VE-STP10 ENROLMENT POLICY AND PROCEDURE

Abbreviations

Abbreviation	Meaning
Apex	Apex Australia Vocational Education
AQF	Australian Qualifications Framework
CEO	Chief Executive Officer
CoE	Confirmation of Enrolment
ELICOS	English Language Intensive Courses for Overseas Students
ESOS	Education Services for Overseas Students
GS	Genuine Student
LLN	Language, literacy and numeracy
LMS	Learning Management System
PRISMS	Provider Registration and International Student Management System
RTO	Registered Training Organisation
SSO	Student Support Officer
USI	Unique Student Identifier
VEVO	Visa Entitlement Verification Online

1 Scope

1.1 This policy applies to prospective and existing students applying for Apex courses and the staff, approved education agents and other parties involved in recruitment, assessment, agreements, payment, enrolment and CoE processing. It covers domestic and overseas applicants, including course changes and packaged pathways.

1.2 For overseas and intending overseas students, apply the ESOS statutory definitions and National Code. A foreign passport or temporary visa alone does not determine ESOS status. Apply the 2025 RTO Standards to VET and the ELICOS Standards 2018 to registered ELICOS delivery. Assess other visa holders against their actual lawful study rights and applicable enrolment framework.

2 Purpose

2.1 Apex recruits ethically, assesses course suitability before enrolment, provides clear and accurate information and individual advice, and enters complete written terms before taking course money. Decisions must preserve course integrity, fair access, support capacity, financial protection and accurate records.

2.2 Read this policy with VEL-STP02 Admission to Enrolment v1.1 and VE-STP03 Entry Requirements. VE-STP03 sets course entry evidence and review criteria; this policy and VEL-STP02 govern the complete enrolment process. Mandatory law, registration conditions and training-product requirements prevail. The RTO Manager must resolve inconsistent forms or published requirements before acceptance and inform affected applicants without imposing an undisclosed retrospective disadvantage.

3 Policy Statement

3.1 Apex admits adults aged eighteen or over. Verify identity and age before acceptance and CoE approval. A guardian signature, agent assurance or informal exception does not bypass this rule. Any proposal to admit younger students requires prior review of registration, welfare and safeguarding requirements and approved revised procedures.

3.2 The Academic Manager maintains approved course-specific entry criteria, equivalence methods, English benchmarks, prerequisites, placement/licensing requirements and LLN/digital demands. Admissions must apply the correct current schedule. No agent, fee payment, recruitment target, mature-age pathway or management discretion can waive a mandatory requirement.

3.3 Before recruitment, offers and CoEs, verify actual scope, CRICOS course and location authority, registration conditions, course currency, transition deadlines, mode, duration, intake, capacity, facilities, staff, support and placement availability. Do not enrol students into a teach-out-only or otherwise restricted course contrary to its conditions. Verify current automatic course suspension/cancellation instruments and PRISMS restrictions, not simply an old course flyer.

3.4 For BSB80120 Graduate Diploma of Management (Learning), the ESOS course-cancellation measure operative from 5 October 2026 prohibits new overseas enrolments, new CoEs and commencement by students who had not commenced. Any permitted continuation for existing commenced students must be verified separately against the instrument and current registration. Domestic delivery is assessed against VET scope and requirements. This clause does not assert that Apex offers the course.

3.5 Provide accessible information and a direct applicant communication route. An agent is not the sole channel for essential information or student consent. Protect privacy, support voluntary disclosure and reasonable adjustments and avoid discriminatory assumptions. Refusal must be based on relevant evidence, lawful criteria and documented reasons with review rights, rather than unexplained sole discretion.

3.6 Use agents only within verified authority and current approved arrangements. Apply National Code 4 requirements and the Education Agent Policy; do not accept referrals where Standard 4.6 prohibits them. Escalate misleading recruitment, dishonest documents, unauthorised migration advice, fee diversion and conflicts promptly and take required corrective or termination action. Do not guarantee visas, employment, licensing, permanent residence or admission to another provider.

