

Enrolment Policy

Australis College Pty Ltd
RTO Number 31518

PURPOSE

To ensure students are provided with all the necessary information prior to enrolment to make an informed decision on their learning pathway options and to maximise their learning and training potential whilst enrolled with Australis College.

SCOPE

Students who enrol with Australis College proceed through a three (3) stage enrolment process (pre-application, eligibility/client selection and application) prior to enrolment processing to ensure:

- The course they are enrolling into meets their needs, expectations and capabilities.
- The student meets specific eligibility criteria for various loan and funding options.
- Learning needs are identified and the student is assessed as to their suitability for a course.
- The student is communicated the terms and conditions of the program, costs and scope of services.
- Training and assessment methods are communicated including the options to Credit Transfer (CT) and apply for Recognition of Prior Learning (RPL).

LEGISLATIVE CONTEXT

[Standards for Registered Training Organisations \(RTOs\) 2015.](#)

[National Vocational Education and Training Regulator Act 2011.](#)

[Sex Discrimination Act 1984.](#)

[Disability Discrimination Act 1992.](#)

[Racial Discrimination Act 1975.](#)

[Age Discrimination Act 2004.](#)

[Commonwealth Privacy Act 1988/Privacy Amendment \(Private Sector\) Act 2000.](#)

[Australian Privacy Principles.](#)

[Student Identifier Act 2014.](#)

[Higher Education Support Act 2003.](#)

[VET Student Loans Act 2016.](#)

[VET Student Loans Rules 2016.](#)

[VET Student Loans Manual for Providers.](#)

[Student Identifiers Bill 2014.](#)

[Social Security Act 1991.](#)

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POLICY STATEMENT

1. PRE-APPLICATION

- 1.1** Once an application enquiry has been received, an Australis College Course Consultant will contact the applicant within twenty-four (24) hours to confirm personal details provided and outline the enrolment process, evidence requirements, and terms and conditions.
- 1.2** The student is asked a series of questions to gauge their Language, Literacy and Numeracy (LLN) skills as well as the student's work and study history. They discuss with the prospective student their reasons for undertaking the course and study/career goals to determine the correct qualification and level specific to their needs. The discussion includes but is not limited to:
- Specific course information, workshops, locations and vocational outcomes/pathways.
 - Methods of training and assessment.
 - Rights and obligations.
 - Fees and charges, payment terms and funding or loan options available.
 - Computer and internet access requirements.
 - Any barriers to study commitments.
 - Learning styles and challenges.
 - Time management to dedicate to studies.
 - Support services available.
 - The level of previous qualifications, including a request for their Australian Senior Certificate of Education or Certificate IV level and higher qualification for VET Student Loan applicants.
- 1.3** Every application enquiry received is assessed by a Course Consultant for eligibility for available funding/VET Student Loan before proceeding to the application stage. Currently, the available funding/loan models are:
- Certificate 3 Guarantee eligibility (refer to [1.4](#)).
 - Queensland Higher Level Skills eligibility (refer to [1.5](#)).
 - VET Student Loan eligibility (refer to [2](#)).
- 1.4** **Queensland Certificate 3 Guarantee Eligibility (relating to Qld Certificate 3 Guarantee listed qualifications on scope of registration and approved for delivery by the Department of Education and Training for Australis College):**
- Not currently enrolled in or have completed a certificate III or higher qualification.
** This does not apply to school-based certificate III's, which are exempt.*
 - Be an Australian or New Zealand citizen or Permanent Resident (includes humanitarian entrant).
 - Permanently live in Queensland.
 - Be aged fifteen (15) years of age or above.
 - No longer be at school.
 - Does not hold an overseas qualification recognised in Australia.

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** Students must be advised prior to enrolment that once they complete the Certificate 3 Guarantee level qualification, they will no longer qualify for a government subsidised funding place under this funding program.*

1.5 Queensland Higher Level Skills:

- Not currently enrolled in or have completed a Certificate IV or higher qualification (*does not include qualifications completed in school or foundation skills training.*)
- Be an Australian or New Zealand citizen or Permanent Resident.
- Permanently live in Queensland.
- Be aged fifteen (15) years of age or above.
- No longer be at school.
- Does not hold an overseas qualification recognised in Australia.

