PIONEER COLLEGE
RTO: 45763 CRICOS: 03956A

Student Enrolment and Completion

Policy and Associated Procedures

September 2026

Pioneer Education Institute Pty Ltd t/a Pioneer College

Head Office and Campus: Level 1 150-152 Adelaide Terrace, EAST PERTH, WA, 6004 | Tel: |+61 | 433 500 276
Email: ceo@pioneercollege.edu.au

Provider Codes: RTO: 45763 | CRICOS 03956A

Table of Contents

1. Purpose and Scope **3**

2. Related Documents **3**

3. Related Legislation **3**

4. Definitions **4**

5. Policy Statements **4**

5.1 Enrolment 4

5.2 Credit Transfer and RPL – VET Students Only 4

5.3 Changes to Services 5

5.4 Completion – VET Students Only 5

5.5 Completion – ELICOS Students Only 6

6. Procedures **6**

6.1 Process Enrolment 6

6.2 Conduct Couse Entry Interview – VET Students Only 6

6.3 Conduct Couse Entry Interview – ELICOS Students Only 7

6.4 Process Credit Transfer – VET Students Only 8

6.5 Process Recognition of Prior Learning (RPL) – VET Students Only 8

6.6 Finalise Enrolment Process 9

6.7 Manage Student Files 9

6.8 Finalise Certification 10

7. Policy Review **10**

8. Responsibilities **11**

Document History **13**

1. Purpose and Scope

1.1 This policy and associated procedures outline Pioneer College's (hereafter referred to as 'Pioneer') approach to student enrolment and completion. This ensures that there are structured processes in place for the enrolment of students, issuing of credit transfer and recognition of prior learning, changes to services and the issuing of certificates on completion.

1.1.1 This policy and associated procedures meet the requirements of Standards 1.6, 1.7, and 2.2 of the Outcome Standards for RTOs and AQF certification documentation, student identifiers and nationally recognised training logo requirements in Compliance Requirements, as well as Standards 2 and 3 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018. It also meets the requirements of Standard P3 of the ELICOS Standards 2018.

2. Related Documents

Application Form
Letter of Offer Template
Student Handbook
Deferral, Suspension and Cancellation Policy and Associated Procedures
Complaints and Appeals Policy and Associated Procedures
Continuous Improvement Register
Fees and Refunds Policy and Associated Procedures
Training and Assessment Policy and Associated Procedures
Plagiarism Policy and Associated Procedures
Course Transfer Policy and Associated Procedures
Student Support Policy and Associated Procedures
Course Progress and Attendance Policy and Associated Procedures
Orientation Checklist

3. Related Legislation

3.1 *Education Services for Overseas Students (ESOS) Act 2000*, specifically the *National Code 2018*

3.2 *National Vocational Education and Training Regulator (NVETR) Act 2011*, specifically the *2025 Standards for Registered Training Organisations (RTOs)*

This policy and associated procedures will contribute to Pioneer complying with other requirements such as included in the:

- *ELICOS Standards 2018*
- *Equal Opportunity Act 1984 (WA)*
- *Privacy Act 1988*

4. Definitions

Recognition of Prior Learning (RPL)	An assessment process that recognises skills and knowledge gained through prior learning environments or work experience.

5. Policy Statements

5.1 Enrolment

5.1.1 Information about the enrolment process is provided in Course Brochures and the International Student Handbook.

5.1.2 Applicants must meet the entry requirements to be accepted into a course. The entry requirements are included in each Course Brochure and include language, literacy and numeracy and digital literacy requirements. For international students, the English Language proficiency requirements specified ensure that students have the required language and literacy skills. The requirement to have completed Year 12 or equivalent will ensure that students have the required numeracy skills.

5.1.3 On receipt of an application, a course entry interview will be conducted and a decision made on whether the student is suitable for the course based on the course entry interview and the documentation provided by the student in support of their application. The course entry interview process will also include a LLN assessment for domestic students and all students will be required to be assessed for their digital literacy. ELICOS students will also need to complete an English Placement Test so that their English language proficiency can be assessed and so that they can be placed at the appropriate level.

