

Admissions Policy & Procedure

1. Purpose

This policy and procedure outlines how the Australian College of Business Intelligence (ACBI/the College) ensures that all student applications and enrolments into nationally recognised training programs are conducted in a manner that is transparent, ethical, and compliant with relevant legislative frameworks. It aims to protect the rights of students, support informed decision-making, and ensure the integrity of the enrolment process. This includes obligations under the Standards for RTOs 2025, the National Code 2018, the Compliance Requirements and associated DEWR Policy Guidance.

This policy ensures that prospective students receive sufficient, accurate, and accessible information before enrolment, that applications are fairly assessed, and that enrolment processes support the student's progression through their training program.

2. Policy

This policy specifies the way in which ACBI will administer students' enrolments in all qualifications in accord with the requirements specified below.

Admission and enrolment to the College for international students is determined on the basis of the respective published entry requirements of the qualification, including previous academic achievements, previous work experience and any language, literacy, numeracy and digital capabilities required to progress and complete the course.

The College will not enrol a student where it identifies that the individual does not have capability or capacity to complete their chosen qualification or where the qualification does not support their chosen career pathway.

3. Responsibility

The Admissions Manager is responsible for the implementation of this procedure and to ensure that staff and students are aware of its application and that staff implement its requirements.

4. Requirements

This policy and procedure is subject to the Standards for RTOs 2025, the Compliance Requirements and DEWR Policy Guidance.

Outcome Standards for RTOs 2025

Standard 2.1

VET students have access to clear and accurate information concerning the organisation, the relevant training product, and students are made aware of any changes that may affect them.

Standard 2.2

2.2(1) - VET students are advised, prior to enrolment, about the suitability of the training product for them, taking into account the student's skills and competencies.

2.2(2)(b) - based upon the outcome of the review – it provides advice to each prospective VET student about whether the training product is suitable for them.

National Code 2018

Additionally, where applicable to international students, ACBI must, in accord with the requirements of National Code Standard 3,

- enter into a Written Agreement with students and ensure that its marketing and promotion is not false or misleading, and is consistent with Australian Consumer Law

In accord with National Code Standard 7.1,

- not actively recruit a student where this clearly conflicts with its obligations under the Standard
- not knowingly enrol a student prior to the student completing six months of his or her principal course except in certain circumstances (see the Transfer Between Registered Providers and Release Policy & Procedure)
- provide applicants with information that will enable them to make informed decisions about their studies in Australia

In accord with National Code Standard 2.1 the College must advise

- the requirements for an overseas student's acceptance into a course, including the minimum level of English language proficiency, educational qualifications or work experience required and course credit if applicable
- the CRICOS course code, course content, modes of study for the course including any compulsory online and/or work-based training, placements and assessment methods
- course duration and holiday breaks
- the course qualification, award or other outcomes
- campus locations and facilities, equipment and learning resources available to students
- the details of any arrangements with another provider, person or business who will provide the course or part of the course
- list the grounds on which the students' enrolments may be deferred, suspended or cancelled
- give applicants a description of the ESOS framework prior to enrolment
- supply information about indicative course related fees, including the potential for fees to change

In accord with National Code Standard 2.2, 2.3 and 2.5 have a documented policy and procedure

- for assessing applicants' English proficiency and qualifications or work experience and must implement these procedures
- for assessing and recording recognition of prior learning (RPL), and granting and recording course credit
- to report any change in course duration in PRISMS if RPL or course credit is granted after the overseas student's visa is granted

DEWR Policy Guidance (March 2025)

Providers must supply students with sufficient information prior to enrolment, including the suitability of the course, support services, fees and refunds, and what is required of the student. Consent must be informed and documented.

