



Admissions Policy and Procedure

1. Introduction

Australian Learning Group Pty Limited (ALG) ensures that prospective international students are provided with comprehensive, current and plain English information to enable them to make informed decisions about their training and assessment in accordance with Standards 2 and 3 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 and Standard 5 of the Standards for Registered Training Organisations (RTOs) 2015. In order to do so, ALG provides a transparent, fair and efficient admissions process.

2. Purpose

This policy and procedure establish arrangements to ensure that prospective international students are properly informed and protected and that ALG's admissions process is transparent, fair and efficient.

3. Scope

This policy and procedure apply to all overseas students or intending overseas students as well as ALG staff involved in the admission and enrolment of international students.

4. Policy

Informing and Protecting Students Pre-Enrolment

- 4.1. ALG ensures that prospective international students are fully informed prior to enrolment and prior to the commencement of training and assessment through the provision of comprehensive, current and plain English information on the ALG website and in the course guide.
- 4.2. ALG informs prospective students of course entry requirements prior to enrolment through this policy, publication of the course entry requirements on the ALG website, the course guide and within the Letter of Offer. Prior to enrolment, students are responsible for reviewing this information.



- 4.3. Prior to enrolment or the commencement of training and assessment, whichever comes first, ALG provides advice to the prospective student about the training product's appropriateness to meet the student's needs, taking into account the individual's existing skills and competencies.

Entry Requirements

- 4.4. Prior to commencement of course, students must satisfy the relevant course entry requirements. Students must meet:
 - a) minimum age requirements;
 - b) minimum English level requirements;
 - c) minimum academic requirements;
 - d) minimum Language, Literacy, Numeracy and Digital Literacy (LLND) requirements;
 - e) any prerequisites specific to the course; and
 - f) any additional requirements specific to the course.
- 4.5. Students must be at least 18 years old at time of submitting their application with ALG. Students must provide a certified copy of their current passport to confirm their age.
- 4.6. Students must provide evidence of meeting the minimum English proficiency requirements outlined in the English Proficiency Requirements Factsheet.

Where students do not meet the English proficiency requirements prior to the commencement of their course, they must defer their course with ALG and enrol in an ELICOS course for an appropriate duration and provide a valid Letter of Offer from the registered ELICOS provider.
- 4.7. Students must provide certified copies as evidence of meeting the minimum academic entry level requirements outlined in the Academic Entry Requirements Factsheet.
- 4.8. Students must demonstrate that they meet the Language, Literacy, Numeracy and Digital Literacy (LLND) requirements for the course through completion of the test. Where results identify a minor gap, the student may be allowed to commence their studies with ALG but be required to attend LLND classes. Where results identify a significant gap, the student will not be allowed to commence their studies with ALG and may be advised to change their enrolment to a lower AQF level course or cancel their enrolment.
- 4.9. Where ALG's courses have academic prerequisite requirements, students must demonstrate that they have successfully completed the prerequisite course. ALG's courses with prerequisites are outlined in the Academic Entry Requirements Factsheet.



Where students have completed the prerequisite course with another registered provider, certified copies of the qualification and record of results must be provided. By providing the copy, the student agrees to ALG authenticating the documents.

Where students have completed the prerequisite course with ALG, the Admissions Team conducts internal checks to ensure that the requirements have been met.

4.10. ALG's courses may have other requirements including but not limited to:

- a) obtaining a Working With Childrens Check (WWCC) or equivalent
- b) obtaining a National Police Check (NPC) or equivalent.

Although these do not need to be evidenced as part of the admissions process, students should evaluate their ability to obtain these requirements which may be required during their enrolment as they progress through the course(s).

4.11. Entry requirements may be waived in exceptional circumstances and are assessed by the ALG Management Team on a case-by-case basis.

Evidence Requirements

4.12. Documentation provided to ALG as part of the admissions process to evidence meeting entry requirements must be certified by:

- a) an authorised office of the institution that originally issued the document;
- b) an authorised officer of an Australia overseas diplomatic mission;
- c) a Justice of the Peace noting name and resignation number;
- d) a Public Notary; or
- e) an authorised education agent as listed on the ALG website.

4.13. Documents that are in a language other than English must be translated by an official translation service. If onshore in Australia, translators who are accredited by the National Accreditation Authority of Translators and Interpreters (NAATI) may be used. If not in Australia, an equivalent official translation service may be used, such as a Notary Public Office. ALG also accepts translations that have been issued by the original awarding institution where the qualification has been completed.

Credit Transfer (CT) and Recognition of Prior Learning (RPL)

4.14. As part of the admissions process, students can apply for Credit Transfer (CT) or Recognition of Prior Learning (RPL) in accordance with the Course Credit Policy and Procedure.



