VEL-STP02 ADMISSION TO ENROLMENT POLICY AND PROCEDURE

Abbreviations:

Apex or Apex Australia	Apex Australia Vocational Education
AQF	Australian Qualifications Framework
CEO	Chief Executive Officer
CoE / e-CoE	Confirmation of Enrolment / electronic 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 Services Officer
USI	Unique Student Identifier
VEVO	Visa Entitlement Verification Online

1. Scope

1.1 This policy applies to prospective overseas students and intending overseas students seeking admission to Apex's registered VET and ELICOS courses, including packaged pathways, changes of course and transfers from another provider. It governs Apex staff, approved agents and third parties involved in recruitment, admission, agreements, payment and CoE processing.

1.2 Apply sector-specific rules: the 2025 RTO Standards govern VET training; ELICOS Standards 2018 govern registered ELICOS delivery. Non-student-visa applicants must be assessed under the applicable study rights and enrolment framework, rather than automatically being treated as ESOS overseas students. Domestic admission follows the relevant VET arrangements. This policy does not authorise delivery outside Apex's actual scope or CRICOS approval.

2. Purpose

2.1 Apex recruits ethically and assesses suitability before enrolment, gives applicants accurate and accessible information and advice, and enters a complete written agreement before or when accepting tuition or non-tuition fees. Admission decisions must be evidence-based, fair, documented and consistent with course integrity, support capacity and law.

2.2 This policy gives effect to National Code Standards 1–4 and 7, applicable ESOS fees/reporting duties, ELICOS entry and placement requirements and the 2025 RTO Outcome Standards, particularly 2.1–2.2, training support, reasonable adjustments and recognition of prior learning/credit. It replaces reliance on Standard 5 of the superseded 2015 RTO Standards.

3. Policy Statement

3.1 Apex admits adults aged 18 or over. Verify age before acceptance and CoE approval; a person under 18 is outside this admission policy. Do not use a guardian signature or informal CEO exception to bypass this restriction. Any proposal to change the age policy requires prior review of registration, welfare, safeguarding and National Code Standard 5 obligations, appropriate approvals and revised procedures before recruitment.

3.2 The Academic Manager maintains approved, published course entry criteria and equivalence methods, including academic, language, LLN/digital and any work/prerequisite or licensing requirements. Admissions staff assess each applicant against the correct current criteria. No agent, payment, quota target or discretionary pathway may waive a mandatory training-product, regulatory or genuine prerequisite requirement.

3.3 Confirm that the course, location, modes, timetable, duration, intake, staff/resources, placement arrangements and student capacity are approved and available. Check current registration conditions, sanctions and any applicable enrolment/CoE restrictions before offers and CoEs. Do not promise places, accreditation, migration or employment outcomes that Apex cannot lawfully provide.

3.4 Give information and assistance in a form the applicant can understand, with reasonable adjustments. Provide a direct student communication route; an agent must not be the only source of essential information or consent. Declining marketing, optional disclosure or an unnecessary medical history is not a reason to deny admission. Apply the Privacy Policy to identity, health, visa and financial evidence.

3.5 Use only approved agents with a current agreement and appropriate monitoring under the Education Agent Policy and Agent Agreement. Verify the agent's appointment/authority. Do not accept referrals from an agent where National Code 4.6 prohibits acceptance. Identify misleading recruitment, unauthorised migration advice, fee diversion or other serious concerns promptly and follow required corrective/termination and student-support procedures.

3.6 NEAS quality frameworks are not legislation or a substitute for ELICOS Standards. Apply any NEAS commitments only where Apex's actual current accreditation/contract requires them, and verify entitlement before using accreditation claims or logos. Do not describe an ELICOS completion document as an AQF qualification unless the course genuinely carries that regulated award.

