

ENROLMENT POLICY

RELEVANT STANDARD(S):

National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025 – Standards 1.1, 1.2, 1.6, 2.1-2.6

National Code of Practice for Providers of Education and Training to Overseas Students 2018 – Standard 2 Clause 2.2, Standard 3 Clause 3.1-3.6

PURPOSE

Norwest College Australia is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (RTOs) 2025, the National Code of Practice for Providers of Education and Training to Overseas Students 2018 and relevant funding contract requirements. This policy provides the framework and general principles for the selection and enrolment of Norwest College Australia's VET students.

The policy has been designed to ensure that Norwest College Australia abides by its enrolment approach of providing fair and equitable process for student enrolment and providing VET students with accurate and sufficient information to make an informed decision about their enrolment and training pathway.

POLICY PRINCIPLES

Norwest College Australia will use a systematic, non-discriminatory and transparent process to select and enrol its VET students. This selection and enrolment processes ensure that all relevant legislation and funding program requirements are met. All Norwest College Australia prospective VET students are well informed and receive a high level of service and support throughout the selection and enrolment process. Norwest College Australia ensures that VET students have access to clear and accurate information, including to make informed decisions about the training product and the RTO, and are made aware of changes that affect them.

To achieve this, Norwest College Australia will abide to the following principles:

1. VET students have access to clear and accurate information, including to make informed decisions about the training product and the RTO, and are made aware of changes that affect them.
2. VET students are advised, prior to enrolment, about the suitability of the training product for them, taking into account their skills and competencies.

Information to Students

1. Prior to enrolment, Norwest College Australia ensures that information given to VET students is clear, accurate and current, including where this is disseminated by a third party. Each student is provided with access to a student handbook, course information, and student policies. In order for prospective VET students to make informed decisions about their studies, Norwest College Australia provides VET students with information about the RTO's training products and services, information on training and assessment and access to student support.
2. Norwest College Australia identifies information that is needed by VET students prior to enrolment and how information is communicated. Key information needed by VET students is identified through regulatory requirements, industry standards, and student feedback.

3. Information provided to the prospective students include but is not limited to:
 - a. RTO information
 - i. Legal entity name
 - ii. Trading name
 - iii. Contact details and location addresses and delivery sites
 - iv. RTO Code
 - v. CRICOS Provider Number
 - b. Campus information and locations with general description of facilities, equipment, and learning and support resources available to students
 - c. Full training product information as published in the National Register / Course code(s) and title(s)
 - d. Course(s) content, duration, qualifications offered (if applicable), modes of study, assessment methods, possible course outcomes and pathways
 - e. Course entry including any educational qualifications, English language proficiency, work experience required, licensing etc. and whether course credit may be applicable
 - f. Process to assess student qualifications, experience, literacy and numeracy proficiency appropriate for the course for which enrolment is sought
 - g. Training and assessment arrangement
 - h. Any online and/or work-based training, placements, and/or other community-based learning and/or collaborative research training arrangements
 - i. Enrolment and selection process, RPL, credit transfer and information about grounds on which the student's enrolment may be deferred, suspended, or cancelled
 - j. Course related fees including indicative tuition and non-tuition fees, and advice on the potential of fees to change during the student's course
 - k. Refund and cancellation policy and process
 - l. Details of any third-party arrangements with another registered provider, person, or business to provide a range of services on behalf or part of the RTO.
 - m. Name and contact details of third-party providers and third-party obligations
 - n. Information on issuance of Certification Documentation

- o. Additional support services and provisions of the RTO
- p. Flexible learning and assessment options
- q. Complaints and appeals policy and process
- r. Student responsibilities and expected behaviour
- s. Materials and resources to be provided by the student
- t. Privacy information
- u. Description of the ESOS framework and reference links online
- v. Accommodation options and information on Living in Australia (indicative cost of living, accommodation options, schooling obligations if applicable)

Suitability of Training

1. Norwest College Australia sets up a system for reviewing the skills and competencies of the VET students prior to enrolment, including their language, literacy and numeracy proficiency and digital literacy, as appropriate to the training product. Assessment of Needs will be done either before the commencement of training or after confirming their eligibility (if applicable). This review ensures that students are matched with the right course to meet their learning needs and desired outcomes.
2. Norwest College Australia provides advice, based on the review, to VET students about the suitability of the training product for them. If the training product is deemed unsuitable, alternative options or additional support will be discussed, ensuring students are well-informed to make decisions that best align with their goals and capabilities.