4 Pre Enrolment Information and Suitability

4.1 The Marketing Manager maintains accurate, current course information; Admissions must give the applicant access before acceptance and before fees are payable, explain essential requirements and answer questions. Record the version and date supplied and provide hard-copy or accessible alternatives where needed. Website publication or a handbook declaration alone does not establish meaningful access or understanding.

Information	Required coverage
Course and entry	National training-product code/title and currency for VET; CRICOS course code where applicable; course content and outcome; prerequisites, academic, English, LLN/digital or work evidence; credit/RPL opportunities and any licensing requirements.
Delivery and completion	Start dates, duration and breaks, timetable, modes, assessment and completion requirements, attendance/progress obligations, actual delivery locations and facilities, equipment and learning resources.

Information	Required coverage
Third parties and placements	Identify service providers and responsibilities, compulsory work-based learning, placement allocation, supervision, prerequisites, travel and costs. Do not promise a placement without a viable delivery arrangement.
Fees and student obligations	Itemise tuition, non-tuition and other foreseeable costs, payment terms and permitted variation arrangements, refund/withdrawal processes and liabilities, required materials, equipment, IT and placement obligations, USI requirements and actual subsidy/funding eligibility if relevant.
Support and rights	Explain access to trainers, LLN/digital and learning support, wellbeing services, voluntary disability disclosure and reasonable adjustments, support limits, complaints/appeals, transfer, deferral, suspension and cancellation.
Living in Australia	For overseas applicants, provide official ESOS/TPS information, current indicative living costs and accommodation options, health-cover responsibilities, and relevant schooling obligations/options and possible fees for school-aged dependants. Do not present changing visa or living-cost figures as permanent guarantees.

4.2 For each prospective VET student, review skills and competencies, including LLN proficiency and digital literacy, before enrolment against the actual training product, assessment, mode and placement requirements. Use reliable discussion, work samples, prior evidence and/or fit-for-purpose assessment, verify the applicant's own work and prevent proxy completion. An English test or Certificate IV or higher qualification is not an automatic substitute for the complete review.

4.3 Record findings and give each applicant individual suitability advice before enrolment, including support and adjustment arrangements, alternatives or preparatory pathways. A score alone is insufficient. Consult on reasonable adjustments and establish realistic support capacity; where support or an adjustment cannot appropriately be provided, communicate reasons promptly and explain review options under section 11.

4.4 For ELICOS, use the approved curriculum, current language evidence, goals and learning needs for admission and placement. Where final placement occurs at orientation, disclose and record the initial admission basis and placement arrangements. Do not impose a VET English threshold on beginner ELICOS or promise automatic VET entry after attendance alone. Approved direct-entry pathways require specified progression evidence, threshold and appropriate comparability and assessment oversight.

4.5 Ensure proposed overseas delivery is consistent with registration and National Code Standard 8: VET online/distance limits and the requirement for a non-distance/online unit in each compulsory study period apply as relevant; ELICOS requires at least twenty face-to-face scheduled contact hours weekly. Explain digital access, practical and placement requirements. An adjustment cannot authorise delivery contrary to registration or sector standards.

5 Enrolment of New Students

5.1 Intake identity and evidence

5.1.1 Admissions will acknowledge an application normally within three working days, create a secure application file on receipt, check completeness within five working days and aim to decide a complete application within ten working days. Explain missing evidence, a reasonable submission date and any justified delay and revised decision date. These are Apex service targets, not statutory admission periods.

5.1.2 Use the approved application process and assist with an accessible equivalent where needed. Obtain identity and age evidence, relevant qualifications/transcripts, translations where required, English and work/prerequisite evidence

and necessary declarations or authority. Request additional information only for a relevant recorded purpose; missing a preferred form or certified copy is not an automatic refusal where reliable equivalent evidence is available.

5.1.3 For overseas applicants normally verify the passport; for domestic applicants use appropriate reliable identity and status evidence without imposing an Australian photo-ID requirement that unfairly excludes a person able to establish identity otherwise. Verify material education and English evidence through the issuing body or official service where possible. Record the source, outcome, officer and date and give the applicant a fair opportunity to address discrepancies.

