Enrolment Policy

VISION
To be Australia’s most trusted RTO.

MISSION
To provide exceptional industry-relevant training that creates real employment outcomes for our students.

VALUES
Student-focused | Innovation | Courage | Quality | Learning | Accountability | Health & Wellbeing

PURPOSE
To ensure students are provided with all the necessary information prior to enrolment to maximise their learning and training potential whilst enrolled with Australis College.

SCOPE
Students who enrol with Australis College go through a three (3) stage enrolment process to ensure the course they are enrolling into meets their needs, expectations, capabilities and that they understand the terms and conditions of the program, costs and scope of services. The three (3) stages are the pre-application stage, application and enrolment stages and are outlined in the Australis College Student Handbook.

Australis College Course Consultants or approved delegates (refer to definitions) discuss with the prospective student their reasons for undertaking the course and their study/career goals to determine the correct qualification specific to their needs. Course information is discussed including content and vocational outcomes and any perceived barriers to study and time commitments. For Fee for Service customers, or VFH customers that can provide an Australian Senior Secondary Certificate of Education but indicate a potential learning challenge, a series of questions are asked to gauge the student’s LLN skills as well as the student’s work and study history. From there they may complete an internal Core Skills Assessment prior to course enrolment. For students wishing to use VET FEE-HELP(VFH) assistance as the payment method, where a suitable Australian Senior Secondary Certificate of Education cannot be produced, a standard Core Skills Profile for Adults (CSPA) LLN skills assessment will be used to assess their suitability for the
course. If a certificate is produced and a potential learning issue is detected or raised with a Course Consultant they may also proceed to the internal Core Skills Assessment. These questions reflect the Australian Core Skill Framework levels, specifically targeting reading and numeracy.

The Course Consultant/Australis College approved delegate will outline how the training is conducted and the assessment methods available to them including the options of Credit Transfer (CT) and Recognition of Prior Learning (RPL). Fees and charges are explained as well as the student’s rights, obligations and the support services available.

Before enrolment into the chosen course, students are required to fully complete and provide required documentation, agree to the terms and conditions as specified on the declaration form and supply sufficient identification. The enrolment is unable to proceed until all documentation and evidence is supplied.

Upon enrolment with Australis College, students are sent a welcome pack.

**LEGISLATIVE CONTEXT**

Standards for Registered Training Organisations (RTO’s) 2015


Sex and Age Discrimination Legislation Amendment Act 2011 – Proclamation.

Commonwealth Privacy Act 1988 / Privacy Amendment (Private Sector) Act 2000

Australian Privacy Principles

Student Identifier Act 2014

Higher Education Support Act 2003 (VET FEE-HELP Guidelines)

Higher Education Support Amendment (VET FEE-HELP Reform) Bill 2015

Student Identiﬁers Bill 2014

Social Security Act 1991

1. **Pre-Application**

1.1 Application enquiries are either received from an agent, submission through the Australis College website, via phone or on location at one of our campuses.

1.2 The Australis College Course Consultant or approved delegate will contact an applicant within twenty-four (24) hours of receiving the referral or application to confirm personal details provided (if agent or website application), discuss the course options in further detail, discuss the funding or VET FEE – HELP loan available and outline the enrolment process and rights and obligations.

1.3 If the application enquiry is received on campus, the Australis College approved delegate will also confirm personal details provided, discuss course options in further detail and assist the applicant in
forwarding identification and supporting documentation. Every enquiry for application at a campus location must be forwarded through to the Call Centre for follow up and processing.

1.4 The Australis College Course Consultant or approved delegate will discuss with the applicant:

- Previous study and life/work experiences and qualifications and reason for interest in chosen course.
- Time management to dedicate to studies.
- Specific course information, workshops and locations.
- Methods of training and assessment.
- Rights and obligations.
- Computer and internet access requirements.
- Any barriers to study commitments.
- Level of previous qualifications, including requesting a copy of their Australian Senior Secondary Certificate of Education for VFH applicants.

1.5 Every application enquiry received is assessed by a Course Consultant/Australis College approved delegate for eligibility for available funding/VET FEE-HELP loan before proceeding to the application stage. Currently the two available funding/loan models are:

- VET FEE-HELP Assistance eligibility. (refer to 2.)
- Certificate 3 Guarantee eligibility. (refer to 1.6)

1.6 **Certificate 3 Guarantee Eligibility (relating to Certificate 3 Guarantee listed qualifications on scope of registration 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.
- Live in Queensland.
- Be aged fifteen (15) years of age or above.
- No longer be at school.
- Does not hold overseas qualification recognised in Australia.

