product/course applied by the student
4. Course credit (if applicable)
5. Unique Student Identifier (USI), if available

6. Education history
7. Delivery Location
8. English proficiency
9. Passport information
10. Visa Details
11. OSHC Details

The Student Support Officer is responsible for reviewing the *Enrolment Application Form*. This is to ensure that all required details in the *Enrolment Application Form* have been duly completed and that documents are gathered.

5.1.3 Providing the letter of offer

After the prospective student completes the *Enrolment Application Form* and the Student Support Officer and/or authorised Education Agent finds the prospective student eligible for the intended course, the prospective student shall be issued the full letter of offer by the college.

Full Letter of Offer & Acceptance

Once the *Enrolment Application Form* is submitted with all necessary information and documents, and the student has met the entry requirements, the Student Support Officer and/or authorised Education Agent will provide the student with the *Full Letter of Offer & Acceptance*.

Once the *Full Letter of Offer & Acceptance* is issued to the student, then the student will be required to accept it by:

- Submitting the signed *Full Letter of Offer & Acceptance* back to the college within the timeline provided in it.
- Providing a payment receipt and completing the deposit payment as specified in the *Full Letter of Offer & Acceptance*.

If the student fails to submit the signed *Full Letter of Offer & Acceptance* and the required deposit payment to the college within the designated timeframe as mentioned in the *Full Letter of Offer & Acceptance*, the enrolment process will not move forward.

5.1.4 Verification of payment and issuance of CoE

Upon receipt of the payment receipt from either the prospective student or the authorised Education Agent on behalf of the prospective student, the Student Support Officer will verify the transaction.

Once the transaction has been verified, the Student Administrative Support Officer will confirm that the amount received matches the payable amount specified in the *Full Letter of Offer & Acceptance*.

The Student Support Officer will then notify the prospective student and/or the authorised Education Agent of the payment confirmation within five (5) working days

Following the confirmation of payment, the Student Administrative Support Officer will proceed with issuing the Confirmation of Enrolment (CoE). The CoE will include details such as the enrolled course name, course duration, and relevant study period for the student.

5.1.5 Generating the CoE

The Student Administrative Support Officer is responsible for generating the students' CoEs in PRISMS. The confirmation of successful enrolment will be sent to the students.

5.1.6 Communicating about the orientation program

The Student Administrative Support Officer will communicate the successful enrolment of the student to the CEO, authorised Education Agent (where applicable), and other relevant staff.

The Student Administrative Support Officer will inform the students about orientation⁴ details, including the plan, contents, date, and time. The Student Support Officer will provide details of new commencing students of each intake to the trainers and assessors.

5.1.7 Record Keeping

The Student Administrative Support Officer will maintain the records and documents for student enrolments. This shall include, but is not limited to, students' academic and/or work experience documents, the *Enrolment Application Form*, the *Full Letter of Offer & Acceptance*, the payment receipt, CoE, any additional documents supplied to supplement the Enrolment Application Form, and any other relevant documentation.

5.2 Deferral, suspension or cancellation initiated by the student

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

⁴ Please refer to the *Student Support Services Policy and Procedure* of the college for more details on the orientation program.

status. A student's enrolment would not be cancelled if the deferral is for compassionate or compelling reasons. While a student's enrolment may be cancelled due to: -

- 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 on 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 complaints and appeals process, unless there is a foreseeable risk to their health, well-being, or that of others.

5.2.1 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. For example, students may request to defer their course due to medical reasons. In such circumstances, the student can request a deferment. The following section discusses the deferment process initiated by students.

Step 1: Compelling and compassionate circumstances

In cases of compelling and compassionate circumstances⁵, the student or an authorised representative (e.g., education agent, guardian) may request a deferral or suspension of enrolment. The student will be required to submit supporting documents. All supporting documents must be in English or translated into English.

Step 2: Completion of Deferral or Suspension of Enrolment Request Form

If a student wishes to defer the originally scheduled start date in their valid CoE or suspend enrolment, they can submit a *Deferral or Suspension of Enrolment Request Form*⁶, along with any necessary supporting documents. This request can be submitted before the proposed start date or during enrolment to the Student Support Officer. The officer will assess the application and approve if the students' supporting documents and applications are accurately completed.

⁵ 'Compassionate or compelling' circumstances are generally those beyond the student's control that impact course progress or wellbeing.

⁶ Refer to *Deferral or Suspension of Enrolment Request Form.pdf* for more details about this form and information and documents that needs to be submitted with this form.

If the new student is unable to commence their courses, but the student and/or the authorised representatives do not submit the *Deferral or Suspension of Enrolment Request 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:

- (i) 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.
- (ii) If the student is unable to commence the course due to compelling and compassionate circumstances, it is the student's duty to request a deferment before or within 28 days after the proposed start date.

Step 3: Verifying CoE

Prior to deferring or suspending a student's enrolment on compassionate or compelling circumstances, the Student Support Officer will 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 on compelling and compassionate circumstances, the Student Support Officer may request the student to participate in an Intervention Strategy⁷ after completing the *Intervention Strategy Plan (ISP) Request Form*⁸ to meet course progress requirements and explore the potential for extending the CoE and/or student visa.

