

Formalisation of Enrolment and Written Agreement Policy and Procedures

1. Policy

Princeton International College is committed to ensuring that all students are enrolled through a clear, fair and compliant process. The College ensures that all enrolments are formally confirmed through a Written Agreement that clearly outlines the course details, fees, conditions of enrolment and student rights and obligations.

In accordance with the Education Services for Overseas Students Act 2000 (ESOS Act) and the National Code of Practice for Providers of Education and Training to Overseas Students 2018, Princeton International College enters into a Written Agreement with each student prior to, or at the same time as, accepting any tuition fees or non-tuition fees.

The College will not accept any tuition fees or non-tuition fees from a student until the Written Agreement has been signed by both the student and the College, in accordance with ESOS requirements.

2. Purpose

The purpose of this Policy and Procedure is to ensure that Princeton International College implements a clear, consistent and compliant process for the formalisation of enrolment.

This policy aims to:

- ensure prospective students are provided with accurate, current and sufficient information prior to enrolment to support informed decision-making
- ensure enrolment is based on student suitability and appropriate course selection in accordance with the Pre-Enrolment Policy and Procedure
- ensure compliance with the Education Services for Overseas Students Act 2000 (ESOS Act), National Code 2018, ELICOS Standards 2018 and Standards for Registered Training Organisations (RTOs) 2025

Formalisation of Enrolment and Written Agreement Policy and Procedures

- support the integrity, consistency and quality assurance of enrolment processes and record management

3. Scope

This policy applies to:

- all prospective and enrolled students at Princeton International College (including domestic and international students)
- all staff involved in marketing, recruitment, admissions, academic delivery, student support and administration
- education agents acting on behalf of Princeton International College

All staff are made aware of this policy through staff induction, regular meetings, internal updates and continuous improvement processes.

Students are informed of this policy through the Student Handbook, pre-enrolment information, the Letter of Offer and Written Agreement, orientation and ongoing communication throughout the course.

This policy must be read in conjunction with the College's framework of policies and procedures that support the student lifecycle, including:

- Marketing and Advertising Policy and Procedure
- Student Recruitment Policy and Procedure
- Pre-Enrolment Policy and Procedure
- Student Support and Wellbeing Policy and Procedure
- Language, Literacy, Numeracy and Digital Proficiency Policy and Procedure
- Credit Transfer Policy and Procedure
- Recognition of Prior Learning (RPL) Policy and Procedure
- Fees and Refund Policy and Procedure
- Monitoring VET Course Progress Policy and Procedure
- VET Student Engagement and Non-Attendance Policy and Procedure
- ELICOS Attendance Monitoring Policy and Procedure
- ELICOS Course Progress Policy and Procedure

Formalisation of Enrolment and Written Agreement Policy and Procedures

- Deferment, Suspension and Cancellation Policy and Procedure
- Complaints handling policy and procedure
- Appeals Handling Policy and Procedure

4. Policy Statement

Princeton International College ensures that all enrolment decisions are made in a fair, transparent and consistent manner and are based on the suitability of the student for the selected course.

The College ensures that:

- all information provided to prospective students is accurate, current and not misleading
- students are provided with sufficient information to make informed decisions prior to enrolment
- the Written Agreement clearly outlines the rights and obligations of both the student and the College
- enrolment is only formalised after the student has been assessed as suitable under the Pre-Enrolment Policy and Procedure
- no tuition fees or non-tuition fees, are accepted prior to the Written Agreement being signed by both parties

The College is committed to maintaining compliance with all applicable legislative and regulatory requirements and to ensuring that enrolment processes support student success and protection.

4.1 Pre Enrolment Information Requirements:

Princeton International College ensures that prospective students are provided with clear, accurate and sufficient information prior to enrolment to support informed decision-making.

Formalisation of Enrolment and Written Agreement Policy and Procedures

Detailed requirements relating to pre-enrolment information are outlined in the Student Recruitment Policy and Pre-Enrolment Policy and Procedure.

