

KEYSTONE COLLEGE

OF BUSINESS & TECHNOLOGY

Student Enrolment and Selection Policy and Procedure

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Purpose:

Keystone College of Business and Technology (KCBT) is committed to ensure its student selection processes are fair, transparent, and non-discriminatory. Students are selected based on meeting core eligibility criteria in line with the program requirements as outlined in KCBT student handbook, course outline and website. Students are selected regardless of religion, gender, disability, sexuality, sexual preference, culture and ethnic background.

The following policy and procedure outline the organisation framework and general principles for the selection and enrolment of students. This policy and procedure have been designed to ensure all students prior to their enrolment, are fully informed and meet the requirements of the qualification or program.

This policy and procedure should be read in conjunction with the "Student Orientation Policy and Procedure", "Credit Transfer Policy", "Privacy Policy and Procedure", "Record Retention Policy and Procedure", "Complaint and Appeals Policy and Procedure" and 'Refund Policy and Procedure', LLND policy and procedure, student support policy and procedure, student transfers policy and procedure, fees policy and procedure, course progress policy and procedure, deferral and cancellation policy and procedure, Privacy Policy, and records management policy and procedure.

Relationship to the ESOS National Code and relates to the Standards for RTO:

KCBT has open, fair, and transparent procedures that are based on merit for making decisions about the selection, of prospective students who seek to enrol with KCBT in a unit of competency or qualification.

The above undertakings do not prevent KCBT taking into account, in making decisions about the selection and treatment of students, educational disadvantages that a particular student has experienced.

This policy implements the National Vocational Education and Training Regulator (Outcome Standards for Registered Training Organisations) Instrument 2025, particularly Standards 1.6–1.7, 2.1–2.8 and 4.4, and the Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements Instrument 2025, including marketing, guarantees, prepaid fee protection and student identifier requirements.

For international student enrolments, it implements the ESOS Act 2000, ESOS Regulations 2019 and National Code 2018.

ELICOS enrolments also meet the ELICOS Standards 2018.

Scope

This policy applies to prospective and enrolled domestic and international students, relevant employees and contractors, and education agents and other parties recruiting for KCBT. KCBT uses fair, accessible and culturally safe admission processes, including for First Nations applicants. Applicants may voluntarily disclose disability or support needs through a confidential channel. Staff consult the applicant about reasonable adjustments and document agreed arrangements without compromising training product or licensing requirements. Where an adjustment cannot reasonably be made, the reasons and available alternatives are communicated promptly. Disclosure of disability alone is not a reason to refuse admission.

Procedure

The following outlines entry requirements for students intending to undertake study at KCBT.

Before enrolment or requiring payment, KCBT gives each applicant accessible, current documentation describing the training and services to be provided, all fees and charges, payment and refund terms, and student obligations. It includes the course code and title, CRICOS code where relevant, award, duration and breaks, commencement and timetable, locations, delivery and assessment methods, entry and completion requirements, placements and responsibility for securing them, licensing limitations, required equipment and IT and associated costs, third-party services, support access, USI arrangements and any relevant funding conditions.

International applicants also receive information on accommodation options, indicative living costs, dependants' schooling obligations and associated costs, and grounds for deferral, suspension and cancellation. KCBT retains the version supplied and evidence of its delivery, provides an opportunity for questions, and promptly communicates changes affecting students.

Academic Requirements:

To satisfy the academic requirements for enrolment into a course, applicants must meet the following entry requirements, depending on AQF level they intend to apply for:

- Successful completion of Year 10 in their home country equivalent to an Australian Year 10 qualification (For Certificate III qualifications)
- Successful completion of Year 11 in their home country equivalent to an Australian Year 11 qualification (For Certificate IV qualifications)
- Successful completion of Year 12 in their home country equivalent to an Australian Year 12 qualification (For Diploma and Advanced Diploma qualifications)

The academic levels above apply only where confirmed in the approved entry schedule for the particular course. Before accepting an application, staff check the current training package or accredited course, KCBT scope, relevant licensing requirements and approved training and assessment strategy. The course schedule states mandatory qualifications, prerequisite units, work experience, English and foundation skills, physical or placement requirements and permitted alternative evidence. International equivalence is assessed using reliable reference information and the decision and evidence are retained. KCBT does not accept an applicant who fails a mandatory entry requirement.