5. Scope

This policy applies to all prospective and current students enrolling in any training product offered by ACBI including international and domestic students, as well as ACBI staff and partnered education agents. The policy covers:

- Pre-enrolment information and student engagement;
- Application processes and eligibility checks;
- Enrolment procedures and documentation;
- Offer and acceptance protocols

6. Procedure

Application Process

When applying for admission into an ACBI course, prospective students are to submit a completed application form (either online via the application portal or via the PDF application form), and provide the required supporting documentation. All evidence and documentation provided needs to be in English and needs to be authentic. Authenticity can be demonstrated by the document having been:

- certified i.e. the original document has been sighted by a representative from an Australian Overseas Diplomatic Mission or Australian Education Office, a Public Notary, a representative agent of the Institute, or if the documents are from an Australian authority, a Justice of the Peace, and a copy of document is noted as being certified.
- verified i.e. the original document has been sighted by the Admissions Manager or their delegate. Where official documentation to support an application for admission is in a language other than English, the document must be accompanied by a complete English translation. Translated documents must comply with the following requirements:
 - need to be by an authorised translator accredited by the National Accreditation Authority for Translators and Interpreters (NAATI).
 - each page of the translation must bear the translator's signature, the date translated, and the translator's accreditation details or official stamp.

For international students, offers must not be made to students who will be less than 18 years of age at the proposed commencement date.

Assessment of the application

The Admissions team is responsible for reviewing student applications and determining whether an offer should be made, based on the entry requirements for the qualification. To be accepted, applicants must at a minimum meet the academic entry requirements and the English language proficiency requirements.

In the first instance, the Admissions team will:

- Assess the applicant's qualifications against the Australian Qualifications Framework (AQF), if the qualification was obtained overseas;
- Verify the validity of the student's English language test results (if applicable);
- Confirm the applicant's age by reviewing the identity document(s) provided;
- Ensure the enrolment application form is completed in full.

If an applicant's educational qualifications do not meet ACBI's standard admission requirements, other factors may be considered at the discretion of the Admissions Manager, or their delegate. Other factors may include:

- Relevant work experience;
- Previous academic performance;
- Attendance rate at a previous education provider;
- Demonstrated ability to function in an academic environment;
- Language, Literacy, Numeracy, and Digital online assessment.

Language, Literacy, Numeracy and Digital (LLND) assessment

ACBI conducts a LLND assessment for all applicants as part of the admissions process. This assessment is undertaken by the Admissions team and may involve a review of qualifications, work history, and other evidence provided by the applicant.

Some applicants may be required to complete an online test to ensure they have the foundation skills to successfully undertake their course. This test comprises of two components:

- Digital readiness quiz
- Language, Literacy and Numeracy (LLN)

This test is mapped against the Australian Core Skills Framework (ACSF), with a minimum outcome of Level 3 expected. ACBI uses the *LLN Robot*, developed by The Learning Resource Group, to facilitate this process.

Applicants who can demonstrate one or more of the following are generally not required to complete an additional online LLND test:

- Completion of an AQF Level 4 or higher qualification within the past five years
- Completion of a tertiary qualification (Bachelor level or higher) within the past 10 years
- Relevant recent work experience in an English-speaking environment
- Completion of an equivalent LLND or entry-level assessment in the past 12 months

ACBI reserves the right to require an applicant to complete the online LLND test where there is uncertainty about the applicant's ability to meet course requirements.

Reasonable adjustments

Admissions must identify any support needs arising from LLND results, disability disclosure, literacy needs, or digital capability. Where LLND or other factors indicate learning support needs, a Support Plan will be developed and only shared with the Academic and Student Support teams for implementation.

Applicants are also encouraged to voluntarily disclose disability during the enrolment process with a dedicated section for disclosure in the application form.

Disclosure of disability is handled with confidentiality and non-prejudice. For further details, applicants may refer to the *Student Support, Diversity, Inclusion and Wellbeing Policy & Procedure* and *Student Progression, Support and Completion Policy* both available on the ACBI website.

English Language skills

After reviewing the applicant's educational background, digital readiness, and relevant experience, their English language proficiency will be assessed. If the applicant presents a valid IELTS score (or equivalent) in

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Address: Suite 510, 451 Pitt St Haymarket, Sydney NSW 2000, Australia

Phone: 1300 237 741 **Email:** info@acbi.edu.au **Website:** www.acbi.edu.au

accordance with ACBI's English Language Proficiency Policy and Procedure, they may be offered a place in the chosen course.

Applicants who cannot provide a satisfactory IELTS (or equivalent) score and are assessed as lacking the required English language skills may be advised to enrol in an English (ESL or ELICOS) course. The recommended duration will depend on their current proficiency level, with the goal of reaching the required English level for entry.

