



# Enrolment Policy and Procedure

## 1. Purpose

The aim of this policy is to set out the requirements, accountabilities and procedures for the enrolment of students in SIA.

The policy ensures that relevant information is gained from and given to students prior to commencing their course or participating in any classes.

## 2. Scope

This involves the Recruitment Consultant and Admission Manager.

## 3. Context

This policy meets the requirements of the:

- The Standards for NVR Registered Training Organisations 2015; and
- The National Code 2018; and
- ELICOS Standards 2018; and
- ESOS Act 2000

## 4. Pre-Enrolment Information

Potential student is able to access Course Brochures, Course Outlines, Student Prospectus and Student Handbook via SIA website to ensure an informed decision can be made before enrolling.

Student without English proficiency test results (IELTS, PTE etc.) is required to take SIA's ELICOS English Placement Test – Refer to *SIA – ELICOS Student Placement Test Policy*.

The Brochure and Course Outline must contain the following information:

- Pathways of the qualification/training
- Overview of the content covered
- Core and Elective Units of Competency
- Entry requirements (pre-requisites)
- Duration of the course/training
- Class sessions
- Teaching and learning processes
- Course costs and other miscellaneous costs
- Contact details of SIA

<b>Type</b>	Policy and Procedure	<b>Next Revision Date</b>	29/1/2027	<b>Document Owner</b>	Marketing Director
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<b>Title</b>	Enrolment Policy and Procedure		RTO: 40732	CRICOS: 03376K	
Printed copy is UNCONTROLLED COPY. Please check with the Compliance Manager for the latest version of this document.					<b>Page 1 of 15</b>



The Student Prospectus and Student Handbook must contain information on:

- General Information
- Student Attendance and Behaviour
- Complaints and Appeals
- Equity Commitment
- Occupational Health and Safety
- Privacy
- Access to Student Records
- Student Support Services
- Student Safety
- Academic Misconduct
- Competency-Based Training and Assessment Process (including re-sitting of assessments)
- Course progress requirement
- Recognition of Prior Learning (RPL) and Credit Transfer
- Language, Literacy and Numeracy
- Training Evaluation
- Enrolment Process
- Course Fee Refunds
- Further information contact details

The Brochures, Course Outline, Student Prospectus and Student Handbook may be distributed to prospective clients/ students by means of:

- Face to face meeting
- Email
- Website

## 5. Application Form

All students must complete the Application Form to confirm their enrolment. The Application Form must contain the following information:

- Identify the course or courses in which the student is to be enrolled;
- Provide information in relation to refunds of course money; and information relating to the documented refund policy and procedures;
- Withdrawal and deferment details;
- Fees and payment details of the courses;
- Details of the class format, timetable and intakes;
- Details of any additional fees and charges;

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<b>Title</b>	Enrolment Policy and Procedure		RTO: 40732	CRICOS: 03376K	
Printed copy is UNCONTROLLED COPY. Please check with the Compliance Manager for the latest version of this document.					<b>Page 2 of 15</b>



- The availability of complaints and appeals process;
- Credit card and online payment details

The signed declaration included in the Application form indicates the student agrees with following:

- That the information provided by the Applicant in their application is complete and correct.
- Agrees to be bound by SIA’s rules and regulations and any amendments made to the rules and regulations.
- Where a student’s contact details change while studying with SIA the student must advise the Student Service Office of these changes within 7 days.
- These details include but are not limited to details such as address and contact phone details.
- Agrees to the Enrolment Conditions (listed above in this document)  
Payment is attached for enrolment into this course as outlined in the Application form.

The student is required to complete the Application Form to ensure that all information, conditions, fees and charges, refunds, and details of the enrolment are understood.

Acceptance into a course of study with SIA is confirmed when the potential student has signed and submitted the Application form and appropriate payment and documentation to support their enrolment.

## 6. Letter of Offer and Student Agreement

Written agreements stated in Letter of Offer and Student Agreement between SIA and students set out below information,

- Identify the course or courses in which the student is to be enrolled;
- Provide information in relation to refunds of course fee; and information relating to the documented refund policy and procedures;
- Withdrawal and deferment details;
- Fees payable for all the courses enrolled;
- Details of the course enrolled, e.g. start-end date, duration
- Details of any additional fees and charges;
- The availability of complaints and appeals process;
- Credit card and online payment details;
- Advise the student of obligation to notify SIA of a change of address while enrolled in

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Printed copy is UNCONTROLLED COPY. Please check with the Compliance Manager for the latest version of this document.					<b>Page 3 of 15</b>



the course;

- Set out the circumstances in which personal information about the student may be shared between the registered provider and the Australian Government and designated authorities and, if relevant, the Tuition Protection Service. This information includes personal and contact details, course enrolment details and changes, and the circumstance of any suspected breach by the student of a student visa condition.