- Academic interview - If a mature-age student who has not completed Year 11 or Year 12 but has substantial work/life experience, an interview is conducted by the Training / Compliance Manager to ascertain minimum entry-level requirements. This interview is conducted before accepting the student into the course. The Enrolment Manager makes an appointment for the student with the relevant training manager/coordinator (Face to Face / MS Teams). The relevant manager conducts the meeting and records the interview questions, evidence of relevant work and prior learning, course-specific criteria, identified gaps and reasoned admission recommendation. An interview may establish an approved alternative to KCBT's school-level entry criteria, but cannot waive training product, licensing or regulatory prerequisites. The applicant receives suitability advice and any required bridging pathway before enrolment. This is communicated to the Enrolment Manager for processing. The Enrolment Manager takes further actions based on the recommendation.

English Language Requirements:

Each course has an academically approved English entry standard supported by its learning and assessment demands and any mandatory requirements. The published schedule specifies accepted tests, overall and component thresholds, result validity, permitted alternative evidence and verification methods. Staff assess every applicant against that schedule and record the result. KCBT separately directs visa applicants to current Home Affairs requirements, including accepted tests, exemptions and packaged ELICOS rules; an admission decision or internal placement result does not replace visa evidence or guarantee a visa.

- IELTS band score of 5 (For Certificate III and IV qualifications)

- IELTS band score of 5.5 (For Diploma and Advanced Diploma qualifications)
- OR equivalent internationally recognised exam result in line with the DOHA regulations
- Or KCBT English placement test
- Student applying for ELICOS must meet the requirements for entry for the ELICOS level enrolling into for example: GE1, GE2, GE3 or PTE. The enrolment manager may conduct placement tests if required to assess entry level.

- Students who do not have an IELTS band score or equivalency will be required to complete KCBT English placement test. KCBT uses an approved, secure and appropriately supervised placement process, matched to the relevant English skills and course entry demands. Suitably competent English teaching staff assess and moderate results; enrolment staff administer and record the process, retain the test version, applicant responses, identity check, assessment outcome and academic approval. ELICOS applicants are placed at the level supported by the evidence and receive a realistic duration and progression pathway. Packaged VET admission remains conditional on meeting its approved English and other entry requirements; completing a stated number of ELICOS weeks alone does not establish readiness.
- In addition, all students must be 18 years of age or over at the time that they commence the course for which they have applied.

Additional Enrolment Requirement:

In addition to the enrolment requirements stipulated above, the following additional requirements which applicants are required to meet in order to verify their identity and demonstrate their capacity for enrolment in the course. These may include, but are not limited to:

- Identification document (Birth Certificate/Passport);
- International Students to provide a copy of their Student Visa prior to course commencement; (for onshore international students)
- Proof of health cover (for onshore international students)
- Copy of academic transcripts (for onshore and offshore international students)
- Attendance at interviews (if required -for onshore and offshore international students)
- Submission of supplementary information/forms (if required).
- Genuine Temporary Entrant Criteria (for offshore international students, if required)
- Statement of Purpose (for offshore international students, if required)
- Financial Viability (for offshore international students, if required)

Where relevant to the application, KCBT undertakes a documented, proportionate Genuine Student review using current Home Affairs guidance. It considers study intentions, prior study and progression, relevant immigration history and supporting evidence, and records reasons for any further enquiries.

KCBT does not decide visa eligibility or guarantee migration outcomes. For students in Australia, authorised staff verify identity and visa study rights using a lawful verification method and record the date and result before commencement. OSHC evidence is checked where required, including any applicable exemption. Offshore applicants are not required to hold a granted Student visa merely to apply for an offer or obtain a CoE. Financial checks are evidence-based, privacy-conscious and do not substitute for academic suitability.

Application

Online: Applications for enrolment to a course must be made online and lodged in the manner prescribed on KCBT website.

Registered Education Agents: Prospective students must complete and sign KCBT's application form in person or online and provide copies of academic and additional requirements. KCBT accepts agent applications only through approved arrangements and retains the agent's identity and the student's own acceptance of the application and agreement. KCBT independently verifies admission and transfer requirements. Agents must use approved current materials, disclose their role, avoid misleading or guaranteed course, employment or migration outcomes, and refer concerns or suspected fraudulent evidence to KCBT. The Director of Marketing checks the current National Code commission prohibition and any express exception before a commission is authorised, documenting the legal basis and evidence. KCBT monitors agent conduct and takes corrective action or terminates arrangements where required.

Assessment of Applications and Verification of Evidence

All applications are assessed by the Enrolment Manager, Director of Marketing or KCBT nominated member. Applicants who apply to undertake a course of study at KCBT must submit documentary evidence that demonstrates they meet the published enrolment requirements (including English proficiency) of their chosen course. An original document should be presented to the Enrolment Manager or a nominated KCBT staff member or agent, or a certified copy of documentation must be provided within the stipulated time period.

