

ENROLMENT POLICY AND PROCEDURE

Quality Area 2: VET Student Support

Standard: 2.2 Enrolment

See also Student Information and Marketing Policy and Procedure

1. PURPOSE:

Admission to Air Gold Coast is determined on the basis of course entry requirements which may include but is not limited to academic merit and the capacity of the applicant for flight training. Air Gold Coast recognises that this can be measured by formal qualifications and by means other than formally recognised educational attainment. Air Gold Coast assesses all applicants through procedures that are fair, equitable and transparent and will also ensure that the opportunities and benefits of Commonwealth assistance will be made equally available to all eligible students.

Air Gold Coast requires students to be fully informed prior to enrolment. To facilitate this, prospective students are provided with a Student Handbook which they are to read and understand prior to enrolment. This handbook can be accessed via the Air Gold Coast website or sent via email or post and is discussed in the pre-enrolment meeting.

2. RATIONALE:

This policy ensures compliance with Standard 2.2 of the Outcome Standards for RTOs 2025. Enrolment decisions must be based on an evaluation of each prospective student's individual capabilities and aspirations, with suitable advice and guidance offered prior to final enrolment. The process mitigates the risk of inappropriate enrolments, student disengagement, and non-completion.

3. POLICY STATEMENT:

Air Gold Coast is committed to ensuring that all students are enrolled into training products that align with their existing competencies, career goals, and support needs. Before enrolment is confirmed, prospective students are assessed through a structured process which can include a review of language, literacy, numeracy and digital literacy (LLND) capabilities, prior education and experience, and course-specific entry requirements. Based on this review, the student is provided with advice about their suitability for the training product and, where appropriate, informed of alternative options or additional support.

No student will be enrolled, nor will fees be collected, until the suitability of the course has been assessed and the student has been advised accordingly.

4. SCOPE:

This policy provides information about entry requirements and the application to enrol process for all domestic applicants wishing to participate in an Air Gold Coast course.

5. DEFINITIONS:

Alternative Pathway: A different training product or support strategy recommended where the original course is unsuitable

Confirmation of Enrolment: A formal document or communication confirming the student's acceptance into a course.

Enrolment: The process by which a prospective student formally registers to undertake a course or unit of competency.

Entry Requirements: Pre-requisites or conditions specified in the training product or by the RTO

LLND: Language, Literacy, Numeracy and Digital literacy

Pre-enrolment Information: Information provided to students before enrolling to assist with informed decision-making.

Suitability Advice: Guidance provided to a student about the appropriateness of the course for their skills, needs, and goals

6. RESPONSIBILITIES:

CEO: Oversees implementation and compliance with enrolment processes.

Student Services: Co-ordinates the administration of enrolment, ensures accurate records, and supports students during enrolment. Responsible for reviewing LLND results and determining whether the student meets the entry and suitability requirements for the training product. Provides students with individual advice regarding the appropriateness of the course and records outcomes.

Trainers/Assessors: Contribute to student suitability assessments where applicable and support initial orientation.

Compliance Officer: Monitors adherence to legislative and regulatory requirements related to enrolment and conducts periodic reviews of completed enrolment packs to ensure compliance with enrolment procedures. Findings are recorded in the Continuous Improvement Register and reported to the RTO Manager.

7. LEGISLATIVE REQUIREMENTS:

Standards for RTOs 2025, Standard 2.2

Standard 2.2 Outcome Standards

- (1) VET students are advised, prior to enrolment, about the suitability of the training product for them, taking into account the student's skills and competencies.
- National Vocational Education and Training Regulator Act 2011 (Cth)
 - Data Provision Requirements 2020
 - Privacy Act 1988 (Cth)
 - Student Identifiers Act 2014 (Cth)
 - Disability Discrimination Act 1992 (Cth)

8. ENTRY REQUIREMENTS AND FAIR AND EQUAL TREATMENT OF STUDENTS:

Air Gold Coast advises potential students in a professional, ethical, and responsible manner and does not provide potential students with false or misleading information. Potential students are supplied with all relevant information and/or link to the relevant company website prior to a student being accepted to a course.