SIA does not accept course fees or proceed the enrolment until Letter of Offer and Student Agreement has been signed by student (or student's parent or legal guardian if the student is under 18 years old)

## 7. Records

The signed Application Form and Letter of Offer and Student Agreement together with the supportive documents will be filed in the student's file.

Any original documents submitted as part of the enrolment process will be copied and maintained in the student file. All originals will be returned to the student.

## 8. Commencement of study

The student is required to begin his/her course within 14 days after the commencement date on the Letter of Offer and Student Agreement. If student fails to commence study within required timeframe, his or her enrolment will be cancelled and reported via PRISMS. Student Service Officer will follow below procedure:

- 1<sup>st</sup> warning letter will be issued if student is absent for Orientation.
- 2<sup>nd</sup> warning letter will be issued within the first week after the commencement date if student is continuously absent.
- Student's enrolment will be cancelled and reported by the 31<sup>st</sup> day (the 14<sup>th</sup> day if student is less than 18 years old) after commencement date due to non-commencement.

## 9. Changes in enrolment

Changes in enrolments includes:

- Deferment or Suspension of Study

<b>Type</b>	Policy and Procedure	<b>Next Revision Date</b>	29/1/2027	<b>Document Owner</b>	Marketing Director
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<b>Title</b>	Enrolment Policy and Procedure		RTO: 40732	CRICOS: 03376K	
Printed copy is UNCONTROLLED COPY. Please check with the Compliance Manager for the latest version of this document.					<b>Page 4 of 15</b>



- Withdrawal (Early Termination of Study)
- Enrolment Suspension or Cancellation by SIA
- Changing to another course
- Transferring to another provider

Student is required to fill out the Student Enrolment Variation Form (EVF) and submit to the Student Services Office. An administration fee of \$100 required to be paid.

Student Admissions Officer has to report any changes in enrolment which result in termination of a study by the 31st day (the 14th day if student is less than 18 years old) after it occurs via PRISMS.

## 9.1 Deferral or Suspension of Study

Where students apply to defer or suspend their study, the following procedures will be followed:

- Student has to fill up the Enrolment Variation Form (EVF) and submit to Student Service Office;
- Student is required to submit evidence documents relating to the reasons of deferral or suspension;
- Student has to settle the outstanding fees according to the Letter of Offer and Student Agreement before the application is processed.

Once the deferral or suspension is approved and then if the student seeks withdrawal, the refund or cancellation will be assessed based on the start date of the original enrolment.

Deferral or suspension will be approved on the grounds of compassionate and/or compelling reasons. The grounds of the written request will be checked to ensure that compassionate and compelling circumstances (which are beyond control of the student) are assessed where evidence of their validity is provided.

These circumstances may include:

- serious illness or injury, where a medical certificate states that the student

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Printed copy is UNCONTROLLED COPY. Please check with the Compliance Manager for the latest version of this document.					<b>Page 5 of 15</b>



was unable to attend classes

- bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided)
- major political upheaval or natural disaster in the home country requiring emergency
- travel and this has impacted on the student's studies
- a traumatic experience which could include: involvement in, or witnessing of a serious accident; or witnessing or being the victim of a serious crime (these cases should be supported by police or psychologists' reports)
- where the registered provider was unable to offer a pre-requisite unit; or
- inability to begin studying on the course commencement date due to delay in receiving a student visa (for international student).

## 9.2 Enrolment Suspension or Cancellation

Where a student's conduct, attendance, course progress or fee payment has been found to violate SIA's rules of enrolment and where written warning has been provided, SIA staff shall:

9.2.1 Inform the student a decision to suspend or cancel their enrolment is made by SIA management, that they have 20 working days to appeal the decision.

9.2.2 Inform the student that he/she may access SIA's internal appeals process and SIA has 10 days to commence the process after the appeal is received.

9.2.3 Maintain the student's enrolment if the student chooses to access SIA's internal appeals process except in the case of aggravating circumstances (definition follows):

- student refuses to maintain approved care arrangements (only for international student under 18 years of age);
- student is missing;
- medical concerns, severe depression or psychological issues which lead the provider to fear for the student's wellbeing;
- has engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others; or is at risk of committing a

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Printed copy is UNCONTROLLED COPY. Please check with the Compliance Manager for the latest version of this document.					<b>Page 6 of 15</b>



criminal offence.

