

Pre-Enrolment Policy and Procedure

1. Purpose

The purpose of this Policy and Procedure is to ensure that Princeton International College implements a clear, consistent and compliant pre-enrolment engagement process for all prospective students.

The College ensures that all students, including international students under the ESOS framework and domestic students, are provided with accurate, current and sufficient information to make informed decisions about their course and study requirements.

The policy ensures that prior to enrolment:

- student suitability is assessed
- course appropriateness is determined
- support needs are identified
- students are informed of their rights and obligations

This policy supports compliance with the Education Services for Overseas Students Act 2000 (ESOS Act), the National Code 2018, the ELICOS Standards 2018, and the Standards for Registered Training Organisations (RTOs) 2025.

2. Policy Framework and Alignment

This Policy and Procedure is developed and implemented in accordance with the following legislative and regulatory frameworks:

- Education Services for Overseas Students Act 2000 (ESOS Act)
- National Code of Practice for Providers of Education and Training to Overseas Students 2018 – Standard 2 (Recruitment of an overseas student)
- ELICOS Standards 2018
- National Vocational Education and Training Regulator (Outcome Standards for Registered Training Organisations) Instrument 2025

This policy ensures that all prospective students, including those enrolling in ELICOS and VET courses, are provided with accurate, sufficient and timely information to make informed decisions.

The College ensures that enrolment decisions are based on student suitability, course appropriateness, and the ability of the College to provide appropriate support.

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Princeton International College ensures that each learner is properly informed, assessed and protected prior to enrolment, in accordance with all applicable regulatory requirements.

3. Related Policies and Procedures

The pre-enrolment process is supported through an integrated framework of policies and procedures. This policy must be read in conjunction with:

- **Marketing and Advertising Policy and Procedure** – ensures that all information provided to prospective students is accurate, current and ethical
- **Student Recruitment Policy and Procedure** – governs student recruitment practices, including engagement with prospective students and education agents
- **Formalisation of Enrolment and Written Agreement Policy and Procedure** – governs enrolment processes, including the issuing and execution of Written Agreements
- **Student Support and Wellbeing Policy and Procedure** – supports identification of student needs and provision of appropriate support
- **Language, Literacy, Numeracy and Digital Proficiency Policy and Procedure** – supports LLND assessment and suitability determination
- **Credit Transfer Policy and Procedure** – outlines recognition of previously completed studies
- **Recognition of Prior Learning (RPL) Policy and Procedure** – outlines alternative assessment pathways based on prior learning and experience
- **Fees and Refund Policy and Procedure** – provides transparency of fees, payment obligations and refund conditions
- **Monitoring VET Course Progress Policy and Procedure** – outlines academic progress requirements for VET students
- **VET Student Engagement and Non-Attendance Policy and Procedure** – outlines engagement expectations for VET students
- **ELICOS Attendance Monitoring Policy and Procedure** – outlines attendance requirements for ELICOS students
- **ELICOS Course Progress Policy and Procedure** – outlines course progress requirements for ELICOS students
- **Deferment, Suspension and Cancellation Policy and Procedure** – outlines conditions affecting student enrolment status

These policies collectively ensure that students are provided with accurate information, assessed for suitability, and supported appropriately prior to and during enrolment.

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4. Scope

This Policy and Procedure applies to:

- All prospective and current students of Princeton International College, including both international and domestic students
- All staff involved in marketing, recruitment, admissions, enrolment, academic delivery, student support and administration
- All third parties engaged by the College, including education agents and representatives involved in student recruitment and enrolment processes

5. Communication and Awareness

Princeton International College ensures that all staff and students are appropriately informed of the requirements of this Policy and Procedure.

Staff are informed of this policy through:

- staff induction processes
- regular meetings and internal communications
- access to policies and procedures via the College's systems and document management platforms
- ongoing professional development and continuous improvement activities

Students are informed of this policy and relevant information through:

- The college website
- the Student Handbook
- pre-enrolment information and application processes
- the Letter of Offer and Written Agreement
- orientation sessions
- ongoing communication throughout the duration of their course

The College ensures that all information provided across the website, Student Handbook and marketing materials is consistent, accurate and regularly reviewed.

6. Procedure

This policy governs the assessment of student suitability prior to enrolment. Recruitment activities are managed under the Student Recruitment Policy and Procedure, and formal

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enrolment processes are managed under the Formalisation of Enrolment and Written Agreement Policy and Procedure.

Princeton International College implements a structured pre-enrolment process to ensure that all prospective students, including international and domestic students, are provided with accurate information, assessed for suitability, and supported appropriately prior to enrolment.

The process ensures that enrolment decisions are based on student capability, course appropriateness, and the College's ability to provide required support, in compliance with ESOS Act, National Code 2018, ELICOS Standards 2018 and RTO Standards 2025.

Each stage of the pre-enrolment process must be completed before progressing to the next stage to ensure compliance and consistency.

