



Mastery Institute Australia

**Pre-enrolment
Policy and Procedure**

Version 3.9

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1. Terms and meanings

- **The institute:** Mastery Institute Australia.
- **Admission/Enrolment officers:** A group of officers who take responsibility for enrolling the students and assist students regarding pre-enrolment and enrolment-related matters.
- **Education Agents:** The external party who has a direct contract with the institute to advertise educational and recruitment-related information and/or materials to prospective students.
- **Prospective students:** A group of high potential students who are advised by admission/enrolment officers, student support officers, administration teams, or education agents regarding their educational needs.
- **International students:** Students who hold student visa subclass 500.
- **CRICOS:** Commonwealth Register of Institutions and Courses for Overseas Students.
- **ELICOS:** English Language Intensive Courses for Overseas Students.
- **AQF:** Australian Qualifications Framework.
- **RTO standards 2015:** Outcome Standards for RTOs, Standard 2.1 and 2.2 (b).
- Compliance Standards for RTOs, Standard 12
- **National Code 2018:** National Code of Practice for Providers of Education and Training to Overseas Students 2018.

2. Purpose

This policy and procedure document were established to ensure that the institute's pre-enrolment procedures are implemented following the requirements of the National Code 2018 and Outcome Standards for RTOs, Standard 2.1 and 2.2 (b), Compliance Standards for RTOs, Standard 12. To assist prospective students to make well-informed judgments about their educational requirements and enrolment, the admission/enrolment officer and the education agents will also follow the pre-enrolment policy and process as a guideline.

3. Scope

This policy will apply to all relevant individuals (such as admission/enrolment officers, student support officer, administration team, and education agents) involved in the pre-enrolment and/or recruitment process of prospective students.

4. Policy Statement: Pre-enrolment

The National Code 2018 and Outcome Standards for RTOs, Standard 2.1 and 2.2 (b), Compliance Standards for RTOs, Standard 12 requires that the institute staff including admission/enrolment officers, student support officer, administration team, and other stakeholders such as education agents, provide prospective students with accurate, reliable, and complete information. The information provided will be related to the following conditions as well as the additional items specified below:

- a) The institute's training products' requirements (such as qualifications and units of competency)
- b) Work experience requirements
- c) English language proficiency requirements
- d) LLND test requirements
- e) Any other important information that could be required, such as the institute's facilities.

The information and/or materials related to pre-enrolment (such as brochure and/or handout) can be found on the institute's website which is accessible by prospective students themselves or introduced by admission/enrolment officers or education agents. Education agents and/or admission/enrolment officers can organise pre-enrolment sessions for prospective students. This is to ensure that prospective students obtain all necessary information and make their own informed decision regarding their educational needs.

5. Procedures

For prospective students, the pre-enrolment process is divided into three steps as follows:

5.1 Information about important requirements

The information may be provided to prospective students either through virtual or physical meetings between education agents and/or the admission/enrolment officer and the prospective students. They will inform the prospective students of the relevant information regarding the delivered training products of the institute. They will inform prospective students about the source of information, including the information available on the institute website and/or will provide them with training package flyers/brochures, student handbook, etc. This is to ensure that prospective students are aware of what choices they have for their academic path. The important information that needs to be provided to prospective students as per Section 2.1 of the National code will be as follows:

- a. Entry requirements of the training products,
 - Academic requirements
 - English language proficiency requirements
 - Work experience required.
- b. Course credit,
- c. Course duration and holiday breaks,
- d. Course content
- e. Tuition fees, other fees such as health insurance,
 - Any potential for change of fees over the duration of a course, and Fees and Refund Policy and procedure.
- f. CRICOS information,

- g. and other relevant information that may relate to:
- Grounds for deferring, cancelling or suspending overseas student's enrolment.
 - Course qualification, award or other outcomes
 - Institute campus location where training will be conducted including any other facilities and specialised labs if available.
 - Delivery mode suitable for the student cohort which may be face-to-face, blended, and/or online.
 - Scheduled contact hours per week requirements for training and assessment. For international students, the required scheduled contact hours per week are 20 hours.
 - Mode of study: full-time/part-time.
 - Arrangements for work placement,
 - Accommodation options and indicative costs of living in Australia, etc.