9.2.4 Report international student’s change in the enrolment to DoHA via PRISMS before the outcome of internal/external appeals process if above aggravating circumstances exist.

In the cases of misbehaviour and non-payment, SIA may proceed with the deferral, suspension, or cancellation after the internal complaints handling and appeals process has been completed.

In the cases of course progress and /or attendance breaches, both the internal and external complaints handling and appeals processes will need to be completed.

9.2.5 Once the student’s CoE has been cancelled and reported to DoHA for the following reasons, SIA will not provide any form of release letter:

- unsatisfactory course progress and/or attendance
- outstanding total course fees
- misconduct
- breach of any other visa conditions

### 9.3 Changing to another course

Student may discuss with the Student Services staff regarding the change to another course offered at SIA. In some instances the request will not be approved due to timing, visa conditions, course availability, student’s academic performance or not meeting the entry requirements.

### 9.4 Withdrawing from a course

Where a student applies to withdraw from course, the refund of course fee or the fees student is liable will be calculated based on the Refund Policy included in the signed Letter of Offer and Student Agreement.

SIA will cancel the Confirmation of Enrolment (CoE) via PRISMS for international student which may result in the cancellation of the student’s visa and the student will be advised

<b>Type</b>	Policy and Procedure	<b>Next Revision Date</b>	29/1/2027	<b>Document Owner</b>	Marketing Director
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<b>Title</b>	Enrolment Policy and Procedure		RTO: 40732	CRICOS: 03376K	
Printed copy is UNCONTROLLED COPY. Please check with the Compliance Manager for the latest version of this document.					<b>Page 7 of 15</b>



to contact DoHA immediately.

## 9.5 Transferring to another provider (for overseas student)

9.5.1 Generally, overseas students cannot transfer to another provider prior to completing six calendar months of their principal course. There is one exception for school sector students (see 'Exception: school sector courses' below).

9.5.2 The principal course is the main course of study to be undertaken by an overseas student where the student visa has been issued for multiple courses, and is usually the final course of study. The first six months is calculated as six calendar months from the date an overseas student commences their principal course.

9.5.3 This means the transfer restriction applies to a student during all courses they undertake prior to the principal course.

9.5.4 For an overseas student to transfer to another provider before completing six months of their principal course, the overseas student must either obtain a release from SIA, or meet one of the following conditions:

- SIA fails to deliver the course outlined in the written agreement with student;
- any government sponsor of the overseas student considers the change to be in the overseas student's best interests and has provided written support for the change. This usually applies where the overseas student's study in Australia is sponsored by the government of another country.

### Exception: school sector courses

Overseas students enrolled in school sector courses cannot transfer between registered providers prior to completing six calendar months of their first school course (as opposed to the principal course for all other overseas students). If they wish to transfer, they must obtain a release from their registered provider or meet one of the other conditions listed above.

<b>Type</b>	Policy and Procedure	<b>Next Revision Date</b>	29/1/2027	<b>Document Owner</b>	Marketing Director
<b>Version</b>	1.2	<b>Date Amended / Checked</b>	29/1/2025	<b>Original Issue Date</b>	07.05.2014
<b>Title</b>	Enrolment Policy and Procedure		RTO: 40732	CRICOS: 03376K	
Printed copy is UNCONTROLLED COPY. Please check with the Compliance Manager for the latest version of this document.					<b>Page 8 of 15</b>





If the overseas student has to complete a non-school sector course prior to their first school sector course, for example ELICOS, they are restricted from transferring during this course.

Overseas students can transfer without needing a release or meeting one of the above conditions after completing six calendar months of their first registered school course.

9.5.5 SIA will approve transfer requests in the following circumstances, such transfers being considered in the best interests of the students

- a) Overseas student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with SIA's intervention strategy to assist the overseas student in accordance with Standard 8 (Overseas student visa requirements).

An overseas student will only be released to another provider if they have done everything they reasonably could to progress in their course(s) at SIA. When SIA considers this they look at a number of issues, including, but not limited to:

- Did the student have at least 80% attendance in their course? (This is the benchmark attendance outlined by the National Code 2018 for ELICOS attendance and is therefore considered a reasonable attendance benchmark for all students.)
- If not, do they have genuine medical certificates for their absence? Have the medical certificates only just been obtained and are they dated sometime after some or all of the periods of absence?
- Did the student actively take part in classes and try to progress? Indicators of this could be:
  - i) The student submitted plagiarised work;
  - ii) The student submitted work which is at a level not consistent with their history of academic results and or stated/proven English

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<b>Title</b>	Enrolment Policy and Procedure		RTO: 40732	CRICOS: 03376K	
Printed copy is UNCONTROLLED COPY. Please check with the Compliance Manager for the latest version of this document.					<b>Page 9 of 15</b>



ability.