5.2.2 Procedure for Withdrawal or Cancellation of Enrolment initiated by the Student

The procedure for withdrawal or cancellation of enrolment is given below:

Step 1: Completing the request for release

To withdraw from the enrolled course (cancellation of enrolment), the student or their authorised representative (e.g., education agent, guardian) must formally submit the *Withdrawal and Release Form*⁹ to the Student Support Officer.

Step 2: Processing the release request

The Student Support Officer is required to respond to the student's request within 14 working days.

⁷ Refer to the *Monitoring Course Progress and Student Attendance Policy and Procedure* of the college for more details about the intervention strategy.

⁸ Refer to the *Intervention Strategy Plan (ISP) Request Form.pdf* for more details about this request form.

⁹ Refer to the *Withdrawal and Release Form.pdf* of the college.

- a. During the withdrawal process, the Student Support Officer has the authority to request supporting documents from the student.
- b. The Student Support Officer 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

Once the approval for cancellation of a student's enrolment is granted, the following steps will be taken:

- a. The CoE on PRISMS will be cancelled.
- b. The Student Support Officer will be duly notified to proceed with the issuance of any applicable Statement of Attainment (SOA) and/or transcripts.
- c. Upon completion of the cancellation process, the Student Support Officer will confirm any outstanding fees, refunds and closure of the student's account with the CEO before finalising the student's records.
- d. Upon completion of the cancellation of the enrolment process, the student's account will be closed.

5.3 Deferral, suspension or cancellation initiated by the college

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 and/or Academic Misconduct Policy and Procedure¹⁰.
- b. Student is in breach of course progress requirements in accordance with the Monitoring Course Progress and Student Attendance Policy and Procedure¹¹.
- c. The student's failure to pay the fees or continue the course as specified in the *Full Letter of Offer & Acceptance*.
- 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, where prerequisite requirements cannot be met, and/or superseded course).

The procedure for deferral, suspension, or cancellation initiated by the college is given below:

¹⁰ Refer to the *Academic Misconduct Policy and Procedure* of the college.

¹¹ Refer to the *Monitoring Course Progress and Student Attendance Policy and Procedure* of the college for more details about course progress and attendance requirements.

- In cases where the college initiates deferral, suspension, or cancellation of enrolment, the student will receive a notice of intention to report, and the reasons for doing so, in writing.
- 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 college's complaints and appeal process¹².
- 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 process¹³.
- The 20-working day timeframe for students to appeal college decisions will be granted, even if the student's misbehaviour warrants immediate suspension or cancellation. Exceptions will only be made when the student's well-being or the well-being 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 well-being. These circumstances may include, but are not limited to, cases where the student:
 - has medical concerns, severe depression or psychological issues which may lead the college to fear for the student's wellbeing;
 - has engaged or threatened to engage in behaviour that is reasonably believed to endanger the lives of the student or others;
 - is at risk of committing a criminal offence.
- If the student's 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:
 - 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;
 - 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 *Complaints and Appeals Policy and Procedure* of the college.
 - The CoE of the student will be cancelled on PRISMS.
 - The Student Support Officer will be informed to proceed with the issuance of relevant Statements of Attainment and/or transcripts, if applicable.
 - Upon completion of the enrolment cancellation process, the Student Support Officer will confirm any outstanding fees, refunds and closure of the student's account with the CEO before finalising the student's records.

¹² Refer to the *Complaints and Appeals Policy and Procedure* for more details on the complaints and appeals process of the college.

¹³ Refer to the *Complaints and Appeals Policy and Procedure* for more details on the external appeal resolution process of the college.

- Upon completion of the enrolment cancellation process, the student's account will be closed.

5.4 Obligation of the college

- Before deferring, suspending, or cancelling enrolment, the college will notify the student about the intention to do so, along with the reasons in writing. The college must also inform 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.
- The college will maintain records of all decisions relating to deferral, suspension or cancellation of student enrolments, including supporting evidence provided by the students.
- When a student enrolment is deferred, suspended, or cancelled the college will notify through PRISMS in accordance with applicable legislative requirements.

6. Complaints and Appeals

Students who are enrolled with the college can file a complaint or appeal regarding the enrolment process or if the procedures outlined in this policy are not being followed. Complaint or appeal must be submitted as per the process outlined in the *Complaints and Appeals Policy and Procedure* of the college.

7. Monitoring

The monitoring process will be carried out at least once every year by the Student Support Officer and the External Compliance Team. They will review the enrolment process, documentation, deferment, suspension, and/or cancellation cases. This is to ensure that students' enrolment, deferment, suspension, or cancellation of students' enrolment is carried out as per the process outlined in this policy. The review will ensure that the requests related to deferment, suspension, or cancellation are timely processed, and the relevant documentation is completed and stored.

Any gaps identified during the monitoring process will be discussed and resolved by the Student Support Officer and External Compliance Team in coordination with the CEO and/or relevant staff involved in the process, if required. This is to ensure that the enrolment process and this policy of the college are aligned with the 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) Standards 2, 3, 6, 9 of the National Code 2018.

8. Continuous Improvement

The CEO, in consultation with the External Compliance Team, will review the feedback and determine any required improvements. The Student Support Officer will implement approved changes and communicate them to relevant staff. They will also ensure that all approved improvements are recorded in the *Continuous Improvement Register* in accordance with the college's *Continuous Improvement Policy and Procedure*.