Qualifications submitted in a language other than English must be accompanied by a certified official translation. Where there is any doubt about the authenticity of any documentation provided, the Enrolment Manager or a nominated KCBT staff member may correspond with the issuer of the document and make relevant enquiries.

All applications and their assessment will be validated by the Enrolment Manager or the Director of Marketing. Any regulatory concerns are referred to Compliance or the CEO.

Procedures for assessing an applicant's qualifications, experience and English language proficiency

1. Completed Application for enrolment form and documentation are received:

- Completed Application form for enrolment
- Completed LLND documentation
- Acknowledgement by student that all entry requirements are met.
- Copy of passport details (for international students).
- Copy of English language test/evidence English language proficiency/ KCBT English placement test
- Copy of academic transcripts
- Copy of OSHC (If student is onshore)
- Genuine Temporary Entrant Criteria (for offshore international students, if required)
- Statement of Purpose (for offshore international students, if required)
- Financial Viability (for offshore international students, if required)

Enrolment staff Initial assessment (Step 1)

- Create applicant file
- Allocate student ID
- Check documentation is complete, including Credit Transfer (CT) or Recognition of Prior Learning (RPL) documentation (if applicable)
- Request any documentation outstanding from the applicant
- Allocate the internal student ID separately from the USI.

When the application is deemed complete (Step 2)

Before formal acceptance into a VET training product, an enrolment team member reviews:

- Check student is 18 years or older
- prior education and work experience,
- application against enrolment checklist (Consult the relevant course coordinator if required)
- English proficiency (if applicable)
- mandatory prerequisites,
- language, literacy, numeracy and digital literacy
- access to necessary technology, capacity to undertake placements and any relevant practical demands.
- Use appropriate assessment, interview and/or current verified prior evidence;
- Record the method, evidence, gaps, staff judgement and advice given to that applicant.
- Advise whether the course is suitable, suitable with specified achievable support, or unsuitable at this time.

- Where unsuitable, explain reasons and appropriate bridging or alternative pathways.
- Complete and communicate the review before enrolment, not at orientation or after training begins.

Where support needs are identified, the Training Coordinator consults with the applicant and documents an agreed support plan before enrolment. The plan identifies the learning or access needs, required support services or reasonable adjustments, responsible staff, service availability, associated costs, implementation dates and review arrangements.

The Training Coordinator confirms that sufficient resources and staff capacity are available to implement the plan. Where available support or reasonable adjustments do not enable the applicant to meet essential course requirements, KCBT explains the limitations and advises the applicant of suitable alternative courses or pathways before making an enrolment decision.

KCBT provides access to appropriate staff, information about wellbeing referral services and a confidential process for requesting support. Relevant teaching staff receive the agreed support arrangements before course commencement, subject to applicable privacy and consent requirements. KCBT retains records of support provided, reviews undertaken and the effectiveness of the arrangements in accordance with its records management requirements.

Outcome of Application (Approved):

KCBT may make unconditional or conditional offers as appropriate. Acceptance of an offer of a place shall be taken to constitute acceptance by the applicant of all published regulations of KCBT.

KCBT issues conditional offers that specify outstanding conditions, acceptable supporting evidence, submission deadlines and the consequences of not meeting the conditions. A conditional offer does not constitute final admission approval.

KCBT completes the required suitability review and provides individual suitability advice before formally accepting an applicant into a training product. Authorised staff verify and record that all entry, regulatory and support conditions are satisfied before confirming admission and issuing a Confirmation of Enrolment (CoE), where applicable.

The applicant receives the applicable agreement and policy versions before accepting the offer. KCBT communicates subsequent material changes and manages them in accordance with applicable legal

requirements, including obtaining agreement where required. Acceptance does not waive the student's statutory rights or authorise unfair contract terms or unlawful unilateral changes.

Confirmation of Enrolment

- KCBT confirms enrolment of the student when all the following conditions have been met.

KCBT enters into a written agreement in plain English with each international student before or at the same time as accepting course money. The student signs or otherwise accepts the agreement.

The agreement specifies:

- Course details, including commencement dates, delivery locations and study modes, and any compulsory online or work-based components.
- Entry requirements and conditions of enrolment.
- All tuition fees, the periods covered, payment options and applicable non-tuition charges.
- Circumstances in which personal information is disclosed in accordance with applicable privacy requirements.
- Internal and external complaints and appeals processes.
- Refund arrangements for student and provider default, including amounts retained, the refund claim process and any nominated refund recipient.
- Tuition Protection Service (TPS) arrangements.
- The student's responsibility to retain the agreement and payment receipts.
- The student's rights under Australian Consumer Law.

