

# Student Entry Procedure

## For VET Student Loan Eligibility

Australis College Pty Ltd  
RTO Number 31518

### 1. PURPOSE

- 1.1** To ensure all students enrolling in courses under Vet Student Loan agreements abide by the eligibility conditions set in the Higher Education Support Act 2003 and VET Student Loans Act 2016 effective from 1<sup>st</sup> January 2017. This legislation seeks to ensure that students enrolling into VET qualifications at a diploma level or higher are suitable for the AQF level of course they are enrolling into.
- 1.2** This procedure must be used in conjunction with the Enrolment Policy (POL\_TA\_EP1), Pre-enrolment Application Procedure (PRO\_TA\_EP1), Script and ID and Evidence Requirements Guide.

### 2. SCOPE AND APPLICATION

- 2.1** Applies to all Australis College employees (Course Consultants, Student Support and Student Services teams) who communicate the applicable entry requirements, core skills assessment information and the processing of student applications and enrolments for students applying for a VET Student Loan.

### 3. ABBREVIATIONS

- 3.1** ACER – Australian Council of Educational Research.
- 3.2** CSPA – Core Skills Profile for Adults (Government approved).
- 3.3** LLN – Language, Literacy and Numeracy.
- 3.4** VSL – VET Student Loan.
- 3.5** VET – Vocational Education and Training.
- 3.6** AQF – Australian Qualifications Framework.
- 3.7** SMS – Student Management System.
- 3.8** FFS – Fee for Service.
- 3.9** ATLAS – Australis Training, Learning and Assessment System.

### 4. ENVIRONMENT, HEALTH AND SAFETY

- 4.1** Australis College is committed to ensuring employees and students work and learn in an environment that is safe and promotes their health and wellbeing.
- 4.2** All training will be conducted in adherence to workplace health and safety requirements.
- 4.3** All employees will be provided with appropriate resources to allow them to perform their job roles.

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## 5. RESPONSIBILITIES

### 5.1 Chief Operations Officer (COO):

- Monitors the effectiveness of operating systems to support the application and assessment process for VET Student Loan students enrolling into Australis College VET qualifications.

### 5.2 Marketing:

- Ensures that the Enrolment Policy (POL\_TA\_EP1) and this procedure are published on the Australis College website(s).

### 5.3 Call Centre Team Leader (CCTL):

- Provides coaching and training to Course Consultants to ensure adherence to the Enrolment Policies and Procedures.
- Provides a point of escalation for any issues and approvals in relation to student enrolment applications.

### 5.4 Course Consultants (CC):

- Conducts the initial assessment interview/discussion during the pre-enrolment process to gauge the student's prior learning, work experience and commitment towards study.
- Makes an initial assessment on the student's language and communication skills during this discussion.
- Determines if the student is applying for a VET Student Loan (VSL), or other funding/payment options in order to provide relevant information, assesses citizenship and residency eligibility (refer to Enrolment Policy POL\_TA\_EP1) and academic suitability for each student.
- Communicates terms and conditions for VSL, funding and payment options.
- For students not applying for VSL, the CC records the outcome of the student interview and directs the student to either Student Support if literacy, language and/or numeracy (LLN) challenges are identified and, or proceeds with the enrolment as per the Enrolment Policy (POL\_TA\_EP1) and Pre-enrolment Procedure (PRO\_TA\_EP1).
- Ensures all relevant information and forms are received from the student and accurately completed for processing.

### 5.5 Quality:

- Ensures policies and procedures are implemented in accordance with governing legislation as listed in the Enrolment Policy (POL\_TA\_EP1).
- Communicates legislative requirements across departments to ensure compliance.

### 5.6 Student Services Team Leader (SSTL):

- Provides coaching and training to Student Services Officers to ensure adherence to the Enrolment Policy (POL\_TA\_EP1), Student Entry Procedure for VSL Loan Eligibility (PRO\_TA\_EP5) and Pre-enrolment Application Procedure (PRO\_TA\_EP1).
- Provides a point of escalation for any issues and approvals in relation to student enrolment applications.

### 5.7 Student Services Officer (SSeO):

- Quality-checks enrolment information when processing to ensure it meets eligibility criteria.

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- Ensures students applying for the VSL, are not sent the loan application form until after the cooling off period of two (2) business days.

