

# Enrolment Policy

Australis College Pty Ltd  
RTO Number 31518

## 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 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 is communicated and has access to the terms and conditions of the program, costs and scope of services.

Australis College Course Consultants 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.

All students are asked a series of questions to gauge the student's Language, Literacy and Numeracy (LLN) skills as well as the student's work and study history. Students enrolling into a Certificate level IV and lower may be required to complete an internal Core Skills Assessment prior to course enrolment to determine academic suitability.

Student's enrolling into a diploma or higher level VET qualification and applying for a VET Student Loan are required to supply an Australian Senior Secondary Certificate of Education, alternatively a Certificate IV or higher level Australian Qualifications Framework (AQF) qualification. For students unable to provide evidence of these documents a government approved Core Skills Profile for Adults (CSPA) Language, Literacy and Numeracy (LLN) skills will be used to assess their suitability for the course.

If a potential learning issue or disability is detected or discussed with a Course Consultant, the student will be referred to either the internal Core Skills assessment or government approved CSPA based on the level of qualification they wish to enrol into.

The Course Consultant 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 are supplied.

Upon enrolment with Australis College, students are sent a welcome e-mail and logins to access their course material as well as assigned a Trainer/Assessor whom will contact them to formally welcome and induct them to the College, Faculty and course.

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## 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.](#)

[Student Identifiers Bill 2014.](#)

[Social Security Act 1991.](#)

## POLICY STATEMENT

### 1. PRE-APPLICATION

- 1.1** Application enquiries are either received from a third party (Fee for Service (FFS) enquiries only), submission through the Australis College website, via phone or on location at one of our campuses.
- 1.2** The Australis College Course Consultant will contact an applicant within twenty-four (24) hours of receiving the referral or application to confirm personal details provided (if third party or website application), discuss the course options in further detail, discuss payment terms, funding or loan options 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 Course Consultants 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.

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- Any barriers to study commitments.
- 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.

**1.5** 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 [1.6](#)).
- Queensland Higher Level Skills eligibility (refer to [1.7](#)).
- VET Student Loan eligibility (refer to [2](#)).

**1.6 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.  
*\* 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.*

**1.7 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.

**1.8 Eligibility to enrol in a qualification.** 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.

**1.9** If an applicant does not meet the eligibility criteria under the funding/loan models outlined in [1.5](#), to continue with the enrolment of their chosen course, they will be required to pay the full tuition fees under a FFS arrangement.

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- 1.10** 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.
- 1.11** 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.
- 1.12** 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 online 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.
- 1.13** 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.
- 1.14** 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).
- 1.15** 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.
- 1.16** Students that do not hold equivalent units of competency but have studied and worked in the industry may qualify for 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 STUDENT LOAN ELIGIBILITY

### 2.1 VET Student Loan Eligibility (effective from 1<sup>st</sup> 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 (who has been usually resident in Australia for at least ten (10) years, was a dependent child when first resided in Australia, has been residing in Australia eight (8) of the ten (10) years, and has been in Australia at least eighteen (18) months within the past 2 years). (Refer to the ID and Evidence Requirements guide.)

#### 2.1.2 Application.

- 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, Division 2 and 4 of the VET Student Loan Act 2016.
- The application must meet the tax file number (TFN) requirements; **OR** if the student does not hold a TFN, a Certificate of Application for a TFN. This certificate is available from the ATO after the student has applied for a TFN.
- The application must include the student’s Unique Student Identifier (USI) number.

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

**2.2** 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 under the Higher Education Support Act 2003 and VET Student Loan Act 2016 to ensure their suitability for the course they are enrolling into.

**2.2.1** 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**

- The student must supply a certificate for an AQF qualification at a Level IV or above and the qualification was delivered in English;

**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;

**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.

**2.2.2** 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.

**2.2.3** 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 Student Support believes there are gaps in the student's language, literacy and numeracy skills they will discuss other course or pathway options for consideration or suggest re-sitting the CSPA test at a later date once the student and Student Support feels progress and improvement has been made in the reading and numeracy gaps that were identified in the initial assessment.

**2.2.4** 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.

**2.2.5** 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

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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.

### 3. APPLICATION

- 3.1** The student must complete or return the Application Form and provide accepted identification (dependent on the funding requirements – refer to ID and Evidence requirements) prior to being issued 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 will email a parental consent form to be completed by the student’s carer or guardian and returned to the Course Consultants 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).
  - 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).)
  - 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 and a welcome email and login details are issued to each student.
- 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.

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- 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 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.
- 4.6 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.

## 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.

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## 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.
- It also supports Queensland's Year 12 graduates to transition to employment by providing fee-free training in high priority qualifications.
- 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 involves assessment of the individual's relevant prior learning to determine the credit outcomes of an individual application for credit.
- 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, the use of measurement, problem-solving.
- 9.8** USI – Unique Student Identifier (Personal identification number that is an online record of training and qualifications awarded in Australia. 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** ID and Evidence Requirements.
- 9.15** Student Enrolment Procedure (PRO\_TA\_EP2).
- 9.16** Australis College Student Handbook.
- 9.17** Course Application Form.

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- 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](http://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\_EP6).
- 9.24 Core Skills Review Support Conversation Script (PRO\_TA\_PA2).

## 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
<b>Prepared by</b>	Natasha Skelly	Student Services Manager	15/12/2014
<b>Owned by</b>	Natasha Skelly	Student Services Manager	15/12/2014
<b>Approved by</b>	Andrew Hetherington	Managing Director	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