Procedures

4. Pre-Enrolment Information and Admission Review

4.1 The Marketing Manager maintains current, accurate and accessible course information. Admissions staff must provide or make it available before acceptance, verify the applicant has access, answer questions and record the version/date supplied. Offer electronic or hard-copy/accessibility assistance; a website link alone is insufficient where the applicant cannot access or understand the essential information. Admissions must use VE-STF11 Enrolment Application Screening Checklist.

Information	What must be explained before acceptance
Course and entry	Correct national code/title and currency where VET, CRICOS course code, ELICOS level/course, content, qualification/other outcome, entry/prerequisites and evidence, English/LLN/digital/work requirements and credit/RPL opportunities.

Information	What must be explained before acceptance
Delivery and completion	Duration and holidays, start dates/intake, timetable and scheduling, modes including compulsory online or work-based learning, assessment methods, attendance/progress and completion requirements; actual campus locations, facilities, equipment and learning resources.
Third parties and placements	Who provides any part of the course/services; compulsory placement/work-based training, supervision, allocation, travel, prerequisites, additional costs and responsibilities. Do not guarantee a placement that has not been secured or supported by a viable arrangement.
Fees and entitlements	Itemised tuition/non-tuition fees, materials/equipment/IT or other costs, payment periods/terms, any permitted variations, cancellation/refund policy and actual government assistance eligibility or fee/subsidy implications if relevant. Do not claim funding that is unavailable.
Student obligations	Required materials, equipment/IT access and skills, attendance/participation and assessment, conduct, withdrawal/transfer procedures and costs, applicable USI requirements, and licensing/occupational eligibility separate from course completion.
Support and rights	How to access trainers/teachers, learning/LLN/digital support, wellbeing services, disability disclosure and reasonable adjustments, complaints/appeals, deferral/suspension/cancellation and transfers; explain any support limitation and available alternative.
Living in Australia / ESOS	Official ESOS/TPS information, accommodation options and current indicative living costs, health cover responsibilities as applicable, and relevant schooling options/obligations and possible fees for school-aged dependants. Avoid presenting changing visa/living-cost figures as fixed guarantees.

4.2 For VET, review each prospective student's skills and competencies, including LLN proficiency and digital literacy, before enrolment in the context of the specific training product, mode, assessment and placement requirements. Use suitable evidence, discussion and/or a fit-for-purpose assessment; a purchased test is not mandatory. An IELTS/PTE result alone does not establish numeracy or digital literacy. Verify the applicant's own work and prevent agent/proxy completion.

4.3 Record the review evidence, findings, support/adjustment needs and individual advice about suitability before acceptance. Discuss a realistic support plan, alternative product or preparatory pathway where needed. Do not simply record a score or permit enrolment because fees were paid. If Apex cannot provide necessary support or meet a genuine entry requirement, explain the reasons and alternatives without discriminatory assumptions.

4.4 For ELICOS, assess language evidence, goals and learning needs for suitability and placement in accordance with the approved curriculum. Where final placement is completed at orientation, record the initial admissions basis and disclosed placement arrangement, and place the student at an appropriate level consistent with the agreement. Tell students the outcomes and assessment/progress requirements of each learning block. ELICOS must include at least 20 face-to-face scheduled contact hours weekly; online resources may supplement that minimum.

4.5 For VET overseas students, ensure the proposed full-time schedule, amount of training, registered duration and online/distance limits comply with CRICOS/National Code requirements and individual needs. Publish any digital/physical prerequisites and realistic support arrangements. Do not confuse an internal English/LLN benchmark with the current visa English requirement, which DHA determines separately.

4.6 Applications use Apex's approved form/process. Staff must assist applicants needing an accessible alternative or clarification, record equivalent information and obtain necessary declarations/authority. A missing preferred form or incomplete evidence is a reason to seek completion, not automatic rejection without explanation. Only request documents relevant to the published criteria or a recorded lawful verification need.

5. Enrolment of New Students

5.1 Application intake and evidence

5.1.1 Acknowledge receipt normally within 3 working days, allocate an admissions officer and create a secure application file from first receipt. Check completeness normally within 5 working days and explain missing evidence, submission methods and a reasonable due date. Aim to decide a complete application within 10 working days; advise reasons and a revised date for a justified delay. These are Apex service targets, not statutory admission periods.

