Mid City College
The Evolution of Training
Canberra

MID CITY EDUCATION PTY LTD
RTO Code: 45100 CRICOS Code: 03627G
118 Mawson Place, Mawson, ACT 2607
Phone: 02 8052 3231 Email: info@midcity.edu.au
Website: www.midcity.edu.au

Enrolment and Learner Information Policy and Procedure
(Aligned with RTO Standards 2025)

1. Purpose of the policy

To ensure that Mid City College provides learners with accurate, timely, and accessible information prior to enrolment, enabling them to make informed decisions about their training, and that enrolment processes are conducted fairly and transparently. Enrolment practices must comply with the **Standards for RTOs 2025**, **ESOS Act 2000**, and **National Code 2018** (for CRICOS providers).

2. Scope

This policy applies to all prospective and enrolled learners undertaking nationally recognised training at Mid City College and all staff involved in the provision of enrolment and learner information services.

3. Policy Statement

Mid City College is committed to compliance related to **Standard 2.1, and 2.2** of the RTO Standards 2025 by:
- Providing clear, accurate, and accessible information on courses, entry requirements, fees, support, and learner rights
- Delivering fair and equitable enrolment procedures that ensure learners are suitable for the course and informed of their commitments
- Maintaining confidentiality and security of learner information in compliance with privacy laws

4. Procedures

4.1 Provision of Information

4.1.1   Provide prospective learners with access to comprehensive information before enrolment, including but not limited to:
- Course codes, titles, duration, and structure
- Entry requirements and prerequisites
- Fees, payment terms, and refund policies
- Training and assessment delivery modes and locations, work placement including secondary locations
- Available learner support services
- Recognition of Prior Learning (RPL) and Credit Transfer (CT) processes
- Learner rights and responsibilities, including complaint and appeals processes
- Exit opportunities (education and possible job roles

4.1.2 All marketing and promotional materials shall be truthful, accurate, and not misleading.

4.2 Enrolment Process

4.2.1 Implement a fair and accessible enrolment process that includes:

- Clear application and enrolment instructions
- Assistance for learners requiring support during enrolment
- Conducting pre-enrolment assessments such as Language, Literacy, Numeracy, and Digital (LLND) skills and suitability checks
- Documenting and addressing individual learner needs and reasonable adjustments

4.2.2 Ensure learners sign an Enrolment Agreement before training commences, confirming understanding and acceptance of terms.

4.3 Privacy and Record Keeping

Document Name:	Pol-009 Enrolment and student information policy 2.0	Created Date:	02/04/2025
Document No:	Version No: 2.0 Oct 2025	Last Modified Date:	10/10/2025
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- Collect and manage learner data in accordance with the Privacy Act 1988 and other applicable legislation.
- Store enrolment and learner information securely with access limited to authorised personnel.
- Provide learners access to their personal records upon request.
- All data stored in accelerate our student management systems hosted in Australia

4.4 Continuous Improvement

- Regularly review enrolment processes and learner information provision for effectiveness and compliance.
- Collect and act upon learner feedback relating to enrolment and information services.

5. Responsibilities

Role	Responsibility
CEO	Ensure policy implementation and compliance
Enrolment Officer	Manage enrolment process and learner records
Trainers and Assessors	Support learner suitability assessments and induction
Compliance Officer	Monitor compliance and review processes
(Currently CEO handling) Learners	Provide accurate information and comply with enrolment requirements

6. Related Documents

- **Student Application form for Enrolment**
- **Letter of Offer**
- **Student Handbook**
- RPL and Credit Transfer Policy
- Privacy Policy
- Complaints and Appeals Policy
- Marketing and Advertising Policy

7. Procedure: Completion and Verification of Written Agreements

Purpose

To ensure all written agreements with students accurately reflect:
- All locations (primary and secondary/off-site)
- Delivery modes (face-to-face,)
- Work placements (if applicable)

This ensures compliance with CRICOS, ESOS, and PRISMS requirements.

Step-by-Step Procedure

Step 1: Prepare Agreement Template

Use the approved Letter of Offer / Written Agreement Template (Mid City Letter of Offer Template 3.0).
Ensure sections include:
- Primary location
- Secondary/off-site locations
- Delivery modes
- Work placement details

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Responsibility: Admissions Team

Step 2: Collect Student Information
Gather accurate details from the Application Form (Domestic or International).
Confirm:
- Student's preferred campus or location
- Planned delivery mode (face-to-face, online, blended)
- Work placement or practical training requirements

Responsibility: Admissions Officer / Student Support

Step 3: Populate Written Agreement
Enter all relevant details into the agreement template.
Include:
- All primary and secondary/off-site locations where the student will receive training or assessment
- All delivery modes for each unit of study
- Work placement details: hours, location, host organisation, supervisor

Responsibility: Admissions Officer

Step 4: Verify Accuracy
Checklist verification before sending to student:
- All locations correctly listed?
- Delivery modes specified per unit/course?
- Work placement details included?
- Duration aligns with CRICOS-approved course period?

Responsibility: Admissions Manager
Action: Any missing or incorrect information is corrected immediately before student signature.

Step 5: Student Review and Acceptance
Send agreement to student for review and signature.
Confirm the student understands:
- Locations
- Delivery modes
- Work placement obligations

Responsibility: Admissions Officer / Student Support

Step 6: Record Keeping
- Save signed agreements in student file (electronic and/or hard copy).
- Maintain a Verification Audit Log for each agreement completed.