**5.8 Student Support (SSu):**

- Emails students with the results of their Government-approved Core Skills Assessment if applying for VSL. Contacts them with constructive feedback if the student does not meet the Exit Level 3 criteria for entry into a diploma or higher VET qualification.
- Documents results from Core Skills Assessment and discussions with the student on their student file in ATLAS and the SMS.
- Determines support and assistance required to guide students to positive learning outcomes.

**6. INSTRUCTIONS**

**6.1 COURSE CONSULTANT PROCEDURE.**

- 6.1.1** The CC will conduct an initial assessment interview/discussion with the potential student during the pre-enrolment process to gauge their eligibility, prior learning, work experience and commitment towards study. This information is used as an initial assessment on the student’s language, communication skills any perceived barriers to study.
- 6.1.2** The CC will determine if the student is applying for a VSL loan, or other funding/payment option in order to provide and obtain relevant information to each student and assess their eligibility and entry into their chosen course.
- 6.1.3** For students wishing to apply for a VSL loan for entry into a VET diploma or higher qualification, the student is required to provide evidence to meet Australian citizenship and residency requirements as documented in the Enrolment Policy (POL\_TA\_EP1), and ID and Evidence Requirements Guide. They must also complete one (1) of the following to demonstrate academic suitability:
  - 1)** Provide evidence of their Australian Senior Secondary Certificate of Education in completion of Year 12.
  - 2)** Provide evidence of an Australian Qualifications Framework qualification at a level four (4) or above for, and the course was delivered in English.
  - 3)** If evidence for **1** and **2** cannot be provided, the student will need to successfully complete an approved Government Skills Assessment (CSPA) at an Exit Level 3 or higher in the Australian Core Skills Framework. Access to the CSPA link and login details are provided with information on the test such as compatible operating systems and browsers, expected duration of completion (1 ½ hours but no time limit imposed) and timeframes for a response and feedback from our Student Support team.
- 6.1.4** Students applying for the VSL who provide evidence at **1** and **2** may still be referred to Student Support to complete the Government Skills Assessment (CSPA) at an Exit Level 3 or higher in the Australian Core Skills Framework if the CC identifies a barrier to learning and successful study outcomes (stated or otherwise).
- 6.1.5** The CC must record the outcome of the student interview, ensure necessary Identification and evidence is provided including application and Parental Consent forms (where required), completed accurately and retained for compliance purposes.

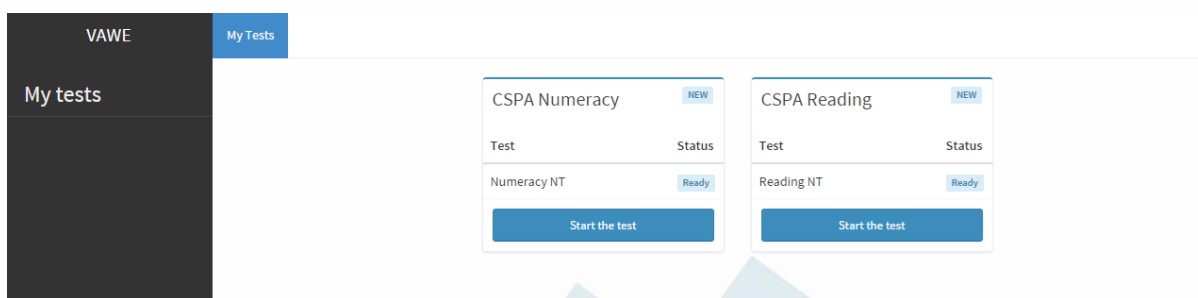
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**6.1.6** If the student is less than eighteen (18) years of age, the parent or guardian must co-sign the VET Student Loan Application Form as well as an Australis College Parental Consent Form. Students that are considered independent under the Social Securities Act 1991 and wish to be exempt from this requirement must produce evidence from Centrelink confirming their state of independence. This evidence must also be retained.

**6.2 TESTING PROCESS (ACER CORE SKILLS PROFILE FOR ADULTS ASSESSMENT).**

**6.2.1** The student will be provided with a username and password to log in to the CSPA system to complete the Core Skills Profile for Adults <http://vawe.acer.edu.au/>.