5.1.2 Verify identity and age using reliable evidence, normally a valid passport for an overseas applicant. Verify educational qualifications/transcripts, translations where needed, English evidence and relevant work/prerequisite evidence through proportionate authenticity checks. Record source, outcome, officer and date. Do not require certified copies or additional documents mechanically where another reliable verification method is adequate.

5.1.3 An offshore intending student will commonly need a CoE to apply for a visa; a granted visa covering the entire course is not a universal condition for issuing that CoE. For applicants already in Australia, obtain permission for an authorised VEVO study-entitlement check, record current status/conditions and resolve material uncertainty before commencement. A CoE or visa application alone does not prove lawful study rights, and a visa expiry before proposed completion does not automatically justify refusal without assessing the lawful position.

5.1.4 Explain that Apex's admission decision does not guarantee visa grant, work rights, permanent residence, entry to another provider, licensing or employment. Staff/agents must not provide individual immigration assistance unless lawfully authorised. Refer visa eligibility and any visa-condition or onshore application questions to DHA or an appropriately authorised migration professional; check current official rules rather than relying on outdated visa assumptions.

5.2 Assessment and outcome

5.2.1 Assess course entry, pre-enrolment suitability/support, genuine study purpose under section 10, credit/RPL requests, transfer restrictions under section 8, approved capacity and delivery availability. Refer academic equivalence, support limitations or integrity concerns to the Academic Manager; refer legal, visa-status or transfer uncertainty to the RTO Manager. Allow the applicant to clarify discrepancies or respond to adverse material before an adverse finding, subject to lawful limits. Use VE-STF12 Enrolment Processing Checklist.

5.2.2 The admissions officer records a recommendation and the authorised admissions/Academic Manager records the decision and conditions. Possible outcomes are an unconditional offer, a genuinely conditional offer/pathway, a request for evidence, an alternative course recommendation or refusal with reasons and review rights. Meeting minimum criteria does not guarantee a place, but discretion must be relevant, consistent, lawful and documented; avoid an unexplained "sole discretion" refusal.

5.2.3 A conditional offer clearly identifies each condition, evidence, deadline, cost/obligation and consequence of non-fulfilment. Do not record an unmet mandatory entry condition as satisfied or issue a CoE for an unsuitable course. Approved packaged ELICOS-to-VET pathways must state the progression evidence/threshold, dates and each course's obligations; passage of time or ELICOS attendance alone does not prove the VET entry standard is met.

5.2.4 Refer VET RPL/credit to authorised assessors under the relevant policy. Offer and fairly assess opportunities, authenticate evidence, preserve training-product integrity and give a written decision for student acceptance. Keep the acceptance for at least 2 years after the person ceases to be an accepted student. Where credit reduces duration, explain the reduction, issue the CoE only for the reduced period and report a duration change in PRISMS where required, including credit granted after visa grant. ELICOS placement is not automatically VET credit.

5.2.5 For nationally recognised VET, apply the USI process and privacy notices. Do not make USI creation before arrival an impossible condition for an offshore applicant: international students generally create a USI after arrival, with verification/follow-up before certification unless exempt. Do not require a USI solely because a person is in an ELICOS course; assess whether nationally recognised training or another lawful requirement actually applies.

6. Formalisation of Enrolment

6.1 Offer and written agreement

6.1.1 Issue the approved Letter of Offer and complete plain-English Enrolment Agreement after assessment, identifying the student, each course and all relevant terms. Allow a reasonable opportunity to read, seek advice and ask questions. Ensure the student personally signs or otherwise validly accepts, including a reliable electronic acceptance with a version/time audit trail. An agent's acceptance or payment alone is not proof of student agreement.

