McGibbon Institute of Trade and Business

Student Enrolment Policy and Procedures

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Purpose of the policy

The purpose of this policy and procedure is to outline McGibbon Institute of Trade and Business approach to ensuring it maintains open, fair, and transparent procedures for making decisions about the finalisation of enrolment of students. This policy and procedure help ensure compliance with Standards 2.2, 2.3, 2.4 and 2.5 of the Outcome Standards for Registered Training Organisations (RTOs) 2025, Standards 2, 3 and 6 of the National Code of Practice for Providers of Education.

Policy statements

1. McGibbon Institute of Trade and Business:

- Accepts and provides credit to learners for units of competency and/or modules (unless licensing or regulatory requirements prevent this) where these are evidenced by:
- AQF certification documentation issued by any other RTO or AQF authorised issuing organisation, or
- authenticated VET transcripts issued by the Registrar.
- Prior to enrolment or the commencement of training and assessment, whichever comes first, McGibbon Institute of Trade and Business provides advice to the prospective learner whether the training product is appropriate to meeting the learner's needs, taking into account the individual's existing skills and competencies.
- Prior to enrolment or the commencement of training and assessment, whichever comes first, McGibbon Institute of Trade and Business provides, in print or through referral to an electronic copy, current and accurate information that enables the learner to make informed decisions about undertaking training with the McGibbon Institute of Trade and Business.
- Where McGibbon Institute of Trade and Business collects fees from the individual learner, either directly or through a third party, McGibbon Institute of Trade and Business provides or directs the learner to information prior to enrolment or the commencement of training and assessment, whichever comes first, specifying:

    a) all relevant information including fees that must be paid to McGibbon Institute of Trade and Business and payment terms and conditions including deposits and refunds.

    b) the learner's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies

    c) the learner's right to obtain a refund for services not provided by McGibbon Institute of Trade and Business in the event the:

    i) arrangement is terminated early

    ii) the McGibbon Institute of Trade and Business fails to provide the agreed services.

2. McGibbon Institute of Trade and Business ensures the obligations and rights of both McGibbon Institute of Trade and Business and the student are clearly set out, including the course fees, other charges and services the provider is obliged to supply.

3. McGibbon Institute of Trade and Business will enter into an Acceptance Agreement with the student before (or at the same time as) accepting course money from the student.

4. The Acceptance Agreement must contain, as a minimum, the following: -

- Identify the course or courses in which the student is to be enrolled and any conditions on his or her enrolment
- Provide an itemised list of course money – tuition and non-tuition, payable by the student
- Provide information in relation to refunds of course money
- set out the circumstances in which personal information about the student may be shared between the registered provider and the Australian Government and designated authorities, and, if relevant, the Tuition Protection Service. This information includes personal and contact details, course enrolment details and changes, and the circumstances of any suspected breach by the student of a student visa condition; and
- Advise the student of his or her obligation to notify the registered provider of any changes to contact details, and who to contact in an emergency, while in Australia and studying with McGibbon Institute of Trade and Business.

5. Information about the refunds of course money will cover the following (but not limited to):

- amounts that may or may not be repaid to the student;
- processes for claiming a refund;
- a plain English explanation of what happens in the event of a course not being delivered; and
- a statement that “This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia’s consumer protection laws”.

6. Under the National Code 2018, McGibbon Institute of Trade and Business is required to have an acceptance agreement with each student. McGibbon Institute of Trade and Business will not accept course money from the student before this acceptance agreement has been signed or the acceptance agreement has otherwise been accepted.

7. All written agreements will outline internal and external complaints and appeals processes and contain a statement advising that the acceptance agreement does not affect the rights of an domestic student to take action under Australian Consumer Law, where applicable.

8. All written agreements will outline a process for claiming a refund. The Acceptance Agreement will also explain what happens if a course is not delivered, including the role of the Tuition Protection Service (TPS).

9. Written agreements will also set out the circumstances in which personal information may be disclosed, in accordance with the Privacy Act 1988, to other relevant parties where required.

10. Prior to commencement of training, all students are required to complete an LLN&D assessment using LLN Robot. The Student Support Team provides students with an online LLN Robot assessment link as part of the enrolment process and prior to Orientation. LLN&D assessment outcomes are reviewed against the learner suitability and LLN requirements identified within the relevant Training and Assessment Strategy. Where support needs are identified, appropriate support arrangements are determined, documented and implemented to support successful participation in training and assessment.