5.2 Pre-enrolment session

If the students are interested in enrolling themselves with the institute on the training products it delivers, the institute will arrange a pre-enrolment session for prospective students. The prospective students may request the institute to arrange pre-enrolment sessions and/or consultations more than once if required. Prospective students will be provided with correct information and guidance provided during the pre-enrolment session to decide their educational requirements. During the pre-enrolment session, admission/ enrolment officers, student support officer, or administration teams will fill out the Pre-Enrolment Information Checklist¹. This checklist will be used as a tool to ensure that prospective students have the source of the necessary information about the institute and its training products and courses. Prospective students will be provided with important informative documents such as course flyers, student handbook and relevant details regarding fees, USI, LLND, etc. Prospective students will sign this checklist to confirm that they have received all relevant information mentioned in the checklist.

Sections a) through e) includes the details of the information provided during the pre-enrolment sessions.

a) Academic Requirements

The education agents, admission/enrolment officers, and/or student support officer will inform prospective students of the academic requirements of the training products they wish to enrol in. They will request prospective students to provide details of their academic backgrounds and copies of important documents such as certificates, transcripts, and/or work experience certificates. Prospective students will be required to provide certified copies of their academic documents, and/or legally verify their certificates and transcripts through statutory declaration. After receiving the certified or legally verified copies of academic certificates, transcripts, and/or any other relevant academic evidence, the admission/enrolment officers and/or student support officer will coordinate with education agents to ensure that prospective students possess and meet the entry requirements of the training products or courses delivered by the institute.

b) Employment Details

If the entry requirement of any training product or course delivered by the institute has mandatory work experience requirements, then the prospective students will be required to submit their work

¹ Refer to Pre-Enrolment Information Checklist



experience evidence. If there are no work experience requirements mentioned in the entry requirements and prospective students possess work experience, then they may provide their work experience evidence (in such case this will not be mandatory). The work experience evidence may be in the form of a work reference letter, offer letter, experience certificate, job/employment contract, and/or monthly payslips from a previous or current employer/company. Apart from this, prospective students may provide their up-to-date resume that includes employment details or a history of three to five years. If prospective students are continuing their studies, then they may provide certified copies of their latest transcripts.

- **Exception:** Please note that if prospective students are secondary exchange students or sponsored by the Department of Defence or Department of Foreign Affairs and Trade do not need to provide this.

For documents that are required to be attached to the application please refer to the document checklist available at <https://immi.homeaffairs.gov.au/visas/web-evidentiary-tool>.

c) English Language Proficiency Requirements

English Language Proficiency (ELP) requirements are one of the necessary entry requirements that are required to be informed to prospective students before they enrol in any training product delivered by the institute. The education agents will coordinate with admission/enrolment officer, student support officer, and/or administration team to check the English language proficiency requirement of training products or courses. This ELP requirement will be conveyed to prospective students before they enrol in any training product or course. Prospective students will be required to meet the ELP requirements to successfully complete the training product or course. For more information on ELP requirements, the details are available at: <https://www.asqa.gov.au/faqs/do-providers-need-test-english-language-proficiency-overseas-students>

- **ELP evidence requirement Evidence**

The evidence provided by prospective students will be required to be checked by education agents, admission/enrolment officers, student support officer, and/or administration team. They will check if prospective students have provided genuine, authentic, and valid evidence of their ELP. They will check that the prospective students have attained a satisfactory test score in an approved English language test such as IELTS, or others that meet the requirement of the training product or course.

Note1: For the English language test, students will be required to provide approved English test results for the training product or course they are enrolling in, that are valid for 2 years from the date of sitting.

Note 2: International students who are unable to meet the English language requirements for the training products or course they select to be enrolled in, may alternatively enrol with any registered institute that is approved to provide ELICOS in English Language Intensive Course for Overseas Students (ELICOS) for up to 60 weeks.

