

Admission and Enrolment Policy and Procedure

ESOS/NCP	• ESOS Act (2000), Education for Overseas Students Amendment Act 2014 National Code of Practice for Providers of Education and Training to Overseas Students • The National Code 2018: Standard 2
SRTOs 2025	Standards 2.1, 2.2 Division 1 – Information and Transparency https://www.asqa.gov.au/rto/2025-standards-rto https://www.asqa.gov.au/how-we-regulate/revised-standards-rto/practice-guides/practice-guide-information#std2.1 https://www.asqa.gov.au/how-we-regulate/revised-standards-rto/practice-guides/practice-guide-information#std2.2
Legislative Context	• National Vocational Education and Training Regulator Act 2011 (Cth) • Standards for Registered Training Organisations (RTOs) 2025 • Education Services for Overseas Students (ESOS) Act 2000 • VET Student Statistical Collection Guidelines • Student Identifiers Act 2014 • Equal Opportunity Act 1995 • Human Rights and Equal Opportunity Commission Act 1986 (Cth) • Disability Standards for Education 2005 (Cth)
Related Policies and forms	• Entry Requirements Policy and Procedure • Language Literacy and Numeracy Policy and Procedure • Student Handbook • RPL and Credit Transfer Policy and Procedure • Student fees and refund policy

Table of Contents

1. Policy	3
2. Purpose	3
3. Scope	3
4. Definition	3
5. Policy	3
Standard 2	3
Standard 3	4
6. Requirements	5
7. Procedure-application stage	5
8. Procedure-Pre-Enrolment stage	7
9. Procedure-Student Post Enrolment Stage(Orientation)	8
10. Responsibility	9
11. Review Date	9
12. Version History	9

1. Policy

Australian College of Culinary and Management Pty Ltd. RTO-45886 CRICOS-04038J will ensure that all individuals who gain entry into a Nationally Accredited Program have the appropriate skills and abilities they require to be successful in their studies. This policy is intended to provide a broad framework, and minimal requirements for determining admission to training courses and programs of ACCM.

2. Purpose

The purpose of this policy and procedure is to demonstrate the procedure ACCM and students will follow when making an application and enrolling at ACCM.

3. Scope

This policy/procedure applies to all prospective international students.

4. Definition

Course: A program of study leading to a qualification or an award. A course may comprise of units or modules. Also referred as “program”.

Prerequisite: Means specified minimum requirements an applicant must satisfy to be considered eligible for admission to a program.

Offer: Means the formal notification from college’s Student Administration Office on behalf of ACCM, offering an applicant a place in a nominated program under specified conditions, such as location, mode of study, duration, course fee and type of place offered.

Admission: Acceptance of an applicant as a student of ACCM in the nominated course(s).

Enrolment: Allocation of unit(s) of competency as prescribed under each course as part of student’s training plan that leads to attainment of the relevant competency or qualification on successful completion.

Learning Management System: Software that allows educational institutions to create and host courses on the Internet

USI: Unique Student Identifier

5. Policy

ACCM complies with the requirements of Standard 2 and Standard 3 of NCP 2018.

Standard 2

2.1 Prior to accepting an overseas student or intending overseas student for enrolment in a course, the registered provider must make comprehensive, current and plain English information available to the overseas student or intending overseas student on:

2.1.1 The requirements for an overseas student’s acceptance into a course, including the minimum level of English language proficiency, educational qualifications or work experience required, and course credit if applicable; the CRICOS course code, course content, modes of study for the course including compulsory online and/or work-based training, placements, other community-based learning and collaborative research training arrangements, and assessment methods;

2.1.2 course duration and holiday breaks;

2.1.3 the course qualification, award or other outcomes;

2.1.4 campus locations and facilities, equipment and learning resources available to students;

2.1.5 the details of any arrangements with another provider, person or business who will provide the course or part of the course;

2.1.6 indicative tuition and non-tuition fees, including advice on the potential for changes to fees over the duration of a course, and the registered provider’s cancellation and refund policies;