5.1.4 Where a student is accepted into the course, they are provided with an Offer Letter and Student Agreement for signing to indicate their acceptance of the offer. The Offer Letter and Student Agreement meets all of the requirements of Standard 3 of the National Code. Fees are only accepted concurrently with or following acceptance of the Offer Letter and Student Agreements as per Pioneer's Fees and Refunds Policy and Procedure.

5.1.5 Pioneer uses an AVETMISS compliant Student Management System to record all student information. This is also used for ELICOS students, although their information does not need to be reported to NCVER.

5.1.6 Records of all enrolment records including the Offer Letter and Student Agreement and associated receipts of payment are retained for at least 2 years.

5.2 Credit Transfer and RPL – VET Students Only

5.2.1 Students are able to seek recognition of prior learning (RPL) and credit transfer. This means that students do not have to repeat units (or equivalent) already achieved and can be recognised for formal and informal learning, skills and experience.

5.2.2 Students will be offered the opportunity to seek credit transfer and RPL during the enrolment process and will be informed of Pioneer's processes for this. Information about RPL and credit transfer is included in student handbooks.

5.2.3 All decisions about credit transfer and RPL are fair, consistent and transparent and are documented. Decisions about RPL will maintain the integrity of the training product.

5.2.4 Pioneer will review all AQF certification documentation or an authenticated VET transcript (unless prevented by licensing or regulatory requirements) and authenticate it as part of the process of awarding credit.

5.2.5 Applicants who wish to apply for RPL will be provided with a RPL Kit. The RPL process will be followed as per the procedures included with this policy.

5.2.6 Applicants will be advised in writing of the outcome of their application for credit transfer and/or RPL. Where the credit provided results in a reduction of the duration of the course and fees, this will also be advised in writing.

5.3 Changes to Services

5.3.1 Students are informed within 3 working days of any changes to services as documented in the Student Agreement, including where there are new third party arrangements, changes to existing third party arrangements and changes in ownership.

5.3.2 Where Pioneer is unable to offer a course prior to or following commencement, refunds will be in accordance with the Fees and Refunds Policy and Associated Procedures.

5.4 Completion – VET Students Only

5.4.1 AQF certification documentation is issued to students who have met the requirement of the training product.

5.4.2 AQF certification documentation is issued to students within 30 calendar days of successful completion of their course provided they have completed the AQF qualification or one or more units of the qualification and paid all agreed fees.

5.4.3 All certificates issued are recorded in the Student Management System and are kept for a period of 30 years.

5.4.4 All certification documentation complies with AQF certification documentation and Nationally Recognised Training logo requirements in the Compliance Requirements and includes a mechanism to ensure it cannot be fraudulently reproduced.

5.4.5 Certification documentation will only be issued where the student's USI is on file (unless an exemption applies under the Student Identifiers Act 2014) and has been verified and where the student has paid their all agreed fees.

5.4.6 Confirmation of the issuing of certificates will be provided to those who need to verify certificates.

5.4.7 Certificates can be reissued on request.

5.5 Completion – ELICOS Students Only

5.5.1 Students are issued with certification documentation following completion or partial completion of their course. All certification documentation complies Standard P4.2.

5.5.2 Certification documentation will only be issued where the student has paid their all agreed fees.

5.5.3 Certification will be issued within 30 Calender days of completion subject to the payment of all fees. All certificates issued are recorded in the Student Management System and are kept for a period of 30 years.

5.5.4 Confirmation of the issuing of certificates will be provided to those who need to verify certificates.

5.5.5 Certificates can be reissued on request.

6. Procedures

6.1 Process Enrolment

6.1.1 Provide application for enrolment forms to applicants on request.

6.1.2 On receipt of an enrolment, check that the enrolment form has been completed in full and that all supporting information has been provided.

