

Student Recruitment Policy & Procedure

1.0 Policy

Princeton International College is committed to ensuring that student recruitment, selection, and enrolment practices are ethical, transparent, and compliant with all applicable legislative and regulatory requirements. The College ensures that students are recruited responsibly and enrolled only where the training or course is appropriate to their needs, abilities, and educational goals.

This policy forms part of Princeton International College's governance and self-assurance framework under the Standards for Registered Training Organisations 2025, ESOS Act 2000, National Code 2018, and ELICOS Standards 2018.

This policy operates in conjunction with the Pre-Enrolment Policy and Procedure and the Formalisation of Enrolment and Written Agreement Policy and Procedure. Together, these policies form the College's complete student recruitment and enrolment framework.

- **The Student Recruitment Policy and Procedure governs the provision of information, marketing practices and initial student engagement.**
- **The Pre-Enrolment Policy and Procedure governs the assessment of student suitability, including language, literacy, numeracy and digital (LLND) assessment, interviews and identification of support needs.**
- **The Formalisation of Enrolment and Written Agreement Policy and Procedure governs the formal confirmation of enrolment, including execution of the Written Agreement, acceptance of fees and issuance of Confirmation of Enrolment (CoE) where applicable.**

This integrated framework ensures that students are recruited ethically, assessed appropriately, and enrolled in a manner that is compliant, transparent and aligned with their individual learning needs.

This policy ensures Princeton International College complies with:

- Standards for Registered Training Organisations 2025
- National Vocational Education and Training Regulator Act 2011
- Australian Qualifications Framework (AQF)
- Data Provision Requirements 2020
- Student Identifiers Act 2014
- Education Services for Overseas Students Act 2000 (ESOS Act)
- National Code of Practice for Providers of Education and Training to Overseas Students

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- ELICOS Standards 2018 (where applicable)
- Australian Consumer Law

Princeton International College ensures that:

- recruitment practices are ethical, accurate, and transparent
- students receive accurate and sufficient information prior to enrolment
- students are enrolled only in courses appropriate to their academic ability and learning needs
- overseas student recruitment complies with CRICOS and ESOS requirements
- student eligibility, identity, and documentation are verified prior to enrolment
- enrolment records are accurate and securely maintained

The College ensures that recruitment practices support informed choice and do not enrol students into courses that are not suitable for their needs or likely to lead to successful outcomes.

This policy forms part of Princeton International College's governance and self-assurance framework under the Standards for Registered Training Organisations 2025, ESOS Act 2000, National Code 2018, and ELICOS Standards 2018.

2.0 Procedure

This policy governs student recruitment and information provision prior to application. Suitability assessment and enrolment decisions are managed under the Pre-Enrolment Policy and Procedure along with the Formalisation of Enrolment and Written Agreement Policy and Procedures.

2.1 Ethical Recruitment Practices

Princeton International College ensures that all student recruitment activities are conducted in an ethical, transparent and responsible manner, and comply with the Standards for Registered Training Organisations 2025, Education Services for Overseas Students Act 2000 (ESOS Act), National Code of Practice for Providers of Education and Training to Overseas Students 2018, ELICOS Standards 2018 and Australian Consumer Law.

Recruitment activities are undertaken directly by Princeton International College or through formally approved education agents operating under written agreements. The College ensures that prospective students are provided with accurate, current and complete information to support informed decision-making.

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The Chief Executive Officer (CEO) is responsible for the oversight of recruitment practices and ensuring compliance with all regulatory requirements. The Administration Officer supports recruitment activities by managing enquiries, maintaining records and ensuring that all information provided to prospective students is accurate and consistent with College documentation.

Princeton International College ensures that all recruitment information:

- is accurate, current and consistent with the College's scope of registration and CRICOS registration
- does not contain false, misleading or deceptive statements or representations
- does not misrepresent training outcomes, employment opportunities or migration outcomes
- clearly outlines course entry requirements, including academic and English language requirements
- accurately reflects course duration, delivery mode and delivery location
- provides accurate and current information regarding tuition fees, non-tuition fees and refund conditions. Where fees vary due to promotional arrangements or individual circumstances, students are required to contact the College directly to obtain up-to-date fee information
- does not guarantee migration outcomes, employment outcomes or successful course completion

Recruitment information may be provided through:

- the official Princeton International College website
- approved marketing brochures and materials
- authorised education agents
- direct student enquiries via phone, email or in person
- authorised digital and social media channels

All recruitment and marketing materials are reviewed, approved and monitored in accordance with the Marketing and Advertising Policy and Procedure to ensure ongoing compliance.