5.1.4 An offshore intending student commonly needs a CoE before applying for a visa; a granted visa covering the entire course is not a universal condition of issuing that CoE. For an applicant in Australia, obtain appropriate authority for a VEVO check and verify current study entitlement and conditions before commencement. A visa application or CoE alone does not establish lawful study rights. Refer uncertain visa eligibility or application questions to DHA or an authorised migration professional.

5.1.5 Verify English evidence under VE-STP03 and the course-specific schedule; distinguish Apex entry criteria from visa-English requirements. Where ESOS Regulations 9(q) and 13(1)(i) apply to an approved English test undertaken by the student, record and report the test name, date, score and applicable result identifier and/or test-provider student reference number. That test reference is distinct from a VET USI. Record any applicable regulatory visa-English exemption class and its evidence rather than inventing a test score.

5.2 Assessment and outcome

5.2.1 Assess age/identity, entry and equivalence, suitability and support, genuine study purpose, transfer eligibility, actual delivery capacity and credit requests. Admissions records a recommendation; an authorised admissions decision-maker or Academic Manager approves the outcome. Refer uncertain equivalence, support limitations or integrity concerns to the Academic Manager and legal, transfer or visa-status uncertainty to the RTO Manager.

5.2.2 Possible outcomes are an unconditional offer, a genuinely conditional offer or preparatory pathway, a request for further evidence, alternative-course advice, or refusal with reasons and review rights. Meeting minimum criteria does not guarantee capacity, but any refusal must be lawful, consistent and documented. Allow the applicant to respond to relevant adverse information, subject to lawful limits.

5.2.3 Each offer condition must identify the required evidence, deadline, obligations/cost and consequence if unmet. Do not record an unmet requirement as satisfied or issue a CoE to bypass a mandatory condition. A lawful packaged ELICOS-to-VET pathway must disclose the course sequence, exact progression threshold, evidence, dates and each course's fees and obligations; verify progression before VET commencement.

5.2.4 Offer RPL and credit transfer and refer applications to the authorised academic process. Authenticate certification or VET transcript evidence, establish equivalence and document fair decisions. For overseas students give the written credit/RPL decision for acceptance and retain the acceptance for at least two years after accepted-student status ends. If credit reduces duration, issue the CoE for the reduced period and report later duration changes as required under National Code 2.3–2.5. Admission equivalence is not an award of academic credit.

5.2.5 For nationally recognised VET, apply VE-HRP05 and the Student Identifiers requirements: explain that creating a USI through the official service is free, obtain appropriate consent for assistance, verify it and follow up missing details before certification unless a lawful exemption applies. An offshore international applicant may enrol before a USI can be created after arrival. Do not require a USI solely for an ELICOS course that does not attract that requirement.

6 Formalisation of Enrolment

6.1 Written offer and agreement

6.1.1 After assessment, issue the approved Letter of Offer and complete plain-English Enrolment Agreement. Allow reasonable time for questions and independent advice. Obtain the student's signature or other valid acceptance, including reliable electronic acceptance with the accepted version and time audit trail. Agent consent or payment alone does not establish student acceptance. Give the student a complete copy.

6.1.2 For overseas and intending overseas students, enter the agreement concurrently with or before accepting any tuition or non-tuition fee from or for the student, including an application/processing fee or authorised agent collection. Finance and Admissions must verify the acceptance before processing payment. If money arrives prematurely, record it, alert Finance/compliance and arrange lawful return or correction promptly; never backdate acceptance. For VET students, give the required course, costs and obligations documentation before enrolment or fees become payable.

6.1.3 The agreement must contain the essential National Code Standard 3 information; hyperlinks supply supplementary material only. Verify the following before acceptance:

Component	Agreement requirements
Course and conditions	Identify each course, start date, delivery locations and modes including compulsory online/work-based learning, placements or collaborative arrangements; prerequisites including English; and conditions on enrolment.
Fees and payment	List all tuition amounts, covered periods and payment options; detail possible non-tuition charges, reassessment, deferral, late-payment and other fees, and any lawful changes. Make the limits on pre-commencement tuition clear.
Privacy and complaints	State lawful disclosure circumstances to Apex, the Commonwealth/TPS and state/territory bodies; explain accessible internal and external complaint and appeal processes.
Refunds and defaults	Set out refundable/non-refundable amounts, including money collected by agents, refund claims and permitted recipients other than the student; explain provider default and the TPS; include the required Australian Consumer Law statement.
Contact and student records	Require students studying in Australia to provide current residential address, mobile and email if any, and emergency contact and notify changes within seven days; state their responsibility to keep the supplied agreement and payment receipts.