- 2.1.7 the grounds on which the overseas student's enrolment may be deferred, suspended or Cancelled;
 - 2.1.8 the ESOS framework, including official Australian Government material or links to this material online;
 - 2.1.9 where relevant, the policy and process the registered provider has in place for approving the accommodation, support and general welfare arrangements for younger overseas students (in accordance with Standard 5);
 - 2.1.10 Accommodation options and indicative costs of living in Australia.
- 2.2** The registered provider must have and implement a documented policy and process for assessing whether the overseas student's English language proficiency, educational qualifications or work experience is sufficient to enable them to enter the course.
- 2.3** The registered provider must have and implement a documented policy and process for assessing and recording recognition of prior learning (RPL), and granting and recording course credit, if it intends to assess RPL or grant course credit. The decision to assess prior learning or grant course credit must preserve the integrity of the award to which it applies and comply with requirements of the underpinning educational framework of the course.
- 2.4** If the registered provider grants RPL or course credit to an overseas student, the registered provider must give a written record of the decision to the overseas student to accept and retain the written record of acceptance for two years after the overseas student ceases to be an accepted student.
- 2.5** If the registered provider grants the overseas student RPL or course credit that reduces the overseas student's course length, the provider must:
- 2.5.1 inform the student of the reduced course duration following granting of RPL and ensure the confirmation of enrolment (CoE) is issued only for the reduced duration of the course;
 - 2.5.2 Report any change in course duration in PRISMS if RPL or course credit is granted after the overseas student's visa is granted.

Standard 3

- 3.1** The registered provider must enter into a written agreement with the overseas student or intending overseas student, signed or otherwise accepted by the student, concurrently with or prior to accepting payment of tuition fees or non-tuition fees. A written agreement may take any form provided it meets the requirements of the ESOS Act and the National Code. If the overseas student or intending overseas student is under 18 years of age, the written agreement with the overseas student or intending overseas student must be signed or otherwise accepted by the student's parent or legal guardian.
- 3.2** In addition to all requirements in the ESOS Act, the written agreement must, in plain English:
- 3.2.1 outline the course or courses in which the student is to be enrolled, the expected course start date, the location(s) at which the course will be delivered, the offered modes of study for the course, including compulsory online and/or work-based training, placements, and/or other community-based learning and/or collaborative research training arrangements;
 - 3.2.2 outline any prerequisites necessary to enter the course or courses, including English language Requirements 3.3.3 list any conditions imposed on the student's enrolment;
 - 3.2.3 list all tuition fees payable by the student for the course, the periods to which those tuition fees relate and payment options (including, if permitted under the ESOS Act, that the student may choose to pay more than 50 per cent of their tuition fees before their course commences);
 - 3.2.4 provide details of any non-tuition fees the student may incur, including as a result of having their study outcomes reassessed, deferral of study, fees for late payment of tuition fees, or other circumstances in which additional fees may apply;
 - 3.2.5 set out the circumstances in which personal information about the student may be disclosed by the registered provider, the Commonwealth including the TPS, or state or territory agencies, in accordance with the Privacy Act 1988;

- 3.2.6 outline the registered provider's internal and external complaints and appeals processes, in accordance with Standard 10 (Complaints and appeals);
- 3.2.7 state that the student is responsible for keeping a copy of the written agreement as supplied by the registered provider, and receipts of any payments of tuition fees or non-tuition fees;
- 3.2.8 Only use links to provide supplementary material.

3.3 The registered provider must include in the written agreement the following information, which is to be consistent with the requirements of the ESOS Act, in relation to refunds of tuition fees and non-tuition fees in the case of student default and provider default:

- 3.3.1 amounts that may or may not be repaid to the overseas student (including any tuition and non-tuition fees collected by education agents on behalf of the registered provider);
- 3.3.2 processes for claiming a refund;
- 3.3.3 the specified person(s), other than the overseas student, who can receive a refund in respect of the overseas student identified in the written agreement, consistent with the ESOS Act;
- 3.3.4 a plain English explanation of what happens in the event of a course not being delivered, including the role of the TPS;
- 3.3.5 a statement that "This written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies".

3.4 The registered provider must include in the written agreement a requirement that the overseas student or intending overseas student, while in Australia and studying with that provider, must notify the registered provider of his or her contact details including:

- 3.4.1 The student's current residential address, mobile number (if any) and email address (if any);
- 3.4.2 Who to contact in emergency situations;

3.5 Any changes to those details, within 7 days of the change. The registered provider must retain records of all written agreements as well as receipts of payments made by students under the written agreement for at least 2 years after the person ceases to be an accepted student.

6. Requirements

ACCM will;

- Provide applicants with information that will enable them to make informed decisions about their studies in Australia;
 - Provide course brochure/prospects, including college and campus details;
 - Supply information about the availability of course credit;
 - Course duration and holiday breaks;
 - Indicative tuition and non-tuition fees, including advice on the potential for changes to fees over the duration of a course, and the registered provider's cancellation and refund policies;
 - Inform applicants of the modes of study through which the course may be offered;
 - Have documented procedures for assessing applicants' English proficiency and qualifications and they must implement these procedures;
 - the grounds on which the overseas student's enrolment may be deferred, suspended or cancelled;
 - Not knowingly enrol a student wishing to transfer from another provider before the student has completed six months of his or her principal course except in circumstances outlined in Standard 7. These restrictions also apply to courses taken before the principal course in a package of courses;
 - the ESOS framework, including official Australian Government material or links to this material online;
- Inform students the requirement of the mandatory requirement of Language, Literacy and Numeracy Test;
- Accommodation options and indicative costs of living in Australia.