Air Gold Coast's applicants are assessed and admitted using fair, equitable and transparent procedures based on clearly defined, consistent, and equitable criteria. Air Gold Coast adheres to ASQA policies and procedures and the licensing body requirements for verifying applicants' credentials and the granting of course credit. In this way, Air Gold Coast is satisfied that the admission requirements ensure that students entering a course have an adequate basis of knowledge and skills to successfully undertake the studies proposed in the course. Air Gold Coast also ensures that admission requirements do not present unreasonable barriers to access.

A student who has completed, or partly completed, training from another flying school or Registered Training Organisation (RTO) may apply for credit for their previous flight training towards their qualification. The Diploma of Aviation is a licenced course and students are not deemed competent until they have gained their licence. Recognition of Prior Learning (RPL) of training package individual units of competency is only available for units that do not equate to the CASA training syllabus. Please see the Student Handbook for further information.

The principles upon which admission decisions are made are:

- Air Gold Coast acts with honesty and integrity throughout the pre-enrolment process, when assessing the suitability of the potential student for admission as a genuine student and enrolment into a course of study. The prospective student will be queried as to their reasons for undertaking the course and their educational and work history will be assessed against the course entry criteria.
- Air Gold Coast will assess if a student is academically suited and has the cognitive ability to undertake the course based on either:
 - a. Providing an Australian Year 12 Certificate with a preference for passes in English, Maths A and Physics.; OR
 - b. Providing evidence of successful completion of an Australian Qualifications Framework
 - c. Certificate IV or higher qualification (where the language of instruction is English) and issued by a body registered to award the qualification in the Australian Qualifications Framework (AQF) in Australia; OR
 - d. Displaying competence at Exit Level 3 in the Australian Core Skills Framework in both reading and numeracy through an approved Language, Literacy and Numeracy test. Air Gold Coast uses oneAdvanced (www.oneadvanced.com) to conduct its LLN assessments. oneAdvanced is a tool approved by the Secretary under Section 82 VSL Rules and published on the Department's website.
AND
 - e. Undertake an approved [Pilot Aptitude Test](#) prior to interview to assess cognitive ability for the Course.

**Results of assessments will be made available to the applicant as soon as practical after the assessment and to the Secretary in the form, manner and by the time requested by the Secretary.*

- Air Gold Coast endeavours to address the reasonable needs of all students and potential students regardless of gender, ethnicity, age, disability or diversity of background. However, flight training does present some barriers to some disabilities, such as blindness, quadriplegia, and deafness.

9. PROCEDURE:

The enrolment process at Air Gold Coast is structured to ensure that prospective students are provided with accurate, comprehensive, and timely information to make informed decisions about their study. The procedure also ensures that students are only enrolled in courses that are appropriate to their needs, goals, and capabilities, and that their rights and obligations are clear from the outset.

1. Pre-enrolment Information and Support

Before enrolment, prospective students are provided with current and accurate information to help them choose a course that meets their needs and circumstances. This includes but is not limited to:

- Course entry requirements (including LLND levels, mandatory checks, or pre-requisites)
- Modes of delivery and locations
- Course duration and expected study commitment
- Right to apply for Credit Transfer or Recognition of Prior Learning (RPL) prior to enrolment
- Support services available
- Course outcomes including pathways and employment options
- Fees, refunds, and withdrawal procedures
- Complaints and appeals processes
- Obligations under relevant legislation, including USI requirements

Students are also provided with information about any required work placements, licensing outcomes, eligibility for government funding or subsidies, and the implications of training product transitions. Pre-enrolment materials clarify the distinction between nationally recognised training and non-accredited offerings.

The information is available through the website, course brochures, student handbook, and staff consultation. Prospective students are encouraged to ask questions and request assistance before making an enrolment decision.