Genuine Temporary Entrant (GTE) Requirements

- 4.15. Under the Australian Government's Simplified Student Visa Framework (SSVF), overseas students must satisfy Genuine Temporary Entrant (GTE) requirements. As part of the application process, ALG may require students to demonstrate satisfaction of GTE requirement through requesting a GTE Form which is completed by the overseas student and assessed by the Admissions Team prior to issuance of a Letter of Offer.

Disabilities, Impairments and Long-Term Conditions

- 4.16. Applicants with disabilities, impairments or long-term conditions may or may not be able to undertake certain courses. The applicant has the choice to disclose disabilities, impairments or long-term conditions through the relevant section in the Application Form. For any student who declares any disability, impairment or long-term condition, ALG will seek further details from the student to assist in determining the suitability of the course and consult with the Academic Team and the student to determine if reasonable adjustments are required to complete the course successfully.

Application

- 4.17. When seeking enrolment with ALG, applicants or their education agent who holds a third-party arrangement with ALG, must submit a completed Application Form prior to the course commencement date.
- 4.18. Where students submit their application after the course commencement date, it is considered a late application. Where the application is submitted in the first two weeks of the term, it is to ALG's discretion to accept and assess the late application.

Letter of Offer

- 4.19. ALG issues a full Letter of Offer to applicants who have satisfied all entry requirements and have provided certified copies required.
- 4.20. ALG may, with full discretion, issue a Conditional Letter of Offer where entry requirements are in the process of being completed or provided.
- 4.21. The Admissions Team aims to issue a Letter of Offer to a prospective student within 8 working hours from when the complete application is received.
- 4.22. The Admissions Team holds the discretion to refuse issuance or withdraw an offer made or cancel the enrolment of a student where they reasonably suspect that:



- a) an offer was made on the basis of incomplete or inaccurate information supplied by the student or a representative third-party; or
- b) an offer is in conflict with legislative requirements; or
- c) ALG is unable to deliver the course; or
- d) the student is unable to meet all requirements prior to commencement.

Written Agreements

- 4.23. ALG enters into a written agreement with a student when the Letter of Offer is signed and accepted by the student. This must be concurrent with or prior to any fees are paid by the overseas student.

Fees

- 4.24. The fees for each course of study at ALG can be found at the Course Fees document published on the ALG website.
- 4.25. The fees outlined in the Letter of Offer are indicative only and reflect tuition fees at the time of issuance and may be subject to changes not more than once annually.
- 4.26. ALG does not accept tuition fees from students prior to the student or intending student accepting the Letter of Offer.

Confirmation of Enrolment (CoE)

- 4.27. ALG issues a CoE to an applicant once they have accepted the Letter of Offer and all required payments have been made in accordance with the fees schedule contained in the Letter of Offer.
- 4.28. ALG issues an unconditional CoE where all conditions outlined in the Letter of Offer have been fulfilled or if conditions did not apply in the first place.
- 4.29. ALG issues a conditional CoE if any of the below apply:
- a) the applicant has not completed an LLND test at the time of CoE issuance; or
 - b) the applicant has not provided evidence of meeting the minimum English requirements at the time of CoE issuance; or
 - c) the applicant has packaged courses and commencement of the subsequent course is dependent on another course.

Student Visa Requirements

- 4.30. Prior to commencement of studies, overseas students must demonstrate that they hold a valid student visa that allows them to study for the expected duration of the course(s). A copy of the visa grant notice must be provided to ALG.



- 4.31. ALG may allow onshore students to commence their course on another valid visa so long as they provide evidence that they have the study rights to do so. Where the study rights are limited, students must ensure they obtain a student visa prior to the expiry or exhaustion of their study rights, or otherwise have their enrolment cancelled.
- 4.32. Where a student's visa application is rejected, they are unable to commence or continue their enrolment with ALG and their enrolment is cancelled in accordance with the Deferral, Suspension and Cancellation Policy and Procedure.

Student Contact Information

- 4.33. The Admissions Team records the student's contact information in the Student Management System and in PRISMS based on the information provided by the student during the application process. Where there are changes to contact information, students must update ALG within 7 calendar days and ALG must report these changes in both the Student Management System and PRISMS within 31 calendar days.

Delivery Location and Capacity Management

- 4.34. ALG monitors and manages the utilisation of the approved CRICOS capacity of each CRICOS approved delivery locations on an ongoing basis. In monitoring and managing the capacity utilisation of each CRICOS approved delivery location, ALG implements the following:
- a) when the utilisation of any CRICOS approved delivery location reaches 80 percent of the approved CRICOS capacity for that delivery location, the Education Support Team notifies the Compliance Team, the General Manager and Chief Executive Officer, in writing. This enables the Management Team to remain aware of upcoming capacity constraints and to plan and take appropriate action.
 - b) when the utilisation of any CRICOS approved delivery location reaches 100 percent of the approved CRICOS capacity for that delivery locations, the Admissions Team immediately ceases enrolling further students and or issuing Confirmation of Enrolment (CoEs) to students. The Admissions Team notifies the Compliance Team, the General Manager and Chief Executive Officer of same, in writing.

