

Student Enrolment and Written Agreement Policy and Procedures

1. Purpose

The purpose of this policy is to ensure that Insight Academy systematically conducts Pre-Enrolment Skills Assessments for all prospective VET students prior to enrolment. The process enables Insight Academy to assess the student's core competencies; LLND skills; English language proficiency to determine course suitability; provide information to applicants about their right to seek recognition of prior learning (RPL) and credit transfer of previous qualifications, where applicable and guidance of alternative course of study to ensure successful learning outcomes. It guides the issuing of conditional course offers, including completion of prerequisite programs or courses.

The policy also ensures that ***Student Acceptance Agreements/ Written Agreements*** are issued and executed in accordance with the National Code 2018 and the ESOS Act 2000, establishing a transparent and legally binding agreement between the student and Insight Academy prior to the acceptance of any course fees. These agreements clearly set out course details, fees, refund conditions, and student obligations, while preserving the student's rights under Australian Consumer Law.

This policy applies to:

- All prospective domestic and overseas students enrolling into a VET qualification or accredited course.
- Insight Academy Admissions Officers, Student Support Officers, and Trainers/Assessors (Coaches).
- Third-party representatives and education agents involved in recruitment or enrolment on behalf of Insight Academy.

2. Policy Statement

Insight Academy is committed to ensuring that each prospective student is provided with comprehensive, accurate, and individualised information prior to enrolment. This includes assessing the student's Language, Literacy, Numeracy and Digital literacy (LLND) skills, English proficiency,

academic background, and vocational experience to determine the suitability of the chosen training product.

Insight Academy recognises that each student's background, academic history, and prior learning experiences may influence course suitability. As part of a fair and equitable admissions process, applicants are informed of the opportunity to apply for Recognition of Prior Learning (RPL), and Credit Transfer.

These processes are offered prior to enrolment to support appropriate placement and potential reduction in course duration or fees. Where appropriate, guidance is offered on alternative pathways or additional support. No fees are accepted until a formal written agreement has been issued, reviewed, and signed by the student (or guardian if under 18).

Each written agreement is issued in compliance with Standard 3 of the National Code 2018 and includes:

- Course and provider details
- Fees and refund conditions
- Entry requirements and support services
- Conditions of enrolment
- The student's rights to complaints, appeals, and consumer protections

This agreement confirms the mutual obligations of both the student and the RTO and ensures transparency in all pre-enrolment communications and transactions.

3. Procedure

The following procedures are undertaken to ensure assessment of prospective students' skills suitability to the intended study and formalisation of a written agreement between them and Insight Academy:

3.1 Application and Evidence Submission

- Prospective students complete the **Student Enrolment Form** and submit supporting evidence which includes but is not limited to:
 - Identity (passport or national ID)
 - Academic history (certified transcripts and qualifications)
 - English language proficiency test results
 - Employment history (CV and work evidence if applicable)
 - Any additional evidence for course-specific entry requirements
 - **Genuine Student (GS) Form**
- All documentation must be submitted in original language as well as translated in English (if not in English) and certified.
 - *The documents must be translated by a NAATI accredited translator. For details refer <https://www.naati.com.au/online-directory>*
 - *A certified copy of an original document is a copy that has been signed & dated (on all pages) by an authorised witness (Authorised Education Agent, Insight Academy staff, Public Notary) stating that it is a true copy of the sighted original document. They must also include their contact details and the official stamp or seal of their organisation or their profession and organisation name.*

3.2 Pre-Enrolment Screening and English Language Proficiency Review

- Insight Academy Admissions team reviews submitted documents to assess:
 - Fulfilment of entry requirements for the applied training product
 - Prior qualifications and/or employment
 - Any declared disabilities and/ or learning, physical, or cognitive support needs
 - English language proficiency level

Entry Requirements

General entry requirements for all VET Courses:

- Applicants must be minimum 18 years of age at the time of commencement.
- Successful completion of Australian Year 12 equivalent qualification or higher is required for all AQF Level 5 (Diploma) & above courses (Refer to Appendix A).