In some cases, an official English language test is not be required where the applicant clearly demonstrates sufficient English proficiency. This will be assessed on a case-by-case basis and in accordance with the visa eligibility requirements applicable to the applicant's country assessment level as published by the Department of Home Affairs.

Genuine Student (GS) Requirements for Overseas Students

Additionally, for international students applying to/holding a Student Visa (Subclass 500), the GS requirement focuses on the assessment of the student's genuine intention to study in Australia, having regard to several factors, including the applicant's circumstances, evidence of course progression, immigration history, compliance with visa conditions, and other relevant matters. ACBI works with respected and reputable education agencies that have undergone background and reference checks, to ensure that their operation and recruitment practices comply with the standards outlined in the National Code of Practice 2018.

The Admissions team continually updates and informs the Management Team as well as Sales and Marketing departments, on all current Australian government data regarding risk categories of countries and rate of visa refusals. This informs the ACBI Sales and Marketing department on which countries are deemed high-risk. These countries may not be included in the ACBI Sales and Marketing strategies, and therefore they may not be open for active recruitment.

Where an individual enrolment application from an identified high-risk country is received but has demonstrated that evidence meets all entry requirements, ACBI may proceed to issue a Letter of Offer. ACBI reserves the right to ask for additional documents, in line with the [Simplified Student Visa Framework \(SSVF\)](#). ACBI reserves the right to contact applicants to arrange pre-enrolment interviews as part of the GS assessment. Interviews will be conducted virtually via Microsoft Teams or face-to-face on campus.

Application Outcome

Once an application has been approved by the Admissions team, an offer letter must be prepared and sent to the student or nominated representative accompanied by an enrolment acceptance agreement. The Letter of Offer will be a formal offer of a place in a College's course, and the Enrolment Acceptance Agreement sets out important pre-enrolment information and outlines the contractual obligations of accepting a place in the course, including the student's tuition fee obligations. On receipt of a formal offer, an applicant may either:

- accept the offer;
- apply to defer commencement; or
- take no action, in which case the offer will be deemed to have been declined after expiry date specified in the Letter of Offer and Written Agreement.

Subject to meeting admission requirements, the type of offer received by the applicant is dependent on individual circumstances:

- Full Offer – Issued when all admission requirements have been met and, for international applicants, the Genuine Student (GS) requirements set by the Department of Home Affairs are also satisfied.
- Provisional Offer – Issued when the applicant meets the core admission requirements, but additional information or documentation is still required before enrolment can be finalised.
- Package Offer – A form of provisional offer issued when admission is conditional upon the successful completion of a pathway course. For example, an international student may be required to complete an ELICOS course to meet English proficiency requirements before commencing their main course at the College.

When a prospective student receives a Provisional Offer and has been unable to provide evidence of the conditions having been met by the scheduled intake date, the following will occur:

- The prospective student’s original course intake date may be deferred to the next intake date, provided that the required evidence is submitted prior to the next intake date. In this instance, all prepaid student fees for the ACBI course will be transferred to the new intake start date and international students may be required to extend their student visa to accommodate the revised end date of their studies.
- If after one deferment, the prospective student has still not met the entry requirements, ACBI may withdraw the Provisional Offer and provide the student with a refund, to allow the student to find alternative study arrangements. In this instance, the conditions of ACBI’s Refund Policy & Procedure will apply.
- ACBI will report any changes in PRISMS if applicable.

Where an applicant is successful, they must be provided with written advice that the course is deemed unsuitable for them and the reasons why. The outcome of the application is recorded on the *Admissions Live Form* and the communication advising of course unsuitability must be recorded on the applicant’s RTO Manager profile.

