ABN: 65 646 858 497
RTO ID: 45885 CRICOS Code: 04037K
Phone: 0416064519
Website: atlas.edu.au
Email: Atlaspoltek@gmail.com
Wissen Holdings Pty Limited

SC11: STUDENT ENROLMENT POLICY & PROCEDURE (V2.0 – JULY 2025)

Purpose ____ ***2***

Policy ____ ***2***

1. Enrolment Application and Initial Processing ____ 2
   Stage 1 – Pre-Enrolment Assessment and Interview ____ 2
   Stage 2 – Language, Literacy and Numeracy (LLN) Assessment ____ 2
2. Offer of Enrolment and Written Agreement ____ 3
3. Refund Information ____ 3
4. Acceptance of Course Fees ____ 4
5. Payments Received Prior to Agreement Acceptance ____ 4
6. Privacy and Disclosure of Information ____ 4
7. Legislative and Standards Compliance ____ 4

Procedure ____ ***4***

Gathering Records and Evidence for Student Registration And Enrolment ____ 4
Screening of Records and Evidence for Student Registration and Enrolment ____ 5
Applicants are Notified and Assessed ____ 5
Issue Letter of Offer and Student Written Agreement ____ 6
Initial Payment Process ____ 6
Enrolment ____ 6

Document Control ____ ***6***

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Compliant with Outcome Standards 2025 (2.1 – Student Information, 2.2 – Recruitment, 2.3 – Fees & Refunds, 4.3 – Records & Data Management) and National Code 2018 (Standard 3).

PURPOSE

Wissen Holdings Pty Ltd, trading as Atlas College, assesses each application for enrolment to ensure suitability and fairness.
This includes confirming entry requirements, English and LLN capability, and overall course suitability for the applicant's goals.

Before enrolling any student or accepting any course money, Atlas College must enter into a formal written agreement — comprising a Letter of Offer and Student Written Agreement — that sets out both parties' rights and obligations.

POLICY

1. ENROLMENT APPLICATION AND INITIAL PROCESSING

Atlas College will process enrolment application forms upon receipt, provided all sections have been completed, signed and dated by the applicant and all required supporting documentation has been submitted.

- Upon receipt of a complete application, Atlas College will assess:
- the applicant's suitability for the proposed course; and
- the suitability of the proposed course for the applicant.

This assessment process consists of **two sequential levels of assessment**, both of which must be successfully completed before an offer of enrolment is made.

STAGE 1 – PRE-ENROLMENT ASSESSMENT AND INTERVIEW

The first stage of assessment involves:

- reviewing the applicant's supporting documentation; and
- conducting a pre-enrolment interview with the applicant.
- The interview may be conducted in person, by telephone, or via online communication platforms (e.g. Zoom or Skype) by authorised Atlas College staff.

The purpose of the pre-enrolment interview is to:

- assess the applicant's existing skills, knowledge and experience;
- confirm how the proposed course will support the applicant's personal, study and/or employment goals; and
- determine whether Atlas College is an appropriate training provider for the applicant.

Evidence of the pre-enrolment interview must be retained in the enrolled student's file.

Applicants who successfully meet the requirements of the pre-enrolment assessment will progress to the second stage of assessment.

STAGE 2 – LANGUAGE, LITERACY AND NUMERACY (LLN) ASSESSMENT

SC11: STUDENT ENROLMENT POLICY & PROCEDURE (V2.0 – JULY 2025)

The second stage of assessment requires all applicants to undertake an online Language, Literacy and Numeracy (LLN) assessment designed to determine whether the applicant's LLN skills align with the requirements of the intended course.

The LLN assessment is:

- professionally designed and delivered; and
- administered in accordance with Atlas College's LLN assessment process.
- Only applicants who achieve successful outcomes in both Stage 1 and Stage 2 of the assessment process will be offered a place in the applied course.

2. OFFER OF ENROLMENT AND WRITTEN AGREEMENT

Prior to accepting any course money, Atlas College must enter into a formal Letter of Offer and Student Written Agreement with the applicant.

Each written agreement will, at a minimum, include:

- details of the course or courses in which the student is to be enrolled;
- any prerequisites or conditions required for entry into the course;
- tuition fees, non-tuition fees and refund arrangements;
- any conditions imposed on the student's enrolment;
- internal and external complaints and appeals processes;
- a statement advising that the agreement does not affect the rights of an overseas student to take action under Australian Consumer Law (where applicable);
- the process for claiming a refund and identification of any person(s), other than the student, who may receive a refund;
- an explanation of what occurs if the course is not delivered, including the role of the Tuition Protection Service (TPS);
- advice to overseas students regarding their obligation to notify Atlas College of current contact details, changes to contact details, and emergency contact information while studying in Australia; and
- circumstances in which personal information may be disclosed, in accordance with the **Privacy Act 1988**.

3. REFUND INFORMATION

In relation to refunds, the written agreement will clearly include:

- the amounts that may or may not be repaid to the student, including any course money collected by education agents on behalf of Atlas College;
- the processes for claiming a refund;
- a plain-English explanation of what occurs if a course is not delivered; and
- a statement confirming that the agreement and the availability of complaints and appeals processes do not remove the student's right to take action under Australia's consumer protection laws.

SC11: STUDENT ENROLMENT POLICY & PROCEDURE (V2.0 – JULY 2025)

4. ACCEPTANCE OF COURSE FEES

Atlas College will not accept any course money from a student until the student has:

- signed or otherwise accepted the Letter of Offer and Student Written Agreement.
- Course money may be accepted where payment is received at the same time as verification of acceptance, for example:
- where a signed acceptance is submitted together with payment; or
- where a student attends Atlas College's office with a signed agreement and payment.
- Students will be advised to retain:
- a copy of the signed Student Written Agreement; and
- copies of all payment receipts for their records.

