

A2 Education Pty Ltd t/a



Pre - Enrolment Policy and Procedure

Version 2.0

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1. Terms and Definitions

Terms	Definition
College	Refers to Matic International College
CRICOS	Commonwealth Register of Institutions and Courses for Overseas Students
College staff	Refers to the college staff who are related to the enrolment process
CEO	Stands for Chief Executive Officer
International students	Refers to students who are student visa (subclass 500) holders or are applying for student visas
Students	Refers to international and domestic students
Education Agents	Refers 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 international 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	This term 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 both international and domestic students
Intended Training Product	A training product in which the prospective student wishes to enrol with the college
TAS	Refers to the Training and Assessment Strategy

National Code 2018	Refers to the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (https://www.legislation.gov.au/F2017L01182/latest/text)
Outcome Standards for NVR RTO 2025	Refers to National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025 (https://www.legislation.gov.au/F2025L00354/asmade/text)
Compliance Standards for NVR RTO 2025	Refers to National Vocational Education and Training Regulator (Compliance Standards for NVR Registered Training Organisations) Instrument 2025 (https://www.legislation.gov.au/F2025L00355/asmade/text)
ESOS Act 2000	Refers to Education Services for Overseas Students (ESOS) Act 2000 (https://www.legislation.gov.au/C2004A00757/latest/text)

2. Purpose of the Pre-Enrolment Policy

This policy and procedure document serves as a guide for authorised education agents and/or college staff members (i.e., student administrative support team), facilitating prospective students in making informed decisions regarding their educational needs prior to enrolment with the college.

This Policy and Procedure is designed to ensure that the college's pre-enrolment practices comply with the requirements of:

- (i) Standards 2.1 and 2.2 in Division 1 under Part 2 – VET Student Support (Quality Area 2) of the Outcome Standards for NVR Registered Training Organisations 2025, and
- (ii) Standard 1 (Marketing Information and Practices) and Standard 2 (Recruitment of an Overseas Student) of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

3. Scope of the Pre-Enrolment Policy

As the policy and procedure document encompasses the pre-enrolment processes, this policy and procedure document applies to prospective students. This document applies to the student administrative support team, the External Compliance Team, and any relevant staff who are directly or indirectly involved in the pre-enrolment processes.

This Policy and Procedure also apply to authorised Education Agents engaged by the college under a written agreement where they provide pre-enrolment information and services on behalf of the college.

4. Statement of the Pre-Enrolment Policy

As per Standards 1 and 2 of the National Code 2018 and Standards 2.1 and 2.2 of Outcome Standards for NVR RTO 2025, it is mandated that all relevant parties, including education agents and/or student administrative support team, must furnish prospective students with clear, accurate, current, and comprehensive information. This also ensures transparency and integrity in the identification and communication of all relevant details and documentation to prospective students before enrolment with the college.

4.1 Education agents and/or the student administrative support team must conduct pre-enrolment consultation sessions with prospective students in accordance with the “Procedures for pre-enrolment” outlined in Section 5 of this policy. This consultation session should be conducted using this policy in conjunction with the *Pre-enrolment consultation checklist*¹, and supporting marketing materials, including, but not limited to, the *student handbook*², *marketing flyers*, and any other documentation that are to be provided prior to the enrolment.

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

4.2.1 TGA³ and CRICOS⁴ website: Relevant information must be discussed, including how to access.

4.2.2 Details of the college: RTO and CRICOS provider codes, including registered name, registration number, head office address, contact number, and delivery location address.

4.2.3 Details of the training product: Code, title, and current status of the training product to which the student is to be enrolled, as published on the national register, including units of competency requirements.

4.2.4 Delivery Details:

a) Units of competency,

¹ Refer to *Pre-enrolment consultation checklist* for more details about this checklist used during the pre-enrolment process.

² Refer to *MATIC Student Handbook* for more details about this handbook, available for students.