Key pre-enrolment information

The following key information is provided to applicants in their *Letter of Offer and Enrolment Acceptance Agreement* and is also accessible in the Student Handbook and associated policies and procedures available in the Student Hub on the ACBI website:

- Complete schedule of tuition fees and any non-tuition fees
- Schedule of Administrative fees
- Refund Policy & Procedure
- Available support services including key contact details
- Learning environment expectations (digital access, equipment requirements)
- Student Complaints and Appeals Policy & Procedure
- Completion and progression requirements
- Pre-paid fee protection measures
- Access to the Credit Transfer and RPL policies and procedures
- Requirement to notify students of changes that may affect them

Acceptance of Offer

To accept an offer, an applicant will need to comply with all specified instructions and deadlines, and sign and return the Enrolment Acceptance Agreement to the Admissions team. If an offer of a place is accepted in

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accordance with the specified instructions and by the specified deadline, the applicant will be admitted to the course unless admission is not possible due to reasons of revocation, cancellation and refusal, such as:

- the course has filled its allocated quota, reached maximum or allowable capacity or is no longer available;
- an applicant or student fails to meet any relevant pre-requisite admission or enrolment requirements;
- an offer is not accepted, or enrolment not actioned by the student within the expiry date specified in the Letter of Offer and Enrolment Acceptance Agreement;
- an applicant or student has provided false or misleading information to the College in relation to their admission or enrolment;
- an applicant withdraws; or
- where a student is deceased or becomes unable to commence their course.

Applicants wishing to accept the offer must pay the fee requested in the letter of offer, complete the written agreement and send it to ACBI.

Formal Confirmation of Enrolment

Once the signed Letter of Offer and Enrolment Acceptance Agreement is returned and the fee is received (and cleared by the bank), the student's enrolment will be confirmed via email.

International students who require a Student Visa, will receive an Electronic Confirmation of Enrolment (CoE) generated in PRISMS. The CoE must be prepared in accordance with the requirements of the PRISMS User Guide. There must be a CoE issued for each qualification that the student is going to be enrolled in and for which an award will be issued if the student is successful.

Transferring Students

International students who have enrolled or have CoEs from another registered provider must not be enrolled until they have completed the first six months of their principal course or have a letter of release from the provider of the principal course. The methods for checking if a student is enrolled or has a CoE from another provider include:

- Asking the student
- Checking the student visa
- Checking with the Department of Education and the Department of Home Affairs
- Flagged on PRISMS when ACBI tries to issue a CoE.

All the above methods should be applied to each student attempting to enrol onshore. If there is any doubt about the student's status, then do not provide the student with an offer letter or attempt to enrol them.

Unique Student Identifier (USI) Requirements

ACBI must meet USI obligations and ensure that a student cannot be enrolled in a course unless they have a verified USI or exemption.

Missing USIs must be captured at Orientation in the registration form and students' enrolment will remain conditional until USIs have been received and verified.

Student Orientation and Induction

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Following enrolment, students are provided with an orientation that reinforces their rights and responsibilities and familiarises them with the learning and assessment environment. Orientation includes:

- Welcome and introductions
- Overview of course structure and assessment expectations
- Information on academic integrity, attendance, and engagement
- Guidance on how to access learning platforms and support services
- Confirmation of policies and procedures including complaints, appeals, and withdrawal

Attendance at orientation is recorded, and follow-up is undertaken where a student is absent.

Deferral of Commencement

An applicant who has received an offer for enrolment into an ACBI Course may apply to defer the commencement of their studies. The applicant will need to submit a completed [Enrolment Deferral Request](#) (also available on the ACBI website) to the Admissions Team before the commencement of the first term of study. Overseas students need to comply with the conditions of their student visa and relevant legislation in relation to deferred offers.

The deferred admission option is available:

- only in respect of the course(s) to which the student requesting deferral has been admitted (i.e. deferred admission is non-transferable from one course to another); and
- on the provision that the student will accept unconditionally any course changes that the College implements during the period of deferral.
- The student's request meets the grounds for compassionate and compelling circumstances

A deferral may be granted for up to and including a 6-calendar month period.

Note: for more detailed information please refer to the Deferral, Suspension and Cancellation Policy available on the ACBI website and in the Terms and Conditions of the Letter of Offer and Enrolment Acceptance Agreement.