The agreement requires the student to provide their current residential address, mobile number and email address, where applicable, and emergency contact details, and to notify KCBT of changes within seven days.

KCBT provides the student with a complete copy of the accepted agreement and retains evidence of acceptance and any agreed variations

- Student has paid the minimum balance payable as indicated on the Letter of Offer, and KCBT has confirmed receipt of this amount directly into KCBT bank account or Bank Draft.

For international students, KCBT does not require or receive more than 50% of the total tuition fees for a course before commencement, unless the course duration is 25 weeks or less or the student or person paying on their behalf voluntarily chooses to pay more. KCBT separately documents this voluntary choice and does not make it a condition of admission. The accounts team deposits initial prepaid tuition fees into

the designated account in accordance with ESOS requirements, reconciles individual student payments and releases funds only as legally permitted.

KCBT issues payment receipts identifying the student, course, amount paid and period covered. Refunds are administered in accordance with KCBT refund and Cancellation Policy and Procedure and the student's written agreement.

- Issuance of COE

The Enrolment Manager signs the final enrolment checklist after confirming that all academic and regulatory approvals, evidence verification, individual suitability advice for VET applicants, support arrangements, agreement acceptance, fee controls and any required transfer release are complete.

Before confirming enrolment, KCBT verifies that the course is within its scope of registration and, for international students, that the course, delivery location and duration comply with its CRICOS registration. KCBT also confirms that sufficient staffing, resources and approved capacity are available.

Authorised staff create an accurate Confirmation of Enrolment (CoE) through PRISMS for international students and retain the supporting approval records. Domestic students receive written confirmation of enrolment. A CoE does not guarantee a visa or authorise study contrary to visa conditions.

Before course commencement, the Enrolment Manager provides the agreed study and support arrangements to relevant staff, subject to privacy requirements, and arranges an orientation schedule covering support services, course progress, attendance, complaints and appeals, and student contact obligations.

Where a training product is superseded, deleted or expired, the Compliance Manager confirms that new enrolments remain permitted and that lawful completion or transition arrangements are available before KCBT accepts the applicant.

Outcome of Application (Not approved):

- Advise applicant of outcome of application and right to appeal decision.

KCBT notifies applicants in writing of an application refusal or any adverse enrolment condition. The notice explains the reasons for the decision, the evidence considered and any available alternatives.

The notice outlines the review process under KCBT's Complaints and Appeals Policy, including applicable timeframes and access to an impartial reviewer who is independent of the original decision. Applicants have the opportunity to provide additional evidence and seek assistance from a support person.

For international student complaints and appeals covered by National Code Standard 10, KCBT commences assessment within 10 working days of lodgement and finalises the outcome as soon as practicable. KCBT provides the outcome and reasons in writing. Where the internal process does not resolve the matter in the student's favour, KCBT provides information about access to an appropriate external complaints and appeals body within 10 working days of concluding the internal review.

KCBT retains records of decisions, reviews and corrective actions in accordance with its records management requirements. Applicants are not disadvantaged for raising a concern or accessing a complaints or appeals process.

International Student Transfer Request

For non-school sector transfers during the period from 2 October 2026 to 30 June 2027 inclusive, KCBT does not knowingly enrol an international student transferring from another registered provider before the student completes at least 12 months of their principal course, unless an exception under National Code Standard 7.1A applies.

From 1 July 2027, the restriction reverts to six months, subject to any subsequent legislative amendments. Where the releasing provider is an approved school provider, KCBT applies the school-sector requirements under Standard 7.1.1.

Before recruiting or accepting a transferring student, authorised staff verify and document the principal course, the period of study completed and compliance with the applicable Standard 7 requirements. Time since arrival in Australia, the visa grant date or completion of a preliminary course does not establish completion of the required principal course period.

As stipulated in the National Code of Practice 2018, KCBT does not knowingly enrol a student who wishes to transfer from another provider prior to the student completing twelve months of their principal course of study except under the following conditions:

- The original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered
- The original registered provider to release student on PRISMS
- The original registered provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her principal course
- Any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.

- KCBT follows "Transfer Request Policy" when assessing students who wish to transfer from another provider, see KCBT "Transfer Request Policy" for more details.

Version Control and Accountable Officers

Policy Category	Enrolment
Responsible Officers	Enrolment Team
Implementation Officers	Enrolment Team Student Support Coordinator Campus Manager
Review Date	Nov 2026
Approved by	
CEO	

Version	Authored by	Brief Description of the changes	Date Approved	Effective Date
4	CEO	Reviewed and updated	July 2023	July 2023
5	CEO	Updated with Standards for RTOs 2025	Nov 2026	Nov 2026