- Successful completion of Australian Year 11 equivalent qualification will be acceptable for all AQF Level 4 (Cert IV) courses (Refer to Appendix A).
- For **Trade courses (only)**, successful completion of Australian Year 10 equivalent qualification will be acceptable for AQF Level 3 (Cert III) qualifications (Refer to Appendix A). In the absence of the Australian Year 10 equivalent qualification for AQF Level 3 (Cert III), equivalent LLND assessment results for the course may be acceptable. LLND Assessment is conducted by Insight Academy via LLN Robot (Online).
- If the qualification credentials are in another language, submission of documents translated in English by certified translators.
- Minimum IELTS score of 6.0 or equivalent (Refer to Appendix B).
- In addition, all applicants should have basic computer and MS Office skills such as Word, Excel and Power Point. *(Students must bring their own laptops to facilitate the training and assessment. Recommended Laptop requirements: Core i3 processor, 4 GB of RAM, Operating system: Windows 10 or later version, Screen: 10" or higher, Microsoft Office or Open Office Program, Adobe Reader and Antivirus Program.)*
- Mature age applicants (21+) with no formal qualification/ applicants with a study gap of more than 2 years may be considered with a minimum 2 years of work experience (each case will be reviewed individually with relevant evidence of work experience such as a reference letter on company letterhead, work samples with curriculum vitae)

General Entry requirements for ELICOS:

- Applicants must be minimum 18 years of age at the time of commencement.

Course Specific Entry requirements for VET & ELICOS Courses:

- All prospective students must meet course specific entry requirements listed for entry into the desired qualification. These have been listed in the Course Syllabus/ flyers on Insight Academy website.
- RPL and Credit Transfer indications and applications may be assessed during the pre-enrolment screening and may shorten course duration or reduce the total fees of the course. Applications are required be submitted with supporting evidence and are processed in accordance with Insight Academy's *Recognition of Prior Learning (RPL) and Credit Transfer (CT) Policy and Procedures*.
- For International students, the academic qualifications issued overseas are assessed for equivalency using the Academic Equivalency Table (Appendix A). This ensures fair recognition of international qualifications.

- Applicants are encouraged to indicate any disability or learning needs on the enrolment form. Where such needs are identified, further details may be requested to assess potential reasonable adjustments or support needs. This information is used only for determining how Insight Academy can best support the applicant's access to the course.
- For international students, English proficiency is verified through one of the following:
 - Evidence of internationally recognised English language proficiency test results (e.g., IELTS, PTE Academic) from the past 2 years. There are valid exemptions applicable, i.e., the following applicants do not require to provide evidence of English language proficiency result.

English Language test requirements do not apply for the following applicants.

- Citizen of and holding a passport valid passport issued by, one or more of the following countries, are exempted from:
 - Canada
 - New Zealand
 - Republic of Ireland
 - the United Kingdom
 - the United States of America
- Who are already enrolled in one of the following (to complete at the required level prior to the applied VET course)
 - a course of study that is registered to be delivered in a language other than English.
 - an ELICOS
 - a registered school course
 - registered post-graduate research course
- Who have successfully completed, in the 2 years before applying for study at Insight Academy:
 - the requirements for a Senior Secondary Certificate of Education, in a course that was conducted in Australia and in English (Certified credentials required as evidence); or
 - a substantial component of a course leading to a qualification from the Australian Qualifications Framework (AQF) at the Certificate IV level or higher

that was conducted in Australia and in English, while the applicant was holding a student visa (Certified credentials such as qualification or SOA required as evidence)

- Insight Academy will also accept applicants who have successfully completed a standalone English Language Intensive Course for Overseas Students (ELICOS) at the required level (Completion certificate at the required level required as evidence)
- Who have successfully completed at least 5 years of study in English in one or more of the following countries: Australia, Canada, New Zealand, South Africa, the Republic of Ireland, the United Kingdom or the United States of America.

Adapted from: [Migration \(English Language Tests and Evidence Exemptions for Subclass 500 \(Student\) Visas\) Instrument 2025 - Federal Register of Legislation](#)

- Where applicants do not hold a formal English qualification and are unable to provide English proficiency test results, Insight Academy may administer an English Placement Test inhouse, to determine the applicant's current proficiency level.
 - For such cases, Insight Academy uses Oxford English Placement tests where the English equivalency standards are aligned with internationally recognised tests (IELTS, TOEFL, PTE). Refer to English Equivalency Table (Appendix B).
- All reviewed records are updated in the ***Pre Enrolment Review Checklist***.