6.1.4 Include this rights statement in the agreement: "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".

6.2 Financial safeguards

6.2.1 For an overseas course longer than twenty-five weeks, Apex must not receive more than fifty per cent of total tuition fees before commencement unless the student or person responsible genuinely chooses to pay more. Record the voluntary choice without a preselected declaration or coercion; excess payment must not become a CoE condition. The statutory exception also covers courses of twenty-five weeks or less. Assess each course separately, not an aggregated package used to conceal excess payment.

6.2.2 Finance must apply ESOS sections 28–29 account and protected-amount requirements unless a lawful exemption applies, reconcile pre-commencement tuition and allocate payments by student, course, fee category and covered

period. Issue receipts and record payments when received rather than waiting for CoE approval. Verify payment channels and warn students about unauthorised agent collections or fee diversion.

6.2.3 For VET prepaid fees exceeding $1,500 from or on behalf of an individual for the same course, verify an applicable compliant arrangement under 2025 Compliance Standard section 18 before collection, such as the required bank guarantee, qualifying tuition assurance membership or another measure approved by ASQA. Document the actual arrangement and coverage; do not assume that a general statement about TPS or CRICOS registration proves that every applicable protection obligation is satisfied. Where no compliant arrangement is verified, structure collection to remain within the permitted unprotected threshold.

6.2.4 Apply the written agreement, Fees and Refunds Policy, ESOS default/refund law and Australian Consumer Law. A non-refundable label, agent commission, new CoE or deferral cannot remove a mandatory refund obligation. Assess the true event and each affected course separately and use the current statutory calculation and discharge-notice requirements.

6.2.5 Before giving an education agent commission for a student who commenced study with another registered provider, verify a National Code 4.8 exception to the 4.7 prohibition. The exceptions relate to acceptance by Apex on or before 31 March 2026, specified Apex courses for which the visa was granted, or a new course commencing after completion of the principal course with the other provider. Retain evidence and consider monetary/non-monetary benefits and associate payments. Release or expiry of a transfer restriction alone does not permit a commission.

6.3 CoE approval and commencement

6.3.1 Admissions must complete the approval checklist before requesting a CoE: genuine assessed application; identity/age; course/location/capacity authority; fulfilled entry or lawful approved pathway conditions; documented suitability/support; lawful transfer basis; complete accepted agreement; required payment or approved lawful payment arrangement; accurate known visa and study status; credit-adjusted duration; and applicable PRISMS restrictions.

6.3.2 Only the CEO or a formally authorised delegate with individual PRISMS permissions may issue or vary a CoE. Verify the CRICOS course, location, dates, package sequence, duration, fees, student and agent details, required English-test and exemption information and insurance details where required. Retain the approval and transaction evidence. Never fabricate data or alter identity or dates to bypass a system block.

6.3.3 Send the CoE, agreement, receipts and next steps securely to the student, copying an agent only within verified authority and privacy permissions. A CoE supports a visa application and records enrolment; it does not grant a visa, prove arrival or prove commencement. Keep applied, offered, accepted, CoE-issued and actually commenced statuses distinct in the student system.

6.3.4 Before onshore commencement confirm identity, actual course and campus, timetable, current lawful study rights, contact details, orientation, ELICOS placement where applicable and the VET USI follow-up plan. Carry support/adjustment commitments into delivery and provide a named SSO contact and backup. Record actual commencement from evidence; payment or a CoE alone is insufficient.

6.3.5 Report accepted-student and course information and subsequent changes through the correct ESOS section 19 category and current Regulations. Section 19(1) reporting for Apex adult students is generally due within thirty-one calendar days of the relevant event; maintain an internal prompt reporting target and a due-date register. Prescribed visa-condition breaches under section 19(2) require reporting as soon as practicable after the applicable National Code safeguards, not a general thirty-one-day allowance.