1.6 Eligibility to enrol in a qualification:

1.6.1 Specific qualifications delivered by Australis College may require the student to meet prerequisite requirements for the course. This information will be made available to the student via the course information published on the website, in marketing material and verbally in pre-enrolment discussions with a Course Consultant.

1.7 If an applicant does not meet the eligibility criteria under the funding/loan models outlined in [1.3](#), to continue with the enrolment of their chosen course, they will be required to pay the full tuition fees under a FFS arrangement.

1.8 For students applying for a VET Student Loan in a diploma or higher level course where any language, literacy or numeracy challenges are identified in conversation with the student, the Course Consultant will refer the student to Student Support to complete the CSPA skills assessment.

1.9 FFS students enrolling into a diploma or higher level course where any language, literacy or numeracy challenges are identified in conversation with the student, the Course Consultant will refer the student to Student Support to complete the CSPA skills assessment.

1.10 For FFS or students applying for funding in a certificate IV level course or lower where language, literacy or numeracy challenges are identified, Student Support will enrol the student into the internal Core Skills Assessment program. Completion of these tasks will assist the Student Support team to identify if the student requires support prior to enrolling in their chosen program. Assessment questions will focus on the core skill level required for the chosen program in writing, numeracy and reading. Further resources internally can be offered to the student to support them through their program.

1.11 In the instance Australis College cannot provide the level of assistance required, the student will be referred to external support networks to prepare them prior to enrolling in the program.

1.12 Outcomes will be discussed with the student in a caring and respectful manner by our dedicated Student Support team. If the student successfully completes these activities they will continue to the enrolment stage (see [4](#) below).

1.13 For students that have studied in a similar field and may hold units of competency that is equivalent to units in the qualification they are enrolling into, the Course Consultant will provide information by phone and email on the CT process and notify Student Services to follow this up with the student during the application.

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- 1.14** Students that do not hold equivalent units of competency but have studied and/or worked in the industry may qualify for RPL. The Course Consultant will provide information on the RPL process and notify Student Services to follow this up with the student during the application.

2. STUDENT ENTRY POLICY FOR VET STUDENT LOAN ELIGIBILITY

2.1 VET Student Loan Citizenship and Residence Eligibility (effective from 1st January 2017):

2.1.1 To be eligible to apply for a VET Student Loan for Vocational Education and Training (VET) diploma level courses and higher, the student must be an Australian Citizen, Permanent Humanitarian Visa holder who is usually resident in Australia, or a qualifying New Zealand Citizen. (Refer to the Identification and Evidence Requirements guide.)

2.1.2 Australian Citizen Evidence Requirements.

A) Born Overseas. Australian Citizens born overseas must supply one of the following:

- Australian Birth Certificate.
- Australian Citizenship Certificate.
- Australian Certificate of Registration by descent, **OR**
- Adoption in accordance with the Hague convention on Inter-country adoption or Bi-lateral arrangement extract.

B) Born in Australia before 20.08.1986. Australian citizens born in Australia prior to this date must supply an:

- Australian Birth Certificate.

C) Born after 20.08.1986 and at least one (1) parent was an Australian citizen at the time of birth. Must supply as evidence:

- Australian Birth Certificate and one of the following:
- Parents Citizenship Certificate, **OR**
- Parents Birth Certificate.
- Grandparents* Birth Certificate.

**if parent born in Australia after 20.08.1986.*

D) Born after 20.08.1986 and one (1) or both parents were Permanent Residents at time of birth. Must supply the following:

- Australian Birth Certificate for each parent with permanent residency at time of birth.
- Australian Citizenship for each parent.

E) Applicant was born in Papua New Guinea prior to 16.09.1975.

- Verification must be obtained from the Department of Immigration and Border Protection* (DIBP).

**Only accepted if issued on or after 01.01.2009.*

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2.1.2.1 If the applicant is unable to provide the evidence as listed, they must apply for a replacement Citizenship Certificate Form 119, or apply for their citizenship evidence with the DIBP.