Procedures

Procedure	Person Responsible
Application Stage ● Applicants are required to fill out the student application form, providing necessary signatures and dates. Evidence of qualifications, work experience (if applicable), age, and IELTS/English test results should be attached. When an IELTS/English test is not required, students must take our internal English test. ● All proof of English language proficiency must be obtained within two years of the application submission to McGibbon Institute of Trade and Business. Example: The test must be completed within 2 years of the start date of the McGibbon Institute of Trade and Business's program. ● If an applicant does not meet the direct entry-level English language proficiency requirements of McGibbon Institute of Trade and Business, they may be offered the opportunity to enrol in an English Language course provided by McGibbon Institute of Trade and Business. Successful completion of this course is mandatory before starting the VET course. A conditional Confirmation of Enrolment (CoE) may be issued in such cases.	Admissions Department

Procedure	Person Responsible

1. IELTS testing may be waived for applicants who clearly demonstrate the required English language skills. This exemption will be assessed on a case-by-case basis and aligned with the English language requirements specified for visa eligibility by the Department of Home Affairs. 2. Any evidence submitted under this provision must be original and reliably authenticated. Typically, an IELTS test will not be necessary in the following instances: 3. Students educated in an English-speaking country (LLN&D test required) 4. Students who have completed the last two years of schooling in an English Language-Speaking course (LLN&D test required) 5. Students who have completed at least one/two years of certificate-level qualification in Australia (LLN&D test required) 6. Students holding an active COE from another provider cannot be enrolled until they have completed the first six months of their principal course and obtained a release from the provider of the principal course. Methods for verifying whether a student is enrolled or holds a COE from another provider include requesting input from the student, such as: 7. Verifying the student visa on VEVO if necessary. 8. Noting PRISMS flags when McGibbon Institute of Trade and Business attempts to issue a COE. 9. All the mentioned methods should be applied to each onshore student seeking enrolment. If there is any uncertainty about the student's status, no letter of offer will be provided, and enrolment attempts will be postponed until the status is confirmed. 10. Offers should not be extended to students who will be under 18 years of age at the proposed commencement date.	

11. The Admissions Team is responsible for reviewing student applications and determining whether an offer should be made based on the qualification's entry requirements. 12. The Admissions Team assesses whether the application meets the Department of Home Affairs Genuine Student requirements. The purpose is to ensure that the student has a genuine interest in studying at McGibbon Institute of Trade and Business.	

Procedure	Person Responsible

1. The Admissions Team must ensure that qualifications are equivalent to or higher than Australian Year 11 or Year 12 high-school level, as per the McGibbon Institute of Trade and Business entry requirement policy.
2. The Admissions Team must verify the applicant's age using the front page of the passport.
3. The Admissions Team must ensure that all sections of the application form are completed in full, with no missing information.
4. The Admissions Team must confirm that the student has signed and dated the application form.
5. All students applying for VET courses are required to complete an LLN&D assessment using LLN Robot prior to commencement of training.
6. The Student Support Team provides students with an online LLN Robot assessment link as part of the enrolment process and prior to Orientation.
7. The LLN&D assessment is a mandatory requirement at McGibbon Institute of Trade and Business and is used to assess a student's Language, Literacy, Numeracy and Digital skills.
8. If a student does not complete the assessment or misses any part of the assessment, they will be required to complete the assessment before commencing training.
9. For students enrolling in a packaged program, the LLN&D assessment for the first AQF level qualification will be administered.
10. LLN&D assessment outcomes are reviewed against the learner suitability and LLN requirements identified within the relevant Training and Assessment Strategy.
11. Where support needs are identified through the LLN&D assessment or other pre-enrolment activities, appropriate support arrangements are

determined, documented, implemented and monitored in accordance with the Student Support Policy and Procedures. 12. Where additional support is required, an ACSF Support Plan is developed, implemented and retained on the student's file in consultation with the student.	

Procedure	Person Responsible
1. Students requiring ongoing support are referred to the Student Support processes outlined within the Student Support Policy and Procedures.	