6.1.2 Enter the written agreement concurrently with or before accepting any tuition or non-tuition fee from or for the student, including an application/processing fee or money collected by an agent on Apex's behalf. Finance/admissions must verify acceptance before processing payment. If funds arrive prematurely, quarantine/escalate, resolve or refund promptly and document corrective action; do not backdate acceptance or treat accidental receipt as permission to disregard Standard 3.1.

Agreement component	Required content / control
Course and conditions	Each course, expected start, locations, modes including compulsory online/work/placement arrangements, entry/prerequisites including English and all enrolment conditions.
Tuition and other fees	All tuition fees and the periods they cover, payment options and relevant prepayment limits; all non-tuition and potential reassessment, deferral, late-payment, materials or other charges and any clearly disclosed lawful fee variation.
Privacy and complaints	Circumstances in which Apex, Commonwealth/TPS and State/Territory agencies may disclose student information in accordance with privacy law; accessible internal and external complaints/appeals information.
Refunds and defaults	Amounts repayable/not repayable for student/provider default, including fees collected by agents for Apex; how to claim, the permitted alternative refund recipient specified in the agreement, TPS arrangements and the required Australian Consumer Law rights statement under Standard 3.4.5.

Agreement component	Required content / control
Student records and contact	Student responsibility to keep the supplied agreement and fee receipts; while studying in Australia, current residential address, mobile/email if any, emergency contact and notification of changes within 7 days.
Complete terms and acceptance	Essential Standard 3 information is in the agreement; links provide supplementary material only. Record version, conditions, student acceptance and date/time; supply a complete copy to the student and retain proof.

6.2 Fees and financial safeguards

6.2.1 For a course longer than 25 weeks, do not receive more than 50% of total tuition before commencement unless the student or person responsible for fees genuinely chooses to pay more. Record the voluntary choice; do not make excess prepayment a visa/CoE condition or obtain a preselected declaration. The statutory exception also permits higher prepayment for a course of 25 weeks or less. Apply these rules to each course, not a package total designed to conceal the relevant course payment.

6.2.2 Finance must apply ESOS sections 28–29 designated-account/protected-amount requirements unless a lawful exemption applies, reconcile pre-commencement tuition and avoid using protected funds for ordinary operations. Allocate receipts to the correct student, course, fee type and period, issue receipts promptly and record payment when received, not only after CoE processing. Verify authorised payment channels and warn students about fee diversion and unauthorised agent collections.

6.2.3 Apply the Fees and Refund Policy, ESOS statutory defaults/refunds and the Calculation of Refund Instrument 2024. Contract terms and “non-refundable” labels cannot override statutory refund rights or applicable consumer law. Do not deduct a commission from a mandatory refund merely because Apex paid an agent. A change of CoE, deferral or package does not itself remove a refund obligation; assess each course and the true event separately.

6.2.4 Before approving an agent commission, Finance/RTO Manager must check National Code 4.7–4.8 and the Agent Policy/Agreement. Commission for recruiting a student who has commenced with another registered provider is prohibited unless a specific 4.8 exception applies. Retain the exact exception evidence, including relevant acceptance date, visa-granted CoEs or completion of the principal course, as applicable. A lawful transfer under Standard 7 does not automatically make a commission lawful.

6.3 CoE approval and confirmation

6.3.1 Admissions prepares a CoE approval checklist: genuine assessed application, identity/age, current course/location/capacity authority, satisfied entry or approved pathway conditions, documented suitability/support advice, lawful transfer basis, complete accepted agreement, required payment or approved lawful payment arrangement, current known visa/study status and any applicable PRISMS restrictions. Do not fabricate insurance, payment, agent, English, course or visa data to generate a CoE.

6.3.2 Only the CEO or formally authorised delegate with individual PRISMS permissions may issue or change a CoE. Check the correct CRICOS course, dates/duration, location, fees, agent and student details, and reconcile package sequencing and any credit reduction. Keep approval and transaction records. A conditional offer alone does not authorise a CoE where a mandatory condition is unmet; visa grant itself may still be pending for an offshore applicant.