Stage	Process	How It Is Implemented	Responsible
Pre-Enrolment Information	Providing course and student information	Students are provided with information through the website, Student Handbook, course brochures and direct communication. Information includes course requirements, fees, delivery, assessment, visa requirements (if applicable), student rights and obligations. The College ensures that students are provided with sufficient information to make informed decisions about their studies prior to enrolment. All information provided across the website, Student Handbook, marketing materials and direct communication is consistent, accurate and approved in	Marketing (information development and communication), CEO (Involves in the communication as well, approval and oversight)

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Stage	Process	How It Is Implemented	Responsible
		accordance with the Marketing and Advertising Policy and Procedure. The College ensures that no false or misleading information is provided to prospective students at any stage of the recruitment and pre-enrolment process.	
Application Submission	Student application and document collection	Students submit a completed application form with supporting documents including identification, academic qualifications, English proficiency, visa documents and OSHC (if applicable). Only complete applications are processed.	Administration (processing and verification), CEO (oversight)
Document Verification	Verification of submitted documents	All submitted documents are reviewed for authenticity and completeness prior to assessment.	Administration (processing and verification), CEO (oversight)
Suitability Assessment	Assessing student capability for course	The College assesses academic background, English proficiency, prior learning, and individual needs to determine suitability. Enrolment will not proceed where the student is assessed as unsuitable and appropriate support cannot be reasonably provided. The College will not enrol a student where the course is not appropriate to the student's	Administration (initial review), Training Manager (academic suitability), CEO (final oversight)

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Stage	Process	How It Is Implemented	Responsible
		skills, experience or learning needs.	
English & LLND Assessment	Assessing English and learning capability	English proficiency is assessed through IELTS, equivalent qualifications, placement tests (ELICOS), or LLND assessment via LLN Robot (VET). Results are used to confirm suitability and identify support needs in the LLND Support Plan.	Student Support Officer (support needs), Trainer (academic input)
Pre-Enrolment Interview Form	Confirming course suitability and support needs	Pre-Enrolment Interview is conducted to identify student goals, prior experience, and support needs, and to ensure alignment between student capability and course requirements.	Student Support Officer (support needs), Trainer (academic input), CEO
Support Identification	Identifying additional support needs	Any academic, language or learning support needs are identified and appropriate strategies or referrals are planned in line with the Student Support and Wellbeing Policy and Procedure.	Student Support Officer, CEO
Enrolment Formalisation and Post-Assessment Processes	Offer issuance, Written Agreement execution, CoE issuance, visa guidance, record management and continuous improvement	Following confirmation of student suitability, all enrolment formalisation activities including issuing the Letter of Offer and Written Agreement, execution of the Written Agreement, acceptance of fees, issuance of Confirmation of Enrolment (CoE) via PRISMS, visa and pre-arrival guidance, record	Administration Officer (processing and verification), Student Support Officer (student support), CEO (oversight and compliance)

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Stage	Process	How It Is Implemented	Responsible
		management and continuous improvement processes are undertaken in accordance with the Formalisation of Enrolment and Written Agreement Policy and Procedure, Records Management Policy and Procedure, and Continuous Improvement and Quality Assurance Policy and Procedure.	

Where a student is assessed as not suitable for the selected course, the College will:

- inform the student of the outcome and reasons
- recommend alternative study options where appropriate
- retain records of the assessment and decision

Enrolment will not proceed where suitability requirements are not met.

7. Continuous Improvement

Princeton International College is committed to the ongoing review and improvement of its pre-enrolment practices to ensure compliance, effectiveness and alignment with student needs.

The College collects feedback and data from multiple sources, including:

- student feedback and enquiries
- staff feedback and operational observations
- agent performance and feedback
- complaints and appeals outcomes
- regulatory updates and compliance reviews

All identified issues, risks or opportunities for improvement are recorded in the Continuous Improvement Register.

The Chief Executive Officer (CEO) is responsible for:

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- reviewing pre-enrolment practices on a regular basis
- ensuring identified issues are addressed in a timely manner
- monitoring the effectiveness of implemented actions
- ensuring alignment with ESOS Act, National Code 2018, ELICOS Standards 2018 and 2025 Standards of RTOs

Continuous improvement actions are discussed in management meetings and documented for audit and compliance purposes.

8. Governance and Responsibility

Princeton International College maintains a structured governance framework to ensure that all pre-enrolment activities are implemented in a compliant, consistent and controlled manner.

The Chief Executive Officer (CEO) holds overall accountability for the implementation, monitoring and continuous improvement of this Policy and Procedure. The CEO ensures that pre-enrolment practices are aligned with the College's broader Quality Management and Governance framework and Continuous Improvement system.

