

SNS-05-POL-001 Enrolment Policy

RELEVANT STANDARD(S):

Standards for Registered Training Organisations (RTOs) 2025	▪ Outcome Standard 2.1 – Information prior to enrolment ▪ Outcome Standard 2.2 – Learner suitability and informed choice ▪ Outcome Standard 2.3 – Training support services ▪ Outcome Standard 2.4 – Reasonable adjustment ▪ Outcome Standard 4.1 – Governance and accountability ▪ Outcome Standard 4.4 – Monitoring and continuous improvement
Other Relevant Legislative and Regulatory Requirements	▪ Education Services for Overseas Students Act 2000 (Cth) — limited/conditional applicability relevant to SNS College's non-CRICOS operating boundary ▪ Education Services for Overseas Students Regulations 2019 (Cth), including s 6 — where visa status is relevant to enrolment eligibility ▪ Migration Regulations 1994 (Cth) — supporting reference where primary/secondary Subclass 500 criteria are relevant to eligibility determination

PURPOSE

SNS College of Western Australia Pty Ltd (“SNS College”) is committed to ensuring that learner enrolment decisions are fair, transparent, evidence-based and support successful learner outcomes.

This policy establishes the governing principles for learner recruitment, booking, enrolment information collection, suitability assessment and enrolment confirmation, ensuring that:

- learners receive accurate and sufficient information prior to enrolment;
- learner suitability, foundation skills, digital capability, support needs, AVETMISS information and applicable readiness requirements are reviewed, and suitability advice is provided to the prospective learner, before enrolment is confirmed and before training commences, whichever occurs first;
- enrolment decisions protect the integrity of training products; and
- enrolment practices are monitored, reviewed and continuously improved.

SCOPE

This policy applies to:

- all prospective and enrolled learners;
- all qualifications, skill sets and units of competency on the RTO's scope;
- all staff and third parties involved in marketing, recruitment, enrolment, training delivery, learner support and compliance oversight.

Policy Principles (Enrolment)

SNS College recognises that enrolment is more than an administrative process. Enrolment decisions are intended to support informed learner choice, identify support needs, protect learner wellbeing and ensure that students are enrolled in training products that are appropriate to their goals, capabilities and circumstances.

No.	Principle	Policy Intent (What SNS College Commits To)	Operational Controls (How – via Procedures & Systems)	Governance Oversight & Evidence
1	Informed Choice	Learners are provided with clear, accurate and current information to make an informed decision prior to enrolment.	Pre-Enrolment Information Procedure; Student Handbook; approved website and marketing materials.	Marketing Register; Website Review Log; Internal Audit Reports.
2	Learner Suitability & Readiness	Enrolment decisions are based on an assessment of learner readiness, including foundation skills, digital capability, prerequisites, individual learning and support needs, and capacity to participate effectively in the planned training and assessment model.	Training Booking Application – Smart Enrol Record; Student Enrolment Form – AVETMISS and Learner Readiness Check; learner suitability review; learner support triage; foundation skills and digital capability review; additional review where required.	Smart Enrol records; Student Enrolment Forms; AVETMISS/readiness records; learner support records; foundation skills tools or other suitability evidence where required; SMS notes; enrolment audit samples.
3	Equity, Access & Support	Enrolment processes are inclusive, fair and responsive to individual learner needs, with reasonable adjustments applied where appropriate.	Learner Support & Reasonable Adjustment Procedure; disclosure and support planning processes.	Support Plans; Adjustment Records; Student Support Register; complaints data.
4	Integrity of Training Products	Learners are provided with accurate and current information regarding the training product, expected or minimum duration as applicable, scheduled delivery components, overall learning requirements, entry requirements, delivery mode, assessment conditions, fees, refund arrangements, learner support services, reasonable adjustment, RPL/Credit Transfer options, certification outcomes and any course-specific requirements.	Training and Assessment Strategy (TAS) governance; RPL and Credit Transfer Procedure.	Approved TAS documents; RPL & Credit Transfer Register; Validation Outcomes.
5	Evidence-Based Decision Making	Enrolment decisions are documented, justified and supported by verifiable evidence.	Enrolment Procedure; Smart Enrol workflow; Student Management System (SMS); Records Management Procedure.	Smart Enrol submission records; SMS records; digital declaration evidence; enrolment files; admin review records; internal audit findings.
6	Governance & Accountability	Clear roles, responsibilities and approval pathways apply to enrolment decisions to	Delegations Framework; Position Descriptions;	Management Review Minutes; Internal Audit Reports; Risk Register.