6.3.3 Send the CoE, accepted agreement, receipts and next-step/orientation information securely to the student; copy an authorised agent only within their authority and privacy basis. Explain that the CoE confirms the course enrolment record and supports a visa application but is not a visa or permission to study contrary to visa conditions.

6.3.4 Keep application, offered, accepted, CoE-issued and actually commenced statuses distinct. Update SMS and PRISMS from evidence, not an automated assumption that payment or CoE issuance means attendance began. Confirm arrival/commencement, timetable, contact/study rights as applicable, orientation/support, ELICOS placement and VET USI follow-up. Assess non-commencement, termination or duration/course changes under the correct ESOS section 19 trigger and deadline; retain required records.

6.3.5 The RTO Manager maintains a reporting calendar: section 19(1) accepted-student/course details, non-commencement, termination and course/duration changes are generally reportable within 31 days of the relevant event for Apex's adult students. Apply any specific legal rule to the actual event and do not delay while waiting for a later fee or complaint milestone. A section 19(2) prescribed visa-breach report has its separate as-soon-as-practicable duty and applicable National Code safeguards; it is not governed by a general 31-day allowance.

7. Change of Course Requests

7.1 A student may request a course change through the Change of Course Application or with staff assistance. Reassess entry, suitability, credit/support, genuine study rationale, available capacity, delivery, fees/refunds, package sequencing and any external-transfer/visa implications before approval. Normally acknowledge within 3 working days and decide a complete request within 10 working days or explain a justified revised date.

7.2 Provide written reasons and review rights. For approval, obtain acceptance of the revised agreement/terms, reconcile fees fairly and update SMS/CoE/PRISMS through an authorised user with the correct event/date. Do not erase the original agreement or assume a new CoE removes prior reporting/refund duties. A course-duration extension must independently satisfy National Code 8.16; advise DHA contact for visa implications without giving unauthorised advice.

8. Students Transferring to Apex

8.1 Check the current National Code Standard 7 before knowingly enrolling an overseas student transferring from another registered provider. The October 2026 amendment changed the restriction period. Assess the applicable rule on the date of the proposed enrolment, not a blanket six-month test, and retain the law/version and evidence used.

Applicable enrolment date / releasing sector	Standard 7.1 period unless a 7.1A exception applies
2 October 2026 to 30 June 2027 inclusive; releasing provider not an approved school provider	At least 12 months of the student's principal course with the releasing provider must have been completed.
On or after 1 July 2027; releasing provider not an approved school provider	At least 6 months of the principal course with the releasing provider must have been completed, subject to any subsequent legislative amendment.
Releasing provider is an approved school provider	The first 6 months of the student's first registered school-sector course with that provider must have passed. Apex's adult-only admission rule still applies.

Applicable enrolment date / releasing sector	Standard 7.1 period unless a 7.1A exception applies
Historical decisions before 2 October 2026	Assess under the law that applied at the time; do not retrospectively apply the temporary 12-month requirement or use the historical rule for a new decision.

8.2 Identify the principal course and all packaged CoEs, actual commencement/completed study periods, approved breaks/deferrals and the releasing provider/sector. Mere time in Australia, completion of an ELICOS prerequisite or a CoE cancellation is not evidence that the principal-course period is satisfied. Where the course is shorter than the applicable period or the position is uncertain, obtain RTO Manager verification and current authoritative advice rather than inventing an exemption.

8.3 Before the required period has passed, enrol only where the relevant Standard 7.1A exception is established: the releasing provider/course ceased registration; an ESOS sanction prevents continuation; the releasing provider agreed to release and recorded its effective date/reason in PRISMS in accordance with its transfer process; or the government sponsor considers the change in the student's best interests and gives written support. Retain verified evidence of the applicable exception. An offer, fee receipt, agent assurance, pending release request or student preference alone is insufficient.

8.4 Apex may give a clearly conditional offer to support a release request, without presenting it as final permission to transfer or issuing a CoE/enrolling contrary to Standard 7. Verify the release/exception before final acceptance and CoE approval; do not actively recruit in breach of the restriction. Apply lawful fee/agreement controls and separately assess agent commission restrictions.

