



# **CANBERRA VALLEY INSTITUTE**

**Document:** Enrolment and Learner Information Policy and Procedure

*(Aligned to RTO Standards 2025)*

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**Enrolment and Learner Information Policy and Procedure**

LUMINOUS EDUCATION PTY. LTD. T/As Canberra Valley Institute | RTO Code: 41498 | CRICOS Code: 03937D

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## 1. Overview

This policy ensures that the Canberra Valley Institute (CVI) management systems remain effective and efficient in operation and comply with the RTO Standards 2025, the ESOS Act 2000, and the National Code 2018 (for CRICOS Providers).

To ensure that Canberra Valley Institute (CVI) provides learners with accurate, timely, and accessible information before enrolment, allowing them to make informed decisions about their training, and that enrolment processes are conducted fairly and transparently.

## 2. Scope

This policy and procedure apply to all prospective and enrolled students undertaking nationally recognized training at Canberra Valley Institute (CVI), as well as to all staff involved in providing enrollment and learner information services.

## 3. Definitions

For this policy document, Canberra Valley Institute has identified the necessity to define the following expressions:

**Enrollment:** the act of putting yourself or someone else onto the official list of members of a course, college, or university, or group

**Person** means a student, prospective student, staff member, client, customer, or employer.

## 4. Policy and Procedure

Canberra Valley Institute is committed to compliance with Standard 2 of the RTO Standards 2025, including clauses 2.1 and 2.2, by:

- Providing clear, accurate, and accessible information on courses, entry requirements, fees, support, and learner rights.
- Delivering fair and equitable enrolment procedures that ensure learners are suitable for the course and informed of their commitments
- Maintaining confidentiality and security of learner information in compliance with privacy laws.

### 4.1 Provision of Information

- Provide prospective learners with access to thorough information before enrolment, including but not limited to:

#### Enrolment and Learner Information Policy and Procedure



- Course codes, titles, duration, and structure
- Entry requirements and prerequisites
- Fees, payment terms, and refund policies
- Training and assessment delivery modes and locations
- Available learner support services
- Recognition of Prior Learning (RPL) and Credit Transfer (CT) processes
- Learner rights and responsibilities, including complaint and appeals processes
- Exit opportunities (education and possible job roles)
- All marketing and promotional materials shall be truthful, accurate, and not misleading.

## 4.2 Enrolment Process

- Implement a fair and accessible enrolment process that includes:
  - Clear application and enrolment instructions
  - Assistance for learners requiring support during enrolment
  - Conducting pre-enrolment assessments such as Language, Literacy, Numeracy, and Digital (LLND) skills and suitability checks
  - Documenting and addressing individual learner needs and reasonable adjustments
- Ensure learners sign an Enrolment Agreement before training commences, confirming understanding and acceptance of terms.

## 4.3 Record Keeping and Continuous Improvement

- Collect and manage learner data in accordance with the Privacy Act 1988 and other applicable legislation.
- Store enrolment and learner information securely with access limited to authorised personnel.
- Provide learners access to their personal records upon request.
- All data is stored in our student management systems located in Australia.
- Regularly review enrolment processes and learner information provision for effectiveness and compliance.
- Collect and act upon learner feedback relating to enrolment and information services.

## 4.4 Completion and Verification of Written Agreements

- To ensure all written agreements provided to students are accurately recorded:

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- All delivery locations (primary and any secondary/off-site locations)
- Delivery modes (e.g., face-to-face)
- Any work placement requirements

This process ensures compliance with **CRICOS**, **ESOS**, and **PRISMS** obligations.

### **Step -by Step Procedure**

- **Step 1: Prepare the Agreement Template-** Use the approved Letter of Offer / Written Agreement Template.

#### **Confirms that the template includes:**

- Primary training location
- Any secondary or off-site delivery locations
- Delivery mode
- Work placement information, if required

- **Step 2: Collect Student Information-** Obtain accurate details from the student's Domestic or International Application Form.

#### **Verify the following:**

- The student's selected campus or training location
- The intended mode of delivery (face-to-face, online, blended)
- Any work placement or practical training requirements.

- **Step 3: Complete the Written Agreement-** Enter all required information into the approved agreement template.

#### **Ensure the following details are included:**

- All primary and secondary/off-site training or assessment locations
- Delivery modes for each unit or component of the study
- Work placement requirements such as total hours, workplace location, host organisation, and supervising personnel.

