



Department	Vocational Education & Training		Author	RTO Manager	
Quality Controlled Document No. & Title	3.0	Enrolment Policy	Approved	RTO CEO	
Version	1.0		Authorised	RTO Academic Board	
SRTOs 2025 & ESOS Act	Standard 1.6, 1.7, and 2.2 of the Outcome Standards for RTOs		Distribution	Internal	Administration Staff
	Standards 2 and 3 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018			External	Education Agents
	Standard P3 of the ELICOS Standards 2018				

Purpose of the Policy

This policy outlines Marriott Academy's approach to student enrolment. This ensures that there are structured processes in place for the enrolment of students, issuing of credit transfer and recognition of prior learning, and changes to services.

Policy Statements

Enrolment

Information about the enrolment process is provided in the Student Handbooks as well as Marriott Academy's website.

Applicants must meet the entry requirements to be accepted into a course. The entry requirements are as follows:

International Students

Age requirement

- Students must be at least 18 years of age at the time of course commencement.

Language, Literacy, Numeracy and Digital Literacy (LLND) requirements

- Students must provide evidence of, or demonstrate, English language proficiency and language, literacy, numeracy and digital literacy skills at a level appropriate for entry into the qualification for which they are applying.
- Specific LLND requirements are outlined in Marriott Academy's Training and Assessment Strategy (TAS) for each qualification.
- These requirements must also be included in all course marketing and promotional materials.
- This requirement shall not apply where course entry requirements require that students have completed a specific nationally recognised AQF VET qualification.

LLND assessment

- Where evidence provided by the student does not clearly demonstrate that the required LLND levels have been met, Marriott Academy may require the student to undertake an LLND assessment aligned with the Australian Core Skills Framework (ACSF) and the Digital Literacy Skills Framework (DLSF).
- The LLND assessment will be used to confirm the student's language, literacy, numeracy and digital literacy levels and determine whether the student may require additional learning support to successfully complete the course.

Exemption from LLND requirement

- The LLND requirement may not apply where course entry requirements specify completion of a relevant nationally recognised AQF VET qualification.

Student visa requirements (international students)

- International applicants must satisfy the Genuine Student (GS) requirement under the Student Visa Program.
- Students must demonstrate that they intend to study temporarily in Australia for the purpose of obtaining a quality education and have the language ability, educational background and financial capacity to successfully complete the course.

Supporting evidence

- International students must provide relevant information and supporting documentation with their enrolment application to enable Marriott Academy to assess whether the Genuine Student requirement has been met.



Credit Transfer and Recognition of Prior Learning (RPL) – VET students only

- Students are able to seek recognition of prior learning (RPL) and credit transfer. This means that students do not have to repeat units (or equivalent) already achieved and can be recognised for formal and informal learning, skills and experience.
- Students will be offered the opportunity to seek credit transfer and RPL during the enrolment process and will be informed of Marriott Academy's processes for this.
- All decisions about credit transfer and RPL are fair, consistent and transparent and are documented. Decisions about RPL will maintain the integrity of the training product.
- Marriott Academy will review all AQF certification documentation or an authenticated VET transcript (unless prevented by licensing or regulatory requirements) and authenticate it as part of the process of awarding credit.
- Applicants who wish to apply for RPL will be provided with Marriott Academy's RPL Kit. The RPL process will be followed as per the procedures included with this policy.
- Applicants will be advised in writing of the outcome of their application for credit transfer and/or RPL. Where the credit provided results in a reduction of the duration of the course and fees, this will also be advised in writing.

Changes to Services

Students are informed within 3 working days of any changes to services as documented in the Enrolment Agreement, including where there are new third-party arrangements, changes to existing third-party arrangements and changes in ownership.

Where Marriott Academy is unable to offer a course prior to or following commencement, refunds will be in accordance with the *Fees and Refunds Policy*.

Procedures

1. Processing Enrolment

- 1.1 Prospective students shall be provided with Enrolment Application Form.
- 1.2 Upon receipt of the Enrolment Application Form, the staff shall check if it has been completed in full and that all supporting information/documents has been provided, including, but not limited to, evidence of qualifications completed, passport copy, visa copy (if available), CV, and Genuine Student (GST) statement.
- 1.3 The applicant's details shall be entered into axCelerate.
- 1.4 Where the USI has not been received, make a note on the applicant's file that it is to be completed at the orientation. Student will be asked for consent if they want to processed USI application through Marriott Academy.
- 1.5 Staff shall verify all USIs.
- 1.6 Where an applicant indicates they have a USI exemption, they will be informed in writing prior to the completion of the enrolment process that the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the Registrar.

2.A Course Entry Suitability Assessment – VET students

2.1a The applicant shall be contacted for a pre-training interview using the *Pre-Training Review Form*. The form shall be completed to determine if the applicant suitable for their chosen course and the applicant's support needs.

2.2a Domestic student shall be required to complete the language, literacy and numeracy (LLN) assessment to determine LLN level.





- 2.3a For international students, the student should satisfy the entry requirements specified for English language proficiency.
- 2.4a All students are required to complete digital literacy assessment to assess them according to the benchmarks in the assessment.
- 2.5a The outcome of the Course Entry Suitability Assessment process shall be documented in the *Pre-Training Review Form*.

2.B Course Entry Suitability Assessment – ELICOS students

- 2.1a The applicant shall be contacted for a pre-training interview using the *Pre-Training Review Form*.
- 2.2b The applicant shall be provided with the English Placement Test for completion.
- 2.2c Based on the results of the course entry interview and the English Placement Test, the student's suitability for the course and the class in which they should be placed as relevant to their English language proficiency shall be assessed. The outcome of the assessment shall be recorded in the *Pre-Training Review Form*.