3.3 LLND Skills Assessment

- Insight Academy uses LLN Robot digital platform for LLND Skills Assessment. **LLN and Digital Literacy assessment links** are provided to the applicant who complete the test online (offshore) or in person (onshore).
- **LLND Skills Assessment Exemption:** An applicant may be exempt from undertaking a LLND assessment where they have successfully completed a substantial amount of training and assessment for a training product at the **AQF level immediately below or above** the training product for which they are applying.

- This exemption is based on the reasonable assumption that the student has demonstrated sufficient foundation skills required for the level of study they are intending to undertake.
- **Condition Enrolment:** A Conditional CoE may be issued when a student applies for a VET course that is to commence **in future, after completion of an ELICOS program**. This Conditional CoE will only be issued provided all other parts of the Pre-Enrolment Review are complete and indicate that the course may be suitable for the student after completion of the ELICOS program.
 - Condition - The student must complete the LLND Skills Assessment at least two (2) weeks prior to the commencement of the VET training product/ course. This enables the Insight Academy team to identify any required training support needs, assess the suitability of the course and plan appropriate interventions.
 - Validity of the Conditional CoE - The Conditional CoE will only remain valid if the LLND Skills Assessment results confirm that the VET training product/ course is suitable for the student. If the LLND Skills Assessment results indicate that the course is not suitable, Insight Academy will not proceed with enrolment and will instead provide advice on **alternative study pathways**.
- The LLND skills assessment results are based on the ACSF profile of the training product applied for, as detailed in the **LLND Assessment and Support Guide**.
- The assessment checks language, literacy, numeracy and digital literacy levels of the applicants and helps determine if:
 - the training product is suitable for the applicant
 - the training product is suitable for the applicant with additional support
 - training product is not suitable for the applicant
- Where required, the applicant is invited to a **Pre-Enrolment Interview** (verbal or written) conducted by an Insight Academy Assessor (Coach) to assess practical readiness and suitability to the training product applied for.

3.4 Pre Enrolment Review Outcome

- The details of the Pre-Enrolment skills screening, English proficiency review and the LLND assessment results are documented in the ***Pre-Enrolment Review Checklist***.
- Where it is determined that the training product will be suitable for the applicant but with additional support provided by Insight Academy training team, it is recorded in the ***Training Support Management Register***.
- The ***Training Support Management Register*** is made accessible for the student support and training team for them to coordinate and provide the required training support. (*Refer Training Support and Reasonable Adjustment Policy and Procedures*)
- Where it is determined that the training product is not suitable for the applicant based on the LLND Assessment results, Insight Academy does not discriminate against the applicant and where possible alternate study options are recommended.
- Where the training product is found to be suitable for the applicant based on the pre-enrolment review, the Insight Academy Admissions team issues a ***Letter of Offer and Student Acceptance Agreement/ Written Agreement***.
- In all scenarios, the applicants are provided with clear advice based on the outcome of the pre-enrolment review via email. If the course is not deemed suitable based on their LLND, academic or English proficiency, alternative study pathways or support options are recommended.

3.5 Course Offer and Written Agreement

- A ***Letter of Offer and Student Acceptance Agreement/ Written Agreement*** are issued to prospective students when the training product is assessed as suitable based on the Pre-Enrolment review outcomes.
- Where English proficiency test results or other documentary evidence are pending, Insight Academy may issue a ***Conditional Letter of Offer***, outlining the requirements to be fulfilled before the Confirmation of Enrolment (CoE) can be issued. In cases where enrolment is conditional upon the successful completion of a prerequisite course (e.g., an ELICOS

program), this condition is documented in the eCoE, and completion is verified before course commencement.

