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## **Student Enrolment Policy and Procedure**

## Version Control

Date	Version	Changes made	Author
Aug 2018	v1.0	Policy developed and implemented	Compliance Dept
Jan 2021	V2.0	Policy updated	Compliance Dept



## 1. Purpose

The purpose of the Student Enrolment Policy and Procedure is to provide a broad, flexible, efficient and equitable framework for the student selection process at Axis institute.

## 2. Scope

This policy applies to all prospective domestic (fee-for-service and government funded) and overseas students (onshore and offshore) enrolling in a course at Axis institute and is to be used by the Student Enrolment Manager, Marketing Manager and Administration Manager (or appropriate delegate) when assessing student applications, issuing Letters of Offer and Confirmation of Enrolment (CoEs), and reviewing returned Acceptance and Agreement Forms.

## 3. Responsibility

Student Administration Manager is responsible for the implementation of this policy and ensure that all relevant staff members and marketing agents are aware about this policy.

## 4. Compliance mapping

reference	requirement
<b>standard 3.5 of the SRTOs 2015</b>	The RTO accepts and provides credit to learners for units of competency and/or modules (unless licensing or regulatory requirements prevent this)
<b>standard 3.6 of the SRTOs 2015</b>	The RTO meets the requirements of the Student Identifier scheme
<b>standard 5.1, 5.2 and 5.3 of the SRTOs 2015</b>	Each learner is properly informed and protected (the services the RTO will provide to the learner, along with the rights and obligations of the learner and the RTO)
<b>The National Code 2018</b> Standard 2 Standard 6 Standard 7 Standard 8 Standard 9 Standard 10	Recruitment of an overseas student Overseas student support services Overseas student transfers Overseas students visa requirements Deferring, suspending or cancelling the overseas student's enrolment Complaints and Appeals
<b>Section 29 (3)</b>	<a href="#">Education Services for Overseas Students (ESOS) Act 2000</a>

## 5. Definition

- a) **Australian Core Skills Framework (ACSF)** is a tool which assists both specialist and non-specialist English language, literacy and numeracy practitioners describe an individual's performance in the five core skills of learning, reading, writing, oral communication and numeracy.

- b) **Credit Transfer**-this may be granted to those students who have previously completed a course which provides equivalent learning or competency outcomes to those required within the student's current course of study
- c) **COE Confirmation of Enrolment.** This is a proof of student enrolment and acceptance of the letter of offer and student agreement of the Institute. The Department of Home Affairs requires the COE for visa processing for international students. This is generated through PRISMS for international students and is created internally for domestic students.
- d) **Domestic Student:** a student who is citizen, permanent resident, a New Zealand citizen or humanitarian visa holder.
- e) **Enrolment:** The process by which a prospective student applies for a place in a course offered by the College is considered and either selected or rejected
- f) **ESOS Act:** Education Services for Overseas Students Act 2000. Federal Government legislation that regulates the provision of education and training services to international students in Australia and which stipulates student visa conditions.
- g) **International Student:** a student studying in Australia who is the holder of a student visa granted by the Australian Government.
- h) **Letter of Offer:** A formal invitation to a prospective student to commence study at the Institute in the course offered.
- i) **LLN Test:** This test includes a range of tasks designed identify an individual's level in the core language, literacy and numeracy (LLN) skills of Learning, Reading, Writing, Oral Communication and Numeracy.
- j) **National Recognition:** This may be granted to those students who have attained recognition by an RTO of an Australian Qualification Framework (AQF) qualification and/or a Statement of Attainment issued by the same RTO or other RTOs.
- k) **PRISMS (Provider Registration and International Students Management System):** This site informs Student Selection and Admission Policy and Procedure. Australian education providers issue COE required for compliance with the ESOS Act legislation.
- l) **Internal English test:** Internal test is standard English test developed and conducted by Axis institute. It is for those who do not have a valid English Test result or proof of studying in Australia within last 2 years.
- m) **Recognition of Prior Learning (RPL)** which is the acknowledgment of a person's current skills and knowledge acquired through previous training, work or life experience.