6.3.6 Check non-commencement promptly under VE-STP09 and ESOS Regulations 10. A compassionate/compelling later-start request agreed before the expected starting day has a specific regulatory exception; do not invent a retrospective exception for an event already reportable. Deferral, withdrawal, course/location/duration change and visa breach each require their own evidence, dates and safeguards. Correct errors transparently and retain the original audit trail.

7 Change of Course Requests

7.1 Use the Change of Course Application or equivalent written request with assistance. Reassess relevant entry, suitability, support/credit, capacity and registration, course goals, fees, package sequence and visa implications under VE-STP08. Acknowledge normally within three working days and decide a complete request within ten or explain a justified revised date.

7.2 Give written reasons and review rights. On approval obtain informed acceptance of revised terms, reconcile payments/refunds and coordinate accurate student-system, CoE and PRISMS changes through an authorised user. Internal course changes are not external-provider releases. Any duration extension must separately meet Standard 8.16. Preserve prior records and reporting/refund obligations and refer visa consequences to DHA.

8 Students Transferring to Apex

8.1 Apply VE-STP08 and the National Code rule at acceptance. For non-school transfers from 2 October 2026 to 30 June 2027 inclusive, twelve months of the principal course with the releasing provider must generally be completed. From 1 July 2027 six months is scheduled to apply again, subject to further law changes. For an approved school releasing provider, the first six months of the first registered school-sector course must have passed; Apex's adult-only admission rule remains.

8.2 Verify principal-course and package history, actual commencement/completion, releasing-provider sector, approved breaks and PRISMS. An applicant already accepted before the October amendment is assessed against the law applicable at that time; recruitment enquiries or an unaccepted offer do not establish that status. Time in an earlier prerequisite or simply in Australia is not time completed in the principal course.

8.3 Within the restriction, accept only on a verified Standard 7.1A exception: cessation of provider/course registration; an ESOS sanction preventing course continuation; a compliant release recorded with effective date and reason in PRISMS; or written government-sponsor support for a change in the student's best interests. Keep the evidence. A cancelled CoE, agent assurance, fee receipt or pending release is not itself an exception.

8.4 A clearly conditional offer may support a release application but must not be presented as final permission to transfer. Verify the release or other exception before accepting a restricted student or issuing the CoE. Resolve PRISMS blocks through official support, never by manipulating data. Assess commission eligibility separately under section 6.2.5; successful completion followed by further study is distinct from transferring out of an unfinished course.

9 Alternative Admission Pathways

9.1 The Academic Manager may approve an evidence-based alternative to an Apex institutional academic benchmark where the course permits it, including verified prior study, work, preparatory learning or mature-age capability. Age twenty-one alone is not proof of readiness. Mandatory training-product, licensing, regulatory and essential English requirements cannot be waived, and entry equivalence does not itself grant RPL or credit.

9.2 Consider educational disadvantage fairly, including First Nations applicants, people with disability, language barriers, first-in-family applicants, socioeconomic hardship, regional isolation and underrepresented groups. Respect identity and

cultural safety and avoid assumptions that disadvantage means lack of ability. Consider lawful special measures, reasonable adjustments and supported preparatory pathways under VE-STP07.

9.3 Accept an accessible account of relevant disadvantage and proportionate supporting evidence. Do not impose a statutory declaration, unrelated witness or medical diagnosis in every case or automatically reject an applicant unable to supply a preferred document. Seek clarification where genuinely needed and protect sensitive information. Record the alternative capability evidence, rationale, approved conditions, support and review milestones before acceptance.

9.4 Do not provisionally enrol a student in an unsupported or unsuitable course to meet targets. Give a written outcome, alternatives and appeal options. Conditions must be feasible and transparent; monitor agreed progression rather than promising automatic entry to another course.

10 Genuine Student Assessment

10.1 The Genuine Student requirement applies to student visa applications lodged on or after 23 March 2024; the former Genuine Temporary Entrant requirement remains relevant to earlier applications. Apex conducts a proportionate genuine-study and integrity review, separate from course suitability and visa determination. DHA decides whether the visa criterion is met.