2.1.3 New Zealand Citizen Evidence Requirements. New Zealanders are holders of a Special Category Visa (SCV) which is not permanent but allows the holder to visit, live and work in Australia indefinitely. They must meet the following conditions to be eligible:

Has usually been a resident in Australia for at least 10 years; and

- Was a dependent child aged under eighteen (18) years of age when he, or she first was usually resident in Australia, and
- Has been in Australia for periods totalling eight (8) years during the previous ten (10) years, and
- Has been in Australia for periods totalling eighteen (18) months during the previous two (2) years. More information can be found about HELP eligibility criteria at <https://www.education.gov.au/faqs-new-zealand-special-category-visa-holders>.

2.2 Academic Suitability Entry Criteria.

2.2.1 Students applying for a VET Student Loan to cover the cost of their tuition fees for approved courses will also need to meet additional entry criteria conditions (Student Entry Procedure for VET Student Loan Eligibility (PRO_TA_EP5)) under the Higher Education Support Act 2003 and VET Student Loan Act 2016 to ensure their suitability for the course they are enrolling into.

2.2.2 The student must provide Australis College with a copy of their Australian Senior Certificate of Education awarded by an authority of a State or Territory for completion of Year 12:

OR

- Supply a certificate for an AQF qualification at a Level IV or above and the qualification was delivered in English;

OR

- Complete a CSPA (Core Skills Profile for Adults) LLN (Language, Literacy and Numeracy) assessment demonstrating competence at, or above Exit Level 3 in the Australian Core Skills Framework (ACSF) in both reading and numeracy;

AND

- Australis College must also believe that the student displays the competence required for completion of the course and therefore reserves the right to deny access to the VET Student Loan scheme on these grounds. If concerns are raised by an Australis College employee that the student does not demonstrate this competence, the student may be required to complete an internal Australis College Core Skills Assessment.

2.2.3 ACER CSPA testing results received from other Registered Training Organisations will be accepted if evidence is provided and verified. ACER CSPA testing results will be provided if the student wishes to change courses or training providers.

2.2.4 Students that do not reach the Exit Level 3 will be contacted by Student Support to discuss the unsuccessful result. Student Support may suggest LLN resources to assist the student to improve on specific gaps in the student's language, literacy and numeracy skills to re-sit the

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test at a later date (minimum of three (3) months), or recommend alternative courses and pathway options.

2.2.5 Students that do not reach the Exit Level 3 are still eligible to enrol in their chosen course; however, the student would be required to pay the full tuition fees under a FFS arrangement. Australis College must be satisfied that the student is capable of successfully completing the course.

2.2.6 Once a student has been assessed as achieving competence in Exit Level 3 or higher, and all relevant forms including the course declaration have been fully completed and returned to Student Services, a two (2) business day cooling off period will apply prior to the Student Loan Application Form being sent to the student. A student enrolling in a unit less than the two (2) business days before the census date will not be eligible for that unit.

2.3 VSL Application.

2.3.1 The student must be enrolled in an approved VET Student Loan course, meet the eligibility requirements and provide Australis College with the application and evidence requirements specified in Part 2, Divisions 2 and 4 of the VET Student Loans Act 2016.

2.3.2 The application must provide their tax file number (TFN) or a Certificate of Application for a TFN. This certificate is available from the ATO after the student has applied for a TFN.

2.3.3 The application must include the student’s Unique Student Identifier (USI) number.

2.3.4 Australis College will not accept a Request for a VET Student Loan application from the student under the age of eighteen (18) years unless this has been co-signed by a parent or guardian. The only exemption to this requirement for students less than eighteen (18) years is to produce evidence from Centrelink to verify they receive the youth allowance and are independent under the Social Security Act 1991. Australis College must retain records of parental consent or Centrelink evidence if the student is exempt.

2.3.5 Australis College is not permitted to complete any part of VET Student Loan application on the student’s behalf.

3. APPLICATION

3.1 The student must complete and return the Application Form together with accepted identification (dependent on the funding and course requirements – refer to Identification and Evidence requirements guide) prior to being issued with an internal Student Identification Number and being enrolled into a course.