- n) **Selection Process:** The process undertaken to assess the suitability of the applicants for a program according to specified selection criteria, and subsequent notification of applicant's eligibility to enrol.

## 6. Policy

- (i) Application procedures shall be student-focused, consistently applied and equitable.
- (ii) Accurate and accessible information about Axis institute, its services and performance, along with the rights and obligations of the learner and Axis institute, is available to inform prospective and current learners via its website or communicated to the prospective student via email during different phases of application.
- (iii) Axis institute complies with Standard 4 & 5 of the SRTOs 2015:
  - a. Accurate and accessible information about an RTO, its services and performance is available to inform prospective and current learners and clients.
  - b. Each learner is properly informed and protected.
- (iv) Axis institute has a separate bank account they it holds the course fee payments from overseas students who have not yet commenced their course. The bank details as provided in the letter of offer and agreement.
- (v) Axis institute implements rigorous entry requirements to assess the applicant's capability to study the chosen course.
- (vi) All applications shall be treated fairly, with respect and sensitivity, and in accordance with Axis institute Access and Equity Policy, Equal Opportunity Policy, Privacy Policy and Data Provision Requirements 2012
- (vii) Applications for enrolment into a course will be in accordance with the relevant guidelines provided to the applicants in the Student Prospectus, course brochure and relevant federal and state funding requirements for domestic students.
- (viii) Axis institute shall reserve the right to request additional information from applicants which may be relevant to student's application, including documentation of previous academic records, medical certificates, or other supporting documentation in case of Special Consideration applications on any of the established grounds for Special Consideration.
- (ix) Axis institute reserves the right to request applicants' authorisation to obtain further information from relevant third parties, where necessary, regarding their application.
- (x) Axis institute shall organise orientation programme to all students on or before the commencement of the course.
- (xi) The college will implement the process that benefits students to take advantage of their existing experience and pursued studies through Recognition of Prior Learning (RPL) and Credit Transfer.
- (xii) Axis institute reserves the right to withdraw the offer of admission and cancel the enrolment(s) of any student where/when the Institute identifies such an offer was made on the basis of incomplete or inaccurate information supplied by the applicant or an applicant's representative.
- (xiii) Students can access College's Complaint and Appeals Policy and Procedure if they have any concerns regarding procedural fairness of this policy.

## 7. Procedure

- Axis institute ensures that prospective students are informed about the training product appropriate to meeting the learner's needs, considering the individual's existing skills and competencies.
- Axis institute provides current and accurate information that enables the learner to make informed decisions about undertaking the training with Axis institute via its website, via its authorised education agents and via emails after it received expression of interests/applications.
- Pre-enrolment material and documents are available on the website and requested from Axis Institute's Admissions department or one of its authorised representatives.
- Axis institute follows below procedure while enrolling student to its courses. Respective checklists (International or Domestic) are also completed as the admissions team completes each step.

### A. International student enrolment procedure

#### Step 1: Application documents received:

- i. To apply to study at Axis institute, every student must complete (in full) and sign the Axis Institute International Student Application Form. The application form can be downloaded from: [www.axisinstitute.edu.au](http://www.axisinstitute.edu.au)
- ii. Once application form is completed, students/authorised representatives of Axis institute are required to submit it together with a copy of the students passport, academic transcripts, English Test Result such as IETLS/TOEFL/PTE or similar via your education agent or direct to Axis institute Admissions at [www.axisinstitute.edu.au](http://www.axisinstitute.edu.au)
- iii. if these tests results are not available depending upon the Nationality student can take an Internal English Placement Test

#### Step 2: Application documents review:

- i. Admissions department checks whether student meets academic/English language requirements for the course/s applied.
- ii. Entry Requirements have been set in place to ensure that all individuals who enrol into a nationally accredited training package have the appropriate skills and abilities they require to be successful in their studies.
- iii. Some courses may have higher entry requirements, please check specific course brochures for more information. Please also check with our Admissions Team about any country specific English requirements.
- iv. The following outlines entry requirements for international students intending to undertake study at Axis institute.