Princeton International College maintains full control over student recruitment and enrolment decisions. The College will not accept students from an education agent where it knows or reasonably suspects that the agent is providing inaccurate, misleading or non-compliant information.

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The College ensures that no false, misleading or deceptive information is provided at any stage of the recruitment or enrolment process, in accordance with Australian Consumer Law and the National Code 2018.

2.2 Student Information Prior to Enrolment

Princeton International College ensures that all prospective students are provided with clear, accurate and sufficient information in plain English prior to enrolment and before entering into a Written Agreement. This enables students to make informed decisions about their course, study requirements, and associated obligations.

Students are provided access to relevant and up-to-date information through official channels, including the Student Handbook, College website, pre-enrolment communication and the Written Agreement.

Prospective students are informed of:

- course structure, duration and delivery mode
- entry requirements and prerequisites
- English language requirements (where applicable)
- tuition fees, non-tuition fees and any additional costs
- refund policy and payment terms
- assessment requirements and academic expectations
- campus location, facilities and available resources
- student support services, including academic and wellbeing support
- complaints and appeals processes, including access to external bodies
- student rights and responsibilities

International students are additionally provided with information regarding:

- the ESOS legislative framework and student protections
- student visa conditions, work rights and obligations
- PRISMS reporting requirements
- the Tuition Protection Service (TPS), including protections in the event of provider default
- available support and welfare services, including access to external support services where required

This information is provided through:

- the Princeton International College Student Handbook
- the official College website
- the Written Agreement
- pre-enrolment counselling and communication

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

The College ensures that no false, misleading or deceptive information is provided at any stage of the recruitment or enrolment process, in accordance with Australian Consumer Law and the National Code 2018.

Detailed assessment of student suitability, including Language, Literacy, Numeracy and Digital (LLND) assessment and identification of support needs, is conducted in accordance with the Pre-Enrolment Policy and Procedure.

2.3 Unique Student Identifier (USI) Requirement

Princeton International College complies with the Student Identifiers Act 2014 and ensures that all students undertaking nationally recognised training obtain a valid Unique Student Identifier (USI).

Detailed USI verification requirements are managed in accordance with the Formalisation of Enrolment and Written Agreement Policy and Procedure.

2.4 Enrolment Formalisation

Enrolment formalisation is conducted in accordance with the Formalisation of Enrolment and Written Agreement Policy and Procedure.

Princeton International College ensures that:

- enrolment occurs only after student suitability is confirmed in accordance with the Pre-

Enrolment Policy and Procedure

- students are not permitted to commence training until enrolment is formally confirmed
- all enrolment decisions remain under the control of the College
- all regulatory requirements under the ESOS Act 2000 and National Code 2018 are met prior to enrolment confirmation.

All final decisions regarding student enrolment and suitability are made by Princeton International College and not by education agents.

Princeton International College will not accept any tuition fees or non-tuition fees from a student until a compliant Written Agreement has been signed by both the student and the College, in accordance with the ESOS Act 2000 and National Code 2018. Training and

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assessment will not commence until enrolment has been formally confirmed in accordance with the Formalisation of Enrolment and Written Agreement Policy and Procedure.

2.5 Enrolment of Overseas Students

Princeton International College enrolls overseas students in accordance with the ESOS Act 2000 and National Code 2018.

Detailed enrolment requirements, including Written Agreement, fee acceptance and Confirmation of Enrolment (CoE) issuance, are managed in accordance with the Formalisation of Enrolment and Written Agreement Policy and Procedure.

2.6 Recruitment and Enrolment of ELICOS Students

Recruitment and marketing of ELICOS programs are conducted in accordance with the ELICOS Standards 2018 and Australian Consumer Law.

Students are placed in appropriate course levels through processes outlined in the Pre-Enrolment Policy and Procedure.

2.7 Education Agent Recruitment and Management

Princeton International College may engage education agents under formal written agreements to recruit students. The College ensures that agents operate ethically and comply with regulatory requirements.

The CEO is responsible for monitoring education agents.

The College ensures education agents:

- operate under written agreements
- provide accurate and ethical recruitment information
- comply with ESOS Act and National Code requirements
- act in the best interests of students

Agent performance is monitored and reviewed regularly as per the Engagement of Education Agent Policy and Procedures.

Where an education agent is found to have engaged in misleading, unethical, or non-compliant conduct, Princeton International College will take corrective action which may include termination of the agent agreement.

2.8 Student Orientation and Commencement

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Following formal confirmation of enrolment, Princeton International College conducts a mandatory face-to-face orientation session prior to the commencement of training and assessment. The date, time and location of the orientation session are clearly specified in the Letter of Offer and confirmed with students prior to course commencement.

