



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 before 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 the National Code 2018 (for CRICOS providers).

2. Scope

This policy applies to all prospective and enrolled learners undertaking nationally recognized training at Mid City College, as well as all staff involved in providing enrolment and learner information services.

3. Policy Statement

Mid City College is committed to compliance with Standards **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

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

4.2 Enrolment Process

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

Document Name:	Pol-009 Enrolment and student information policy 3.0	Created Date:	02/04/2025
Document No:	Version No: 3.0 Jan 2026	Last Modified Date:	29/01/2026
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4.3 Privacy and Record Keeping

- 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 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)	Provide accurate information and comply with enrolment requirements
Learners	

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

7.1 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.

7.2 Authoritative Source for Course Duration:

- The approved course duration recorded in **PRISMS (CRICOS registration)** is the authoritative source for determining CoE start and end dates. No CoE may be issued using dates that are inconsistent with the PRISMS-approved duration.

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7.3 Step-by-Step Procedure

7.3.1 Step 1: Prepare Agreement Template

Use the approved Letter of Offer / Written Agreement Template (Mid City Letter of Offer).

Ensure sections include:

- Primary location
- Secondary/off-site locations
- Delivery modes
- Work placement details

Responsibility: Admissions Team

7.3.2 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

7.3.3 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

7.3.4 Step 4: Verify Accuracy

Checklist verification before sending to the student:

- All locations correctly listed.
- Delivery modes specified per unit/course.
- Work placement details included.
- Duration aligns with CRICOS-approved course period.
- A CoE **must not** be issued if the proposed enrolment period exceeds the CRICOS-approved course duration. Any discrepancy must be corrected prior to issuance or escalated.

Responsibility: Admissions Manager

Action: Any missing or incorrect information is corrected immediately before the student's signature.

7.3.5 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

7.3.6 Step 6: Record Keeping

- Save signed agreements in student file (electronic and/or hard copy).

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- Maintain a Verification Audit Log for each agreement completed.

Responsibility: Students Services Officer

7.3.7 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

7.4 Step-by-Step Process to Ensure COEs Do Not Exceed Approved Course Duration

7.4.1 Step 1: Confirm approved course duration

Before issuing a Certificate of Enrolment (CoE), authorised staff confirm the approved course duration as registered on CRICOS and documented in the course structure.

7.4.2 Step 2: Enter course dates into the student management system

The approved course start and end dates are entered into the student management system.

7.4.3 Step 3: Letter of Offer

The student services officer prepares the Letter of Offer according to the course duration listed in PRISMS (number of weeks) and consults with the term planner, which is based on the maximum number of weeks. Once the Letter of Offer is signed, accepted, and payment is made, the CoE is issued, including start and end dates based on the approved course duration in PRISMS.

7.4.5 Step 4: Review for variations or exceptions.

Where variations are proposed (e.g., credit transfer, deferment, compassionate and compelling circumstances), supporting documentation must be assessed to ensure the enrolment period does not exceed the PRISMS-approved duration. Variations may reduce or re-sequence the study, but cannot increase the total duration.

7.4.6 Step 5: Secondary compliance check

- Before approval, the student management system fields for start and end dates must align with the PRISMS-approved duration. A secondary authorized officer must verify this and record approval. If alignment cannot be confirmed, the CoE should not be issued.
- When a discrepancy is found, CoE issuance is halted and escalated to the CEO or Compliance Officer. Issuance can only resume after correction and documented approval.

7.4.7 Step 6: Issue CoE through PRISMS

Once compliance is confirmed, the CoE is issued through PRISMS in accordance with the approved course duration.

7.4.8 Step 7: Record keeping

All documentation, approvals, and system records related to CoE issuance are retained in the student file for audit and compliance purposes.

The student file must include a **PRISMS screenshot** (or system extract) evidencing the approved duration used to generate the CoE, together with the completed CoE Verification Checklist.