7. Procedure-application stage

- 1) Applicants must complete the student application form, sign and date where required and attach verified evidence

of qualifications, work experience (if relevant), age, and IELTS/PTE test results. Please refer to the entry requirement policy for more details.

2) Standard 2.1.1 of the National Code 2018 requires providers to provide current and accurate information about the minimum level of English language proficiency required before accepting a student for enrolment in a course (i.e. before issuing a CoE).

3) All evidence of English language proficiency must have been completed within two years of the application to ACCM i.e. the test must be taken no more than two years prior to the ACCM program commencement date.

4) In some cases, if the applicant does not meet ACCM of Education's English language proficiency direct entry level requirements, ACCM may offer you to undertake an English Language course elsewhere in any another RTO as per student's choice. This course must be successfully completed prior to commencement of the VET course. A conditional CoE may be issued in this case.

5) IELTS/PTE testing may not be required where an applicant clearly has the required English language skills. The application of this rule will be on a case-by-case basis and in accordance with the English language requirements that apply to the visa eligibility for the country assessment level published by Department of Home Affairs. Any evidence supplied in support of an application under this rule would require original copies of reliably authenticated evidence. Generally, an IELTS/PTE test will not be required in the following situations:

- Students educated in an English-speaking country (LLN test will be required);
- Students who have completed the last two years of school in an English language speaking course (LLN test will be required);
- Students who have completed at least one/two years of certificate level qualification in Australia (LLN test will be required).
- Students who have previously been enrolled with an Australian education provider and met the English language entry requirements (e.g., IELTS or PTE), but whose results have expired at the time of enrolment with the Australian College of Culinary and Management (ACCM), are required to demonstrate current English language proficiency. To satisfy this requirement, ACCM will arrange for the student to undertake the Oxford English Test. Students must achieve a satisfactory result in this test as a condition of enrolment. The test may be completed either prior to enrolment or within a reasonable period after enrolment, as determined by ACCM.

6) Students who have enrolled or have CoE's from another provider must not be enrolled until they have completed the first six months of their principal course and have a release from the provider of the principal course. The methods for checking if a student is enrolled or has a CoE from another provider include:

- Asking the student;
- Checking the student visa on VEVO if required;
- The PRISMS flags when ACCM attempts to generate a CoE.

7) All the above methods should be applied to each student attempting to enrol onshore. If there is any doubt about the student's status, then **do not** provide the student with an offer letter or attempt to enrol them until status is confirmed.

8) All enquiring students will be provided with a Pre-Enrolment Information on the Collage website and a student application form.

9) Offers must not be made to students who will be under the age of 18 years at the time of proposed commencement date.

10) The Admissions Team must review the student applications and determine if an offer should be made based on the entry requirements for the qualification.

- 11) Check the overseas qualification is equivalent or higher to Australian year 11th as per ACCM entry requirement policy.
- 12) Where Admissions Officer is not able to find out whether overseas qualification is equivalent or higher to Australian year 11th then, assess the overseas qualification against the Australian AQF with the Overseas Qualifications Unit.
- 13) Check the IELTS/PTE statement comes from an accredited IELTS/PTE testing authority by verifying on IELTS-TRF/PTE-SRW provider log-in.
- 14) Check that the rest of the application form has been fully completed and no information has been left blank and the student has signed and dated the application.