1.7 **Eligibility to enrol in a qualification.** Specific qualifications delivered by Australis College may require the student to meet pre-requisite requirements for the course they wish to enrol into. 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/approved delegate.
1.8 If an applicant does not meet the eligibility criteria under the funding/loan models at 1.5, in order to continue with enrolment into their chosen course they will be required to pay the full tuition fees under a Fee for Service (FFS) arrangement.

1.9 For FFS or VFH students who provide an Australian Senior Certificate of Education where any language, literacy or numeracy challenges are identified in conversation with the student, the Course Consultant will refer the student to Student Support. Key criteria for referring the student includes any of the following:
- Only studied up to grade ten (10) (or equivalent);
- Not engaged in further study in the past ten (10) years;
- Intellectual disability;
- Mental health concern;
- English is not the students first language;
- Less than eighteen (18) years of age.

1.10 Student Support will enrol the student into the online Core Skills Assessment program. Completion from 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, or where 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. (Refer to Student Support Policy POL_TA_SS1 and Procedure PRO_TA_SS1.)

1.11 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 (at Section 4. below).

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

1.13 Students that do not hold equivalent units of competency but have studied and worked in the industry may qualify for Recognition of Prior Learning (RPL). The Course Consultant will provide information on the RPL process by phone and email and notify Student Services to follow this up with the student during the application.

2. Student Entry Policy for VET FEE-HELP Loan Eligibility

2.1 VET FEE-HELP Assistance Eligibility:
- Are an Australian citizen or permanent humanitarian visa holder who will be a resident in Australia for the duration of the unit of study; AND
- Are a full fee-paying student studying a Diploma, Advanced Diploma, Graduate Certificate or Graduate Diploma level course at an approved VET FEE-HELP provider;
- Have not exceeded the FEE-HELP limit (see below); **AND**
  - Meet the tax file number (TFN) requirements: **OR**
  - If a student does not hold a TFN *Australis College will accept a Certificate of application for a TFN*. This certificate is available from the [Australian Taxation Office](http://www.ato.gov.au) after a TFN has been applied for; **AND**
- Submit the *Request for VET FEE-HELP Assistance* Form to Australis College prior to the census date.

### 2.2
As of the 1st January 2016, students enrolling into VET Diploma courses or higher and applying for VET FEE-HELP assistance to cover the cost of their tuition fees will also need to meet additional entry criteria conditions under the Higher Education Support Amendment (VET FEE-HELP Reform) Bill 2015 to ensure their suitability for the course they are enrolling into.

### 2.3
The student must provide Australis College with a copy of their Australian Senior Secondary Certificate of Education awarded by an authority of a State or Territory for completion of year 12, or the student must 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. Australis College must also believe that the student displays the competence required for completion in the course. If they do not believe that the student shows this competence they may be required to complete an internal Australis College Core Skills Assessment. 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.

### 2.4
Students that hold a higher qualification are still required to provide their Australian Senior Secondary Certificate of Education or complete the CSPA testing at an Exit Level 3 or higher to be eligible for a VET FEE-HELP loan.

### 2.5
Australis College uses an approved testing tool CSPA. This test is conducted as an online secure assessment. Results from this test must be retained for at least five (5) years.

### 2.6
Students that do not reach the Exit Level 3 will be contacted by our Student Support team to discuss the unsuccessful result. If it is determined that external factors contributed to the unsuccessful result at the time of the assessment, the student will be invited to re-sit. If the Student Support Officer believes there are gaps in the student’s language, literacy and numeracy skills they will discuss other course or pathway options for consideration or re-sitting the CSPA test at a later date when the student and the Student Support Officer feel progress and improvement has been made in the reading and numeracy gaps that were identified in the initial assessment.

### 2.7
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 Fee for Service (FFS) arrangement.
Australis College must be satisfied that the student is capable of successfully completing the course and may request the student to proceed through the Australis College Core Skills Assessment.

2.8 Australis College will not accept a Request for a VET FEE-HELP loan form from the student less than the age of eighteen (18) years unless this has been co-signed by a parent or guardian. The only exemption to this requirement is for students under eighteen (18) years that receive the youth allowance and are independent within the Social Security Act 1991 and are able to provide evidence from Centrelink. Australis College must retain records of parental consent and Centrelink evidence to prove independence under the Social Security Act 1991.

2.9 Once a student has been assessed as achieving competence in Exit Level 3 or higher and all relevant forms and course declaration has been fully completed and returned to Student Services, a two (2) business day cooling off period will apply prior to the Request for a VET FEE-HELP loan form is 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 VET FEE-HELP assistance for that unit.