Pre-enrolment stage 1. Following assessment of the application, including review of entry requirements, learner suitability, LLN&D assessment outcomes, and any identified learner support requirements, the Admissions Team will determine whether an offer can be made. Where appropriate, a Letter of Offer and Acceptance Agreement will be prepared and issued to the student. Any learner support arrangements required to support successful participation in training and assessment must be identified and documented prior to issuing the Letter of Offer and Acceptance Agreement. 2. The Acceptance Agreement must comply with the requirements set forth in the ESOS Act and the National Code 2018. 3. The Acceptance Agreement will contain the following information, as required by the ESOS Act, regarding refunds of tuition and non-tuition fees in cases of student default and provider default: Details of amounts that may or may not be repaid to the domestic student, including any fees collected by education agents on behalf of the registered provider. Procedures for claiming a refund. Designated individuals, other than the domestic student, are eligible to receive a refund according to the ESOS Act. A clear, plain English explanation of the procedures in the event a course is not delivered, including the role of the Tuition Protection Service (TPS). 4. It will also include a statement saying, "This Agreement and your ability to complain or appeal decisions won't stop you from using your rights under Australian Consumer Law if it applies. Students take action under the Australian Consumer Law if the Australian Consumer Law applies". Students must provide their contact details, emergency contact information, and notify any changes within 7 days. 5. Students must complete and return the Acceptance Agreement to McGibbon Institute of Trade and Business along with the initial	Admissions Department

payment specified in the agreement.	

Procedure	Person Responsible
1. If the student is under 18 at the time of application, their parent or legal guardian must sign or accept the Acceptance Agreement on their behalf. 2. Upon receiving the completed Acceptance Agreement and fee, once cleared by the Accounts department and the bank, an Electronic Confirmation of Offer (eCOE) will be generated via PRISMS to facilitate the issuance of a student visa. 3. The CoE must be prepared following the guidelines outlined in the PRISMS User Guide. 4. A separate CoE must be issued for each qualification the student intends to enrol in, for which an award will be granted upon successful completion. 5. The Admissions Officer will also ensure that the student has valid Overseas Student Health Cover (OSHC) for the entire duration of their study period. 6. During Orientation, the student must apply for a Unique Student Identifier (USI) or create one if they haven't already. 7. McGibbon Institute of Trade and Business will retain records of all written agreements and payment receipts from students for at least 2 years after they are no longer enrolled. 8. The Admissions Team is responsible for scanning/saving all Admission Documents in the student's folder on the server, including (but not limited to): The application form Student identification Previous qualifications English proficiency documents, Letter of Offer and acceptance agreement.	

Post-enrolment Stage ● The Admissions Team creates a list of students starting their courses in the upcoming intake from PRISMS and Axcelerate. ● Students receive advance notification via email/SMS/phone call inviting them to Orientation. ● Orientation typically takes place one week before the course start date. This date may be changed in case of emergencies/unprecedented events.	Admissions Department

Procedure	Person Responsible

• The Orientation email provides students with details such as location, date, and time of orientation, as well as activities planned for the day. • Students must bring their original identity and qualification documents if not provided earlier, address any pending initial fee information, and meet any additional requirements. • Students enrolling in ELICOS Courses will receive a link to complete the McGibbon Institute of Trade and Business Placement Test to assess their English language proficiency and determine the appropriate level for the ELICOS Course. • Orientation is conducted by the Student Support officer/authorised personnel and includes: Completion of Student Details Form Campus tour via PowerPoint map Payment plan discussion (briefly cover and refer to the email) Induction Presentation covering essential policies and procedures such as course progress monitoring, complaints and appeals, and assessments. Timetable distribution via email Induction/Orientation Checklist completion. Discussion of any learner support arrangements identified through the LLN&D assessment process, where applicable. • The Student Support team/Administration updates the Student Information System to mark enrolled students as 'Active'/'Commenced' and updates PRISMS to mark them as 'Commenced'. • The Student Support team/Administration ensures that any changes to address, email, or phone number provided on the enrolment form are updated in both the Student Information System and PRISMS.	

Credit application and Recognition of Prior Learning. ● If Credits are applicable, conduct Credit assessment in accordance with the Course Credit Policy and Procedure. On receipt of signed acceptance of credit, place this on the student's file. ● If the student has relevant and related experience, RPL process should be followed as per the RPL Policy and Procedure.	Admissions Department

Procedure	Person Responsible
Student identifier ● Ensure the student has provided a verified USI. This may be provided by the student providing their number on the form or by the student permitting for McGibbon Institute of Trade and Business to create a USI on their behalf. ● Where the student has provided approval for McGibbon Institute of Trade and Business to generate the USI, follow the online process for the generation of a USI for the student.	Admissions Department

Document Control

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