6.1.3 Send an acknowledgement that the enrolment form has been received within 3 working days of receipt. Request additional information not provided as relevant.

6.1.4 Enter the applicant's details into the secure Student Management System.

6.1.5 Where the USI has not been received, make a note on the applicant's file that it is to be completed at the orientation.

6.1.6 Verify all USIs.

6.1.7 Where an applicant indicates they have a USI exemption, they will be informed in writing prior to the completion of the enrolment process that the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the Registrar.

6.2 Conduct Course Entry Interview – VET Students Only

6.2.1 Contact the applicant to arrange a suitable date and time for the course entry interview. This should be within 4 working days of receipt of the application for enrolment.

6.2.2 For domestic students, conduct the course entry interview using the Course Entry Interview Form.

6.2.3 Complete the course entry interview to determine whether the applicant is suitable for their chosen course and the applicant's support needs.

6.2.4 For domestic students, provide the language, literacy and numeracy assessment to determine LLN level.

6.2.5 For international students, check that the student satisfies the entry requirements specified for English language proficiency.

6.2.6 Generally, international students are required to demonstrate English language proficiency through evidence of:

6.2.6.1 An IELTS* score of 6.0 (test results must be no more than 2 years old); or

6.2.6.2 Having been educated for at least 5 years in an English-speaking country; or

6.2.6.3 Having completed at least a Certificate III level or IV course in an Australian RTO within the last 2 years (check the Course Brochure for the level); or

6.2.6.4 Completion of another English Language Test such as PTE and TOEFL (results should also be no more than 2 years old).

6.2.7 Scores should be checked to ensure equivalence to IELTS 6.0 as required using the following websites: https://ielts.org/organisations/ielts-for-organisations/compare-ielts

6.2.8 For international students, check that the student satisfies the entry requirements specified for numeracy skills.

6.2.9 Provide the digital literacy assessment to all students and assess them according to the benchmarks in the assessment.

6.2.10 Document the outcomes of the course entry interview process, including LLN/English Language proficiency and numeracy and digital literacy in the Course Entry Interview Form.

6.2.11 Note that for students participating in courses with work placement requirements, it is important to discuss the requirements of the work placement including identity checks and immunisations. A prompt is included in the course entry interview form.

6.2.12 Communicate the outcomes of the course entry interview process by either confirming the student's enrolment or advising in writing that they have not been accepted into the course and the reasons why. Note where the student's enrolment is confirmed and they require support, ensure the student support policy and associated procedures is followed and a student support plan is documented.

6.3 Conduct Course Entry Interview – ELICOS Students Only

6.3.1 Contact the applicant to arrange a suitable date and time for the course entry interview. This should be within 4 working days of receipt of the application for enrolment.

6.3.2 Conduct the course entry interview using the Course Entry Interview form.

6.3.3 Complete the Course Entry Interview form and provide them with the English Placement Test for completion.

6.3.4 Based on the results of the course entry interview and the English Placement Test, assess the student's suitability for the course and the class in which they should be placed as relevant to their English language proficiency.

6.4 Process Credit Transfer – VET Students Only

6.4.1 Check if the student wishes to apply for credit transfer – this will be through a review of the Application for Enrolment Form and/or through the course entry interview process. The student must provide their AQF certification documentation or authenticated VET transcript.

6.4.2 Review the student's AQF certification documentation or authenticated VET transcript to assess whether they have completed an equivalent training product. Note that credit transfer cannot be provided if this is not allowed as per licensing or regulatory requirements or the training product.

6.4.3 Where the student has provided AQF certification documentation, contact the issuing RTO to verify that the certificate is authentic. Where the AQF certification documentation is not confirmed as authentic, contact the student to discuss.

6.4.4 Where the assessment confirms that the student has completed an equivalent training product as demonstrated by AQF certification documentation or authenticated VET transcript, record this on the student's record on their Student Management System.

