

PP2.2 Student Enrolment Policy and Associated Procedures

Policy area	Student Administration/Support
Standards	Outcome Standards for RTOs 2025, Standard 2.1 and 2.2 (b). National Code 2018, Standard 3
Responsibility	Admissions Manager, Marketing and Admissions Officer, Academic Manager, CEO/PEO
Classification	Internal only

1. Purpose

This policy ensures that individuals enrolling in a nationally accredited program at Sydney City College of Management (SCCM) have the appropriate skills and knowledge required for success. It also ensures transparency, ethical practices, and provides comprehensive pre-enrolment information to prospective students about courses, facilities, services, and obligations.

2. Entry Requirements

2.1 International Students

- **Age Requirement:** Must be at least 18 years of age at the time of course commencement.
- **Course Suitability Assessment:** Participate in a mandatory pre-course entry discussion with SCCM's Marketing and Admissions Officer to determine suitability for the chosen course and identify individual student needs.
- **Academic Requirement:** Completion of a Higher School Certificate (HSC) or Australian Year 12 equivalent qualification.
- **English Language Proficiency:**
 - IELTS overall score of 6.0 (no band below 5.5). Results must be no more than 2 years old.
 - Alternative English proficiency evidence may include:
 - Completion of at least five years of education in an English-speaking country; or
 - Successful completion of a minimum of six months of a Certificate IV or higher qualification in an Australian Registered Training Organisation (RTO); or
 - Successful completion of an SCCM-approved English Placement Test.

- **Alternative English Tests:**

- Results from other English language tests such as PTE (Pearson Test of English) or TOEFL (Test of English as a Foreign Language) are also accepted, provided that students submit their official test results demonstrating equivalency to an IELTS overall score of 6.0.

- **Language, Literacy, Numeracy and Digital (LLND) Requirements**

- All prospective students must undertake an **LLND assessment** prior to enrolment/course commencement.

Additional English requirements for visa purposes may apply. Refer to the Department of Home Affairs website: <https://www.homeaffairs.gov.au>.

3. Student Selection Process

3.1 Application Submission

Applicants must submit a fully completed and signed Enrolment Form along with the following supporting documents:

- Certified copies of academic transcripts and relevant qualifications.
- Valid identification documents (passport or other government-issued ID).
- Evidence of meeting English language proficiency requirements as specified in section 2.1.

3.2 Interview and Assessment

Applicants are required to participate in a structured interview conducted by SCCM's Marketing and Admissions Officer. The interview is designed to:

- Assess the applicant's suitability and motivation for the chosen course and intended industry.
- Evaluate the applicant's understanding of the course demands, fee structure, institutional policies, and student obligations.
- Identify any additional support needs or special considerations that may be required to assist the student in their studies.

During the interview, applicants will receive detailed information regarding:

- Specific entry requirements and methods of assessment used throughout the course.
- The recognition process for AQF qualifications, Recognition of Prior Learning (RPL), and Credit Transfer (CT).
- Detailed course information, including course content, duration, modes of delivery (face-to-face, online, blended learning).
- Comprehensive breakdown of fees, payment terms, and refund conditions.
- Explanation of SCCM facilities, resources, library access, and student learning support services available.

- Conditions under which a student's enrolment may be cancelled or suspended, including attendance and academic progress requirements.
- Information regarding SCCM's complaints and appeals procedures.

3.3 Decision Notification

Following the interview and application review process:

- Successful applicants will receive a formal Letter of Offer along with a Student Acceptance Agreement outlining the terms and conditions of their enrolment, including fee structures and payment schedules.
- Unsuccessful applicants will be notified in writing of the specific reasons for the decision and provided guidance for potential alternative courses or support services. Unsuccessful cases will be referred to the Academic Manager for further review and consultation.

4. AQF Pathway Compliance

SCCM maintains strict adherence to AQF Qualifications Pathways to ensure the integrity and value of qualifications awarded. Compliance is ensured through:

- Comprehensive checking and verification of completed enrolment forms and associated documents during the application and enrolment processes.
- Verification and discussion during the student interview process to confirm the authenticity of qualifications and prior learning presented by the applicant.
- Identification of any potential breaches or duplications of AQF qualification levels or requirements.
- In cases where a breach or duplication is identified:
 - Applicants may be required to apply for Recognition of Prior Learning (RPL) or Credit Transfer (CT).
 - If applicants do not meet AQF pathway requirements or refuse to comply with RPL or CT processes, enrolment may be refused to maintain compliance and uphold qualification standards.

