



ENROLMENT POLICY

POLICY AND
PROCEDURE



Status: Current

Version: 3.0

Effective Date: 7 August 2026

Review Date: 6 August 2026

Policy

Rationale

The enrolment policy plays a crucial role in shaping the educational journey of international students and the overall functioning of the enrolment process at Aura Education. As a mandatory policy, it ensures fairness, maintains RTO standards, promotes diversity, optimises resource allocation, and facilitates future planning. It also contributes to the overall success and growth of Aura Education and ensures that all enrolment-related activities comply with applicable laws, regulations, and the Standards for RTOs 2025.

By establishing this policy, Aura Education aims to achieve the following:

- Ensure that admissions are conducted in a fair and transparent manner. It establishes clear guidelines and processes for evaluating and selecting candidates, ensuring all applicants have an equal opportunity to enrol.
- Maintain the standards of Aura Education by considering the qualifications, skills, and aptitude of prospective students. It ensures that admitted students possess the necessary prerequisites and meet the minimum criteria for the qualification or course of study.
- Promote diversity and inclusivity, ensuring a balanced student cohort in terms of factors such as gender, ethnicity, socio-economic background, and geographical diversity, creating a learning environment that enriches the overall educational experience.
- Determine the number of students Aura Education can accommodate based on available resources, such as infrastructure and facilities. This ensures the college can adequately support the needs of all enrolled students by avoiding overcrowding and resource shortages.
- Facilitate future planning by projecting student enrolment numbers and making informed decisions about resource allocation, expansion, and program development. This helps the college anticipate and adapt to changing demographic trends and educational demands.
- Protect Aura Education's reputation by admitting students who are likely to succeed academically and contribute positively to the college and wider community. This attracts and retains talented students, enhancing the institution's overall standing.

Definitions

- **International student:** International students or intending international students on a student visa under the Migration Act 1958.
- **DoHA:** The Department of Home Affairs.
- **CoE:** Confirmation of Enrolment.
- **PRISMS:** The Provider Registration and International Students Management System.

Scope

This policy covers the following key areas and information related to enrolment:

- Enrolment procedure
- Letter of offer (LoO)

- Fees and charges
- Language, literacy, numeracy and digital literacy
- Confirmation of enrolment (CoE)
- Non-commencement of studies

Staff Responsible

- Admissions / Admin Officer
- Chief Executive Officer (**CEO**)

Procedure

1. The applicant submits the completed Aura Education enrolment form together with supporting documentation.
2. The Admissions Officer assesses the application form, records the outcome, and submits the assessment to the CEO for review.
3. If Recognition of Prior Learning (RPL) or Credit Transfer (CT) applies, the Admissions Officer follows the CT and RPL policy and procedures before finalising the outcome. If required, an interview is conducted to verify candidate eligibility. Prior to an interview, the Admissions Officer must obtain approval from the CEO. The outcome must be recorded using the Aura Education Interview and Meeting Record Form.
4. The Admissions Officer submits the final outcome to the CEO for approval.
5. If approved, the CEO coordinates with the Admissions Officer to send a Letter of Offer to the applicant.

Letter of Offer

Aura Education ensures it enters into a written agreement with all international students, signed or otherwise accepted by the student prior to accepting course fees. The agreement complies with the ESOS Act 2000 and the National Code 2018. The agreement must:

- Be written in plain English.
- Provide details of each CRICOS-registered course offered.
- Indicate all applicable conditions, such as satisfactory completion of an ELICOS course (if applicable), evidence of minimum English language proficiency, satisfactory completion of prerequisite courses, and meeting LLND requirements.
- Provide a detailed list of all fees, including non-refundable application fees and total tuition fees.
- Specify fees per study period and the periods to which payments apply.
- Include an itemised list of non-tuition fees, for example toolkits, uniforms, textbooks or reassessment fees.
- Clearly mark optional fees.
- State that students may choose to pay more than 50% of their tuition fees upfront if they wish, as per the ESOS Act.

- Provide information on the refund policy and the Complaints and Appeals Policy, as per Standard 10 of the National Code.
- Outline privacy conditions regarding the sharing of data with the Australian Government, the Tuition Protection Service (TPS), and state agencies under the Privacy Act 1988.
- Advise students of their obligation to notify the college of any change to their contact details or residential address within seven (7) days.
- Advise students to retain a copy of the written agreement and all receipts.

To remain consistent with the ESOS Act, the Letter of Offer must also include:

- Refund amounts, including fees collected by education agents.
- Processes for claiming a refund.
- The designated person or persons who can receive a refund on behalf of the student.
- An explanation of what happens in the event of a provider or student default.

Supporting Documents

- Language, Literacy, Numeracy and Digital Literacy Policy
- Recognition of Prior Learning and Credit Transfer Policy
- Refund Policy
- Attendance Policy
- Procedure for processing non-commencement of studies
- Procedure for processing cancellation of enrolment
- Procedure for processing deferment of studies
- Procedure for processing suspension of studies
- Complaints and Appeals Policy
- Course Progress Monitoring Policy

Version Control

Version	Date	Author	Change description
3.0	7 August 2025	Compliance	Annual review: amended the policy to align with the Standards for RTOs 2025.
2.0		Compliance	Annual review.
1.0		Compliance	Creation of the document.