³ Refer to <https://training.gov.au/>

⁴ Refer to <https://cricos.education.gov.au/>

- b) Estimated duration, including holiday breaks,
- c) Expected locations at which training will be delivered,
- d) Expected modes of delivery (face-to-face, etc.),
- e) Expected training commencement date⁵, specifically for each unit of competency
- f) Credit transfer (if applicable)

4.2.5 Entry requirements:

- a) Entry requirements, as listed on the training.gov.au website
- b) Academic requirements of the college as listed on the TAS, such as the successful completion of Australian Year 12 or equivalent
- c) Age requirements, such as students must be 18 years old and above
- d) Any equipment and/or resources to be possessed by the student
- e) Requirements for English language proficiency.
- f) Requirements associated with LLND (Language, Literacy, Numeracy, and Digital Literacy)
- g) Current knowledge, skills and work experience (if applicable)
- h) Course credit (if applicable)
- i) Licensing or occupational license (if applicable)

4.2.6 Details of Work Placements:

- a) If mandatory work placements are part of the training, provide students with clear information relevant to placement, including but not limited to:
 - Who will arrange placement, including costs to be incurred for placement,
 - By when placement is expected to be commenced and completed,
 - Consequences of not commencing or completing placement within the expected duration,
 - Communication between the student, the college, and relevant parties involved in the placement process.

4.2.7 Fees, costs, and charges:

- a) Fees that must be paid to the college, including tuition, non-tuition fees,
- b) Fees or costs associated with obtaining a Student Identifier,
- c) Payment terms and conditions, including deposits and refunds,
- d) How and when fees must be paid,

⁵ Prospective students may commence their studies after the commencement of the first unit of competency due to circumstances such as a delayed student visa grant. In such cases, students may join the unit after delivery has commenced, provided they meet the college's enrolment requirements. Students will also be informed of the college's census cut-off date and any requirements relating to late commencement.

- e) Fees for withdrawal from the course and its process,
- f) Any relevant fees, costs, and charges to be incurred by students,
- g) Any potential for fees, costs and charges that may occur over the duration of a course,
- h) Access to documented policy and procedure documents (e.g., cancellation, refund, and/or others).

4.2.8 The student's obligations and/or liabilities:

- a) Meeting visa conditions (e.g., 8105, 8533, 8202, 8501, and others if applicable),
- b) Meeting the requirements of a Genuine Student (GS),
- c) Accruing materials and equipment that the student must provide,
- d) Obtaining a Student Identifier,
- e) Fulfilling the requirements for Overseas student health cover (OSHC),
- f) Arranging the work placement (if required),
- g) Complying with the requirement of studying at least 20 scheduled contact hours per week,
- h) Informing the college of changes to contact details within 7 days,
- i) Informing the college if they need to take a long-term absence,
- j) Meeting the college's course progress and attendance requirements,
- k) Understanding that their enrolment may be deferred, suspended, and/or cancelled.

4.2.9 The student's rights:

- a) The college's complaints and appeals process as per the *Complaints and Appeals Policy and Procedure*⁶, how students can lodge a complaint or appeal, including the college's internal and external complaints and appeals processes,
- b) Options available for students if the college closes or ceases to deliver any part of the training product the student is enrolled in.
- c) Options 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.

4.2.10 All prospective students must understand that the college is responsible for:

⁶ Refer to the college's *Complaints and Appeals Policy and Procedure* for more details about the process.

- a) Providing the quality of training and assessment,
- b) Issuing of all qualifications and statements of attainment, the AQF (Australian Qualifications Framework) certification documentation
- c) Handling any changes to the arrangements communicated to the student,
- d) Informing prospective students about their rights as a consumer in accordance with state/territory laws,
- e) 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.

4.2.11 Notify students when any change occurs that may affect the services they are providing. This includes:

- a) Details of new training products (in case the training products are superseded, deleted, or expired),
- b) Details of transition arrangement(s) relevant to 4.2.11 (a),
- c) Details of services offered to students (e.g., refund and/or others),
- d) Details of college (in case of changes in contact details, campus, a change in ownership of the college, etc),
- e) Details of any changes to or new third-party arrangements the college puts in place for the delivery of services to those students,
- f) Details of changes due to unforeseen situations, such as geopolitical issues, pandemic, natural calamity or disaster, etc.

4.2.12 Support services provided to the student and accessing such services:

- 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) Study support
- 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) Counselling and mental health support
- h) Health, well-being, and/or disability services for both physical and mental
 - a. Physical support can include, but is not limited to, 1) a First-Aid kit, 2) A wheelchair, and/or others.
 - b. Mental support can include but is not limited to a counselling service and/or others.
- i) Financial support services (if applicable)
- j) Complaints and appeals support
- k) Relevant legal services
- l) Student engagement
- m) Academic Pathways and Employment Opportunities
- n) Employment rights and conditions (Fair Work Ombudsman)
- o) Visa Conditions, including OSHC.