4.2 Written Agreement Requirements

Princeton International College enters into a Written Agreement with each student prior to, or at the same time as, accepting any tuition fees or non-tuition fees, in accordance with the Education Services for Overseas Students Act 2000 (ESOS Act) and the National Code 2018.

The College will not accept any tuition fees or non-tuition fees, from a student until the Written Agreement has been signed by both the student and the College.

Princeton International College does not enrol students under the age of 18. All students must be 18 years of age or older at the time of course commencement.

The Written Agreement is written in plain English and includes all required information, including:

- course details, including name, code, duration, location and mode of delivery
- any prerequisites and conditions of enrolment
- tuition fees, payment schedule and payment options (including the option for students to pay more than 50% of tuition fees prior to course commencement if they choose)
- non-tuition fees that may apply, including additional fees under specific circumstances
- refund conditions, including student default and provider default
- processes for claiming a refund
- circumstances where personal information may be disclosed in accordance with the Privacy Act 1988
- details of internal and external complaints and appeals processes
- student responsibilities, including maintaining current contact details
- requirements for notifying any change in contact details within 7 days
- emergency contact requirements

The Written Agreement also clearly states that:

- the student must keep a copy of the Written Agreement and all payment receipts
- Princeton International College is responsible for the quality of training and assessment and the issuance of AQF certification (for VET courses)
- the College will meet its obligations under ESOS and the National Code

The College retains a copy of the Written Agreement and provides a copy to the student in accordance with ESOS Act requirements.

Formalisation of Enrolment and Written Agreement Policy and Procedures

4.3 Mandatory Consumer Protection Statement

The following statement is included in the Written Agreement as required:

“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.”

4.4 Additional Requirements and Student Protections

Princeton International College ensures that enrolment decisions are based on student suitability as determined through the Pre-Enrolment Policy and Procedure.

The College ensures that students have access to accurate and consistent information, and that their rights and obligations are clearly communicated prior to enrolment.

Further details regarding student information, suitability assessment and support arrangements are outlined in the Student Recruitment Policy and Pre-Enrolment Policy and Procedure.

5. Procedures:

This procedure outlines the process for formalising enrolment at Princeton International College after a student has been assessed as suitable under the Pre-Enrolment Policy and Procedure.

Following confirmation of student suitability in accordance with the Pre-Enrolment Policy and Procedure, the College proceeds with the formal enrolment stage.

The Administration Officer conducts an initial review of the student’s application and supporting documentation to confirm completeness and accuracy. The Chief Executive Officer (CEO) maintains oversight of all enrolment decisions to ensure compliance with regulatory requirements and consistency across the organisation.

The College confirms that all enrolment decisions are based on the outcome of the pre-enrolment assessment conducted in accordance with the Pre-Enrolment Policy and Procedure. Where required, additional factors such as prior study, work experience,

Formalisation of Enrolment and Written Agreement Policy and Procedures

maturity, and ability to successfully participate in the course may be considered. All decisions are evidence-based and documented.

Once the student is assessed as suitable, the College issues a Letter of Offer and Written Agreement. This document includes full details of the course, fees, duration, conditions of enrolment, and student rights and obligations.

In accordance with the Education Services for Overseas Students Act 2000 (ESOS Act) and the National Code 2018, Princeton International College will **not accept any tuition fees or non-tuition fees from a student until the Written Agreement has been signed by both the student and the College.**

Students must review, sign and return the Written Agreement before making any payment. The Administration Officer ensures that the agreement is complete and correctly executed.

Once the signed Written Agreement and required payment are received and confirmed, the College issues an electronic Confirmation of Enrolment (CoE) via PRISMS. The student can then proceed with their student visa application and travel arrangements.