- The ***Student Acceptance Agreement/ Written Agreement*** is a formal document that forms the basis of the contractual relationship between the student and Insight Academy and is issued before accepting any tuition fees. The Insight Academy Letter of Offer and Written Agreement Template ensures inclusion of the following:
 - Student's full name and contact details
 - Training product (s) code and title, CRICOS code (if applicable)
 - Expected course start and end dates, duration and location of delivery.
 - Course delivery modes including any compulsory online and/or work-based training, placements, and/or other community-based learning as well as any third-party delivery arrangements (if applicable).
 - Prerequisites and/ or the Entry requirements for the course (including English language proficiency requirements)
 - Any conditions of enrolment.
 - Tuition and non-tuition fees payable and the period as well as services they relate to such as reassessment fee, late payment fee etc.
 - Fee payment terms and schedule (including, if permitted under the ESOS Act, that the student may choose to pay more than 50 per cent of their tuition fees before their course commences)
 - *Fees, Charges and Refund Policy and Procedures* including conditions under which refunds may or may not be paid and the recipient of the refund in cases of student defaults.
 - Provider default and role of TPS.
 - Circumstances in which personal information about the student may be disclosed by Insight Academy, the Commonwealth including the TPS, or state or territory agencies, in accordance with the Privacy Act 1988.
 - Insight Academy internal and external Complaints and Appeals processes
 - Statement outlining student obligations including:

- Updating contact details within 7 days
- Maintaining satisfactory course progress and attendance (where required)
- Holding Overseas Student Health Cover (OSHC)
- Consumer protection statement as per National Code Standard 3.4.5: *"This written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies."*
- Acknowledgement by the student (or parent/guardian if under 18) confirming that they:
 - Understand the terms of the agreement
 - Have been provided with relevant pre-enrolment information
 - Agree to abide by Insight Academy's policies and procedures
- The written agreement is required to be signed with date stamp by the student and Insight Academy representative prior to the acceptance of fees.
- The applicants are advised of the validity of the offer and requirement to review and sign the written agreement if they accept the course offer.
- Insight Academy verifies the student's signature on the **Letter of Offer and Student Acceptance Agreement/ Written Agreement** against passport or ID. If concerns arise regarding the validity of the signature (e.g. signed by agent), Insight Academy may contact the applicant directly or request them to re-sign the agreement in person. The CoE will not be issued until the authenticity of the signed agreement is confirmed.

3.6 Confirmation of Enrolment (eCoE)

- Upon receipt of:
 - Signed Letter of Offer and Written Agreement
 - Initial Fees deposit
 - Verified Overseas Student Health Cover (OSHC)

The student is issued a Confirmation of Enrolment (eCoE) via PRISMS.

- The eCoE is emailed to the student and the any representative (if applicable)

3.7 Student File creation and Records

- The enrolled student details are updated on the Student Management System (SMS)
- All documents and records relating to pre-enrolment assessment and written agreement are stored securely in the student's file within the SMS, including:
 - Enrolment form and certified documents
 - GS form (if applicable)
 - LLND assessment results
 - Pre-enrolment interview notes
 - English proficiency evidence
 - Signed Letter of Offer and Written Agreement
 - Fee Payment receipts and confirmations
 - OSHC records
 - eCoE
- Records are retained in line with the *Document Management and Records Retention Policy and Procedures* and are accessible for audit, reporting, or student inquiry purposes.
- Where false or misleading information (such as incorrect academic records or falsified English results) is identified during the review or verification stage, Insight Academy reserves the right to cancel the enrolment or withdraw the **Letter of Offer**. In such cases, no refund will be issued.

Standard Operating Procedure: Pre Enrolment Skills Review and Finalisation of Written Agreement

Step	Procedure Description	Responsible Person(s)	Supporting Documents
1	Collect completed Enrolment Form, GS Form, and certified supporting evidence	Admissions Officer	Student Enrolment Form, GS Form, Pre Enrolment Review Checklist

2	Review English proficiency evidence or administer placement test	Admissions Officer	Pre Enrolment Review Checklist
3	Provide LLND assessment link and instructions	Admissions Officer	LLND Robot access (digital)
4	Review LLND results and assess alignment with ACSF and training product	Admissions Officer	LLND Assessment and Support Guide, LLND Assessment Results, Pre Enrolment Review Checklist
5	Checks for RPL and CT application and confirms with Training Team	Admissions Officer and Training Coordinator	Training Product Details, RPL and CT Records
6	Conduct pre-enrolment interview to confirm readiness, if required.	Assessor (Coach)	Pre enrolment Interview Questionnaire, LLND Assessment Results, Pre Enrolment Review Checklist
6	Determine suitability and record any support needs in LLND Skills Support Register	Admissions Officer	Pre Enrolment Review Checklist, LLND Skills Support Register
7	Inform applicant of the Pre Enrolment Review Outcomes and Issue Letter of Offer & Written Agreement if suitable	Admissions Officer	Letter of Offer and Written Agreement Template