*Note: All documents that are submitted upon application for enrolment at the College must be translated into English and be certified a true copy of the original.*

### International Students Entry Requirements

#### Certificate III Level:

#### **Academic Requirements**

- have completed at least an Australian year 11 or equivalent; OR
- English language proficiency level:***
- students must provide evidence of attaining an overall IELTS score of 5.0 or equivalent scores on a similar test (such as TOEFL, PTE etc.); or
  - attained at least Intermediate Level of English and must provide evidence of the same; or
  - Mature-age students without a formal qualification are required to Axis institute LLN/English Placement test.

### **Certificate IV, Diploma and Advanced Diploma Level:**

#### ***Academic Requirements***

- depending on upon the nationality of the student year 11 (Australian equivalent year 11) may be sufficient - please check with Axis institute prior to enrolment
- have completed at least an Australian year 12 equivalent
- Mature-age students without a formal qualification are required to Axis institute LLN/English Placement test.

#### ***English language proficiency level:***

- student must provide evidence of attaining an overall IELTS score of 5.5 bands or equivalent scores on a similar test (such as TOEFL, PTE etc.); or
  - student must have attained at least Upper Intermediate Level of English and must provide evidence of the same; or
  - Mature-age students without a formal qualification are required to Axis institute LLN/English Placement test.
- v. Admission department also checks if the applicant has completed any other qualifications relevant to the course, they are about to undertake at Axis institute and if they have any industry experience relevant to the course.
- vi. CT and RPL are activated if the applicants have requested for the same in the application form and provided with the evidence to support the request.
- vii. Offshore students may be interviewed on Skype to determine if students satisfy GTE requirements.
- viii. Offshore students may be asked to submit financial documents from the sponsors, statement of purpose (SOP) and GTE statement. Once everything is received and the assessing officer is satisfied, he/she would advise you to deposit the tuition fee (students are advised not to transfer the tuition fee before the GTE requirements are met). This may be conducted after the offer stage and before the Conformation of Enrolment is issued.

### **Step 3: Accept or Reject the application and the communication**

Once the application has been assessed there can be three possible outcomes:

- i. The application is approved, and unconditional letter of offer and agreement is issued

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- ii. The application is approved but with conditions that must be met before we can issue your Confirmation of Enrolment (CoE), therefore a conditional letter of offer and agreement is issued accordingly.
- iii. Your application is rejected. Applicant are communicated of the same.

### **Step 4: Applicant accepts the letter of offer and agreement and makes the necessary payment.**

- iv. Applicant accepts the letter of offer and agreement and sends the signed document
- v. Once financial documents from the sponsors, statement of purpose (SOP) and GTE statement are received and the assessing officer is satisfied, he/she would advise you to deposit the tuition fee (students are advised not to transfer the tuition fee before the GTE requirements are met). This can be received along with the signed letter of offer and acceptance.
- vi. Please remember to have your reference number on the transaction. The transfer receipt of the tuition fee deposit along with signed acceptance letter must be submitted when requesting for a CoE. The designated officer then prepares and issues the CoE.
- vii. Once the payment is verified Confirmation of Enrolment is issued using the PRISMS
- viii. Student status is changed to enrolled in the Student Management System
- ix. Timetable is issued

### **Step 5: Orientation**

- x. Student is required to complete/attend an orientation session on or before commencement date.
- xi. Orientation sessions are conducted face to face or can be done online. In case of online orientation students are sent a link along with the Confirmation of Enrolment.
- xii. Student also complete a short questionnaire on their experience leading up to the enrolment and on their education agents.

### **B. Deferral Suspension Withdrawal and Cancellation of the Enrolment**

Prospective students who have been offered a place in any course at Axis institute can defer the commencement of their studies in accordance with the College's [Deferment, Suspension, Withdrawal and Cancellation Policy and Procedure](#) available on the Axis institute website or by contacting Student Admin Department.