- **Step 4: Validate Information-** Before sending the agreement to the student, complete a full accuracy check to confirm:

- All training and assessment locations are correctly listed.
- Delivery modes are clearly identified for the course or individual units
- Work placement information is fully documented
- Course duration matches the CRICOS-approved duration

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- **Step 5: Student Review and Confirmation-** Provide the written agreement to the student for review and signature.

**Ensure the student understands the following elements:**

- Training and assessment locations.
- Delivery modes
- Work placement requirements and responsibilities

- **Step 6: Record Management-** Store the signed written agreement securely in the student’s file (electronic and/or hard copy).

**Make sure to verify the Audit Log for every complete agreement.**

- Save a signed agreement in the student's folder.

- **Step 7: Ongoing Quality Monitoring-** Regularly audit a sample of written agreements to ensure:

- All secondary or off-site delivery locations are correctly documented.
- Delivery modes are consistent with the approved course structure
- Work placement information is complete and meets compliance requirements.

**Enrolment Checklist: Written Agreement Verification**

Item	Yes / No
Primary location included	<input type="checkbox"/>
All secondary/off-site locations included	<input type="checkbox"/>
Delivery modes specified for all units	<input type="checkbox"/>
Work placement details included (if applicable)	<input type="checkbox"/>
CoE duration aligns with the approved period	<input type="checkbox"/>
Student signature obtained	<input type="checkbox"/>

## 5. Step- by-Step Process to Ensure CoEs Do Not Exceed the Approved Course Duration

### 5.1 Verify the Approved Course Length

Before a **Confirmation of Enrolment (CoE)** is created, authorised CVI staff must confirm the officially approved course duration as recorded on **CRICOS** and reflected in the approved course structure documentation.

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## 5.2 Record Course Dates in the Student Management System

The validated course commencement and completion dates are entered into the student management system in line with the approved duration.

## 5.3 Prepare and Issue the Letter of Offer

The Student Services Officer prepares the Letter of Offer using the course duration (number of weeks) listed in **PRISMS**, cross-checking the details against the term planner, which is based on the maximum allowable duration. Once the Letter of Offer is accepted by the student and the required payment is received, the CoE is issued with start and end dates that strictly align with the PRISMS-approved course duration.

## 5.4 Assess Variations or Exceptions

Where any variations are proposed—such as **credit transfer, deferment, or** compassionate and compelling circumstances—supporting evidence must be reviewed to ensure the total enrolment period does not exceed the duration approved in PRISMS. Any approved variation may adjust the sequencing or reduce the study period but must not extend the overall course length.

## 5.5 Secondary Compliance Verification

- Prior to final approval, a secondary authorised officer must confirm that the course start and end dates recorded in the student management system are fully consistent with the PRISMS-approved duration and formally record their approval.
- If alignment cannot be verified, the CoE must not be issued.
- Where any inconsistency is identified, the CoE process is paused and escalated to the CEO or Compliance Officer. Issuance may only proceed once corrections are made and documented approval is obtained.

## 5.6 Issue CoE via PRISMS

Following confirmation of compliance, the CoE is generated and issued through **PRISMS** in accordance with the approved course duration.

## 5.7 Documentation and Record Management

All records associated with CoE issuance, including approvals, system entries, and

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supporting documentation—are retained on the student file for compliance and audit purposes.

Each student file must include a PRISMS screenshot or system extract confirming the approved duration used to generate the CoE, along with a completed CoE Verification Checklist.

### 5.8 Ongoing Monitoring and Internal Audits

CVI conducts regular internal audits to review issued CoEs and confirm ongoing compliance with approved course durations. Any discrepancies identified through these reviews are addressed immediately through appropriate corrective actions.

## 6. Responsible person

- CEO
- Admission Officer
- Trainers and Assessors
- Students

## 7. Related Documents

- Student Application form for Enrolment
- Letter of Offer
- Student Handbook
- RPL and Credit Transfer Policy
- Privacy Policy
- Complaints and Appeals Policy
- Marketing and Advertising Policy

## 8. Review of Policy

Canberra Valley Institute will review the *Enrolment and Learner Information Policy and Procedure* annually or on a needs basis (whichever occurs first).

### **Enrolment and Learner Information Policy and Procedure**