8.5 Follow the current Course Transfer/Transferring from Another Provider procedure. If that procedure or a template still uses an unconditional six-month rule, the amended legal rule prevails and the RTO Manager must correct the inconsistency before use. An incoming transfer does not permit Apex to determine the previous provider's appeal or cancel their report. Refer visa questions appropriately and document the decision.

9. Alternative Admission Pathways

9.1 Alternative academic entry, mature-age assessment or equity consideration may be available only where the course permits a valid alternative to Apex's normal institutional criteria. Mature age is not automatic admission, and a pathway does not waive mandatory language, training-product, licensing, regulatory or lawful visa/transfer requirements. Assess reliable evidence of equivalent capability and capacity to benefit, with Academic Manager approval and written reasons.

9.2 Consider prior learning/experience, preparatory study and appropriate ELICOS-to-VET pathways. For VET, RPL is a formal assessment process and credit transfer requires authentic evidence of equivalent completion; do not award either merely to compensate for missing entry evidence. Maintain course and award integrity and advise duration/fee effects.

9.3 Offer equitable consideration for educational disadvantage, disability, cultural/language barriers, remote location, economic hardship, first-in-family status or other relevant circumstances without stereotyping or requiring membership of a listed group. Consult on adjustments and collect proportionate evidence. A statement, discussion or other credible material may suffice; do not mandate a medical report or non-relative statutory declaration in every case. Explain any evidence limitation and offer assistance.

9.4 Document any provisional conditions, support, review milestones and progression requirements before acceptance. Give the applicant an accessible written outcome and appeal route. Do not enrol a person into an unsupported or unsuitable course simply to meet recruitment targets, and do not promise progression to a higher qualification without meeting its actual entry criteria.

10. Genuine Student Assessment

10.1 The Genuine Student (GS) requirement applies to student visa applications lodged on or after 23 March 2024; earlier applications were assessed under GTE. Apex uses a proportionate genuine-study and admission-integrity review and current official guidance. DHA determines whether the visa GS criterion is met; Apex does not grant visas or certify that a visa will be approved.

10.2 Discuss the applicant's study goals, understanding of the course/provider and costs, prior study/work and progression, relevant study gaps, financial preparedness and relevant immigration/study history. Seek specific evidence where reasonably needed, record the reason and give the applicant an opportunity to explain concerns. Review the whole case; do not apply an unexplained nationality-only refusal or assume a desire for a lawful post-study/permanent-residence pathway defeats GS.

10.3 Use authentic applicant statements and relevant verified evidence. Staff/agents must not script false answers, fabricate financial/education documents, conceal adverse history or use a CoE for a person not genuinely intending to study. Escalate suspected fraud to the RTO Manager with procedural fairness and lawful disclosure. Obtain specialist advice for visa eligibility rather than forcing an applicant to accept an unqualified staff migration opinion.

10.4 Record evidence, interview/review notes where applicable, concerns/responses, outcome, conditions and approving officer. Distinguish course admission, genuine-study review, suitability and visa determination. Give a reasoned refusal or conditional offer and available review rights; collect and retain only necessary sensitive/financial information under the Privacy Policy.

11. Complaints and Appeals

11.1 Applicants and students may challenge admission, entry/suitability, credit, support/adjustment, fee, course-change or other adverse decisions under the Complaint and Appeal Handling Policy. A prior complaint, new evidence, special form or agent permission is not required for an appeal. Lodge through support@apexaustralia.edu.au marked "Appeal – RTO Manager", Reception or with staff assistance. Provide reasonable adjustments and a support person/authorised representative as appropriate.

11.2 Apply an uninvolved reviewer, procedural fairness, free internal access and written reasons. Normally allow 20 working days from notification for an internal appeal, consider late requests fairly, commence substantive assessment within 10 working days and finalise as soon as practicable. Give appropriate independent/external review details; advise an unsuccessful overseas-student internal appellant within 10 working days under National Code 10.3. Immediately implement a student-favourable decision/recommendation and/or required corrective action and notify the student.