- iii) Did the student submit any assessments?
- iv) Any other matter considered relevant by SIA.

SIA intends to only release students who have genuinely made every reasonable effort to engage in and succeed in their studies and cannot do so. SIA will not release a student SIA believes is trying to use this as a means to receive a non-genuine release.

b) Another circumstance where a transfer will be granted is where there is evidence of compassionate or compelling circumstances.

‘Compassionate or compelling’ circumstances are generally those beyond the control of the overseas student and which have an impact upon the overseas student’s course progress or wellbeing. These could include, but are not limited to:

- serious illness or injury, where a medical certificate states that the overseas student was unable to attend classes
- bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the overseas student’s studies; or
- a traumatic experience, which could include:
  - i. involvement in, or witnessing of a serious accident; or
  - ii. witnessing or being the victim of a serious crime, and this has impacted on the overseas student (these cases should be supported by police or psychologists’ reports)

SIA will use their professional judgement to assess each transfer request it

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Printed copy is UNCONTROLLED COPY. Please check with the Compliance Manager for the latest version of this document.					<b>Page 10 of 15</b>



receives on its own merits. Students should note that it is unlikely that a transfer request will be approved if there is no third party evidence to support the claim being made. For example:

A student may provide a transfer request to SIA stating the reason for the request is the death of a close family member – e.g. a parent. The student provides a death certificate for the parent and proof of the relationship. SIA would be unlikely to approve a transfer request to a different course/different state/different provider for this reason alone. The student would be required to show why the death of the parent leads to the request of transfer to another provider.

- c) There is evidence that the overseas student’s reasonable expectations about their current course are not being met. SIA will only grant the release if the student has verifiable proof of this.
- d) There is evidence that the overseas student was misled by SIA or its education or migration agent regarding SIA or its course, and the course is therefore unsuitable to their needs and/or study objectives.

The student must be unable to verify the information which he/she has been misled. If a student has reasonably had access to the internet and/or other means to contact SIA to clarify the information, SIA is unlikely to approve release for this reason.

9.5.6 SIA deems the following circumstances reasonable grounds to decline a request for release to another provider:

- o SIA has reason to believe that the student requesting a transfer does not have an accurate understanding of what the transfer represents to their

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Printed copy is UNCONTROLLED COPY. Please check with the Compliance Manager for the latest version of this document.					<b>Page 11 of 15</b>



study options;

- The transfer may jeopardise the student’s progression through a package of courses;
- The student owes tuition and/or other fees to SIA;
- The new course(s) suggested will take longer or cost more for the student and SIA does not consider the outcome will be more beneficial for the student;
- The student has only recently applied for a student visa with SIA as the principal course provider and the student has not been studying their course(s) for an amount of time considered reasonable to make the decision to change;
- The student’s request is based on reasons such as “my spouse has been offered a potential sponsorship in another state” and the SIA student is the principal visa holder;
- The student request includes reasons such as “I cannot find work”, while the student has stated in their visa application that they can afford to live and work in Australia for their course duration at SIA. This is particularly relevant for requests made in the first 12 months of their courses at SIA;
- The student has only recently started studying the course(s) and the full range of support services are yet to be provided or offered to the student;
- The student’s course(s) have “dropped off” a list which a student believed (before, at or post enrolment) may lead to a longer temporary/permanent migration outcome in Australia;
- SIA considers the transfer to be not in the best interests of the student.

9.5.7 A student needs to submit the request of transferring to another provider in writing by filling up the Enrolment Variation Form (EVF form) to SIA Student Services Officer.

<b>Type</b>	Policy and Procedure	<b>Next Revision Date</b>	29/1/2027	<b>Document Owner</b>	Marketing Director
<b>Version</b>	1.2	<b>Date Amended / Checked</b>	29/1/2025	<b>Original Issue Date</b>	07.05.2014
<b>Title</b>	Enrolment Policy and Procedure		RTO: 40732	CRICOS: 03376K	
Printed copy is UNCONTROLLED COPY. Please check with the Compliance Manager for the latest version of this document.					<b>Page 12 of 15</b>



Appropriate supporting evidence must be included so SIA can assess the request. The request may be declined if student did not provide sufficient supportive documents. (A valid Letter of Offer from another provider MUST be included.)