- **Exceptions**

The ELP evidence requirement will have exceptions i.e., the evidence of ELP test results will not be required from prospective students along with their visa application in the following situation(s):

- Prospective students are Foreign Affairs students/Defence students/Secondary Exchange students (i.e., AASES);



- Prospective students are citizens of the following countries and hold a passport from the UK, USA, Canada, NZ, or the Republic of Ireland;
- Prospective students have completed their studies in English in the following countries for at least 5 years: Australia, New Zealand, South Africa, UK, USA, Canada, or the Republic of Ireland;
- Prospective students have completed the English language, either the Senior Secondary Certificate of Education or a substantial component of a training product or course resulting in Certificate IV or higher level qualification from the AQF in Australia while Prospective students held a student visa; in the 2 years before applying for the student visa.

The prospective students will be exempted from providing the evidence of ELP test when it is not a mandatory requirement to complete the training product or course.

The education agents, admission/enrolment officers, student support officer, and/or administration team will check the ELP requirements of training products or courses offered by the institute. In case, English is not the native or first language of prospective students, then they will be required to prove their English language proficiency. They will be required to provide evidence of their ELP or complete the LLND test conducted by the institute.

○ **Evidence of ELP**

Prospective students will be required to provide evidence of ELP in the form of English test results. Education agents, admission/enrolment officers, student support officer, and/or administration team will check the evidence provided by prospective students and that they have attained satisfactory test scores that meet the requirement of the training product or course. They will check that prospective students have provided test scores of valid and approved English language test scores such as IELTS or any other evidence of certain eligible studies in English.

Education agents, admission/enrolment officers, student support officer, and/or administration team will ensure that prospective students have provided approved English test results for the training product or course they will be enrolling in, that are valid for 2 years from the date of sitting.

○ **Language, literacy, numeracy and digital proficiency (LLND) test**

The prospective students will be required to demonstrate their English language proficiency by completing the LLND test conducted at the institute. The admission/enrolment officer, student support officer, or administration team will request prospective students to complete the LLND test. If students achieve the level of the applied program (i.e., the score required for a particular training product or course), then they are eligible for enrolling in that training product or course. If students do not achieve the level of the applied program in the LLND tests,

then the admission/enrolment officer, student support officer, or administration team will coordinate with the administration team to offer possible options to prospective students who may be appearing for the LLND test again, or taking LLND test for a section where students could not achieve the level of the applied program.

d) Health insurance

Every international prospective student will be informed about the mandatory health insurance requirement. The education agents, admission/enrolment officers, student support officer, or administration team will inform prospective students regarding Overseas Student Health Cover



(OSHC). The OSHC information will include the expected insurance period and its estimated insurance costs, standard details of the insurance policy, and the requirements for any dependent.

e) Applying for Student Visa

Prospective students will be informed about the student visa cost, the processing time for visa application, OSHC requirements, and other relevant eligibility requirements. The education agents, admission/enrolment officers, and/or student support officer will inform prospective students about the details available at the website of the Department of Home Affairs <https://immi.homeaffairs.gov.au/>. International students who wish to apply for student visas will easily access important information related to student visa costs and eligibility criteria from this website.

6. Continuous improvement

The Admission/Enrolment Officer, Student Support Officer, and Administration team may provide feedback and suggestion to the CEO at least once every year. If they find that the process needs to be changed to improve the pre-enrolment process and policy needs to be modified, then they may provide their feedback to the CEO. The process and policy will be updated once the CEO reviews the feedback and suggestions from the institute members involved in the pre-enrolment process. Their feedback will be useful for continuously improving the pre-enrolment process through which sufficient and factual information is provided to prospective students before the enrolment process. This will assist the institute in continuously complying with the legislative requirements.

P&P Version Control	
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Standards:	Outcome Standards for RTOs, Standard 2.1 and 2.2 (b). Compliance Standards for RTOs, Standard 12
Responsibility	CEO and Compliance Team
Reference	Outcome Standards for RTOs, Standard 2.1, VET students have access to clear and accurate information, including to make informed decisions about the training product and the RTO, and are made aware of changes that affect them. Compliance Standard 12, Student identifier requirements