Changes to Agreed Services

- 4.35. Where there are any changes to agreed services delivered by ALG to current or prospective students, ALG advises the student or applicant as soon as practicable, including in relation to any new third-party arrangements, changes to existing third-party arrangements, or a change in ownership.



Record Retention

- 4.36. The Admissions Team ensures that all documents supplied by the student during the application process, the written agreement and receipts of payments are saved in the Student Management System and are retained in accordance with the Record Retention Policy and Procedure.

Complaints and Appeals

- 4.37. Students and applicants who are dissatisfied with an admission related decision retain the right to access ALG's complaints and appeals system in accordance with the Complaints and Appeals Policy and Procedure.

Quality Assurance

- 4.38. The Compliance Team conducts regular quality assurance activities to ensure compliance against this policy and regulatory requirements, as scheduled in the annual Calendar of Compliance.

5. Procedure

Admission of Students

- 5.1. The below procedure is followed to admit a student into a course or a program of courses at ALG:
- 1) The student, or their education agent who holds a valid third-party arrangement with ALG submits an Application Form with supporting documentation. At the time of application, the student must provide certified copies of their passport and their academic qualifications to demonstrate meeting the academic entry requirements. Where documents or information are missing, the Admissions Team liaises with the student and the education agent to obtain.
 - 2) Based on GTE screening processes, the Admissions Team may request a GTE Form from which must be completed by the student. The Admissions Team assesses the GTE Form as part of the application.
 - 3) Prior to the issuance of a Letter of Offer, the student advises the Admissions Team where they seek to apply for Recognition of Prior Learning (RPL) or Credit Transfer (CT). Where applicable, the student submits a RPL or CT Form.



- 4) The Admissions Team saves all documents in the Student Management System.
- 5) The Admissions Team assesses the application and supporting documents and endeavours to issue a Letter of Offer within 8 business hours. Where the application is approved and all entry requirements have been met, the Admissions Team issues a full Letter of Offer. Where the application is approved and entry requirements have been partially met, a Conditional Letter of Offer is issued. Where an application is rejected, the Admissions Team sends a written outcome explaining the rejection to the student and the education agent.
- 6) The student accepts the Letter of Offer after reviewing all the terms and conditions.
- 7) The student or their education agent, pays the fees in accordance with the fees schedule in the Letter of Offer.
- 8) The Admissions Team issues an unconditional Confirmation of Enrolment through PRISMS where a student has met all conditions or if conditions did not apply. The Admissions Team issues a conditional Confirmation of Enrolment where the student has not yet fulfilled all entry requirements. The conditions are to be outlined in the comments in the Confirmation of Enrolment.
- 9) Prior to commencement of studies, the student must meet all entry requirements and fulfil all conditions. Where students do not meet the entry requirements prior to the commencement of the course, they may apply for a deferral or cancellation of course.

6. Definitions

The definitions of key terms relevant to this document are contained in the ALG Glossary.

7. Related Documents

- i. Application Form
- ii. Record Retention Policy and Procedure
- iii. Academic Entry Requirements Factsheet
- iv. Language, Literacy, and Numeracy (LLN) Requirements Factsheet
- v. English Proficiency Requirements Factsheet
- vi. Complaints and Appeals Policy and Procedure
- vii. Written Agreements Policy and Procedure
- viii. Course Credit Policy and Procedure
- ix. Calendar of Compliance



x. PRISMS Provider User Guide

8. Document Information and Review

Version	Date Effective	Approved by	Amendment(s)	Date of Next Scheduled Review
1.0	1 December 2019	Chief Executive Officer	<ul style="list-style-type: none">N/A	1 December 2023
2.0	31 October 2022	Director of Studies and Quality Assurance	<ul style="list-style-type: none">Revised to include the responsibility of the Admissions Team to monitor the capacity of delivery locations on PRISMSUpdated to the new ALG templateInclusion of document retention requirements	31 October 2025
3.0	9 June 2023	Chief Executive Officer	<ul style="list-style-type: none">Addition of expected issuance period for Letter of OffersAddition of requirement that where students do not meet the required English level prior to the commencement of their course, they must enrol in an ELICOS course and provide a valid Letter of Offer and eCoE to ALG	9 June 2026
4.0	22 December 2023	General Manager	<ul style="list-style-type: none">Added procedure (Section 5)Added entry requirementsAdded valid visa requirementsAlignment with National Code 2018Updated from an internal policy to be a student policy and procedureEditorial updates	22 December 2026