All enrolment documentation is securely maintained in the student management system, which is wisenet, in accordance with the Records Management Policy and Procedure. Below is the overview of the procedure:

Stage	Activity	How it is implemented	Responsible
Transition from Pre-Enrolment to Formalisation	Commencement of enrolment formalisation	Following completion of the pre-enrolment process and confirmation of student suitability in accordance with the Pre-Enrolment Policy and	Administration Officer and CEO

Formalisation of Enrolment and Written Agreement Policy and Procedures

Stage	Activity	How it is implemented	Responsible
		Procedure, Princeton International College proceeds with the formalisation of enrolment. All subsequent steps, including issuing the Letter of Offer and Written Agreement, acceptance of fees, and Confirmation of Enrolment (CoE) issuance, are undertaken in accordance with this policy	
Offer Issuance	Issue Letter of Offer and Written Agreement	Once the student is assessed as suitable, the College issues a formal Letter of Offer and Written Agreement. This document provides detailed information about the course, including duration, fees, payment schedule, conditions of enrolment, student rights and obligations, and relevant policies. The offer is sent directly to the student or their authorised representative.	Administration Officer
Written Agreement Execution	Student reviews and accepts the offer	The student is required to carefully review the Written Agreement, ensuring they understand all terms and	Student / Administration Officer

Formalisation of Enrolment and Written Agreement Policy and Procedures

Stage	Activity	How it is implemented	Responsible
		conditions before signing. The Administration Officer may provide clarification where required. The agreement must be signed and returned to the College as confirmation of acceptance.	
Fee Acceptance (ESOS Requirement)	Accept initial tuition fees	In accordance with the Education Services for Overseas Students Act 2000 (ESOS Act), Princeton International College will only accept tuition fees or non-tuition fees, after the Written Agreement has been signed by both the student and the College. The Administration Officer confirms that the agreement is properly executed before processing any payment. The CEO maintains oversight to ensure compliance with this requirement.	Administration Officer / CEO
CoE Issuance	Confirm enrolment and issue CoE	After receiving the signed Written Agreement and confirming payment, the Administration Officer generates and issues the	Administration Officer

Formalisation of Enrolment and Written Agreement Policy and Procedures

Stage	Activity	How it is implemented	Responsible
		electronic Confirmation of Enrolment (CoE) through PRISMS. This confirms the student's enrolment and allows them to proceed with their student visa application.	
Visa and Travel Preparation	Student prepares for study in Australia	Following receipt of the CoE, the student proceeds with their student visa application through the Department of Home Affairs and makes travel arrangements to Australia. The College may provide general guidance and support where required, however students are responsible for managing their visa process.	Student
Record Management	Maintain enrolment documentation and evidence	All application, assessment and enrolment documentation, including the Written Agreement, payment records and CoE details, are securely stored in the College's student management system. Records are maintained in accordance with the Records Management Policy and Procedure and are	Administration Officer / CEO

Formalisation of Enrolment and Written Agreement Policy and Procedures

Stage	Activity	How it is implemented	Responsible
		accessible only to authorised staff. The CEO oversees record integrity and compliance through governance processes.	

6. Records Management

Princeton International College maintains accurate, complete and secure records to demonstrate compliance with enrolment requirements and to support transparency, accountability and audit readiness.

All enrolment-related records are maintained through the College's Student Management System (Wisenet) and secure cloud-based internal document storage systems. These systems are used to ensure that all student information is recorded, stored and managed in a consistent and reliable manner.

The College maintains comprehensive enrolment records, including student application forms, supporting documentation (such as identification, academic and English evidence), Pre-Enrolment Interview outcomes, Language, Literacy, Numeracy and Digital (LLND) assessment results, communication records with students and/or education agents, Letters of Offer, signed Written Agreements, payment records and receipts, and Confirmation of Enrolment (CoE) records.

All records are securely stored and access is controlled based on staff roles and responsibilities. The Chief Executive Officer (CEO) has overall oversight and full access to records, while the Administration Officer manages day-to-day record administration. Other staff are provided with access only to the extent required for their role. This approach ensures confidentiality, data integrity and compliance with the Privacy Act 1988.