8. Procedure-Pre-Enrolment stage

- 1) Once an application has been thoroughly assessed, an offer letter must be prepared and dispatched to the student accompanied by a student acceptance of agreement. A written agreement must comply with the requirements of the ESOS Act and the National Code 2018.
- 2) The written acceptance agreement will
 - outline the course or courses in which the student is to be enrolled, the expected course start date, the location(s) at which the course will be delivered, the offered modes of study for the course, including compulsory online and/or work-based training, placements, and/or other community-based learning and/or collaborative research training arrangements;
 - outline any prerequisites necessary to enter the course or courses, including English language requirements;
 - list any conditions imposed on the student's enrolment;
 - list all tuition fees payable by the student for the course, the periods to which those tuition fees relate and payment options (including, if permitted under the ESOS Act, that the student may choose to pay more than 50 % of their tuition fees before their course commences);
 - provide details of any non-tuition fees the student may incur, including their study outcomes reassessed, deferral of study, fees for late payment of tuition fees, or other circumstances in which additional fees may apply;
 - set out the circumstances in which personal information about the student may be disclosed by the registered provider, the Commonwealth including the TPS, or state or territory agencies, in accordance with the Privacy Act 1988;
 - outline the registered provider's internal and external complaints and appeals processes, in accordance with Standard 10 (Complaints and appeals);
 - state that the student is responsible for keeping a copy of the written agreement as supplied by the registered provider, and receipts of any payments of tuition fees or non-tuition fees;
 - Only use links to provide supplementary material.
- 3) The written agreement will also include the following information, which is to be consistent with the requirements of the ESOS Act, in relation to refunds of tuition fees and non-tuition fees in the case of student default and provider default:
 - amounts that may or may not be repaid to the overseas student (including any tuition and non- tuition fees);
 - processes for claiming a refund;
 - the specified person(s), other than the overseas student, who can receive a refund in respect of the overseas student identified in the written agreement, consistent with the ESOS Act;
 - a plain English explanation of what happens in the event of a course not being delivered, including the role of the TPS;
 - A statement that "This written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies".
- 4) The written agreement will also mention the requirement that the overseas student or intending overseas student, while in Australia and studying with that provider, must notify the registered provider of his or her contact details including:

- the student's current residential address, mobile number (if any) and email address (if any);
- who to contact in emergency situations;

5) Any changes to those details, within 7 days of the change.

The student acceptance of agreement must be completed and returned to ACCM and required initial payment as indicated on the acceptance of agreement.

6) If at the time of application, the overseas student or intending overseas student is under 18 years of age, the written agreement with the overseas student or intending overseas student must be signed or otherwise accepted by the student's parent or legal guardian.

7) Once the completed written agreement and the fee is received (and cleared from the Accounts department for clearance from the bank) an Electronic Confirmation of Offer will be generated via PRISMS to facilitate the issuing of a student visa.

8) The CoE must be prepared in accordance with the requirements of the PRISMS User Guide. There must be a CoE issued for each qualification that the student is going to be enrolled in and for which an award will be issued if the student is successful.

9) Admissions Officer will also ensure that the student has a valid OSHC cover for his/her entire study period.

10) The student needs to apply for Unique Student Identifier (USI) or create one during the Orientation.

11) ACCM will ensure to retain records of all written agreements as well as receipts of payments made by students under the written agreement for at least 2 years after the person ceases to be an accepted student.

12) Scan and save all Admission Documents and also prepare a hard copy file:

- Application form;
- Student Identification;
- previous qualification;
- English proficiency documents;
- Offer letter and Acceptance of Agreement;
- Any other documentation presented at the time of enrolment (Credit Transfer evidence).

9. Procedure-Student Post Enrolment Stage (Orientation)

1) Administration Team prepares a list of students who are due to commence their courses in the upcoming intake.

2) An email/SMS is sent to the students in advance inviting the students for Orientation and Induction. The orientation is usually scheduled a week in prior to the start intake date of the course.

3) The Orientation email comprises of information for students such as,

- location, date, and time of orientation;
- What will be done on the day of orientation;
- Requirement to bring in the original identity and qualification documents if not provided earlier;
- Any pending initial fee information;

4) Additional Requirements. **Language, Literacy and Numeracy Test:** All students seeking enrolment must also complete a Language, Literacy and Numeracy (LLN) test at the time of enrolment to identify their competence in literacy and numeracy levels which will highlight course suitability and or whether additional student support services are required. Refer Language, Literacy, and Numeracy Policy.

5) Administration Staff conducts the orientation.

- Student Details Form;

- Tour of the campus;
- Payment plan;
- Induction Presentation which will include important policies and procedures related to student journey – Course progress and monitoring policy, complaints and appeals policy, assessments and reassessment policy etc.;
- The Induction procedure will also include the Work placement information for Commercial Cookery courses;
- Timetables would be sent by email;
- Agent feedback Survey;
- Induction/Orientation Checklist.

6) Administration team marks the successfully enrolled students as 'Active' / 'Commenced' in Student Information System and as 'Commenced' in the PRISMS.

7) Administration team updates any change of address/email/phone noted on the enrolment form both in the Student Information System and PRISMS.

8) Student commences study journey at ACCM.

Please refer to policies at - <https://www.accm.vic.edu.au/policies>

10. Responsibility

The Admissions Team/student support, Training and Administration Manager, and CEO are responsible for ACCM's adherence to the National Standards for Training Organisations and ESOS/NCP2018.

11. Review Date

12 months from the date of this version, or as required.

12. Version History

Version	Date	Reason for upgradations	Prepared By
	Oct 2021		CEO/Director of ACCM
	August-2022		CEO/Director of ACCM
2.0 Oct 2026	Oct 2025	RTO standards 2025 update	CEO/Director of ACCM