8	Receive signed Written Agreement, fee deposit, and OSHC. Issue eCoE	Admissions Officer	Access to PRISMS and SMS
9	Create student file, upload all documentation to SMS	Admissions Officer and Student Support Officer	Student File, SMS

4. Supporting Documents

- Student Enrolment Form
- Genuine Student (GS) Form
- LLND Assessment and Support Guide
- Pre Enrolment Interview Questionnaire
- Pre Enrolment Review Checklist
- Training Support Management Register
- Letter of Offer and Student Acceptance Agreement Template

5. Related Policies

- Student Information Policy and Procedures
- Training Support and Reasonable Adjustments Policy and Procedures
- Recognition of Prior Learning (RPL) and Credit Transfer (CT) Policy and Procedures
- Document Management and Records Retention Policy and Procedures
- PRISMS Management Policy and Procedures
- Feedback, Complaints and Appeals Policy and Procedures
- Fees, Charges and Refunds Policy and Procedures

6. Roles and Responsibilities

CEO: Oversees policy compliance and strategic alignment and approves policy updates.

RTO/Operations Manager: Manages operational implementation of enrolment processes and ensures procedures meet training product and compliance requirements

Training Coordinator: Reviews the RPL and CT applications to confirm eligibility.

Admissions Officer: Issues and manages pre-enrolment forms, LLND assessments, English proficiency checks, Letters of Offer and Written Agreements as well as eCoEs and maintains student enrolment records. Verifies applicant identity and signature on the Written Agreement and that the conditions of Course Offer are met.

Compliance Consultant: Ensures compliance with Standards and documentation integrity and monitors policy implementation and records continuous improvement actions.

Assessors (Coaches): Conducts pre-enrolment interviews, assess practical readiness and identifies any support needs.

Student Support Officer: Coordinates support for students with flagged LLND needs and provides access to academic or wellbeing services.

Education Agent: Submits valid and complete applications following Insight Academy approved enrolment procedures and acts within authorised scope and student interests.

7. Legislative Background

This policy is guided by the following legislative and regulatory frameworks:

- Standards 2.2 of the Outcome Standards for NVR Registered Training Organisations 2025 under the National Vocational Education and Training Regulator Act 2011 (Cth).
- Standards 2.2, 3.1 – 3.5 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code) under the Education Services for Overseas Students Act 2000 (ESOS Act).
- Section 47B – 47F of the Education Services for Overseas Students Act 2000 (ESOS Act).

8. Monitoring and Improvement

This policy is reviewed annually or earlier in response to changes in regulatory requirements or audit outcomes. Review activities including, audit findings, and student, trainers & assessors (Coaches) as well as industry feedback.

9. Appendix

9.1 Appendix A

This table supports the assessment of academic entry requirements for international applicants. All qualifications must be certified, translated to English (if applicable), and verified for equivalency to Australian Year 12 or higher.

Country	Year 12	Year 11/Year 10
Other countries not listed below	Contact admissions@insightacademy.edu.au and you will be provided with information on equivalent academic qualifications for your specific country of enquiry.	
Bahrain	2nd Year of Secondary School Certificate (Yr 2 of Tawjihiya)	Tawjahiya or Secondary School Leaving Certificate
Bangladesh	10 + 2 minimum of 50% average	10 + 1 minimum of 50% average
Brazil	Ensino Medio (Upper Secondary Schooling)	Year 11 Ensino Medio, Year 11 Upper Secondary Schooling
Brunei	2 passes in the GCE 'A' levels	4 GCE 'O' levels 'D' grade or higher
Canada	Grade 12	Grade 11/Grade 10
China	Senior Secondary School Certificate	Senior Secondary School Certificate (Year 11 equivalent level)
Colombia	Bachiller/bachillerato	Upper Secondary School Certificate