Pre- Enrolment

1. Prior to confirmation of enrolment, students will be required to undergo Pre-enrolment Assessment and complete and submit pre-enrolment documents for assessment for review, including but not limited to:
 - a) Pre- Enrolment Assessment Form (sent via email upon course enquiry)
 - b) Necessary course requirements / pre-requisite requirements
 - c) ID and supporting documents for processing and filing
 - d) USI Number
2. Students are required to go through initial pre- enrolment interviews with one of Norwest College Australia's trainers and assessors. This pre-enrolment interview will be done via online platforms such as Zoom and Microsoft Teams.

Enrolment of Individual VET Students

1. Enrolment into training programs will be conducted in an ethical and responsible manner, ensuring fairness and compliance with the Norwest College Australia's Access and Equity Policy at all times.

2. Norwest College Australia will ensure that there is a valid enrolment for each student. A valid enrolment is a complete, signed, and dated AVETMISS-compliant enrolment form.
3. No enrolment shall be processed for students who wish to transfer from another training provider before they complete six (6) months of their principal course, except in certain circumstances outlined in Standard 7.1 of the National Code 2018.
4. Enrolments are subject to availability of places on the training program, based on the maximum number of students who can be accommodated under the particular circumstances (e.g. safety, capacity of training venue, type of course, learning structures etc.) within the program.
5. Students are only offered places in courses for which they have been assessed as having the appropriate skills and experience.
6. No new enrolments or commencements will be accepted into any training product that has been removed or deleted from the National Register.
7. Enrolments will be considered tentative until the student's Unique Student Identifier (USI) has been verified and the initial payment has been received. (See USI section below)
8. Should enrolment numbers reach maximum, and another person wishes to enrol in a course where there is a tentative enrolment booked, the tentative booking will be contacted to confirm payment. If payment is not made, the place will be given to the new student.
9. In order to protect consumers under 18 years of age, guardian consent will be required for enrolment.
10. All VET students are confirmed enrolled in courses and are advised in writing that their place on the course is confirmed once they have completely fulfilled the following:
 - a. student application is completed
 - b. the International Student Agreement Form is signed or otherwise accepted by the student
 - c. all required pre-enrolment documents and supporting evidence received
 - d. fees paid in accordance with Norwest College Australia's Fee Administration and Refund Policy
 - e. consent, acknowledgement, and declarations read, understood, and signed
11. Norwest College Australia takes reasonable steps to check whether a student is enrolled with another provider before finalising enrolment. These steps may include:
 - a. Asking the students if they are enrolled with another provider via the Enrolment Form
 - b. Checking the student visa

c. Checking PRISMS

Assessment of Needs

Norwest College Australia will assess the needs of VET students either before the commencement of training or after confirming their eligibility (if applicable). In such cases, the assessment will be conducted at the earliest opportunity, and any identified training support needs will be addressed accordingly. This process includes reviewing the skills and competencies of VET students prior to enrolment and assessing their language, literacy, numeracy proficiency, and digital literacy as relevant to the specific training product.