3.2 If upon reviewing the identification, a potential student is under the age of eighteen (18) years of age, the Course Consultant will email a parental consent form to be completed by the student’s carer or guardian and returned to the Course Consultant before finalising the enrolment.

3.3 Depending on the payment option available the applicant will be required to complete and return the following documentation to proceed to enrolment:

- Course Application form.
- Funding or Loan application form.
- Sign a training plan, provide a utility bill and concession card (for Certificate 3 Guarantee funding only).

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- Student Declaration acknowledging comprehension and agreement to abide by the terms and conditions outlined in the Student Handbook and Australis College policies available on the website.
- Photo identification and evidence of Australian citizenship or residency.
- CT or RPL application (if relevant dependent on previous related study or work experience). (Refer to Training and Assessment Policy (POL_TA_TA1) and Training and Assessment Procedure (PRO_TA_TA1).)
- Unique Student Identifier (USI) number.
- Valid personal email address.
- Parental consent form (if required for students less than 18 years of age).

4. ENROLMENT

- 4.1** The Australis College Student Services Officer will review the application to ensure all required information has been provided and that the details are correct. Once all information and documentation is submitted, enrolments are processed within twenty-four (24) hours through the Student Management System; a welcome email and login details are issued to each student. The student is contacted by the Faculty team to formally welcome them to the College, Faculty and enrolled course.
- 4.2** To apply for a VET Student Loan, the student must first enrol in an approved course, then complete the electronic Commonwealth Assistance Form (eCAF) sent from the Department by email. This form is to be completed by the census day. If necessary, Student Services will follow up on the student returning this form prior to the student reaching their first census date.
- 4.3** If a student is applying for Queensland Certificate 3 Guarantee funding, they are required to sign a training plan prior to their enrolment being finalised. This training plan is provided by Student Services.
- 4.4** Once Student Services has received and processed the course application form, and all necessary enrolment information, the assigned Head of Faculty and Trainer is sent an email notification outlining their new student’s contact and enrolment details including all application notes provided by the Course Consultant.
- 4.5** Student Services will update the student’s USI in the Student Management System once the number or permission form is received. No qualification will be issued to a student without this number.
- 4.6** For students applying for RPL or CT, Student Services will verify copies of qualifications and supporting transcripts. The student will be advised of any adjustments to fees. If the applicant requests further information regarding their eligibility for RPL or CT a Trainer/Assessor will contact the student. (Refer to Training and Assessment Policy (POL_TA_TA1) and Training and Assessment Procedure (PRO_TA_TA1).)
- 4.7** Students enrolling into courses delivered in a classroom setting will be provided with information on orientation dates at their chosen campus location, contact numbers and further information specific to course requirements.

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5. ACCESS AND EQUITY

- 5.1 Australis College is committed to offering the opportunity to everyone to access and participate in learning. All students are treated fairly and with respect, regardless of their background, nationality, disability or sexuality. (Please refer to the Access and Equity Policy (POL_TA_AE1) for more information.)

6. PRIVACY PRINCIPLES

- 6.1 Australis College will only request student information for the purposes of training and assessment and meeting the mandatory requirements of information for National and State Regulatory Bodies. (Refer to the Australis College Privacy Policy (POL_SPP1).)
- 6.2 Any additional information collected for the purposes of sharing with third parties is clearly stated and agreed in writing by the student ahead of the event.

7. COMMUNICATION, TRAINING AND RECORDKEEPING

- 7.1 *For internal use only* - refer to the Communication, Training and Recordkeeping Procedure (PRO_SM6).

8. ABBREVIATIONS

- 8.1 CT – Credit Transfer.
- 8.2 RPL – Recognition of Prior Learning.
- 8.3 AQF – Australian Qualifications Framework.
- 8.4 VET – Vocational Education and Training.
- 8.5 DIBP – Department of Immigration and Border Protection.