5. Enrolment Procedure

The enrolment process at SCCM involves the following detailed steps:

- **Offer Acceptance:** Students confirm acceptance of their offer by signing and returning the Letter of Offer and Student Acceptance Agreement provided by SCCM.
- **Payment of Fees:** Students are required to pay the specified initial fees outlined in their Letter of Offer and Student Acceptance Agreement. Payments must be made via direct deposit or bank transfer directly into the SCCM designated trust account.

- **Confirmation of Enrolment (CoE):** Upon receiving both the signed agreement and payment, SCCM issues a Confirmation of Enrolment (CoE) for international students, enabling them to apply for an Australian student visa.
- **Orientation Details:** Upon enrolment confirmation, students are provided with comprehensive orientation information, including dates, times, locations, and other relevant details. This information is sent via email or post.

6. Orientation Program

Attendance at orientation is compulsory for all newly enrolled students. The orientation program includes detailed presentations and activities designed to ensure students transition smoothly into their studies at SCCM. Specifically, the orientation program covers:

- Comprehensive overview of student support and welfare services available.
- Detailed instructions on emergency procedures, including evacuation plans and Workplace Health and Safety (WHS) practices.
- Introduction to campus resources, including library services, computer labs, study spaces, and online learning systems.
- Explanation of SCCM's key policies and procedures such as attendance requirements, academic progress expectations, fees and refunds policies.
- Specific reporting obligations applicable to international students, including conditions for maintaining visa compliance.
- Information about Overseas Student Health Cover (OSHC), visa conditions, and responsibilities for international students.

7. Roles and Responsibilities

- **Marketing and Admissions Officer:** Conduct interviews, assess student suitability, provide comprehensive course and enrolment information, verify documentation, and perform initial assessments.
- **Admissions Manager:** Ensure full compliance with this policy, oversee enrolment processes, manage records, coordinate admissions team activities, and regularly review enrolment procedures.
- **Academic Manager:** Review and make final decisions on enrolment applications, manage cases of unsuccessful applications, provide detailed feedback to applicants, and recommend alternative pathways or courses.
- **CEO/PEO:** Oversee adherence to institutional policies, provide final approval and decision-making for appeals related to enrolment decisions, and ensure continuous improvement of the enrolment and orientation processes.

8. Appeals Process

Applicants can appeal enrolment decisions in writing as per SCCM's Complaints and Appeals Policy.

9. Record Management

All enrolment and orientation records are securely maintained within SCCM's Student Management System.

10. Continuous Improvement

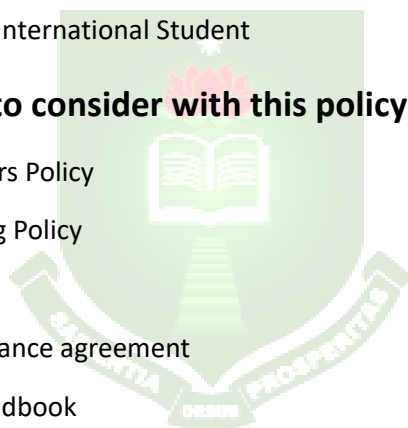
Regular reviews and improvements of the enrolment and orientation processes are undertaken, recorded, and actioned through SCCM's Continuous Improvement System.

11. Relevant Documents

- International Student Enrolment Form
- Letter of Offer and Student Acceptance Agreement
- Checklist for enrolling an International Student

12. Relevant documents to consider with this policy

- Transfer between Providers Policy
- Marketing and Advertising Policy
- Pre-enrolment form
- Letter of Offer and acceptance agreement
- International Student Handbook



13. Reference (s) to Standards

Outcome Standards for RTOs 2025, Standard 2.1, VET students have access to clear and accurate information, including making informed decisions about the training product and the RTO, and are made aware of changes that affect them.

- a. information given to VET students is clear, accurate and current, including where this is disseminated by a third party
- b. how it identifies the information that is needed by VET students prior to enrolment and how that information is communicated

National code 2018- Standard 3 sets out that registered providers must formalise their enrolment of overseas students through written agreements with overseas students.

This standard ensures that registered education providers:

1. **Formalise enrolment** of overseas students through a **written agreement**.
2. The agreement must:
 - Clearly outline the **course details**, including duration, fees, and refund policies.
 - Include information about the **provider's obligations** and the **student's rights**.
 - Be signed or otherwise accepted by the student **before or at the time of enrolment**.
3. The written agreement must also:
 - Comply with **Australian Consumer Law**.
 - Be retained by the provider for **two years** after the student ceases to be enrolled.

Document Version Control

Document Title		PP2.2 Student Enrolment Policy and Associated Procedures
Reviewed By		Compliance Manager, Admissions Team
Approved By		Principal Executive Officer
Version	Change log	Created / Modified Date
1.0	Version ID: PP2.2 Student Enrolment Policy and Associated Procedures V1.0	July 2025