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Purpose

The purpose of this policy and procedure is to outline Everest Institute of Education (Ei)'s approach to ensuring that student enrolment processes are open, fair, consistent, and transparent.

This policy and procedure support compliance with the Outcome Standards for Registered Training Organisations 2025 (Standards 2.1, 2.2, 1.5, 1.6 and 1.7), applicable Compliance Requirements, and align with the ESOS Act and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Standard 3).

Policy

- Everest Institute of Education (Ei):
 - Accepts and provides credit to learners for units of competency and/or modules (unless licensing or regulatory requirements prevent this) where these are evidenced by:
 - AQF certification documentation issued by any other RTO or AQF authorised issuing organisation, or
 - authenticated VET transcripts issued by the Registrar.
 - Prior to enrolment or the commencement of training and assessment, whichever comes first, Ei provides advice to the prospective learner about the training product appropriate to meet the learner's needs, taking into account the individual's existing skills and competencies.
 - Prior to enrolment or the commencement of training and assessment, whichever comes first, Ei provides, in print or through referral to an electronic copy, current and accurate information that enables the learner to make informed decisions about undertaking training with Ei.
 - Where Ei collects fees from the individual learner, either directly or through a third party, Ei provides or directs the learner to information prior to enrolment or the commencement of training and assessment, whichever comes first, specifying:
 - all relevant fee information, including fees that must be paid to Ei and payment terms and conditions, including deposits and refunds.
 - the learner's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies
 - the learner's right to obtain a refund for services not provided by Ei in the event the:
 - arrangement is terminated early
 - the Ei fails to provide the agreed services.
- Everest Institute of Education (Ei) ensures the obligations and rights of both Ei and the student are clearly set out, including the course money payable and services the provider is obliged to supply.

3. Everest Institute of Education (Ei) will enter into a written agreement with the student before (or at the same time as) accepting course money from the student.
4. The written agreement must contain, as a minimum, the following: -
 - identify the course or courses in which the student is to be enrolled and any conditions on his or her enrolment
 - provide an itemised list of course money – tuition and non-tuition, payable by the student
 - provide information in relation to refunds of course money
 - set out the circumstances in which personal information about the student may be shared between the registered provider and the Australian Government and designated authorities and, if relevant, the Tuition Protection Service. This information includes personal and contact details, course enrolment details and changes, and the circumstances of any suspected breach by the student of a student visa condition; and
 - advise the student of his or her obligation to notify the registered provider of any changes to contact details, and who to contact in an emergency, while in Australia and studying with Ei.
5. Information about the refunds of course money will cover the following: -
 - amounts that may or may not be repaid to the student;
 - processes for claiming a refund;
 - a plain English explanation of what happens in the event of a course not being delivered; and
 - a statement that “This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia’s consumer protection laws”.
6. Under the National Code 2018, Ei is required to have a written agreement with each student. Ei will not accept course money from the student before this agreement has been signed or otherwise accepted the agreement.
7. All written agreements will outline internal and external complaints and appeals processes and contain a statement advising that the agreement does not affect the rights of an overseas student to take action under Australian Consumer Law, where applicable.
8. All written agreements will outline a process for claiming a refund and any specified person(s) who can receive a refund (other than the overseas student). The written agreement will also explain what happens in the event a course is not delivered, including the role of the Tuition Protection Service (TPS).
9. Written agreements will also set out the circumstances in which personal information may be disclosed, in accordance with the Privacy Act 1988, to other relevant parties where required.

Procedures

1. Application Assessment

Procedure	Responsibility
<p>Assessment of suitability</p> <ul style="list-style-type: none"> • Upon receipt of an international student application form, review the documentation for suitability of enrolment. • For both domestic and international students, this includes checking: <ul style="list-style-type: none"> – All required information has been provided. – Authenticity of any relevant academic documents by contacting the institution that issued the certification. Where the institution cannot be contacted because it no longer exists or no response is received, Ei staff will conduct the following: interview the student regarding the 	<p>Administration Team General Manager CEO/Director</p>

Procedure	Responsibility
<p>authenticity, and contact ASQA to obtain a record of results after the student completes the consent form. Where the authenticity of the academic document provided is found to be false or fraudulent, the student's application will be immediately rejected.</p> <ul style="list-style-type: none"> – The applicant meets entry requirements and has required prerequisites – The reasons for enrolling as identified in the application documents – is the course suitable for the career goals of the applicant? – Suitability of the delivery model for the applicant. Eg, Class-based, are classes in a suitable location for them to travel to, etc. – For workplace-based courses, is there approval from the workplace? – For international students only, this includes checking Whether the student has stated that they are already enrolled with another provider and have not yet finished 6 months of their principal course of study. Refer to the Course Transfer Policy and Procedure for actions. – The applicant has the required English language level as specified in the entry requirements. – Applicants may also be issued with a conditional letter of offer, subject to meeting the required English language levels and providing evidence of such. <ul style="list-style-type: none"> • Ei will check if the student has identified that they have any additional support needs. If some have been identified, discuss with the General Manager about the ability to provide this additional support. • If suitability has not been confirmed through documentation, follow up with the applicant to provide further information or provide reasons for the course being unsuitable. Follow up in writing. • Once it has been confirmed from documentation that the applicant may be suitable, conduct a pre-enrolment interview using the Course Entry Interview Form. This could be face-to-face or over the phone. Ensure the applicant receives information about the course and its suitability to their needs during the interview. • Ensure applicants have received the Student Handbook, Course Outline and Student Agreement. • Where an applicant is deemed not suitable for the course, send a rejection letter stating that the applicant has not been successful, including the reasons for this. 	

2. Credit application

Procedure	Responsibility
<ul style="list-style-type: none"> • If Credits are applicable, conduct a credit assessment in accordance with the <i>Credit Policy and Procedure</i>. • On receipt of signed acceptance of credit, place this in the student's file. 	Administration Department

3. Student identifier

Procedure	Responsibility
<ul style="list-style-type: none"> Ensure the student has provided a verified USI. This may be provided by the student entering their number on the form or by the student giving Ei permission to create a USI on their behalf. Where no USI information has been provided by the student, the student should be notified that their enrolment is on hold until this is provided. Where the student has provided approval for the RTO to generate the USI, follow the online process for generation of a USI for the student. 	Administration Department

4. Finalisation of Enrolment

Procedure	Responsibility
<p>COE Letter, Student Agreement and Invoice</p> <ul style="list-style-type: none"> For domestic students: <ul style="list-style-type: none"> Create Confirmation of Enrolment Letter and Student Agreement. Create a deposit invoice. Email to student For international students: <ul style="list-style-type: none"> Create Letter of Offer and Student Agreement to meet requirements of National Code 2018 Standard 3 Create invoice Where credit is awarded, notify the student of the reduced course duration. Once a signed written agreement is received, create Confirmation of Enrolment. Provide Confirmation of Enrolment to the student Enter student details into PRISMS Keep copies of all documents and file them in the student's file. 	Administration Department

Document Control

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