6.4.5 Inform the student of the outcome of the credit transfer assessment, including whether the application has been successful or not. If credit transfer will not be awarded, explain to the student why. If credit transfer will be awarded, advise the student of any reduction to their course duration and fees. The reduction in course duration will be as per the amount of time allocated in the timetable to the unit that the student has received credit for. See Fees and Refunds Policy and Associated Procedures for calculation for reduction of fees.

6.4.6 Issue the Offer Letter and Student Agreement with the relevant fees and duration considering the credit transfer awarded.

6.4.7 For international students, issue the COE including the duration considering the credit transfer awarded.

6.4.8 Where a student applies for credit transfer once they have commenced their course, this credit transfer process must be followed and the Offer Letter and Student Agreement updated. For international students, their change of course duration will need to be reported in PRISMS. Any fee reductions will be processed as per the Fees and Refunds Policy and Associated Procedures.

6.5 Process Recognition of Prior Learning (RPL) – VET Students Only

6.5.1 Check if the student wishes to apply for RPL – this will be through a review of the Application for Enrolment Form and/or through the course entry interview process.

6.5.2 Provide the student with the relevant RPL Kit and follow the instructions for processing an RPL application as set out in the assessor version of the RPL kit. The RPL assessment

process as documented in the RPL kit ensure that decision are fair and consistent and maintain the integrity of the training product.

6.5.3 Record the outcome of the RPL assessment process on the student's record in the Student Management System.

6.5.4 Inform the student of the outcome of the RPL assessment, including whether the application has been successful or not. If RPL will not be awarded, explain to the student why. If RPL will be awarded, advise the student of any reduction to their course duration and fees. The reduction in course duration will be as per the amount of time allocated in the timetable to the unit that the student has received credit for. See Fees and Refunds Policy and Associated Procedures for calculation for reduction of fees.

6.5.5 Issue the Offer Letter and Student Agreement with the relevant fees and duration considering the RPL provided.

6.6 Finalise Enrolment Process

6.6.1 If the applicant is suitable for the course, create a student file.

6.6.2 Verify the student's USI or create a USI for the student following the procedures for such at: https://www.usi.gov.au/providers/verify-student-usi. This is for VET students only.

6.6.3 Customise the Offer Letter and Student Agreement for the student and send out to the student for signing. This should occur within 5 working days of receipt of the application for enrolment. The signing of the Offer Letter and Student Agreement indicates the student has accepted all terms and conditions.

6.6.4 On receipt of the signed Offer Letter and Student Agreement, send out an invoice for the first payment.

6.6.5 Following receipt of the first payment by the student, create a CoE in PRISMS following the instructions in the PRISMS User Guide.

6.6.6 Use the student file checklist to confirm all the information has been collected.

6.7 Manage Student Files

6.7.1 Update student files throughout the course according to relevant events including but not limited to course progress and attendance, support, course credit, course transfer, deferral, suspension and withdrawal and disciplinary action. Refer to all of the relevant policies and procedures for student file management.

6.7.2 Update Student Agreements as relevant based on any changes that occur once the student has enrolled (this also includes changes to third party arrangements including new third party agreements or changes in ownership). Send to the student for agreement within 3 working days of signing and adjust fees and the CoE as required.

6.7.3 Send out emails to students every 6 months requesting advice of any change of contact details (note students are also required to provide these within 7 days of any change).

6.7.4 Update student details as required based on changes to contact details.

6.8 Finalise Certification

6.8.1 Immediately record student assessment outcomes on the Student Management System on receipt of marked work from trainers/assessors.

6.8.2 Once all units have been completed, check that the student has paid all agreed fees. If the student withdraws before completing a qualification in full, they must also pay all agreed fees and will be eligible to receive a statement of attainment.

6.8.3 Contact the student in writing regarding unpaid fees if applicable, indicating these must be paid before they can receive their AQF certification.

6.8.4 Check the student's USI is on file and contact the student in writing if this has not been received. This is for VET students only.