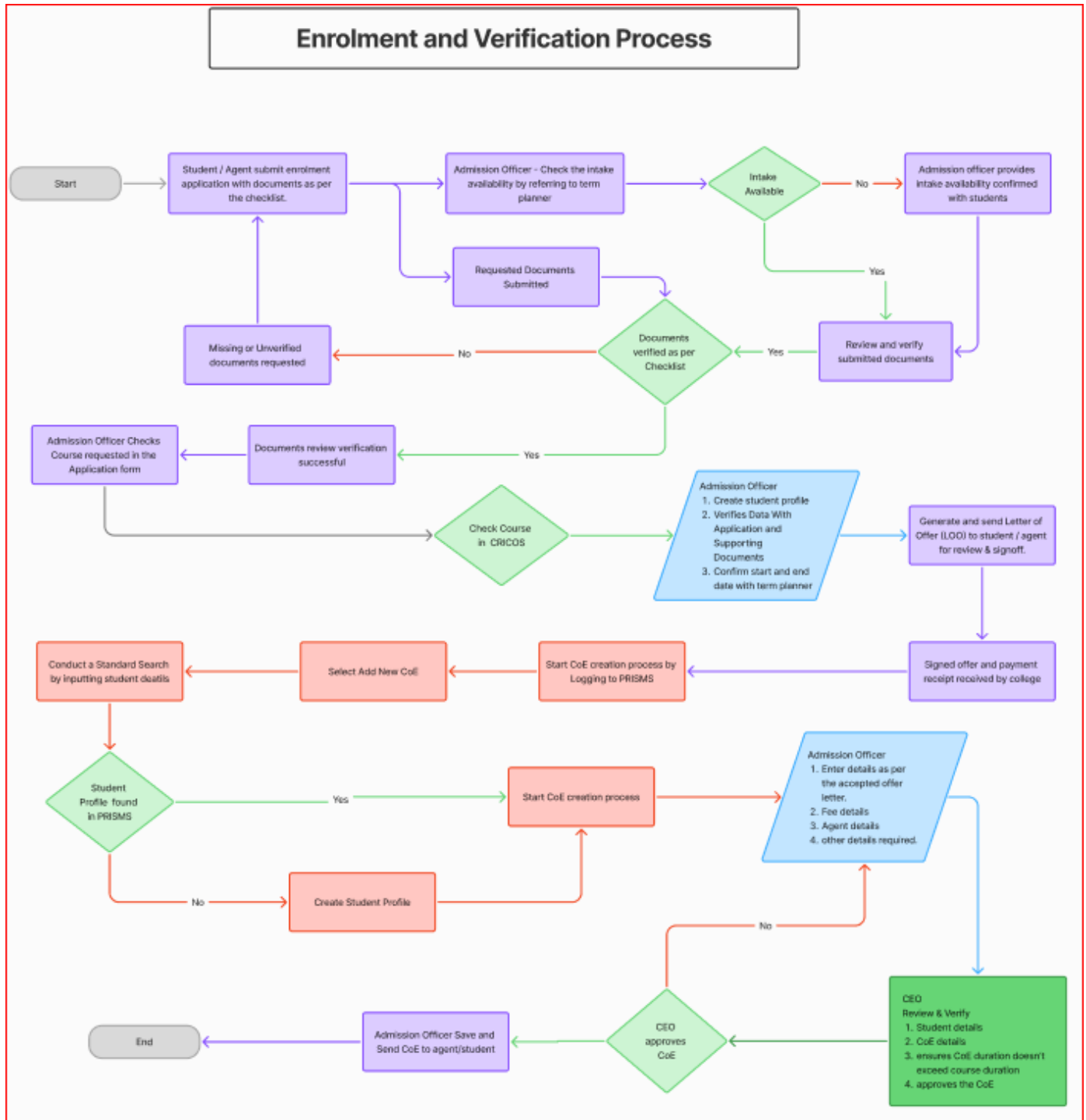
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7.4.9 Step 8: Ongoing monitoring and audits

Regular internal audits are performed to review issued CoEs and ensure continued compliance with approved course durations. Any discrepancies are corrected immediately through appropriate actions.

8. Enrolment and Verification Process



Note:

- Flowcharts are provided for illustrative guidance only.
- Where a conflict arises between a flowchart and written procedures, the written procedures and the Authoritative Timeframes Table prevail.

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9 Enrolment Checklist:

9.1 Application Document Verification

APPLICATION CHECKLIST	
<input type="checkbox"/>	Application for Enrolment Form
<input type="checkbox"/>	Copy of Passport
<input type="checkbox"/>	Visa Copy (if applicable)
<input type="checkbox"/>	Documentation of IELTS level of 6.0 English language or its equivalent
<input type="checkbox"/>	High School certificates (Year 10, Year12)
<input checked="" type="checkbox"/>	Australian Education Certificates & Transcripts (if applicable)
<input checked="" type="checkbox"/>	OSHC card copy
<input type="checkbox"/>	OSHC Application Form (if applicable)
<input type="checkbox"/>	Credit Transfer / RPL Application Form (if applicable)
<input type="checkbox"/>	Release Letter from previous College (if applicable)

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9.2 CoE Verification Checklist (form 9C – CoE Verification Checklist – Sample)

Confirmation of Enrolment (CoE) Verification Checklist

Provider Name: Mid City College

CRICOS Provider Code: _____

Checklist Reference No.: _____

Student Name: _____

Student ID: _____

Course Code & Title: _____

CRICOS Course Code: _____

Intake / Start Date: ____ / ____ / ____

A. Pre-CoE Eligibility Verification

Check	Yes / No
Valid Letter of Offer issued and accepted	<input type="checkbox"/> Yes <input type="checkbox"/> No
Student meets entry requirements	<input type="checkbox"/> Yes <input type="checkbox"/> No
Student meets Genuine Student (GS) requirements	<input type="checkbox"/> Yes <input type="checkbox"/> No
Course approved on CRICOS	<input type="checkbox"/> Yes <input type="checkbox"/> No
Course within provider's scope of registration	<input type="checkbox"/> Yes <input type="checkbox"/> No

B. Course Duration & CoE Accuracy (National Code Standard 8)

Check	Yes / No
Course duration does not exceed CRICOS approval	<input type="checkbox"/> Yes <input type="checkbox"/> No
Start and end dates calculated correctly	<input type="checkbox"/> Yes <input type="checkbox"/> No
Study period includes scheduled breaks only	<input type="checkbox"/> Yes <input type="checkbox"/> No
Mode of study aligns with CRICOS approval	<input type="checkbox"/> Yes <input type="checkbox"/> No
No overlap with previous CoE	<input type="checkbox"/> Yes <input type="checkbox"/> No

C. Student & Visa Details Verification

Check	Yes / No
Student personal details correct	<input type="checkbox"/> Yes <input type="checkbox"/> No
Passport validity covers course duration	<input type="checkbox"/> Yes <input type="checkbox"/> No
Existing visa status checked (if applicable)	<input type="checkbox"/> Yes <input type="checkbox"/> No
OSHC arranged for entire study period	<input type="checkbox"/> Yes <input type="checkbox"/> No

10. 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:	<input type="checkbox"/> New Draft <input type="checkbox"/> Updated Draft <input checked="" type="checkbox"/> Current
Key Stakeholders:	CEO Admission Officer
Date Approved:	January 2026
Approved by:	CEO
Date of next review:	December 2026

Version History		
Version	Date	Details
1.0	02/04/2025	Approved
2.0	10/10/2025	Updated to RTO standards 2025
3.0	15/01/2026	Updated & approved

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