**6.2.2** The student will need to create a new password for security reasons. After logging on the following screen will appear – CSPA Numeracy and CSPA Reading. To commence the assessment, the student will need to click on ‘Start the test’ as shown below.



**6.2.3** The assessment will take approximately 1 ½ hours but there is no time limit for completion. The student is able to attempt questions, save answers and come back to review their attempt later.

**6.2.4** The results are used to determine the reading and numeracy level that is required (minimum Exit Level 3) for entry into diploma and higher courses.

Individual Student Report for Professionals  
Core Skills Profile for Adults

	<b>Date:</b> 05 January 2016
	<b>Unique ID:</b> N/A
	<b>Group:</b> DIPLOMA Group January 2016
<b>score estimate:</b> 127	<b>ACSF level estimate:</b> working at level 4 / exit level 3

**6.2.5** The results will be sent by email to the Student by Student Support. Continue to [6.3](#).

**6.2.6** Results of the CSPA LLN assessment are retained for a period of at least five (5) years and will be provided to the Secretary on request.

**6.2.7** The student will be provided with the result if they decide to enrol into another course or to transfer to another training provider.

**6.3 STUDENT SUPPORT PROCEDURE.**

**6.3.1** SSu will email the student their result within twenty-four (24) hours of receiving their assessment results.

**6.3.2** Students that successfully complete the CSPA testing will be forwarded to Student Services to have their enrolment processed and finalised.

**6.3.3** Students that do not reach the minimum level Exit Level 3 will be contacted by SSu to discuss the unsuccessful result and the specific LLN issue identified. The student may be provided

with learning strategies and resources for improvement or be referred to a Course Consultant to discuss alternative courses and learning pathways. (Refer to Core Skills Assessment Procedure PRO\_TA\_PA1). The student may re-sit the assessment after a minimum of three (3) months has passed to allow the student time to progress and improve in the reading and numeracy gaps that were identified in the initial assessment.

- 6.3.4 The SSu and Course Consultant ensures all results are recorded on the SMS together with discussion notes.

## 7. COMMUNICATION, TRAINING AND RECORDKEEPING

- 7.1 *For internal use only* - refer to the Communication, Training and Recordkeeping Procedure (PRO\_SM6).

## 8. REFERENCES/SUPPORTING DOCUMENTS/DEFINITIONS/LEGISLATIVE CONTEXT

- 8.1 [Standards for Registered Training Organisations \(RTOs\) 2015.](#)
- 8.2 [National Vocational Education and Training Regulator Act 2011.](#)
- 8.3 [Commonwealth Privacy Act 1988.](#)
- 8.4 [Privacy Amendment \(Private Sector\) Act 2000.](#)
- 8.5 [Australian Privacy Principles.](#)
- 8.6 [Student Identifier Act 2014.](#)
- 8.7 [Higher Education Support Act 2003.](#)
- 8.8 [VET Student Loans Act 2016.](#)
- 8.9 [VET Student Loans Rules 2016.](#)
- 8.10 [VET Student Loans Manual for Providers.](#)
- 8.11 [Student Identifiers Act 2014.](#)
- 8.12 [Social Security Act 1991.](#)
- 8.13 Enrolment Policy (POL\_TA\_EP1).
- 8.14 Pre-enrolment Application Procedure (PRO\_TA\_EP1).
- 8.15 Core Skills Assessment Policy (POL\_TA\_PA1).
- 8.16 Core Skills Assessment Procedure (PRO\_TA\_PA1).
- 8.17 ID and Evidence Requirements
- 8.18 ACER Core Skills Profile for Adults assessment overview [acer.edu.au/cspa](http://acer.edu.au/cspa).

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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 procedure.

	Name	Job title	Date
<b>Prepared by</b>	Sharleen Ejlertsen	Quality Officer	16/01/2017
<b>Owned by</b>	Marshall Newton	Chief Operations Officer	16/01/2017
<b>Approved by</b>	Marshall Newton	Chief Operations Officer	16/01/2017

## 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.

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

Date	Name	Job Title	Version Number
16/01/2017	Sharleen Ejlertsen	Quality Officer	1.0
23/01/2017	Sharleen Ejlertsen	Quality Officer	1.1
05/07/2017	Sharleen Ejlertsen	Quality Officer	1.2