10.2 Consider the applicant's own study goals, understanding of the course and provider, prior learning/work, study gaps, financial preparedness and relevant study/immigration history. Seek specific evidence where reasonably necessary, explain concerns and allow a response. Assess the whole case rather than impose an unexplained nationality-only refusal or treat an intention to pursue a lawful post-study or permanent-residence pathway as automatically adverse.

10.3 Use authentic applicant accounts and verified evidence. Staff and agents must not fabricate financial or educational records, script false responses or conceal material history. Record concerns, responses, conditions, outcome and approving officer; refer suspected fraud for fair assessment and lawful disclosure. Individual visa strategy or eligibility advice must be referred to DHA or a lawfully authorised migration professional.

11 Complaints and Appeals

11.1 Applicants and students may seek review of admission, suitability, support/adjustment, credit, fee or course-change decisions under VE-HRP01. Lodge through support@apexaustralia.edu.au marked "Appeal — RTO Manager", reception or staff-assisted accessible communication. No prior complaint, new evidence, special form or agent permission is required. Normally allow twenty working days from notification and consider late requests fairly.

11.2 Provide free internal access, an uninvolved reviewer, fair opportunity to present the case with a support person, written reasons and appropriate independent review under Outcome Standard 2.8. Commence substantive assessment within ten working days and conclude as soon as practicable. Advise an unsuccessful overseas-student internal appellant within ten working days about appropriate external review at minimal or no cost, including the Commonwealth Ombudsman overseas student service where it has jurisdiction.

11.3 Immediately implement a favourable internal/external decision or recommendation and required corrective action and advise the student. An admission appeal does not itself create a CoE, waive an entry/transfer restriction or permit commencement. Apply separate Standard 8, 9 and transfer safeguards to their own decisions and PRISMS effects.

12 Definitions

Term	Meaning
Admission and enrolment	Admission is the application/selection decision; enrolment is the formal accepted arrangement. Neither establishes actual commencement without evidence.
Overseas or intending overseas student	A person within the applicable ESOS definitions, including intending overseas students and statutory exclusions; nationality alone is insufficient.
CoE	The authorised PRISMS enrolment record for a specified CRICOS course; it is not a visa or an AQF award.
Principal course	The main course associated with the student's visa, normally the final course in a package; verify actual records.
GS and GTE	Current Genuine Student and former Genuine Temporary Entrant visa requirements, with the application-date distinction in section 10.
Credit RPL and entry equivalence	Separate processes recognising equivalent formal completion, assessing prior competence, or determining admission capability. One does not automatically establish the others.
USI and test reference	A VET Unique Student Identifier and an English-test provider's result/student reference are different identifiers; capture each where applicable.

13 Relevant Legislation Policies and Assurance

Framework	Application
2025 RTO instruments and NVETR Act 2011	Outcome Standards Instrument 2025: 1.6–1.7 recognition, 2.1–2.8 information, suitability, support and review, 4.1–4.4 governance. Compliance Standards and Fit and Proper Person Requirements Instrument 2025: marketing/information, training-product transition, USI, prepaid fee protection and applicable law. The 2015 Standards are superseded for current NVR operations.
ESOS Act 2000 and Regulations 2019	Accepted students, truthful recruitment, section 19 reporting and section 21 records, sections 27–29 tuition protection, defaults/refunds and prescribed English/agent records. Apply current refund calculation and student-default notice instruments.
National Code 2018 as amended	Standards 1–4 marketing, admission, agreements and agents; 6 support; 7 transfers including F2026L01351; 8 delivery/duration and progress; 9–10 enrolment changes and appeals. Check course restrictions under ESOS instruments including F2026L01160.
Sector and migration law	ELICOS Standards 2018 for registered ELICOS, including entry/placement, direct-entry comparability and face-to-face hours; Migration Act 1958 and Regulations 1994, current GS and visa-condition rules and authorised immigration assistance.
Privacy equality and consumer law	Privacy Act 1988 and APPs; applicable state health privacy laws; Disability Discrimination Act 1992 and Disability Standards for Education 2005; applicable NSW/Victorian equality law; Student Identifiers Act 2014 and instruments; Competition and Consumer Act 2010 Schedule 2 Australian Consumer Law. AQF is a framework, not an Act.