### **C. Application by Transferring International Students**

Prospective international students willing to transfer from another provider will be enrolled according to the College's [Transfer between the Providers Policy and Procedures](#).

While enrolling student under 'concurrent', the Enrolment Team shall ask the student for a copy of Letter of Enrolment from the previous college and ask the student to sign the Statutory Declaration. The Student Admin Manager organise a trainer to assess the LLN if required.



## **D. Re-enrolment**

1. Axis institute may consider the following criteria for re-enrolment of students whose e-CoE has been previously cancelled:
  - (a) Whether the student is making the application of re-enrolment within 28 days of the cancellation of their previous enrolment with Axis institute,
  - (b) Whether the student still able to complete his/her course according to his/her cancelled e-CoE course end date,
  - (c) Whether the new training plan is more than 2 months from the date of cancellation,
  - (d) Whether the student is still meeting the GTE criteria at the time of re-enrolment.
2. If the new training plan starts after more than 2 months of the cancellation, then they need to cover the gap by doing a short course such as ELICOS and provide the evidence.
3. If the student's e-CoE has been cancelled on account of unsatisfactory course progress, then the student would not be able to enrol into the same course. The student will be offered an alternative course. Exceptions will only be allowed for an enrolment into the former course but must be approved by the Student Admin Manager, after assessment of the documentary evidence and discussion with the students to demonstrate their ability to succeed in the future in their chosen course.

## **E. Domestic student enrolment procedure**

Axis institute offers fee-for-service programs for domestic students. A generic process has been outlined below:

1. Student explore their course options and sends an enquiry or contact Axis institute.
2. Student submits the completed Student Application Form, including information regarding their previous course and work experience history and entry requirements (age, previous education, English requirement, LLN Test) and other supporting documents including evidence of residency or visa condition.
3. Student Enrolment Officer reviews the application documents and determines whether student needs to do College Internal English Placement Test.
4. Student Enrolment Officer organises LLN test either on-campus or by sending a link to the LLN test
5. Student Enrolment Officer reviews the application documents and determines whether the student is eligible for government.
6. Trainer assesses the LLN test and pass the LLN outcome to the Student Admissions Team whether the student can be enrolled at the same level of qualification.
7. Student is advised of the outcome of LLN test and if they are eligible for accessing the government funding.
8. Student Admission Team enters the student in the Student Management System, generates Offer Letter and Student Agreement and send it to the student

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9. Student accepts the offer letter, sign the student agreement, and send it back to the college by due date.
10. Student is enrolled into the course/units in the Student Management System.
11. College organises an orientation day, issue training plan, student id, provides Moodle login access

## 8. Learner Enrolment Survey

Following each completed enrolment, the students are required to complete a survey in relation to the experience leading up to the enrolment. The survey covers a range of areas and provides the student to provide feedback regarding their experience during the enrolment processes including feedback on the Education Agents if applicable. Completed survey response/feedbacks are collated and analysed for agents monitoring procedures and continuous improvement.

## 9. Complaints and Appeals

Axis institute welcomes staff and stakeholders' feedback and comments. Please access our complaints and appeals policy and procedure from the website. Complaints and Appeal mechanism provides an opportunity for continuous improvement for the institutional governance.

## 10. Associated documents

- Course flyers
- Website information
- Pre-enrolment guide
- Student Handbook
- Axis institute Internal English Placement Test
- Axis institute Language, Literacy and Numeracy (LLN) Test
- Student Application form
- Letter of Offer and Student Agreement
- Student Admissions Checklist
- Student Fee Payment Policy and Procedure
- Refund Policy and Procedure
- RPL and Credit Transfer Policy and Procedure
- Deferment, Suspension, Withdrawal and Cancellation Policy and Procedure
- Overseas students transfer policy
- Complaint and Appeal Policy
- Student Enrolment Policy and Procedure
- Privacy Policy and Data Provision Requirements