Procedure Table

Step	Action	Responsible Person	Supporting Documents / Systems
1	Provide prospective students with a course guide, Application Form or application portal link.	Student Recruitment Managers	Course Guides, Application Form
2	Submit completed application form and verified supporting documentation (academic, work history, English proficiency proof [if applicable], and passport or proof of residency).	Applicant	Application Form, Passport, Academic Certificate(s), Resume, English proof
3	Check applicant's age. Do not proceed with offers to students under 18 at course commencement for CRICOS students.	Admissions Team	Passport, Application Form
4	Assess application against course entry requirements. Verify: AQF equivalence of qualifications and	Admissions Team	Document Checklist in Admissions Live Form

	authenticity of English test (if international), age evidence, completeness of form.		
5	If entry requirements are not met, assess other factors (e.g., maturity, aptitude, past academic/work experience).	Admissions Team	Application and evidence of additional considerations
6	After initial LLND assessment conducted, request applicants to undertake formal LLND test if deemed necessary. Review the results and assess support needs and suitability to undertake the course.	Admissions Team	LLND Assessment
7	If LLND results indicate specific support needs, or if applicant has voluntarily disclosed disability which may require reasonable adjustment, Admissions inform Academic and Student Support teams to create tailored Support Plan.	Admissions Team	Student Support, Diversity, Inclusion and Wellbeing Policy & Procedure and Student Progression, Support and Completion Policy
8	Determine outcome of English proficiency for international students. If IELTS or equivalent meets entry requirement, proceed with offer. If not, recommend ELICOS or ESL course as applicable.	Admissions Team	Proof of English proficiency
9	If English proficiency is evident through other means, IELTS testing may be waived following case-by-case review aligned to visa requirements.	Admissions Team	Internal Admission Notes, DHA Visa Guidance
10	Approve successful applications and prepare Letter of Offer and Enrolment Acceptance Agreement. Ensure that unsuccessful applicants receive written notification advising of unsuitability for course and reasons. Communication to be recorded in RTO Manager.	Admissions Team	Letter of Offer and Enrolment Acceptance Agreement
11	Send Letter of Offer and Enrolment Acceptance Agreement inclusive of pre-enrolment information to applicant or nominated representative.	Admissions Team	Email and Admissions Live Form
12	Receive signed Letter of Offer and Enrolment Acceptance Agreement and initial payment. Confirm payment clearance.	Fees Team and Admissions Officer	Daily income report, Signed Agreement
13	Send Confirmation of Enrolment email or issue Confirmation of Enrolment (CoE) via PRISMS once signed agreement and cleared payment are received. A separate CoE must be created for each qualification for international students.	Admissions Team	PRISMS User Guide, CoE Records
14	Check for international students transferring from another provider. Confirm compliance with National Code 2018 Standard 7 (transfer restrictions).	Admissions Team	PRISMS, Visa, Release Letter if applicable
15	Reject applications from international students who have not completed six months of their principal course without a valid release letter.	Admissions Team	Provider Transfer Checklist

7. Policy Implementation

This policy will be made available to all staff members and stakeholders through the internal communication channels and the website.

8. Review and Continuous Improvement

This policy and procedure will undergo an biennial review, or sooner if required, to ensure it remains relevant and effective in guiding the operations and strategies or as needed to reflect any changes in the regulatory environment or operational practices.

Feedback will be collated and analysed and discussed at the monthly management meetings, for noting or action with any necessary changes documented in a Continuous Improvement Form and in the Continuous Improvement Register.

Document Control

Version number:	3.1	Approved by:	CEO
Approval date:	16 April 2026	Review date:	16 April 2028
Standards: National Code Standard 7, Standards for RTOs 2025			

Version History

Version	Date	Author	Reason	Sections
1.0	06/03/2019	Susan Briggs	New Document	All
1.1	04/05/2021	Susan Briggs	Revised documents checklist in response to Admissions team feedback	5.5
1.2	01/12/2022	Chaido Kiourkou	Update to VSL-enabled course Admission information	5.1.3
2.0	27/02/2024	Ivan Negro	Updates in response to Australian Government's Migration Strategy released on 11 December 2023	All
2.1	8/04/2024	Ivan Negro	Minor updates and addition of appendices relating to country specific requirements and English requirements	5.1.1, 5.8, 8, Appendices 1 & 2
3.0	20/05/2025	Sam Hartley	Major updates to ensure alignment with the revised RTO Standards 2025.	All sections updated and Appendices removed.
3.1	22/07/2025	Sam Hartley	Clarification on exemptions for LLND assessments based on prior learning/relevant experience	6
3.2	16/04/2026	Sam Hartley	Addition of references to USI and reasonable adjustment	6