3. Processing Credit Transfer/RPL – VET students only

- 3.1 Staff must confirm whether the student wishes to apply for Credit Transfer or Recognition of Prior Learning (RPL). This may be identified through a review of the Enrolment Application Form and/or during the pre-training interview process.
- 3.2 For Credit Transfer applications, the *RPL/Credit Transfer Form* shall be completed. The student shall be required to provide AQF certification documentation or an authenticated VET transcript as evidence of prior completion of a unit of competency or qualification.
- 3.3 Staff must review the student's AQF certification documentation or authenticated VET transcript to determine whether the student has completed an equivalent training product. Credit Transfer cannot be granted where it is not permitted by licensing or regulatory requirements or by the training product.
- 3.4 Where AQF certification documentation is provided, staff must verify the authenticity of the qualification by checking the issuing RTO's registration status on the National Register (training.gov.au) and reviewing any notices published by ASQA regarding cancellation of qualifications issued by that RTO. Where required, staff may also confirm the qualification through an authenticated VET transcript. If the authenticity of the AQF certification documentation cannot be confirmed, the student must be contacted to discuss the matter.
- 3.5 Where the review confirms that the student has successfully completed an equivalent training product, the Credit Transfer outcome must be recorded in the *RPL/Credit Transfer Form*.
- 3.6 For RPL applications, the student must be provided with the relevant RPL Kit, and the RPL application must be processed in accordance with the instructions outlined in the assessor version of the RPL Kit. The RPL assessment process must ensure that assessment decisions are fair, transparent, consistent and maintain the integrity of the training product.
- 3.7 Where a student relies on the recognition of overseas academic qualifications as part of an RPL application, the student must be referred to the relevant government information and services regarding overseas qualification recognition. Students should be directed to the following resources:

Qualifications Recognition

<https://internationaleducation.gov.au/services-and-resources/Pages/qualifications-recognition.aspx>

Overseas Qualifications Unit – Skilled and Business Migration Program

Phone: 1300 492 606

Email: oku@liveinmelbourne.vic.gov.au

Website: <https://liveinmelbourne.vic.gov.au/work/overseas-qualification-unit>

Where required, students may be asked to obtain formal assessment or recognition of their overseas qualification from the relevant authority to support their RPL application.

- 3.8 The outcome of the RPL assessment must be recorded in the *RPL/Credit Transfer Form*.
- 3.9 The student must be informed of the outcome of their Credit Transfer or RPL application, including whether the application has been successful or unsuccessful. Where Credit Transfer or RPL is not granted, the reasons must be explained to the student.
- 3.10 Where Credit Transfer or RPL is granted, the student must be advised of any reduction to the course duration and fees. Any reduction in course duration must reflect the scheduled delivery time allocated to the unit(s) for which Credit Transfer or RPL has been granted. Fee adjustments must be processed in accordance with the *Fees and Refunds Policy*.



3.11 The Offer Letter and Enrolment Agreement must be issued or updated to reflect the revised course duration and fees resulting from the Credit Transfer or RPL outcome.

3.12 For international students, the Confirmation of Enrolment (CoE) must be issued or updated to reflect the revised course duration where Credit Transfer or RPL has been granted.

3.13 Where a student applies for Credit Transfer or RPL after commencing their course, the same process must be followed and the Enrolment Agreement and Offer Letter updated accordingly. For international students, any change to the course duration must be reported in PRISMS, and any fee adjustments must be processed in accordance with the *Fees and Refunds Policy*.

4. FINALISING ENROLMENT PROCESS

4.1 Customise the Offer Letter and Enrolment Agreement for the student and send out to the student for signing. The signing of the Offer Letter and Enrolment Agreement indicates the student has accepted all terms and conditions. The Offer Letter and Enrolment Agreement shall contain the instructions for the payment of the initial payment.

4.2 On receipt of the signed Offer Letter and Enrolment Agreement and confirmation of receipt of initial payment, a CoE shall be created in PRISMS following the instructions in the PRISMS User Guide.

4.3 The staff shall complete the Student File Checklist to ensure that all information has been collected from the student.

5. MANAGING STUDENT FILES

5.1 Student files must be updated throughout the course to reflect relevant events, including but not limited to course progress and attendance, student support provided, course credit, course transfer, deferral, suspension, withdrawal, and disciplinary actions. Staff must refer to the relevant policies and procedures relating to student file management when updating student records.

5.2 Enrolment Agreements must be updated where required to reflect any changes that occur after the student has enrolled, including changes relating to third-party arrangements, new third-party agreements, or changes in ownership. Any adjustments to fees or Confirmation of Enrolment (CoE) must be processed as required.

5.3 The organisation must send emails to students every 6 months requesting confirmation of their current contact details or notification of any changes. Students are also required to notify the organisation within 7 days of any change to their contact details.

5.4 Student contact details must be updated on aXcelerate as soon as practicable whenever a change of contact details is reported by the student.

Responsibilities

The Administration staff is responsible for:

- Managing the processing of student enrolment applications
- Conducting and documenting course entry suitability assessments
- Processing and recording Credit Transfer and Recognition of Prior Learning (RPL) applications in accordance with organisational policies and procedures.
- Preparing and issuing Offer Letters, Enrolment Agreements, and Confirmations of Enrolment (CoE) where applicable.
- Maintaining and managing student files and records
- Updating student records in the Student Management System and other relevant systems where required.
- Managing updates to Enrolment Agreements, CoEs, and student records where changes occur during the student's enrolment.
- Monitoring and maintaining student contact details, including sending periodic requests for students to confirm or update their details.

Trainers and assessors are responsible for conducting RPL.