9. REFERENCES/SUPPORTING DOCUMENTS/DEFINITIONS

- 9.1 [VET Student Loans](#) is a government initiative to assist eligible students in approved diploma and higher level (VET) qualifications in approved courses to pay their upfront tuition fees incurring a loan.
- 9.2 Certificate 3 Guarantee is a key initiative under the Queensland Government's five-year training reform action plan, [Great skills. Real opportunities](#).
The Certificate 3 Guarantee provides a Government subsidy to support eligible individuals to complete their first post-school certificate III level qualification.
- 9.3 Credit Transfer (CT) is a process that provides students with agreed and consistent credit outcomes based on identified equivalence in content and learning outcomes between matched qualifications.
- 9.4 Recognition of Prior Learning (RPL) is an assessment process that assesses an individual's formal, non-formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes, competency outcomes, or standards for entry to, and/or partial or total completion of, a VET qualification.

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- 9.5** [Language](#) is the main way we make and understand meaning as humans. Includes speaking, listening, reading, writing, and visual communication. In its broadest sense, language involves the words, verbal structures and gestures we use to convey meaning. It also refers to using words and grammatical structures and other meaning support system (e.g. gestures when speaking and listening; punctuation and formatting when reading and writing to make meaning of or to understand someone else's meaning).
- 9.6** Literacy is the ability to read and use written information as well as to write in an appropriate manner at home, at work and in the community. Literacy is the ability to read and use written information as well as to write in a range of contexts. Literacy involves the integration of speaking, listening and critical thinking with reading and writing.
- 9.7** Numeracy is the ability to use the mathematical concepts needed to function effectively in work and social contexts. Numeracy involves the practical application of mathematical skills to absorb, use and critically evaluate information in numerical and graphical form. This can include number skills, spatial and graphical concepts, measurement and problem-solving.
- 9.8** USI – Unique Student Identifier (personal identification number that is an online record of training and qualifications awarded in Australia). The USI is required in order to be issued with qualification or statement of attainment.
- 9.9** Training and Assessment Policy (POL_TA_TA1).
- 9.10** Training and Assessment Procedure (PRO_TA_TA1).
- 9.11** Australian Tax Office <http://www.ato.gov.au/>.
- 9.12** Pre-enrolment Application Procedure (PRO_TA_EP1).
- 9.13** Pre-enrolment Application Sales Script.
- 9.14** Identification and Evidence Requirements guide.
- 9.15** Student Enrolment Procedure (PRO_TA_EP2).
- 9.16** Australis College Student Handbook.
- 9.17** Course Application Form.
- 9.18** Australis College Privacy Policy (POL_SPP1).
- 9.19** Access and Equity Policy (POL_TA_AE1).
- 9.20** ACER Core Skills Profile for Adults acer.edu.au/cspa.
- 9.21** Core Skills Assessment Policy (POL_TA_PA1).
- 9.22** Core Skills Assessment Procedure (PRO_TA_PA1).
- 9.23** Student Entry Procedure for VET Student Loan Eligibility (PRO_TA_EP5).

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APPROVAL AND AUTHORISATION

Completion of the following signature blocks signifies who is responsible for the creation, implementation, review and approval of this policy.

	Name	Job title	Date
Prepared by	Natasha Skelly	Student Services Manager	15/12/2014
Owned by	Marshall Newton	Chief Operations Officer	15/12/2014
Approved by	Marshall Newton	Chief Operations Officer	15/12/2014

SUMMARY OF REVISIONS

Australis College is committed to maintaining systematic control over its documentation. This includes the accurate recording of amendments and versions of documents through the Version Control Register SmartSheet (<https://app.smartsheet.com/b/home>).

This policy document will be reviewed two (2) years from its effective date or sooner as required.

Date	Name	Job Title	Version Number
15/12/2014	Natasha Skelly	Student Services Manager	1.0
29/01/2015	Sharleen Ejlertsen	Quality Officer	1.1
07/07/2015	Sharleen Ejlertsen	Quality Officer	2.0
28/09/2015	Sharleen Ejlertsen	Quality Officer	3.0
19/01/2016	Sharleen Ejlertsen	Quality Officer	4.0
08/03/2016	Sharleen Ejlertsen	Quality Officer	4.1
13/07/2016	Natasha Skelly	Student Services Manager	4.2
10/01/2017	Sharleen Ejlertsen	Quality Officer	5.0
19/01/2017	Sharleen Ejlertsen	Quality Officer	5.1
05/07/2017	Sharleen Ejlertsen	Quality Officer	6.0