Responsibility: Students Services Officer

Step 7: Continuous Monitoring
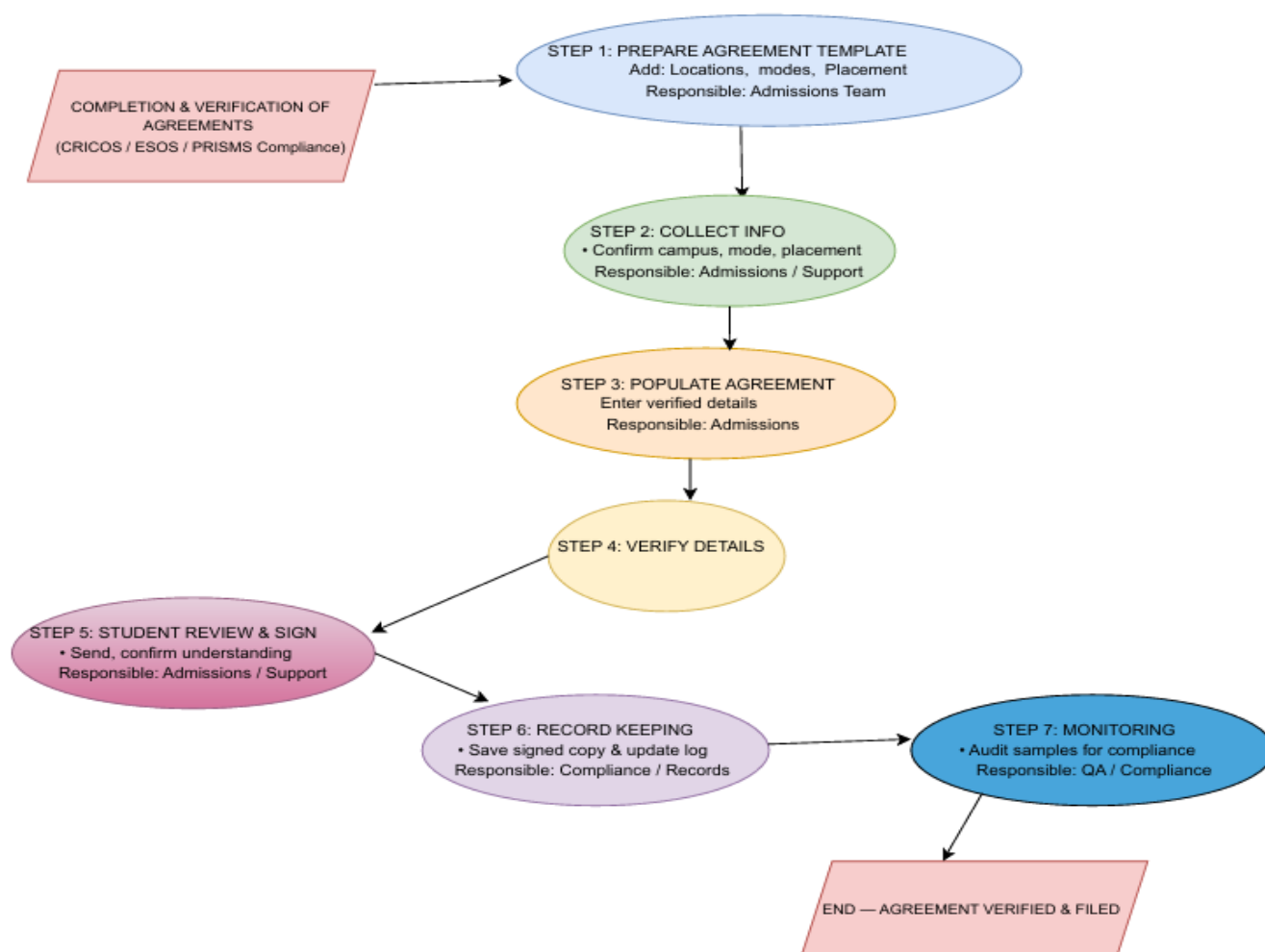Periodically audit a sample of agreements to ensure:
- All secondary/off-site locations are correctly recorded
- Delivery modes match course plan
- Work placement details are complete and compliant

Responsibility: Compliance Officer / Quality Assurance Team

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Procedure: Completion and Verification of Written Agreements

COMPLETION & VERIFICATION OF AGREEMENTS
(CRICOS / ESOS / PRISMS Compliance)

STEP 1: PREPARE AGREEMENT TEMPLATE
Add: Locations, modes, Placement
Responsible: Admissions Team

STEP 2: COLLECT INFO
• Confirm campus, mode, placement
Responsible: Admissions / Support

STEP 3: POPULATE AGREEMENT
Enter verified details
Responsible: Admissions

STEP 4: VERIFY DETAILS

STEP 5: STUDENT REVIEW & SIGN
• Send, confirm understanding
Responsible: Admissions / Support

STEP 6: RECORD KEEPING
• Save signed copy & update log
Responsible: Compliance / Records

STEP 7: MONITORING
• Audit samples for compliance
Responsible: QA / Compliance

END — AGREEMENT VERIFIED & FILED

Enrolment Checklist: Written Agreement Verification

Item	Yes / No	Comments	Verified By	Date
Primary location included	☐			
All secondary/off-site locations included	☐			
Delivery modes specified for all units	☐			
Work placement details included (if applicable)	☐			
CoE duration aligns with approved period	☐			
Student signature obtained	☐			

8. Policy Review

This policy is reviewed annually or as required by changes to regulatory requirements or organisational procedures.

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Development & Approval Information

Policy Author:	Sunil Baby
Policy Owner:	CEO
Approval Body:	CEO
Policy Status:	☐ New Draft | ☐ Updated Draft | ☒ Current
Key Stakeholders:	CEO Admission Officer
Date Approved:	October 2025
Approved by:	CEO
Date of next review:	October 2026

Version History		
Version	**Date**	**Details**
1.0	02/04/2025	Approved
2.0	10/10/2025	Updated to RTO standards 2025