3. Application

3.1 The Course Consultant or approved delegate must complete or receive the Course Application Form and suitable identification (dependent on the funding requirements) prior to issuing a student with an internal Student Identification Number. Student Identification Numbers will only be issued once a student has met the identification requirements of their course or funding.

3.2 If upon reviewing the identification, a potential student is under the age of eighteen (18) years of age, the Course Consultant/approved delegate will email a parental consent form to be completed by the student’s carer or guardian and returned to the call centre 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 finalise their enrolment;

- Course Application form
- Request for a VET FEE-HELP loan form (for VET FEE-HELP Commonwealth loan set up only).
- Sign a training plan, provide a utility bill and concession card (for Cert 3 Guarantee funding only).
- 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.
- Credit Transfer (CT) or Recognition of Prior Learning (RPL) application (if relevant dependant on previous related study or work experience). Where the student requests to apply for RPL or CT, an application form will be sent to complete and return with evidence of competency. The allocated Trainer/Assessor will discuss the completed RPL application in detail upon receipt.
- Unique Student Identifier number (USI).
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. All enrolments are processed within 24 (twenty-four) hours through the Student Management System (JobReady) and a welcome email and login details are issued to each student.

4.2 A welcome pack will be posted which includes hard copies of the welcome email and login details for all systems related to course materials.

4.3 If the student has applied for VET FEE-HELP (VFH) Assistance, the Request for a VET FEE-HELP loan form will be emailed or posted to the student (if a hard copy form is requested) and is to be completed and returned to Student Services. If necessary, a Student Services Officer will continue to follow up on the student returning this form prior to the student reaching their first census date.

4.4 If a student is applying for Certificate 3 Guarantee funding, they are required to sign a training plan prior to their enrolment being finalised. This training plan is provided to the student by Student Services.

4.5 Once Student Services have received and processed the application form, course declaration form and all necessary enrolment information, the assigned Industry Coordinator/Campus Manager/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/approved delegate.

4.6 Student Services will update the student’s Unique Student Identifier (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.

4.7 For students applying for Recognition of Prior Learning (RPL) or Credit Transfer (CT) the Student Services Officer will verify copies of certification 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 Procedure PRO_TA_TA1.)

4.8 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.

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 of Enrolment Information

6.1 Australis College will only request student information for the purposes of training and assessing 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.

DEFINITIONS

VET FEE-HELP (VFH)

VET FEE-HELP is available to assist eligible students studying higher level vocational education and training (VET) qualifications to pay their tuition fees. Higher level VET qualifications are at the Diploma level and above. For a trial period, VET FEE-HELP will also be available for a limited number of Certificate IV qualifications. VET FEE-HELP can be used to pay all or part of an eligible student’s tuition fees, but cannot be used for additional study costs such as accommodation or text books.

Certificate 3 Guarantee

The 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.

It also supports Queensland’s Year 12 graduates to transition to employment by providing fee-free training in high priority qualifications.

Credit Transfer

A process that provides students with agreed and consistent credit outcomes based on identified equivalence in a content and learning outcomes between matched qualifications.

Recognition of Prior Learning

An assessment process that involves assessment of the individual’s relevant prior learning to determine the credit outcomes of an individual application for credit.

Language

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).
Literacy

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.

Numeracy

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, the use of measurement, problem solving.

Australis College approved delegate

Australis College employees that may carry out pre-enrolment activities in the capacity of their role. E.g. Approved Australis College Sales Representatives or Campus Managers.

REFERENCES/SUPPORTING DOCUMENTS

Australian Tax Office

Pre-enrolment Application Procedure (PRO_TA_EP1)
Student Enrolment procedure (PRO_TA_EP2)
Finalising VFH enrolment procedure (PRO_TA_EP3)
Australis College Student Handbook australiscollege.edu.au/students
VET FEE-HELP Guide australiscollege.edu.au/students
Request for a VET FEE-HELP loan form
Course declaration form
Australis College Privacy Policy (POL_SPP1)
Student Support Policy (POL_TA_SS1)
Student Support Procedure (PRO_TA_SS1)
Access and Equity Policy (POL_TA_AE1)
ACER Core Skills Profile for Adults acer.edu.au/cspa
Study Assist Information studyassist.gov.au/sites/StudyAssist/
Core Skills Assessment Policy (POL_TA_PA1)
Core Skills Assessment Procedure (PRO_TA_PA1)
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