No.	Principle	Policy Intent (What SNS College Commits To)	Operational Controls (How – via Procedures & Systems)	Governance Oversight & Evidence
		ensure regulatory compliance and organisational accountability.	Enrolment Authority controls.	
7	Continuous Improvement	Enrolment data, learner feedback, audit outcomes and risk indicators are used to inform ongoing improvement.	Continuous Improvement Procedure; enrolment data monitoring; Smart Enrol completion and abandonment review; learner support and readiness follow-up trend review.	Continuous Improvement Register; learner feedback reports; enrolment trend data; Smart Enrol review records; management review actions.
8	Consumer Protection	Learners are protected through transparent information, fair enrolment practices, appropriate fee arrangements, refund information where applicable, and access to complaints and appeals processes.	Student Handbook; Fee Administration and Refund Policy; Complaints and Appeals Procedure	Complaints Register; Internal Audit Reports; Management Review

Enrolment and Learner Suitability Workflow

Enrolment and Learner Suitability Workflow

SNS College applies a staged and documented Enrolment and Learner Suitability Workflow to ensure enrolment decisions are fair, transparent, evidence-based and aligned to learner protection and training integrity requirements.

The Enrolment and Learner Suitability Workflow consists of the following stages:

Provision of Pre-Enrolment Information

Learners are provided with accurate and current information regarding the training product, entry requirements, delivery mode, assessment conditions, fees, refund arrangements, learner support services, reasonable adjustment, RPL/Credit Transfer options, certification outcomes and any course-specific requirements.

Training Booking Application

Learners complete the SNS-05-FRM-001 Training Booking Application through the approved Smart Enrol process. The Training Booking Application captures core student details, course selection, USI information, learner declaration, payment information and a learner support triage question.

Submission of the Training Booking Application is a booking application only and does not constitute confirmed enrolment. Enrolment is confirmed only after the required suitability review has been completed, the learner has been advised of the outcome, and the authorised enrolment decision has been recorded.

The learner's electronic submission, completed acknowledgement checkboxes and Smart Enrol/SMS submission record are accepted as evidence of the digital booking declaration.

Enrolment Information, AVETMISS and Readiness Collection

Where required, learners complete SNS-05-FRM-002 Student Enrolment Form – AVETMISS and Learner Readiness Check before enrolment is confirmed and before training commences, whichever occurs first. This form captures

AVETMISS reporting information, learner readiness information, foundation skills and digital capability indicators, support requirements and other information required to support enrolment review

Visa Status and Enrolment Eligibility

SNS College of Western Australia is a Registered Training Organisation (RTO 53034) and is not registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).

Prospective learners are required to provide accurate information about their residency and visa status where this information is relevant to determining their eligibility to undertake the selected training.

Holding a particular visa subclass does not, by itself, determine enrolment eligibility. Where a learner indicates that they hold a Subclass 500 visa, or where residency or visa information otherwise indicates that eligibility requires clarification, enrolment will be placed on hold pending an eligibility review.

The review may include consideration of whether the learner's visa falls within the definition of a student visa for the purposes of the Education Services for Overseas Students legislative framework, including where relevant whether the visa was granted on the basis of primary or secondary criteria.

SNS College may request supporting documentation reasonably required to determine enrolment eligibility. Where the available information is insufficient to establish eligibility, enrolment will remain on hold until satisfactory information is provided.

Learners remain responsible for ensuring that participation in training is consistent with the conditions of their visa. SNS College does not provide migration advice and may refer a prospective learner to the Department of Home Affairs or an appropriately authorised migration professional where individual migration advice is required.

Enrolment will only be confirmed when SNS College is satisfied that the proposed enrolment is consistent with its non-CRICOS status and applicable enrolment requirements.

Learner Suitability, Foundation Skills and Support Review

SNS College reviews the information collected through Smart Enrol, the Student Enrolment Form, learner communications and any other relevant evidence to determine whether the selected training product is suitable for the prospective learner.

The review considers the training product requirements; the learner's existing skills, experience and knowledge; foundation skills and communication capability; digital capability; individual learning and support needs; prerequisites and entry conditions; the suitability of the proposed delivery mode; the learner's capacity to participate effectively in the planned training and assessment model; any inherent or mandatory practical requirements; disclosed reasonable adjustment needs; and whether the learner can participate safely without compromising training product or assessment requirements.

Where information indicates that additional review may be required, SNS College undertakes the necessary foundation skills or digital capability review, learner support discussion, reasonable adjustment planning or referral before enrolment is confirmed and before training commences, whichever occurs first.

RPL and Credit Transfer Determination, if Requested

Applications for RPL or Credit Transfer are assessed in accordance with the RPL and Credit Transfer Procedure.

Enrolment Decision and Approval

Enrolment outcomes are documented and approved in accordance with delegated authority. Outcomes may include Confirmed, Confirmed with Support, Further Information Required, Alternative Pathway or Not Proceeding / Not Suitable.

Support plans and reasonable adjustments are formally recorded before enrolment is confirmed where required, or before training commences where an adjustment relates only to implementation during delivery.