1. Norwest College Australia will assess whether the student's English-language proficiency and qualification is appropriate for the course for which enrolment is sought. This assessment is done prior to enrolment of the student.
2. Conditional Confirmation of Enrolment (CoE) may be issued to students with an onshore English proficiency score that does not meet the requirement of the VET course, which may require them to enrol in a supplemental English course to meet the entry requirements for the VET course. The conditional CoE can be used by student to enrol with their chosen English language course provider.
3. For courses with no minimum entry level of English required, Norwest College Australia may accept students and offer English-language support if needed. Information regarding fees involved with additional English-language support or any support needs shall be provided to the student prior to enrolment.
4. Norwest College Australia will conduct assessment of needs before commencement of training or after Norwest College Australia confirms the student's eligibility (if applicable). In such cases, Norwest College Australia will ensure that the assessment of need is undertaken at the earliest possible opportunity and any identified support needs issues are managed. Upfront assessment of need is done by conducting the following:
 - a. *Special Needs and Disability*

VET students intending to enrol for training are requested to advise of any physical or other impairments and needs (e.g. English language difficulties, Dyslexia) which may adversely affect their ability to successfully undertake the training. (See Additional Support Policy)
 - b. *Language, Literacy and Numeracy Abilities of VET students*

VET students intending to enrol for training are assessed on their language, literacy and numeracy abilities to determine their capability to successfully undertake the training and determine whether any additional support is needed. This is done by conducting an LLN assessment as part of the enrolment process. (See Additional Support Policy for more information)
 - c. *Digital Literacy*

As part of the assessment of needs, the RTO will evaluate the digital literacy skills of VET students before enrolment, aligning with the Digital Literacy Skills Framework. This evaluation focuses on determining students' proficiency in using digital devices, navigating digital platforms, communicating effectively, and ensuring their ability to apply critical thinking and problem-solving using digital tools. The assessment will help identify any gaps in digital literacy,

allowing the RTO to offer targeted support and resources to enhance students' skills, ensuring they are adequately prepared to succeed in the training program and the workplace.

d. *Competency Assessment*

VET students are assessed on their present knowledge and previous experience of the relevant course they are enrolling on. Using the information provided in the enrolment form and the outcome of the Pre-enrolment Assessment Form, the assessor can determine the best training plan to suit the student's needs.

e. *Recognition of Prior Learning, Credit Transfer and Amount of Learning*

Mutual recognition, credit transfer and recognition of prior learning (RPL) are acknowledged and accepted as a standard practice of Norwest College Australia. Each student's skills and experiences relevant to respective vocational competencies are considered in the development of their learning plans. Norwest College Australia determines how the student's existing skills, knowledge and experience impact the amount and level of training they will provide prior to enrolment.

Norwest College Australia ensures that VET students are made aware of opportunities for recognition prior to the commencement of training and that adequate information, support and opportunities are provided to VET students to engage in RPL.

5. Norwest College Australia determines how the student's existing skills, knowledge and experience impact the amount and level of training they will provide to each student prior to enrolment.
6. Norwest College Australia ensures that students are made aware of opportunities for recognition prior to enrolment or commencement of training, and that adequate information, support and opportunities are provided to students to engage in the Recognition of Prior Learning process.
7. Norwest College Australia will issue a CoE to the student for the reduced duration of the course in the event that an RPL or course credit is granted. Likewise, if RPL or course credit is granted after the overseas student's visa is issued, Norwest College Australia will report any changes in the course duration in the Provider and International Student Management System (PRISMS).

Unique Student Identifier (USI)

1. All prospective VET students are required to provide their Unique Student Identifier (USI), in accordance with the requirements of the Student Identifier Act.
2. Norwest College Australia will advise prospective VET students with no USIs on how to obtain one and refer them to USI website: <http://www.usi.gov.au/Pages/default.aspx>. A USI can also be created for the student (ONLY with the student's permission) at the following USI portal: <https://portal.usi.gov.au/org/>.
3. In the event that the student authorises Norwest College Australia to apply for a USI on the student's behalf, Norwest College Australia will ensure to shred any personal information provided by the VET students after they have successfully obtained a USI for them.

3. It will verify and maintain all student identifiers provided by the student through its Student Management System (SMS).

Notification of Enrolment

1. Upon acceptance of enrolment, Norwest College Australia provides VET students with a written confirmation of enrolment and all necessary enrolment documents needed by the student to start their training. This includes:
 - a. USI details (if applied on behalf of the student)
 - b. student login
 - c. training resources and how to access them
 - d. any online and/or work-based training, placements, and/or other community-based learning and/or collaborative research training arrangements
 - e. trainer and assessor information
 - f. details of the fees chargeable
 - g. information on how to access student support
2. Each client receives a copy of the Student Handbook, which outlines key information, including their rights and responsibilities as a VET student.
3. All clients sign an acknowledgment that they have received, read, and understood Norwest College Australia policies and details within the Student Handbook.