5. Procedures for pre-enrolment for all students

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

Step 1: Furnishing Entry Requirements and Relevant Information

Step 2: Conducting Pre-enrolment consultation

Step 3: Finalising the Consultation Sessions

The following sections will provide details of each step:

Step 1: Furnishing Entry Requirements and Relevant Information

A. Alignment with training product and its relevant documents/information:

Prior to the pre-enrolment consultation session, education agents and/or the student administrative support team must prepare all necessary information to be provided to prospective students. This information must be consistent with and aligned with the following documents:

- Pre-enrolment consultation checklist,
- Supporting documents:
 - Student Handbook,
 - Marketing Flyers,

- Orientation Program⁷.
- Any other relevant documentation/information.

This is to ensure that prospective students are provided with sufficient and relevant information for making an informed decision relating to their enrolment with the college.

Step 2: Conducting Pre-Enrolment Consultation

The education agent and/or student administrative support team are required to conduct a pre-enrolment consultation session with prospective students by using the pre-enrolment consultation checklist. The education agent and/or student administrative support team are expected to use the checklist and go through each section with prospective students.

The education agent and/or student administrative support team must also ensure that the prospective students complete the LLND test during this session. Once completed, the education agent and/or student administrative support team will perform the two (2) steps (i.e., A. and B.) as described in the following paragraphs:

A. Information/ documents to be provided/ informed to prospective students:

The student administrative support team and/or education agents will provide prospective students with the information outlined in this checklist, in addition to the information specified in Section 4 of this policy, including:

- a) Training and assessment requirements applicable to the selected training product, including any reasonable adjustments that may be provided by the college based on the student's individual needs.
- b) Leave, deferment, attendance, and course progress requirements, including the requirement to notify the college of any anticipated long-term absence and provide supporting documentation where applicable.
- c) Additional information for international students:
 - International students are expected to undertake at least 20 scheduled contact hours per week.
 - The college will not deliver more than one-third of the units in a qualification through online learning.
- d) The availability of student support services and the process for requesting assistance from the college.

⁷ Refer to the college's *Student Support Policy and Procedure* for more information about the orientation.

- e) The training and assessment schedule (timetable), including the delivery sequence of units, intake dates, course duration, mode of study, study requirements, study hours, licensing requirements (where applicable), and other course-specific requirements.
- f) Information relevant to international student visa requirements, including visa application processes, Overseas Student Health Cover (OSHC) requirements, visa costs, processing times, and access to information available through the Department of Home Affairs website.
- g) The availability of multiple pre-enrolment consultation sessions, which may be conducted through face-to-face meetings, video conferencing, telephone calls, or email communication, as required.

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 that best suit their educational needs. Information provided during these sessions includes, but is not limited to:

I. Requirements applicable to all Prospective students:

B1) Educational Requirements

Prospective students must submit details of their academic history along with supporting documents such as certificates and transcripts to education agents and/or the student administrative support team. If they are still in a period of study, they can also provide copies of their most recent transcripts.

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 student administrative support team or the college staff appointed by the CEO to verify whether the submitted academic qualifications and background meet the entry requirements.

B2) 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 their work history⁸ of job and education.

Prospective students are not required to provide employment history information where it is not specified in the entry requirements of the course.

Students sponsored by the Australian Department of Foreign Affairs and Trade (DFAT), the Australian Department of Defence, or other applicants are exempted from providing work experience.

II. Additional requirements applicable to international students:

B3) 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.

B4) 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>

⁸ The number of years for the work experience may vary and will be based on the training product that the student applies for enrolment.

- Cost of living in Australia: <https://www.legislation.gov.au/Details/F2019L01366>

B5) English Language Proficiency (ELP) Criteria

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

(i) ELP Scores

Education agents and/or the student administrative support 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 and Table 2, which provide the Criteria of English Language Proficiency for different AQF level courses. Table 1 provides score requirements for the approved English tests taken on or before 6 Aug 2025. Table 2 provides score requirements for the approved English tests taken on or after 7 Aug 2025.