13.1 The Disability Services and Inclusion Act 2023 does not replace general disability discrimination and education-adjustment obligations. Apply it only where an actual activity or arrangement attracts its requirements. Any accreditation claim must reflect Apex's verified current status and must not substitute for a statutory sector standard.

13.2 Associated documents include VEL-STP02, VE-STP03, VE-HRP05 USI, VE-HRP06 Privacy, VE-HRP01 Complaints, VE-STP06 Support, VE-STP07 Access and Equity, VE-OPP08 Wellbeing, VE-STP08 Transfer, VE-STP09 Enrolment Changes,

marketing and agent procedures, credit/RPL, Fees and Refunds, records management, approved entry schedules, application forms, offer/agreement templates and the CoE approval checklist.

13.3 Keep the application file from first receipt, information versions, identity and authenticity checks, skill/suitability advice, support decisions, GS review, offers/conditions, agent authority, acceptance, payments/refunds, transfer and credit evidence, CoE approval, orientation and actual commencement. Restrict sensitive records, provide access/correction rights and log changes. Retain agreements and receipts under National Code 3.6 and relevant ESOS records for at least two years after accepted-student status ends; apply distinct academic, financial, credit/transfer and legal-hold requirements and secure disposal. Do not use blanket indefinite retention for unsuccessful applications.

13.4 Confirm overseas-student contact details in writing at least every six months under ESOS section 21(2A), and update changes. The RTO Manager will sample admissions at least quarterly for age/identity, entry and suitability, adjustment/support, genuine study, registration, transfer, agreement/fee timing, financial protection, commission checks, CoE accuracy and commencement/reporting. Record defects, owners, due dates and effectiveness checks. The CEO, Academic Manager, Marketing, Admissions and Finance must implement corrections within their roles.

13.5 Maintain aligned website, agent instructions, entry schedules and forms; notify affected students as soon as practicable of relevant changes to training products or operations. Verify legislative changes before implementation and review the July 2027 transfer transition early. A scheduled February 2026 revision cycle is not retrospective approval or a reason to omit later operative law.

Official reference points

Federal Register: legislation.gov.au/F2025L00354 and F2025L00355 (2025 RTO instruments); legislation.gov.au/C2004A00757 (ESOS Act); legislation.gov.au/F2019L00571 (ESOS Regulations); legislation.gov.au/F2017L01182 (National Code); legislation.gov.au/F2017L01349 (ELICOS). Use current compilations.

Current amendments and restrictions: legislation.gov.au/F2026L01351 (transfers), F2026L01160 (specified course cancellation), F2026L00033 (commissions), F2024L01231 (refund calculation) and F2026L00312 (student-default notices).

ASQA: asqa.gov.au/for-providers/standards-for-RTOs; Department of Education: education.gov.au/esos-framework/changes-legislative-framework-overseas-students.

DHA: immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500/genuine-student-requirement; USI: usi.gov.au/students/international-students-and-students-studying-overseas/international-student-requirements.

External review: ombudsman.gov.au/complaints/international-student-complaints.

Document Control

Control	Details
Document name	Enrolment Policy and Procedure
Document code	VE-STP10
Version and scheduled cycle	11.1 — February 2026 review cycle, superseding 11.0
Approval authority and department	CEO; Admissions
Approval and implementation	Record actual CEO approval and implementation dates in the controlled register before release.
Next scheduled review	February 2028, or earlier for relevant legal, registration or operational changes; review transfer-linked settings before 1 July 2027.
Organisation	Apex Australia Vocational Education
Document controller	RTO Manager

Revision History

Version	Date or cycle	Summary	Review due
1.0	October 2020	New document.	October 2022
10.0	October 2022	Reviewed information and requirements.	October 2024
11.0	February 2024	Reformatted and updated legislation links and control table.	February 2026
11.1	October 2026	Substantive review against 2025 Standards and applicable 2026 changes; actual approval recorded separately.	February 2028