This workflow ensures:

- learners receive clear information before enrolment;
- learner suitability and readiness are reviewed, and suitability advice is provided, before enrolment is confirmed and before training commences, whichever occurs first;
- learner support and reasonable adjustment are considered where required;
- AVETMISS and enrolment records are collected and maintained;
- the integrity of training products is protected; and
- governance oversight is maintained.

All stages generate auditable evidence within the Student Management System and/or learner file.

Roles and Accountability

Role	Key Responsibilities
Governing Persons / CEO	Ensure enrolment systems support regulatory compliance and learner protection
RTO Manager	Accountable for enrolment suitability frameworks, learner support escalation and implementation
Compliance Manager	Monitors enrolment compliance and audit outcomes
Student Services	Administers Smart Enrol bookings, enrolment information collection, learner support follow-up and enrolment confirmation in accordance with approved procedures
Trainers & Assessors	Contribute suitability assessments and support recommendations

Monitoring, Review and Continuous Improvement

SNS College monitors enrolment practices through:

- internal audits;
- learner feedback and complaints data;
- enrolment trends, withdrawals and completions;
- Smart Enrol completion and abandonment trends;
- AVETMISS, learner support and readiness follow-up trends;
- support needs and reasonable adjustment data; and
- validation and management review processes.

Identified risks, non-conformances and improvement opportunities are recorded in the **Continuous Improvement Register** and reviewed by management in accordance with the **Governance and Quality Assurance Framework**.

Related Documents

- Enrolment Procedure
- SNS-05-FRM-001 Training Booking Application – Smart Enrol Record
- SNS-05-FRM-002 Student Enrolment Form – AVETMISS and Learner Readiness Check
- Admin Enrolment Review Checklist
- Learner Support and Reasonable Adjustment Procedure
- RPL and Credit Transfer Procedure
- Fee Administration and Refund Policy
- Marketing and Advertising Policy
- Records Management Policy
- Continuous Improvement Procedure
- Continuous Improvement Register
- Risk Register
- Marketing Register
- Student Handbook
- Legislative and Regulatory Compliance Register
- Training and assessment strategies

Version Control Table					
Date	Summary of Modifications	Modified by	Version	Date of Implementation	Next Review Date
10/02/2025	Document creation	360RTO Solutions	v. 1.0	15/09/2025	15/09/2026
01/11/2025	Expanded policy to include digital literacy assessment within LLN process; added clarity on pre-enrolment interview and support planning (Standards 1 & 5).	SNS	V2.0	01/11/2025	01/11/2026
31/01/2026	Full rewrite aligned to RTO Standards 2025; principles-based structure	SNS	V3.0	31/01/2026	31/01/2027
18/06/2026	Updated policy to align with Student Application Form and Standards for RTOs 2025. Replaced pre-enrolment assessment references with learner suitability review processes, incorporated digital literacy and learner support review requirements, updated enrolment workflow, strengthened consumer protection provisions and aligned related documents.	SNS	V4.0	18/06/2026	18/06/2027
10/07/2026	Updated policy to align with revised Smart Enrol Training Booking Application and Student Enrolment Form – AVETMISS and Learner Readiness Check process. Replaced Student Application Form terminology, clarified learner support triage, digital declaration evidence, AVETMISS/readiness information collection, enrolment review controls and related document references.	SNS	V4.1	10/07/2026	10/07/2027
19/08/2026	Targeted amendment following TAC 2025 Standards readiness review. Clarified that the Training Booking Application is not confirmed enrolment; required suitability review and learner advice before enrolment confirmation; strengthened delivery-mode and course-specific suitability considerations; removed duplicated workflow content; standardised enrolment outcomes; and corrected document control.	SNS	V4.2	19/08/2026	19/08/2027

10/09/2026	Targeted amendment following enrolment compliance review. Added visa-status and enrolment eligibility provisions; clarified SNS College's non-CRICOS status; introduced additional review and enrolment hold requirements where visa or eligibility information requires clarification; and strengthened pre-enrolment information and evidence-based enrolment controls.	SNS	V4.3	10/09/2026	10/09/2027
24/09/2026	Targeted amendment following legislative applicability and enrolment-control review. Refined non-CRICOS and visa-status eligibility provisions, including clarification that visa subclass alone does not determine enrolment eligibility and provision for review of relevant primary/secondary visa criteria; aligned learner suitability terminology to foundation skills and digital capability; strengthened pre-enrolment course-duration and delivery information requirements; and aligned policy controls with the Legislative and Regulatory Compliance Register and revised Student Handbook.	SNS	V4.4	24/09/2026	24/09/2027

RTO INFORMATION

Document Name	SNS-05-POL-001 Enrolment Policy V4.4
RTO/Company Name	SNS College of Western Australia
ABN	81 665 855 872
RTO Code	53034