Privacy and Data Use

Air Gold Coast is required under the Data Provision Requirements 2020, to collect personal information about students and disclose that information to the National Centre for Vocational Education Research Ltd (NCVER).

Student personal information and training activity data may be used or disclosed by Air Gold Coast for statistical, regulatory, and research purposes. This includes:

- Submission of AVETMISS-compliant data to NCVER;
- Use of the data for understanding and improving the VET sector;
- Monitoring and evaluation of training outcomes;
- Administration of government-funded training programs;
- Participation in surveys, validations, or audit activities.

Information may be disclosed to:

- Commonwealth and State or Territory government departments and authorised agencies;
- Employers (if enrolment is through a workplace);
- School authorities (for school-based students);
- Researchers and survey contractors working with NCVET.

Students are advised of this requirement prior to enrolment through the Student Handbook and enrolment declaration, and consent is obtained in accordance with the Privacy Act 1988 (Cth) and the Student Identifiers Act 2014 (Cth). The full NCVET privacy policy is available at <https://www.ncvet.edu.au/privacy>.

2. Enrolment Process – including eligible VET Student Loan Applicants

- **Submit Application Form and Supporting Documents**

Application for Enrolment can be completed on the 'Apply Now' page on the website or by contacting admin@airgoldcoast.com.au for an Application for Enrolment.

Supporting documents to be attached with the application include:

- Proof of Australian Citizenship (passport or birth certificate) or residency (humanitarian visa or qualifying New Zealand citizen);
- A copy of High School Certificate (with grades) or other academic evidence as outlined above.

Note: Copies of these documents are obtained and retained for a period of 5 years by Air Gold Coast to meet compliance requirements.

- **Confirmation of received application**

Air Gold Coast will contact the applicant to confirm that the application has been received and provide information on the next steps in the enrolment process.

- **Online LLN Test, Pilot Aptitude Test and Interview with Head of Operations (or delegate)**

- **Interview:** An interview (face to face or by phone if based interstate) with our Head of operations (or delegate) will be scheduled;
- **Language, Literacy and Numeracy:** Applicants who have not provided evidence of Entry Requirements (a) or (b) will be required to undertake an online LLN test with oneAdvanced
- **Pilot Aptitude Test:** Applicants will need to undertake an approved Pilot Aptitude Test prior to the date of interview or Air Gold Coast is licenced to conduct "Compass" Pilot Aptitude Test (fees apply). This test can be undertaken on the day of interview if desired.
- **Questionnaire:** Applicants will be required to complete a small questionnaire about their reasons for applying for the course prior to the interview.

Applicants will be selected on their suitability for the course which is based on their high school or other approved

Applicants will be selected on their suitability for the course which is based on their high school or other approved academic results, LLN test results, Pilot Aptitude Test results and interview performance.

All applicants successful or unsuccessful will then be notified once all interviews have been completed.

The number of full-time VET Student Loan students accepted by Air Gold Coast each intake is subject to its VET Student Loan provider cap and can change on short notice.

- **ARN, ASIC, Class 1 Medical**

Successful applications will be sent via email a VET Student Loan Letter of Offer outlining the course details including the VSL Schedule of Fees. Included in this email will be application forms for an ARN (Aviation Reference Number), ASIC, list of DAME's for a Class 1 Aviation Medical. An ASIC and Class 1 Aviation Medical are mandatory entry requirements and failure to obtain either will result in the enrolment being cancelled.

- **Confirmation of Enrolment; VET Student Loan Application; Uniform and Resources**

Successful applicants

Will be sent a letter of offer confirming their place in their chosen course and are required to confirm their enrolment by;

- Signing and returning the "Acceptance of Offer";
- Provide a copy of their ASIC and Class 1 Aviation Medical Certificate prior to induction.
- Confirmation of their VET Student Loan Approval. (**Confirmation of the VET Student Loan approval will be sent via an email from the Commonwealth Government which requires the student to respond to confirm their enrolment and submit their Tax File Number (TFN)*)
- Students are required to purchase their materials and uniforms before the induction, and they will be sent a list of what is required and where they can be purchased from.