Cancellation of Courses

1. It is NOT normal policy to cancel scheduled training programs.
2. Norwest College Australia will ascertain the reason if an enrolled student indicates that they wish to discontinue training. If Norwest College Australia finds that the reason for such is related to the performance and delivery and assessment of its training, Norwest College Australia will make reasonable efforts to address the student concerns related to the delivery and assessment of training.
3. If, for some unforeseen reason, the student decides to cancel training, Norwest College Australia will offer the student an opportunity to attend the training program on another date, at another location (if available), or in another delivery mode.

Deferment, Suspension or Cancellation of Enrolment

Norwest College Australia ensures that it properly assesses, approves, and records student deferments, suspensions, and/or cancellations and adheres to the provisions set out in its Student Deferment, Suspension or Cancellation of Enrolment Policy.

Client Records of Enrolment

1. Norwest College Australia is obligated to report all enrolments, in compliance with national reporting requirements. (See Norwest College Australia's Reporting and Records Management Policy)
2. Individual client records are created for each enrolment and maintained for a period of 30 years.
3. Records of written agreements as well as receipts of payment made under the written agreement will be retained for at least two (2) years after the overseas student ceases to be an accepted student of Norwest College Australia.
4. Norwest College Australia will ensure that all individual clients have access to their own records and the progress of their learning.
5. Norwest College Australia will only create student records when there is evidence of a valid student enrolment.

Fees and Written Agreement

1. It is mandatory for the International Student Agreement Form to be entered into with the overseas student or intending overseas student first (signed or otherwise accepted by the student), prior to or at the same time as accepting course tuition fees or non-tuition fees from the student. If the student is under 18 years of age, this agreement must be entered into (signed or otherwise accepted by the student) with his/her parent or legal guardian.
2. The International Student Agreement Form shall clearly set out the obligations and rights of both Norwest College Australia and the overseas students. The written agreement includes, but is not limited to:
 - a. The course or courses in which the student is to be enrolled
 - b. The expected course start date
 - c. The location(s) at which the course will be delivered
 - d. The offered modes of study for the course, including compulsory online and/or work-based training, placements, and/or other community-based learning and/or collaborative research training arrangements
 - e. Prerequisites necessary to enter the course or courses, including English language requirements Conditions of enrolment
 - f. Any conditions imposed on the student's enrolment
 - g. Itemised tuition fees payable by the student for the course, the periods to which those tuition fees relate and payment options (including, if permitted under the ESOS Act, that the student may choose to pay more than 50% of their tuition fees before their course commences, provided that Norwest College Australia abides by the Tuition Protection Scheme or TPS)
 - h. Details of any non-tuition fees that the student may incur, including as a result of having their study outcomes reassessed, deferral of study, fees for late payment of tuition fees, or other circumstances in which additional fees may apply

- i. The refund policy and procedure including when students and providers default (see Norwest College Australia's Fee Administration and Refund Policy)
- j. Privacy information that includes the circumstances in which personal information about the student may be disclosed by the registered provider, the Commonwealth including the TPS, or state or territory agencies, in accordance with the Privacy Act 1988
- k. The student's obligation to notify the provider of a change of contact details and/or address while enrolled in the course
- l. Emergency contact while studying in Australia
- m. Explanation of what happens in the event of a course not being delivered
- n. Internal and external complaints and appeals processes in accordance with Standard 10 of the National Code 2018 (See Complaints and Appeals Policy)
- o. Statement of the student's responsibility for keeping a copy of the written agreement as supplied by the RTO, and receipts of any payments of tuition fees or non-tuition fees
- p. Information consistent with the requirements of the ESOS Act, in relation to refunds of tuition fees and non-tuition fees in the case of student default and provider default:
 - i. amounts that may or may not be repaid to the overseas student (including any tuition and non-tuition fees collected by education agents on behalf of the registered provider)
 - ii. process for claiming refund
 - iii. the specified person(s), other than the overseas student, who can receive a refund in respect of the overseas student identified in the written agreement, consistent with the ESOS Act
 - iv. a plain English explanation of what happens in the event of a course not being delivered, including the role of the TPS
 - v. the statement "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"
- q. The requirement for overseas student or intending overseas student to notify the registered provider of his/her contact details while in Australia and studying with the provider including:
 - i. the student's current residential address, mobile number (if any) and email address (if any)
 - ii. emergency contact person
 - iii. any changes in the details above, within 7 days of change