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

For Certificate IV

ELP Tests	Score		
International English Language Test System (IELTS)	An overall band score of 6.0.	An overall band score of 5.5 ⁹	An overall band score of 5.0 ¹⁰
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

⁹ For IELTS 5.5 or equivalent, students are required to enrol in ELICOS with a college that is approved to provide ELICOS for up to 52 weeks.

¹⁰ For IELTS 5.0 or equivalent, students are required to enrol in ELICOS with a college that is approved to provide ELICOS for up to 52 weeks.

ELP Tests	Score		
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

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 ¹¹	An overall band score of 5.5 ¹²
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

¹¹ For IELTS 6.0 or equivalent, students are required to enrol in ELICOS with a college that is approved to provide ELICOS for up to 52 weeks.

¹² For IELTS 5.5 or equivalent, students are required to enrol in ELICOS with a college that is approved to provide ELICOS for up to 52 weeks.

ELP Tests	Score		
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

International students should meet the English requirements of a minimum of IELTS 6.0 or equivalent (for Certificate IV) and/or 6.5 or equivalent (for Graduate Diploma). If international students fail to meet the English language requirements, they may alternatively enrol in an English Language Intensive Course for Overseas Students (ELICOS) with a college that is approved to provide ELICOS for up to 52 weeks.

Table 2: English Language Proficiency Tests (taken on or after 7 August 2025)

For Certificate IV

ELP Tests	Score		
IELTS Academic: International English Language Test System	Average band score of 6.0. 6.0 in each component	Average band score of 5.5. ¹³	Average band score of 5.0. ¹⁴
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	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.

¹³ For IELTS 5.5 or equivalent, students are required to enrol in ELICOS with a college that is approved to provide ELICOS for up to 52 weeks.

¹⁴ For IELTS 5.0 or equivalent, students are required to enrol in ELICOS with a college that is approved to provide ELICOS for up to 52 weeks.

ELP Tests	Score		
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: Listening: 57, Reading: 60, Writing: 64, Speaking: 70	Overall band score of 54.	Overall band score of 46.

For Graduate Diploma

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. ¹⁵	An average band score of 5.5. ¹⁶
IELTS General Training:	Average band score of 6.5. 6.5 in each component	Average band score of 6.0.	Average band score of 5.5.

¹⁵ For IELTS 6.0 or equivalent, students are required to enrol in ELICOS with a college that is approved to provide ELICOS for up to 52 weeks.

¹⁶ For IELTS 5.5 or equivalent, students are required to enrol in ELICOS with a college that is approved to provide ELICOS for up to 52 weeks.

English Language Test	Scores		
International English Language Test System			
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 Test¹⁷	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:	Overall band score of 1096.	Overall band score of 1026.

¹⁷ 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: 292, Reading: 312, Writing: 294, Speaking: 335		
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.

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

Note:

1. Students must ensure that the test results provided are valid for 2 years from the date of sitting, and it is an approved English test for the purposes of the enrolled course.
2. Completing the ELICOS course(s) does not provide a student with the IELTS Certificate. Instead, the ELICOS course(s) indicate the equivalent English skill level to that of IELTS. To receive an official IELTS score, a student is required to undertake the IELTS examination.
3. A score for a TOEFL iBT test taken between 26 July 2023 and 4 May 2024 will no longer meet the English language requirement for Student visa purposes. The college will only accept TOEFL iBT scores from a test taken on or before 25 July 2023 and on or after 5 May 2024 for Student visa purposes.
4. From 12 February 2024 to 6 August 2025, the college will only accept results from the paper-based Cambridge C1 Advanced test. The college will still accept test scores for both C1 Advanced paper-based and computer-based tests taken before 12 February 2024, in the specified validity period.

More information regarding the criteria for English Language Proficiency and exemptions are available at the Department of Home Affairs website and can be accessed at the link given here: <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500#Eligibility>

5. Prospective students are obligated to submit authenticated copies of necessary documents, including certificates, along with a letter from the school or institution confirming that English is the primary language of instruction for the entire course, including examinations, assessments, and lessons.
6. Work Experience/ Voluntary Work: Prospective students must provide evidence of either paid or voluntary work experience conducted in an English-language instructional environment. Acceptance in such instances will be at the discretion of the college. Additionally, students may be requested to include an authenticated letter from their employer confirming that English was the language of instruction.