Unsuccessful Applicants

Will be notified in writing of the reason for non-acceptance. Unsuccessful applicants will be advised of their right to appeal the decision and how to access the appeals process.

For overseas students, a written agreement must be signed before enrolment proceeds, which includes refund conditions, course duration, mode, location, fees, and visa condition warnings in accordance with National Code Standard 3. A copy of the written agreement and associated enrolment documents is retained for at least two years after the student ceases to be an accepted student, in accordance with National Code Standard 3.3.

3. Student Orientation and Induction

Following enrolment, students are provided with an orientation that reinforces their rights and responsibilities and familiarises them with the learning and assessment environment.

Orientation includes:

- Welcome and introductions
- Overview of course structure and assessment expectations
- Information on academic integrity, attendance, and engagement
- Guidance on how to access learning platforms and support services
- Confirmation of policies and procedures including complaints, appeals, and withdrawal

Attendance at orientation is recorded, and follow-up is undertaken where a student is absent.

4. Ongoing Review and Monitoring

Enrolment information is reviewed to ensure currency and accuracy. All staff involved in enrolment receive training on providing information in an ethical, consistent, and student-centred manner. Annual reviews of enrolment procedures, materials, and practices are conducted to ensure continuous improvement and compliance with the Standards for RTOs.

Procedure Summary Table

Step/ Action	Responsible	Timeframe	Reference/Use
1. Provide prospective students with accurate and current pre-enrolment information (e.g. course structure, fees, entry requirements, support services, complaints and appeals process)	Marketing and Student Services	Ongoing; prior to application or enrolment	Supports informed decision-making under Standard 2.2; evidence for pre-enrolment compliance
2. Inform students of the use and disclosure of personal data under the Data Provision Requirements 2020 and obtain privacy consent during enrolment	Student Services or Enrolments Officer	Prior to enrolment; confirmed during enrolment documentation	Required under Data Provision Requirements 2020 and Privacy Act; supports enrolment file audit trail
3. Conduct suitability assessment including LLND checks, review of prior learning, pilot aptitude test and support needs identification	Enrolments Officer or Student Support Staff	Within 5 business days of application	Demonstrates student suitability, supports inclusion and welfare obligations under Standard 2.3

4. Advise student of course suitability and support options. Offer referral if the course is not appropriate	Enrolments Officer	Within 2 business days of suitability assessment	Ensures training is suited to student needs and abilities; evidence of ethical conduct
5. Complete formal enrolment in Student Management system (SMS), including ID collection, and USI verification & Issue letter of offer/Statement of covered fees	Enrolments Officer or Student Administration	Within 3 business days of suitability confirmation	Legal and regulatory enrolment confirmation; supports issuance of AQF certification; maintains accurate AVETMISS and compliance records; supports date reporting and audit
6. Conduct orientation including student rights and responsibilities, course expectations, academic integrity, complaints, and withdrawal process	Student Support Staff or Course Coordinator	Prior to course commencement; within 1 week of enrolment	Supports informed participation and student engagement; aligns with Standards 2.3 and 2.7
7. Record attendance at orientation and follow up with absent students	Student Support Staff	Within 2 business days of orientation	Ensures student engagement and retention monitoring; supports intervention if needed
8. Review enrolment processes and update information, materials, and staff training	Compliance Officer or RTO Manager	At least annually or in response to audit, feedback, or change	Continuous improvement and evidence of self-assurance under Compliance Standard 4.4
9. Ensure CRICOS written agreements meet NC Standard 3 (course info, duration, fees, refunds, visa implications)	Enrolments Officer	Before enrolment confirmation	Evidence of CRICOS compliance; prevents enrolment breaches

10. POLICY IMPLEMENTATION:

This policy and procedure is implemented through clearly defined enrolment processes that ensure prospective students receive accurate and timely information, are assessed for suitability, and are supported to make informed enrolment decisions. Implementation is overseen by the RTO Manager.