6.8.5 Populate the testamur and record of results or statement of attainment with the student and award details. This is for VET students only.

6.8.6 Populate the certificate or partial certificate with the student and award details. This is for ELICOS students only.

6.8.7 Sign certification (authorised signatory).

6.8.8 Have the certification ready within 10 working days of the student having been assessed as meeting all the requirements of their course (and having paid all of their fees).

6.8.9 Retain the student's certification on file for a period of 30 years.

6.8.10 Advise the student via email that their certificate is ready for collection or email an electronic version or send via post.

6.8.11 Reissue AQF documentation certification as required by students on request. Fees for such are included in the Fees and Refunds Policy and Associated Procedures and International Student Handbook.

6.8.12 Retain all student details including assessment outcomes for a minimum of 2 years.

6.8.13 Provide reports to ASQA as required of records of qualifications and statements of attainment issued.

7. Policy Review

7.1 Policy review is undertaken by the CEO with input from relevant staff.

7.2 Policy reviews are identified by an annual review cycle, or through audit and continuous improvement activities. An earlier review may occur if legislative or regulatory changes occur, or if a significant incident or near miss occurs.

7.3 The CEO actions the changes and updates the policies and associated procedures manual accordingly.

7.4 The CEO communicates amendments to policies and associated procedures to all relevant staff via email and/ or staff meetings.

7.5 Changes will be recorded in the updated version control and Document History.

8. Responsibilities

8.1 The CEO/PEO is responsible for, but not limited to:

8.1.1 Holding overall accountability for the integrity of enrolment and completion processes.

8.1.2 Ensuring organisational systems support compliance with enrolment, progression and certification.

8.1.3 Allocating resources to support accurate record-keeping and monitoring.

8.2 The Academic Manager/ Trainer Co-ordinator is responsible for, but not limited to:

8.2.1 Conducting course entry interviews and approving student applications

8.2.2 Reviewing and approving all applications for credit transfer

8.2.3 Coordinating notification of changes to services and updating agreements

8.2.4 Approving CoEs

8.2.5 Issuing certification.

8.3 The Compliance Team is responsible for, but not limited to:

8.3.1 Overseeing compliance with legislation via monitoring records and reports.

8.3.2 Ensuring corrective actions are recorded as per continuous improvement procedures.

8.4 Trainers and Assessors are responsible for, but not limited to:

8.4.1 Conducting RPL.

8.4.2 Providing timely assessment feedback to support student progression and completion.

8.4.3 Identifying students at risk of non-completion and referring them for support.

8.5 The Administration and Student Support Officer are responsible for, but not limited to:

8.5.1 Checking all incoming applications for enrolment

8.5.2 Populating and sending out Offer Letters and Student Agreements

8.5.3 Invoicing

8.5.4 Using the student management system

8.5.5 Drafting CoEs

8.5.6 Student file maintenance.

Any complaints or breaches in relation to this document should be reported to the Chief Executive Officer in person or by email to: ceo@pioneercollege.edu.au

Document History:

Version No.	Issue date	Nature of Amendment	Approved By
1.0	1 Jul 2025	*As per implementation of the Revised 2025 Standards for RTOs, all related documentation is reset to version 1.0 to reflect alignment with the updated regulatory framework.* Creation of Document.	CEO
1.1	26 Aug 2025	Document edited and contextualised.	CEO
1.2	18 Dec 2025	Definitions Added, and minor formatting changes.	CEO
1.3	16 Jul 2026	Review made. Minor updates to cover page and formatting.	CEO
1.4	03 Sep 2026	Minor changes have been made.	CEO

Document Code	SEC-PP001-030926
File Location	https://www.dropbox.com/scl/fo/s35dv9ddwfrrzgnom3ltg/ADZplj4w2Lv6kMNkExcDkN4?rlkey=65ra355s1ilhxfmuyt20pngiu&st=s4743ise&dl=0