11.3 Apply the decision-specific enrolment/PRISMS effect in the complaints policy. An admission refusal does not automatically create a CoE or a right to commence, and an appeal does not waive a lawful entry/transfer restriction. Progress/attendance and provider cancellation matters retain their own National Code safeguards; do not use an admissions transaction to circumvent them.

12. Definitions

Term	Meaning
Admission / enrolment	Admission is the application and selection decision; enrolment is the formal accepted arrangement to undertake the course. Neither alone proves actual commencement.
AQF	Australia's framework for regulated qualifications. ELICOS course completion/proficiency documentation is not automatically an AQF award.
CoE	A provider-issued PRISMS record confirming enrolment in a specified CRICOS course; it does not itself grant a visa.
Overseas / intending overseas student	Apply the ESOS Act definitions, including the relevant student-visa status and exclusions; an offshore applicant seeking to become an overseas student may be an intending overseas student. Not every foreign passport or temporary visa holder has the same ESOS status.
Principal course	The main course of study associated with the student's visa, generally the final course where courses are packaged. Verify the actual visa/CoE and study history for a transfer decision.
PRISMS	Australian Government system used by authorised providers for CoEs and required student/course reporting; individual user permissions and accurate records are required.
GS / GTE	Genuine Student is the visa framework for applications from 23 March 2024; Genuine Temporary Entrant is relevant to earlier applications and must not be used as the current default test.

13. Relevant Legislation and Policies

13.1 Applicable legislation and official guidance

ESOS Act 2000 and ESOS Regulations 2019

Admission/accepted student, reporting, prepaid tuition protection and statutory refund requirements.
https://www.legislation.gov.au/C2004A00757/latest/text

National Code 2018, as amended

Standards 1–4 and 7, with relevant Standards 5–6 and 8–10. Includes 2026 agent commission provisions and the 2 October 2026 overseas-transfer amendment.
https://www.legislation.gov.au/F2017L01182/latest/text
https://www.legislation.gov.au/F2026L01351/asmade/text

ELICOS Standards 2018

Approved course entry/structure, minimum face-to-face hours, placement, teaching and assessment/outcome requirements.
https://www.legislation.gov.au/F2017L01349/latest/text

2025 RTO Standards and NVETR Act 2011

Outcome Standards 1.6–1.7, 2.1–2.6, 2.7–2.8 and relevant governance; Compliance Standards on information, certification, privacy and applicable law.
https://www.legislation.gov.au/F2025L00354/latest/text
https://www.legislation.gov.au/F2025L00355/latest/text

Migration framework and GS guidance

Migration Act 1958 and Migration Regulations 1994; current DHA GS, student visa, study-entitlement and VEVO guidance.
https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500/genuine-student-requirement

Refunds, consumer protection, privacy and equality

Calculation of Refund Instrument 2024; Australian Consumer Law (Competition and Consumer Act 2010 Schedule 2); Privacy Act 1988, Student Identifiers legislation where applicable; Disability Discrimination Act 1992 and Disability Standards for Education 2005, as amended; other applicable discrimination/health privacy law.
https://www.legislation.gov.au/F2024L01231/latest/text
https://www.legislation.gov.au/F2005L00767/latest/text

The AQF and any verified NEAS commitments are relevant frameworks, not Acts. The Disability Services and Inclusion Act 2023 is not a general replacement for the Disability Discrimination Act or Disability Standards for Education; apply it only if Apex's actual activities/arrangements attract its requirements.