Key implementation mechanisms include:

- Use of pre-enrolment materials approved by the RTO Manager
- Training for enrolment and student support staff
- Integration of the enrolment process into the Student Management System (SMS)

11. MONITORING AND EVALUATION:

Air Gold Coast maintains a proactive and organisation-wide continuous improvement framework. All policies and procedures are subject to scheduled review as part of the Quality and Governance Calendar. Systematic monitoring and evaluation processes ensure that operations align with the Standards for RTOs 2025 and are effective in practice.

Feedback from students, staff, and stakeholders, along with outcomes from audits, validation, complaints, and self-assurance activities, is analysed to identify risks and opportunities for enhancement. Improvement actions are prioritised, implemented, and tracked via the Continuous Improvement Register. Significant changes are subject to post-implementation review to ensure they are embedded and effective.

Document Control

Document Title	Enrolment Policy and Procedure		
Approved By			
Date Approved			
Next Review Due			
Standards/Legislation	2.2		
Version	1		
Version #	Changes	Approval By	Approval Date
1.0	Initial version	CEO	DD/MM/YYYY

Associated Documents and Supporting Materials

See the *How to Use This Manual* page for information on the relationship between policies, procedures, supporting documents, and templates.

- Course Guide Template
- Application for Enrolment Form
- Induction and Learning Support Checklist
- LLND Interview Guide
- Referral and Alternative Pathway Record
- Student Agreement
- Student Feedback Form - Enrolment and Orientation Feedback Form
- Student Suitability Review Record
- Support Needs Identification Form

CRICOS ADDENDUM

Purpose

This CRICOS Addendum outlines the additional obligations for CRICOS-registered providers under the National Code 2018. It supplements the core Enrolment Policy and Procedure and ensures that enrolment processes meet the needs of overseas students while supporting visa compliance and transparent communication.

Applicable Standards

Standards for RTOs 2025 – Standard 2.1: Provide accurate and accessible information about services, fees and support and Standard 2.2 – Students are advised, prior to enrolment, about the suitability of the training product for them, taking into account the student's skills and competencies

National Code 2018 –

- Standard 2: Recruitment of an overseas student
- Standard 3: Formalisation of enrolment and written agreements
- Standard 5: Younger overseas students (if applicable)

CRICOS-Specific Obligations

In addition to meeting Standards 2.1 and 2.2 of the Standards for RTOs 2025, CRICOS providers must:

- Ensure students are only enrolled if they have been assessed as genuine, eligible and suitably informed about their study options, in line with Standard 2 of the National Code 2018.
- Enter into a formal written agreement with the student prior to enrolment or acceptance of money, as per Standard 3, ensuring it includes:
 - Course details (duration, mode, locations, CRICOS code)
 - Tuition and non-tuition fees
 - Refund policies
 - Provider default and student default conditions
 - Acknowledgement of ESOS framework availability
- Maintain transparency through pre-enrolment information that is accurate, updated, and clearly explains student visa conditions.
- Collect and verify information necessary to meet student visa obligations, including student's full name, date of birth, citizenship, and confirmation of adequate English proficiency.
- Where students are under 18 years of age, ensure appropriate accommodation, support and welfare arrangements are in place, in accordance with Standard 5.

Recordkeeping Requirements

- Keep signed written agreements and associated records (e.g. offer letters, communication logs, ID documents, proof of visa conditions explained) for a minimum of 2 years after the student ceases to be enrolled.
- Maintain evidence of the student having received and understood the ESOS framework and visa-related obligations.
- Retain records of all fee payments and refund transactions in accordance with the Tuition Protection Service (TPS) requirements.

CRICOS Policy Suite

This CRICOS Addendum forms part of the Application and Enrolment Policy and Procedure and must be read alongside the *CRICOS Policy and Procedure Manual*. Together, these documents ensure full compliance with both the *Standards for RTOs 2025* and the *National Code 2018*.