France	Baccalaureat	Baccalaureat (year 11 equivalent level) or Brevet d'Etudes du Premier Cycle du second Degree (BEPC)
Germany	Gymnasium	Realschule or Hauptschule
Gulf States	School certificate with very high grades	School certificate pass grades
Hong Kong	Form 6 or equivalent	Form 5 or equivalent
India	High Secondary School Certificate (10+2) 50% average	10 + 1 minimum of 50% average
Indonesia	SMU3	SMU2/SMU1
Iran	Certificate of Pre-University Graduation or High School Diploma (4-year program)	High School (3-year program)
Japan	Koukou sannen satsugyo shikaku	Koukou ninen sotsugyou shikaku / koukou ichinen sotsugyou shikaku
Kenya	KCSE C average or GCE AS or A level 2 subject passes	KCSE Pass or 'O' levels
Malawi	GCE A or AS levels 2 subject passes	4 passes in school certificate
Malaysia	2 passes in the STPM or UEC	4 passes in GCE 'O' Levels/SPM 'D' grade or higher
Mauritius	2 passes in the GCE 'A' levels	4 GCE 'O' levels 'D' grade or higher

Mexico	2 or 3-year preparatoria or bachillerato program	Completion of Secondary Vocational Studies/School
Myanmar	Minimum completed 2 years at Professional College or Secondary Technical College	Basic Education High School Matriculation 45% or higher
Nepal	Higher School Certificate 55% Average	Senior School Certificate
Oman	Certificate of General Education or Secondary School Leaving Certificate	Secondary School Leaving Certificate (Year 11 equivalent level)
Pakistan	10 + 2 minimum of 50% average	10 + 1 minimum of 50% average
Philippines	School certificate plus a local diploma	School certificate
Poland	Egzamin Maturalny (Matura)/swiadectwo Dojrzalosci	Egzamin Gimnazjalny (Junior High School Leaving Exam)
Reunion Island	Baccalaureat	Baccalaureat (year 11 equivalent level) or Brevet d'Etudes du Premier Cycle du Second Degre (BEPC)
Singapore	2 passes in the GCE 'A' levels	4 GCE 'O' levels 'D' grade or higher
South Africa	Year 12	Year 11/Year 10
South Korea	High School leaving certificate or 12 years of school	11 years of school/10 years of school
Sri Lanka	GCE A levels 2 subject passes	GCE 'O' levels (4 subject passes)
Switzerland	Maturite	Cycle d' Orientation

Taiwan	Senior High School or Senior Vocational School	Senior High School 2nd year/Senior High School 1st year
Thailand	Matayom 6 or Certificate in Vocational Education	Matayom 5/Matayom 4
UAE	Tawjhiyya or Thanawiyya Al'aama (Secondary School Certificate)	Tawjhiyya or Thanawiyya Al'aama (Secondary School Certificate year 11 equivalent level)
UK	GCE A levels 2 subject passes	GCE 'O' levels (4 subject passes)
Vietnam	School certificate plus a local diploma or Diploma of General Education	Senior Secondary schooling (year 11 equivalent level)
Zambia	GCE A or AS levels 2 subject passes	ECZ or O level 4 subject passes
Zimbabwe	GCE A or AS levels 2 subject passes	O levels 4 subject passes

9.2 Appendix B

All applicants must have the following minimum score of an internationally recognised English Language proficiency tests or equivalent in line with Department of Home Affairs (DHA) guidelines when seeking an enrolment at Insight Academy as International Students. ***The test results must be from the past 2 years.***

English Language Test Scores			
Test name	Minimum test score	Minimum test score: if principal course is accompanied by at least 10 weeks of an ELICOS; or if a standard foundation program; or if an extended foundation program; or if an eligible pathway program.	Minimum test score: if principal course is accompanied by at least 20 weeks of an ELICOS.
Cambridge Advanced Test (C1 Advanced)	Overall band score of 161.	N/A	N/A
International English Language Testing system (IELTS Academic)	Overall band score 6.0	Overall band score of 5.5	Overall band score of 5.0
Occupational English Test (OET)	Overall band score of 1210.	Overall band score of 1090	Overall band score of 1020
Pearson Test of English Academic (PTE Academic)	Overall band score of 47	Overall band score of 39	Overall band score of 31
Test of English as a Foreign Language internet-based test (TOEFL iBT)	Total band score of 67	Total band score of 51	Total band score of 37

Reference: [Migration \(English Language Tests and Evidence Exemptions for Subclass 500 \(Student\) Visas\) Instrument 2025 - Federal Register of Legislation](#)