13.2 Associated Apex documents

- Entry Requirements and pre-enrolment LLN/digital literacy procedures; approved ELICOS curriculum/placement schedule and VET training/assessment strategies.
- Education Agent Policy and Agent Agreement; Marketing Information and Practices Policy; approved agent/commission and registration-capacity registers.
- Fees and Refund Policy; approved Letter of Offer, Enrolment Agreement, receipts and CoE approval checklist; Student Enrolment Application and Change of Course forms.
- Course Transfer/Transferring from Another Provider Policy; Deferment, Suspension and Cancellation Policy; VEL-STP01 Attendance and Course Monitoring Policy and VET Course Progress Policy.
- Access and Equity/Reasonable Adjustment and Student Support procedures; RPL and Course Credit Policy; Complaint and Appeal Handling Policy.
- Privacy and Personal Information Policy; VE-HRP05 USI process; Administration and Records Management Policy; admissions, transfer, support and approval records.

14. Responsibilities and Assurance

Role	Key responsibilities
CEO / authorised delegate	Approve policy/resources and CoE authority; oversee lawful financial protection and high-risk exceptions; do not override mandatory entry/transfer requirements.
RTO Manager	Monitor current legislation/registration/transfer and commission rules, PRISMS restrictions, privacy, appeals and compliance sampling; resolve conflicting forms/policies.
Academic Manager / ELICOS academic leader	Approve entry/equivalence and placement criteria; determine academic suitability/support, pathways, RPL/credit and realistic schedules; ensure course integrity.
Admissions / Student Services	Collect/verify evidence, provide individual information/advice, track conditions and agreements, prepare approval checklist, communicate directly and reconcile records/commencement.

Role	Key responsibilities
Marketing / approved agents	Use verified current course/fee/outcome information, approved authority and ethical practices; do not guarantee visas or bypass transfer/commission restrictions.
Finance / authorised PRISMS users	Check accepted agreement before fees, payment allocations/protection/refunds and commissions; issue/change CoEs only within permission and approved evidence.

14.1 At least quarterly, the RTO Manager samples admissions for age/identity, entry/LLN/digital review and advice, adjustments/support, genuine study, transfer evidence, correct agreements/fee timing, commission checks, CoE accuracy, privacy and commencement/reporting. Record defects, owners, due dates and effectiveness. Update forms/agent instructions immediately when a legal change affects admissions, including the 1 July 2027 transfer rule change; do not wait for an annual review.

15. Records and Implementation

15.1 Maintain the application from first receipt, information versions, authenticity checks, assessments/advice, offers/conditions, decisions/reasons, agent authority, acceptance evidence, payment/refund records, transfer history/release basis, credit acceptance, CoE approvals/transactions, support/orientation and actual commencement. Protect records and log corrections; keep medical/financial evidence restricted and do not collect it merely because it might be useful later.

15.2 Retain written agreements and payment receipts for at least 2 years after the person ceases to be an accepted student under National Code 3.6; retain RPL/credit acceptance under 2.4 and relevant transfer records under 7.7 for their required periods. Apply ESOS record-keeping, assessment/certification, funding, finance and legal-hold rules to the correct categories. For other records, use the lawful records schedule and secure disposal; do not apply a blanket indefinite retention rule.

15.3 Before implementation, confirm current course entry/placement benchmarks, registration/capacity conditions, support arrangements and lawful payment channels; align all application, offer/agreement, transfer, agent and CoE templates; brief staff; and record actual CEO approval and implementation. This policy does not invent course-specific English scores, vendor locations or accreditation status.

16. Document Control

Document Name	Admission to Enrolment Policy and Procedure
Document Code	VEL-STP02
Approved By	CEO
Date Approved	May 2024 (historical approval).
Department	Student Admissions
Version	V1.1
Review Due	October 2028
Organisation	Apex Australia Vocational Education
Document Controller	RTO Manager

Revision History

Version	Date / review cycle	Change summary	Author / owner	Review due
V1.0	May 2024	New Document (source history retained).	Senior Compliance and Risk Manager	May 2026
V1.1	October 2026	Admission, 2025 Standards, GS, ESOS and transfer/fee revision; detailed changes below. Actual approval date recorded separately.	RTO Manager (document owner)	October 2028