B6) Health Insurance

International students must have adequate health insurance while in Australia. Overseas Student Health Cover (OSHC) is insurance that helps cover the costs of medical and hospital care in Australia. It is a visa requirement to have OSHC for the entire duration of the student visa. Any supporting evidence of OSHC must be provided.

Step 3. Finalising the Consultation Session

Once the prospective student has completed the pre-enrolment consultation session with the education agent and/or student administrative support team, and gathered the student's information and/or documents, the student administrative support team will then discuss the suitability using the pre-enrolment consultation checklist. The criteria provided below are to be used for evaluating and finalising the outcome.

Criteria:

1) Entry Requirements: To be able to meet the entry requirements, the following components must be considered:

- **Age Requirement:** 18 years old and above, or as specified in the TAS document of the intended training product.
- **Academic Requirement:** Australian Year 12 or Australian equivalent, or as specified in the TAS document of the intended training product.
- **Pre-Requisite Requirement:** This refers to the completion of training product(s), unit(s) of competency, skill set, and/or other requirements as specified in the TAS document of the intended training product. For example, some qualifications may contain units of competency with mandatory pre-requisite units that must be completed before a student can commence or be assessed in the relevant unit. The college will review and verify that any applicable pre-requisite requirements have been met prior to enrolment or progression within the course.

- **Disability Check:** This refers to the requirements of students' physical and mental fitness, with no disabilities that would hinder their ability to participate fully in academic and practical activities. They should have normal vision, hearing, and mobility, and be capable of meeting the physical demands of the qualification (e.g., working in a childcare facility, a kitchen, a workshop, and/or other similar settings).
- **Required Materials and/or Equipment:** Students may be requested to prepare their own materials and/or equipment (e.g., a laptop and/or others) before commencing the training and assessment. The materials and/or equipment must also comply with the minimum specification requirements.
- **English Language Requirement:** IELTS overall score of 6.0 or equivalent (for Certificate IV), and/or IELTS overall score of 6.5 or equivalent (for Graduate Diploma). Refer to information described in subsection *B5) English Language Proficiency (ELP) Criteria* under *Section 5: Procedures for pre-enrolment*.
- **Required Work Experiences:** This refers to specific work experiences in relevant industries (if applicable). This requirement can be varied based on the training products.
- **LLND Requirements:** Prospective students must undertake and pass the LLND test as required in the TAS document of intended training products.

2) Obligation/Liabilities of Students: To be able to fulfil obligations or liabilities, the following components must be considered:

I. Applicable to All Prospective Students

- **Educational Requirements:** Refer to the information and supporting evidence requirements outlined in *Section 5: Procedures for Pre-Enrolment, Step 2: Conducting Pre-Enrolment Consultation, Sub-section B. Information/documents to be received from prospective students, B1) Educational Requirements*.
- **Provision of Required Supporting Documents:** Prospective students must provide all relevant supporting documentation, including academic records, work experience evidence (where applicable), English language proficiency evidence (where applicable), and any other documents required to assess eligibility for admission.

II. Additional Requirements for International Students

- **Genuine Student (GS) Requirement:** Refer to the information and supporting evidence requirements outlined in *Section 5: Procedures for Pre-Enrolment, Step 2: Conducting Pre-Enrolment Consultation, Sub-section B. Information/documents to be received from prospective students, B3) Genuine Student (GS) Requirement*.

- **Financial Requirements:** Refer to the information and supporting evidence requirements outlined in *Section 5: Procedures for Pre-Enrolment, Step 2: Conducting Pre-Enrolment Consultation, Sub-section B. Information/documents to be received from prospective students, B4) Financial Requirements.*
- **Visa Conditions:** Prospective international students are required to understand and comply with all applicable student visa conditions, including but not limited to Visa Conditions 8105, 8202, 8501, 8533, and any other relevant conditions imposed by the Department of Home Affairs.
- **Health Insurance (OSHC) Requirements:** Refer to the information and supporting evidence requirements outlined in *Section 5: Procedures for Pre-Enrolment, Step 2: Conducting Pre-Enrolment Consultation, Sub-section B. Information/documents to be received from prospective students, B6) Health Insurance.*
- **Provision of Required Supporting Documents:** Prospective students must provide the following supporting documents relating to (i) academic requirements, (ii) work experience, (iii) English language proficiency, (iv) financial capability, (v) health insurance, (vi) a valid passport, (vii) a valid visa, and/or other relevant documents.

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