Formalisation of Enrolment and Written Agreement Policy and Procedures

Records are reviewed at each stage of the enrolment process to ensure accuracy and completeness. Any updates or changes are documented to maintain a clear and auditable record of actions taken.

Princeton International College retains Written Agreements, student acceptance records and payment receipts for a minimum of two (2) years after the student ceases to be enrolled, in accordance with the ESOS Act 2000. Other records are retained in line with the Records Management Policy and Procedure and applicable regulatory requirements.

Record management practices are monitored through the College's governance and continuous improvement processes to ensure ongoing compliance, accuracy and accessibility for audit and review purposes.

7. Continuous Improvement

Princeton International College is committed to continuous improvement to ensure that enrolment processes remain effective, compliant and responsive to student needs and regulatory requirements.

Continuous improvement activities are implemented in accordance with the College's Continuous Improvement and Quality Assurance Policy and Procedure, with oversight from the Chief Executive Officer (CEO).

The College regularly reviews its enrolment practices, including pre-enrolment information, Written Agreements and formalisation processes, to ensure ongoing compliance with the Education Services for Overseas Students Act 2000 (ESOS Act), National Code 2018, ELICOS Standards 2018 and Standards for Registered Training Organisations (RTOs) 2025.

Improvement opportunities are identified through a range of sources, including student feedback (collected during induction and throughout the course), staff feedback and operational observations, education agent monitoring, complaints and appeals

Formalisation of Enrolment and Written Agreement Policy and Procedures

outcomes, and internal reviews and compliance checks. This ensures that both operational and compliance-related issues are identified in a timely manner.

All identified issues, risks and opportunities for improvement are recorded in the Continuous Improvement Register. Each entry includes a description of the issue, required actions, responsible person, timeframe and status, ensuring that improvements are clearly tracked through to completion.

Governance and Risk Management

The CEO is responsible for monitoring the Continuous Improvement Register and ensuring that all actions are appropriately implemented, reviewed and closed. Enrolment-related improvements are discussed as part of management meetings and broader governance processes to ensure accountability and consistency across the organisation.

Where risks are identified within the enrolment process, these are recorded in the Risk Management Register and managed in accordance with the Risk Management Policy and Procedure. This ensures that risks are proactively addressed and aligned with the College's overall risk management framework.

All staff involved in enrolment activities are informed of relevant improvements through staff meetings, internal communications, policy updates and ongoing professional development. This ensures that changes are consistently implemented and embedded into practice across the College.

8. Related Documents and Forms

The following documents and forms support the implementation of this Policy and Procedure:

- Offer Letter
- Written Agreement
- International Student Handbook

Formalisation of Enrolment and Written Agreement Policy and Procedures

- Student Application Form
- Pre-Enrolment Interview Form
- Language, Literacy, Numeracy and Digital (LLND) Assessment Tool
- English Placement Test (for ELICOS students)
- Refund Application Form
- Complaints Handling Form
- Appeals Handling Form

9. References

This Policy and Procedure is informed by, and aligns with, the following legislation, standards and regulatory requirements:

Commonwealth Legislation and Standards

- Education Services for Overseas Students Act 2000 (ESOS Act)
- Education Services for Overseas Students Regulations 2019
- National Code of Practice for Providers of Education and Training to Overseas Students 2018
- ELICOS Standards 2018
- National Vocational Education and Training Regulator Act 2011
- Standards for Registered Training Organisations (RTOs) 2025

Consumer Protection and Privacy

- Competition and Consumer Act 2010 (Australian Consumer Law)
- Privacy Act 1988

State Legislation (Victoria)

- Occupational Health and Safety Act 2004 (Victoria)
- Equal Opportunity Act 2010 (Victoria)

Other Relevant Frameworks

Formalisation of Enrolment and Written Agreement Policy and Procedures

- Australian Qualifications Framework (AQF)
- Tuition Protection Service (TPS) Framework