3. Online acceptance by the student of the written agreement will be verified and authenticated by our Student Services. This is done via conducting a phone call to the student once the acceptance has been received.
4. Fees are collected in accordance with fees processing. (See Fee Administration and Refund Policy)
5. Norwest College Australia will publish and make available to the student and/or employer all tuition and non-tuition fees and charges and its refund policy.
6. Norwest College Australia will only charge the published tuition fee.
7. Course fee payment or course money will only be collected and accepted upon student or parent (if student is below 18) acceptance and signing of the International Student Agreement Form.
8. In such cases where Norwest College Australia receives course money sent by mail or bank transfer before receiving the accepted written agreement, Norwest College Australia shall not use the money. It will immediately contact the student or agent to inform them that the payment cannot be processed (and the enrolment cannot progress) until Norwest College Australia receives the accepted International Student Agreement Form.

VET STUDENTS' OBLIGATION

VET students must fulfil specific obligations throughout their training, including active participation in mandatory work placements, adhering to workplace policies, maintaining professional conduct, and completing all necessary hours.

They are responsible for ensuring access to essential learning materials, equipment, and IT resources, such as textbooks, uniforms, industry-specific tools, and reliable internet, as specified in their course requirements.

All students must adhere to Norwest College Australia's costs and processes associated with student withdrawal and obtaining a Unique Student Identifier (USI) before commencing training, with the RTO offering guidance on the application process to ensure compliance with national regulations. These obligations are clearly communicated before enrolment and reinforced throughout the training program.

MONITORING AND IMPROVEMENT

1. Norwest College Australia ensures that VET students are informed of any changes that may impact their training, including the transition of superseded, deleted, or expired training products, as soon as practicable.
2. Student Services will be responsible for ensuring compliance with the Enrolment Policy and Enrolment Procedure. Student Services is responsible for the correct and accurate enrolment in accordance with this policy and relevant procedural documents.
3. All enrolment practices will be monitored by the Training Manager. Areas for improvement will be identified and discussed during the Continuous Improvement Meetings. (See Continuous Improvement Policy)

4. VET students are encouraged to provide feedback on their enrolment experience through the Continuous Improvement Procedure.
5. VET students are able to make a complaint or appeal an enrolment decision, as per the Complaints and Appeals Policy.

ANNEX**Description of the ESOS Framework**

The Australian Government wants overseas students to have a rewarding, enjoyable, and safe experience when they come to Australia to study. Australia's education and training system offers high quality services and protection for overseas students to ensure they make the most of their time here.

The laws that protect overseas students form the Education Services for Overseas Students (ESOS) framework. They include the Education Services for Overseas Students Act 2000 and the ESOS National Code 2018.

Please read a summary of the ESOS Framework including your rights, responsibilities, requirements, support services, and other information about studying in Australia on the Department of Education, Skills and Employment website here: [ESOS Framework](#).

VERSION CONTROL

Version Control Table					
Date	Summary of Modifications	Modified by	Version	Date of Implementation	Next Review Date
15/08/2025	Document creation	Norwest College Australia	v. 1.0	1/07/2025	30/06/2026

RTO INFORMATION

RTO INFORMATION	
Document Name	CRICOS Enrolment Policy v1.0
RTO/Company Name	Norwest College Australia
ABN	76 648 650 122
RTO Code	#46535
CRICOS Code	#04430A
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