9.5.8 Within ten (10) working days of receipt the EVF form and all required supportive documents, SIA will inform student the outcome in writing via email.

SIA may require an interview with the student in order to assist the manager to make a fair decision.

## 9.6 Transfer requests and packaged courses

9.6.1 If a transfer will affect the start dates of any subsequent courses covered by the visa, the student must be released from those courses, or gain the subsequent registered providers' agreement to delay the start of those courses.

9.6.2 SIA would advise students that changes to their preliminary courses may have ramifications for their admission to their principal course, for example if a preliminary course is a prerequisite entry requirements to the principle course.

## 9.7 Once a transfer request decision has been made

9.7.1 Once a transfer request decision has been made, transfer request outcomes are recorded in PRISMS. As such, **a hard copy release letter is not required.**

9.7.2 Student will be advised the outcome of the transfer request via email. The student is notified to contact the Department of Home Affairs to seek advice on whether a new student visa is required. Inform student to refer: <https://www.homeaffairs.gov.au>

9.7.3 If SIA intends to refuse a release, it must not finalise the overseas student's refusal status in PRISMS until:

- Any appeal against the refusal lodged by the student is finalised and upholds SIA's decision not to release the student; or
- The student did not access SIA's complaints and appeals processes with 20 working days of being notified of the refusal; or
- The student withdraws their appeal against the refusal.

<b>Type</b>	Policy and Procedure	<b>Next Revision Date</b>	29/1/2027	<b>Document Owner</b>	Marketing Director
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<b>Title</b>	Enrolment Policy and Procedure		RTO: 40732	CRICOS: 03376K	
Printed copy is UNCONTROLLED COPY. Please check with the Compliance Manager for the latest version of this document.					<b>Page 13 of 15</b>



9.7.4 SIA must also notify the student in writing the reason for refusing the transfer request and the student’s right to access SIA’s internal complaints and appeals process (in accordance with Standard 10) within 20 working days.

9.7.5 SIA will maintain records of student transfer requests for two years after the student ceases to an accepted student.

### 9.8 Transfers involving students under the age of 18

If the overseas student is under the age of 18, the registered provider must have written confirmation that the overseas student’s parent or legal guardian supports the transfer. If the overseas student does not have a parent or legal guardian caring for them in Australia, the receiving provider must also confirm it accepts responsibility for the student’s accommodation and welfare arrangements in accordance with Standard 5.

It is the responsibility of the receiving registered provider (under Standard 5) to ensure that there are no gaps in welfare arrangements. This may include agreeing to accept welfare responsibility at an earlier time.

## 10. Transfer to SIA (overseas student)

External student requesting to transfer to SIA prior to completion of the first 6 months of their principal course, the student must either obtain a release from their registered provider, or meet one of the following conditions:

- the releasing registered provider, or the course in which the overseas student is enrolled, has ceased to be registered;
- the releasing registered provider has had a sanction imposed on its registration by the ESOS agency that prevents the overseas student from continuing their course with that registered provider;
- any government sponsor of the overseas student considers the change to be in the overseas student’s best interests and has provided written support for the change. This usually applies where the overseas student’s study in Australia is sponsored by the government of another country.

After completing six calendar months of the principal course, an overseas student can transfer without needing to meet one of these conditions.

If the student is an under the age of 18, there is written evidence that the student’s parent or legal guardian supports the transfer and SIA has put arrangements in place

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Printed copy is UNCONTROLLED COPY. Please check with the Compliance Manager for the latest version of this document.					<b>Page 14 of 15</b>



for approving a student's accommodation, support and general welfare arrangements in accordance with National Code 2018, Standard 5.

Standard 5 requires that where student under the age of 18 is not being cared for in Australia by a parent or suitable nominated relative, registered providers ensure the arrangements made to protect the personal safety and social well-being of the student is appropriate.

## 11. Responsibilities

Student Administration and Student Services staff are responsible for the safe keeping of the students' files.

## 12. Related documents

- Application Form
- Letter of Offer
- Student Handbook
- Course Outline
- Course Brochure
- Enrolment Variation Form
- Complaints and Appeal Form
- ELICOS Student Placement Test Policy

## 13. Review

This policy will be reviewed when there are changes in the relevant Standards.

<b>Type</b>	Policy and Procedure	<b>Next Revision Date</b>	29/1/2027	<b>Document Owner</b>	Marketing Director
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Printed copy is UNCONTROLLED COPY. Please check with the Compliance Manager for the latest version of this document.					<b>Page 15 of 15</b>