5. PAYMENTS RECEIVED PRIOR TO AGREEMENT ACCEPTANCE

If Atlas College receives course money (e.g. by cheque or money order) before receiving the accepted written agreement, the payment will not be processed.

In such cases:

- Atlas College will immediately contact the student or their agent; and
- advise that the payment cannot be accepted and the enrolment cannot proceed until the signed agreement is received.

6. PRIVACY AND DISCLOSURE OF INFORMATION

As part of the enrolment formalisation process, Atlas College will advise students of the circumstances in which personal information may be shared with third parties, including regulatory authorities, in accordance with applicable privacy legislation.

7. LEGISLATIVE AND STANDARDS COMPLIANCE

This policy ensures compliance with:

- National Code of Practice for Providers of Education and Training to Overseas Students 2018 – Standard 3 (Written Agreements);
- Education Services for Overseas Students Act 2000; and
- the Outcome Standards for Registered Training Organisations (2025), particularly Outcome 2.2 (Learner Suitability and Informed Choice).

PROCEDURE

GATHERING RECORDS AND EVIDENCE FOR STUDENT REGISTRATION AND ENROLMENT • Completed Student Enrolment Application Form and supporting evidence is to	Marketing Manager

SC11: STUDENT ENROLMENT POLICY & PROCEDURE (V2.0 – JULY 2025)

be collected by the Marketing Manager directly or through Recruitment Agents • Student Application File to be created	
SCREENING OF RECORDS AND EVIDENCE FOR STUDENT REGISTRATION AND ENROLMENT The records and evidence for registration are to be screened to ensure that: • All required forms and evidence have been provided • Evidence is confirmed and verified • Individual student study requirements including reasonable adjustment requests are considered for the ability of Atlas College to provide • Evidence pertaining to entry criteria is screened • Evidence pertaining to English entry requirements and age is checked • The student application is review to ensure that all required forms and evidence have been provided, verified and screened • Ensure all queries from the potential student are attended particularly on units of competency and appropriateness of the course • Applications to be assessed before accepted to confirm the applicant is making an informed decision (that potential student has received pre-enrolment information particularly course duration, full list of units of competency, student compliant & Appeal process, Tuition fees and refund policy)	Marketing Manager
APPLICANTS ARE NOTIFIED AND ASSESSED • Applicants are notified in writing for receipt of enrolment application and acceptance for initial assessment or decline of application with reasons of decline and suggestions on what to do next • Any gaps in the evidence are requested from the student. • Any LLN issues identified if any • Marketing Manager to assess (as part one of the application assessment) all enrolment applications and supporting documents, with or without using an education agent. • Contact student/agent in case more supporting documents required • Successful candidates to undertake an independent online LLN Test (as part two of the application assessment process) before enrolment in order to confirm and document the suitability of the applicant to meet the ACSF skills requirements of the proposed course/study. • Use Atlas College Student Pre-Enrolment Assessment Interview Form to assess if the applicant is making an informed decision and suitability of the proposed course for the student. • All successful applicants (part one and part two) to be issued with the offer letter. All other applicants to be sent a decline letter with suggestions of what to do next. • Issuance of Letter of Offer to successful suitable applicants. • Check if the student applied for a Credit Transfer (CT) or RPL. All CT applications to be referred to the Director of Studies for approval. • All RPL applications to be referred to the Director of Studies to start the process	Marketing Manager

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ISSUE LETTER OF OFFER AND STUDENT WRITTEN AGREEMENT • Marketing Manager to issue accepted applicants a Letter of Offer and Student Written Agreement providing details of the course/product, service, costs, payment terms & conditions and asks for a signed agreement to be returned to Atlas College while retaining one copy for student record. • Applicants submitting signed agreements and initial payment together are issued an initial payment receipt and process the initial payment.	Marketing Manager
INITIAL PAYMENT PROCESS • Process the payment after receiving confirmation of receipt of acceptance of Letter of Offer by the student, when payment received with the enrolment application. Otherwise, contact the student/agent for the initial payment. if the student signed acceptance of the offer is received without initial payment. • Sends confirmation of payment received to CEO for issuance of eCOE after receiving the initial payment from student/agent.	Marketing Manager
ENROLMENT • CEO to issue an eCOE and sends a copy to student/agent • Administration Manager to enter accepted student's details into PowerPro • Administration Manager to create a manual file and stored • Marketing Manage issues Receipts of payment	CEO/ Marketing Manager/ Administration Manager

NOTE

- This applies to all third parties i.e. recruitment agents acting on behalf of Atlas College in the registration process.
- This applies to all monies i.e. course fees – tuition instalments as well as enrolment registration fees, material fees (if any) etc.
- The Applicant may make the first payment concurrently with submitting the signed Letter of Offer and Student Written Agreement.

DOCUMENT CONTROL

Document No. & Name:	**SC11 Enrolment Policy & Procedure V2 Jul 2025**
Quality Area:	**SC Students & Clients**
Author:	**Atlas College**
Status:	**Approved**
Approved By:	**CEO**
Approval Date:	15/07/2025
Next Review Date:	**15/06/2027**
Standards:	• Standard 3 of the National Code 2018 • Outcome Standards for Registered Training Organisations (2025), particularly Outcome 2.2 (Learner Suitability and Informed Choice).