Orientation is designed to ensure that students are fully informed, prepared and supported to commence their studies successfully. The session provides clear information regarding the course, student responsibilities, available support services and regulatory requirements.

Orientation is delivered face-to-face and includes, but is not limited to:

- introduction to Princeton International College, key staff and organisational structure
- course structure, duration, delivery mode, timetable and study expectations
- assessment requirements, submission processes and academic integrity expectations
- student code of conduct, behaviour expectations and classroom requirements
- attendance and course progress requirements (including monitoring processes where applicable)
- complaints and appeals processes, including access to external complaint bodies
- student rights and responsibilities, including consumer protection under Australian Consumer Law
- overview of student support services, including academic support, language support and wellbeing support
- information on external support services, including counselling services, emergency services and community support organisations
- accommodation options and guidance (where required), including information on local living arrangements
- orientation to living in Australia, including transport, cost of living and local services (for international students)
- workplace health and safety requirements and emergency procedures
- access to campus facilities, equipment and learning resources
- visa conditions, work rights and obligations, and PRISMS reporting requirements (for overseas students)
- information about the Tuition Protection Service (TPS) and student protections

Students are provided access to the Student Handbook during orientation, which contains detailed information about all policies, procedures and student support services.

Attendance at orientation is mandatory and is recorded and securely retained within the College's authorised cloud-based record management system. Where applicable, records may be referenced within the Student Management System (Wisenet) to ensure consistency of student information. Access to records is restricted based on staff roles, with oversight and editing rights controlled by the Chief Executive Officer (CEO).

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Training and assessment activities will not commence until the student has attended orientation.

Continuous improvement of the orientation process is supported through the collection of student feedback and review of delivery practices. Any feedback, risks or improvement opportunities identified are recorded in the Continuous Improvement Register and monitored under the oversight of the Chief Executive Officer (CEO).

2.9 Governance and Monitoring

Student recruitment and enrolment practices form part of Princeton International College's governance and compliance framework under the Standards for Registered Training Organisations 2025, ESOS Act 2000, National Code 2018, and ELICOS Standards 2018.

The Chief Executive Officer (CEO) has overall responsibility for ensuring that recruitment and enrolment practices are compliant, effective, and consistently implemented across the organisation.

Governance and monitoring activities include:

- reviewing recruitment and enrolment records for accuracy and completeness
- monitoring recruitment practices to ensure ethical conduct and compliance
- reviewing education agent performance and conduct
- monitoring PRISMS reporting accuracy and compliance (for overseas students)
- conducting internal compliance reviews and self-assurance activities

Marketing and recruitment materials are regularly reviewed to ensure alignment with the College's scope of registration, CRICOS registration and regulatory requirements.

Any compliance risks, issues or opportunities for improvement identified through these activities are recorded in the Continuous Improvement Register and addressed in a timely manner. Corrective actions are implemented, monitored and reviewed to ensure effectiveness.

Recruitment-related records are maintained in accordance with the Records Management Policy and Procedure to ensure accuracy, security and accessibility, with access limited to authorised personnel.

Continuous improvement of recruitment practices is managed in accordance with the Continuous Improvement and Quality Assurance Policy and Procedure, with oversight from the CEO.

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2.10 Roles and Responsibilities

Princeton International College ensures that roles and responsibilities for student recruitment are clearly defined, implemented and monitored to support compliance with the Standards for Registered Training Organisations 2025, ESOS Act 2000, National Code 2018 and ELICOS Standards 2018.

Role	Responsibilities
Chief Executive Officer (CEO)	Overall responsibility for compliance, oversight and continuous improvement of recruitment and enrolment practices. Ensures all recruitment activities meet regulatory requirements, approves policies and marketing materials, monitors education agents, and ensures enrolment decisions are made in accordance with college policies.
Administration Officer	Manages student enquiries and applications, provides accurate course information, maintains recruitment and enrolment records, supports document verification, and ensures all documentation is complete and processed in accordance with College policies.
Student Support Officer	Provides information on student support services, assists prospective students in understanding their needs, and supports transition into study, including pre-arrival and orientation support for international students.
Trainers and Assessors	Provide input on course requirements and academic expectations where required and support accurate communication of training and assessment requirements to prospective students.
Education Agents (where engaged)	Represent Princeton International College in accordance with formal agreements, provide accurate and ethical information to prospective students, and comply with ESOS Act, National Code 2018 and College requirements. All final decisions remain with Princeton International College.