In fulfilling this responsibility, the CEO ensures that:

- all pre-enrolment practices comply with the ESOS Act 2000, National Code 2018, ELICOS Standards 2018 and Standards for RTOs 2025
- enrolment decisions are based on student suitability and course appropriateness, and are not influenced by commercial or recruitment pressures
- sufficient systems, resources and controls are in place to support compliant recruitment and enrolment practices
- risks relating to student recruitment, enrolment and agent practices are identified, monitored and managed
- issues, non-compliances or improvement opportunities are escalated and addressed through the Continuous Improvement framework
- governance decisions and actions are documented and maintained as evidence

All staff involved in pre-enrolment activities are responsible for:

- complying with the requirements of this policy and associated procedures
- ensuring that accurate, clear and current information is provided to prospective students
- conducting suitability assessments and identifying student support needs

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- identifying and reporting any risks, concerns or inconsistencies in recruitment or enrolment practices
- maintaining accurate and complete records in accordance with the Records Management Policy and Procedure

This Policy and Procedure operates in conjunction with the College's:

- Quality Management and Governance Policy and Procedure – which provides overarching governance, monitoring and oversight controls
- Continuous Improvement and Quality Assurance Policy and Procedure – which ensures that all identified issues, risks and improvement opportunities are formally recorded, actioned and verified through the Continuous Improvement Register

Pre-enrolment activities are monitored through the College's governance processes, including management meetings, operational reviews and internal audits, to ensure ongoing compliance, consistency and effectiveness.

9. Education Agent Requirements and Monitoring

Princeton International College works with authorised education agents to support prospective students with course information and the application process, in accordance with the Education Services for Overseas Students Act 2000 (ESOS Act) and the National Code 2018.

All education agents representing the College are formally appointed and are required to provide accurate, current and ethical information to students. Agents must not provide misleading advice or guarantee visa outcomes, migration outcomes or course completion. Students should be aware that education agents act as representatives of the College; however, all final decisions regarding course suitability, enrolment and the issuance of a Confirmation of Enrolment (CoE) are made by Princeton International College.

The College monitors the performance of its education agents to ensure that students receive appropriate and accurate information. This includes reviewing student feedback, application quality and ongoing communication with agents.

If a student has concerns about the information provided by an education agent, they are encouraged to contact Princeton International College directly.

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Further details regarding the appointment, responsibilities and monitoring of education agents are outlined in the College's Education Agent Policy and Procedure.

10. Student Visa Requirements (International Students)

Princeton International College ensures that all international students are provided with clear, accurate and easy-to-understand information regarding student visa requirements prior to enrolment.

This includes information on:

- the Genuine Student (GS) requirement
- visa conditions, including attendance and course progress requirements
- Overseas Student Health Cover (OSHC) requirements
- work rights and any applicable limitations
- reporting obligations under PRISMS

The College supports students to understand their responsibilities as student visa holders and ensures that visa-related information is provided in plain English.

Students are encouraged to refer to official government sources, including the Department of Home Affairs, for the most up-to-date visa information.

Princeton International College provides general information to support students; however, students should seek advice from a registered migration agent for detailed visa or immigration matters where required.

11. Risk Management and Compliance Controls

Princeton International College applies a structured approach to risk management to ensure that all pre-enrolment activities are conducted in a compliant, transparent and controlled manner.

Key risks associated with pre-enrolment include:

- enrolment of students who are not suitable for the selected course
- provision of inaccurate, incomplete or misleading information to prospective students
- non-compliance with the ESOS Act 2000, National Code 2018 and ELICOS Standards 2018
- non-compliant conduct by education agents or third parties

To manage these risks, the College implements the following controls:

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- structured suitability assessments, including academic, English and LLND evaluation
- verification of all student documentation and supporting evidence prior to enrolment
- use of Pre-Enrolment / Training Review processes to confirm course suitability
- provision of clear, accurate and College-approved information to prospective students
- monitoring of education agent performance and activities
- maintenance of accurate records and communication throughout the pre-enrolment process

All identified risks, issues and improvement opportunities are recorded and managed through the College's Risk Management Register and Continuous Improvement processes.

Risk management activities are monitored through the College's governance framework, with oversight by the Chief Executive Officer (CEO) to ensure that risks are appropriately identified, controlled and reviewed.

12. Records and Evidence

Princeton International College maintains accurate and comprehensive records to demonstrate that all pre-enrolment requirements have been met and that enrolment decisions are based on student suitability and compliance obligations.

Records include, but are not limited to:

- completed application forms
- supporting documentation (identification, academic and English evidence)
- LLND assessment results
- English language test results or placement outcomes
- Pre-Enrolment / Training Review outcomes
- communication records with the student and/or education agent

All records are securely stored and maintained in accordance with the Records Management Policy and Procedure and are accessible to authorised personnel only.

These records are used to:

- demonstrate compliance with the ESOS Act 2000, National Code 2018, ELICOS Standards 2018 and RTO Standards 2025
- support monitoring, audit and review activities
- ensure transparency and consistency in enrolment decisions

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Record management practices are monitored through the College's Quality Management and Continuous Improvement systems to ensure accuracy, completeness and ongoing compliance.