

# Application and Enrolment Policy and Procedure

Policy Owner: Managing Director

## PURPOSE

To ensure students are provided with all the necessary information prior to enrolment to make an informed decision on their learning pathway options.

The College collects student information at pre-enrolment to ensure that programs and services are suited to the individual needs of students prior to processing their enrolment.

Australis College will act honestly and with integrity and fairness in accordance with the principles and regulatory requirements of this policy.

## SCOPE

Applies to Course Advisors who provide information on College courses and services, and collect ID and supporting documentation to verify eligibility into state or federal funding/loan programs.

Applies to Student Services responsible for ensuring student documentation retained meets compliance and reporting standards prior to processing enrolments and Student Support who conduct the Core Skills Assessment to assess academic suitability.

This policy does not apply to students enrolling into a Traineeship under a User Choice Training Contract. Refer to the Traineeship Training and Administration Procedure.

## POLICY

### 1. POLICY OVERVIEW

- Students who enrol with Australis proceed through a three 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, funding and payment options.
  - Learning needs are identified and the student is assessed academically 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).

### 2. PRE-APPLICATION

- Once an application enquiry has been received, a Course Advisor will contact the prospective student within two business days to confirm personal details provided, and outline the enrolment process, evidence requirements, and terms and conditions.
- The student is asked a series of questions to gauge their Language, Literacy and Numeracy (LLN) skills as well as their work and study history. The Course Advisor discusses 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.
  - Course requirements including a computer and internet access.
  - Placement requirements.
  - Weekly study requirements and any time management barriers or concerns.
  - Learning styles and challenges.
  - 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.
- Every application enquiry received is assessed by Student Recruitment for eligibility for available funding/VET Student Loan before proceeding to the application stage. All eligibility requirements for various funding and loan programs the College is approved to deliver are documented in the ID and Evidence Requirements Guide. Currently, the available funding/loan models are:
    - [Queensland Certificate 3 Guarantee](#) eligibility.
    - [Queensland Higher Level Skills](#) eligibility.
    - Queensland User Choice eligibility (refer to **Traineeship Training and Administration Procedure**).
    - [VET Student Loan](#) eligibility.

#### QUEENSLAND CERTIFICATE 3 GUARANTEE ELIGIBILITY.

- Not currently enrolled in or have completed a certificate III or higher qualification. *\* This does not apply to school-based certificate III's or foundation skills training, which are exempt.*
- Be an Australian or New Zealand citizen or Permanent Resident (includes humanitarian entrant).
- Permanently live in Queensland.
- Be aged 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.*

#### 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 15 years of age or above.
- No longer be at school.
- Does not hold an overseas qualification recognised in Australia.
- Concessions for Queensland funded programs are also available where the student can provide evidence of a health care or concession card, disability status, is an adult prisoner, or an Aboriginal or Torres Strait Islander.

#### 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 Advisor.
- Depending on the qualification, the student may be required to have access to equipment and resources that are not covered in the cost of tuition fees such as:

- A computer or laptop.
  - Internet access.
  - Telephone or mobile.
  - Webcam to video record performance tasks and role plays in a simulated environment.
  - Police check and blue card for working in the community or financial services sector.
  - Interactions with people (Clients, Supervisors, Assessors).
  - Placement to consolidate learning and skills in the workplace.
- These requirements including the responsibility for the student to acquire and maintain this equipment at their own expense is communicated to the student at pre-enrolment and on course declarations.
  - It is the College's policy not to allow concurrent qualification enrolments. This will only be waived in circumstances where the student can demonstrate their combined study commitment will be equal to or less than the weekly commitment required to successfully complete the course.
  - If an applicant does not meet the eligibility criteria under the funding/loan models the College is approved to deliver, they will be required to pay the full tuition fees under a full fee paying arrangement to continue with the enrolment of their chosen course.

#### ACADEMIC SUITABILITY (EXCLUDING VET STUDENT LOAN APPLICANTS).

- Students enrolling under a Fee for Service agreement or applying for Queensland funding in a certificate IV level course or lower are referred to Student Support prior to finalising enrolment if the student:
  - Has not completed Year 11 secondary education and no further study undertaken, **AND/OR**
  - The student indicated a learning disability in discussion or on application forms, **AND/OR**
  - The student finds it difficult to articulate clearly.
- Student Support will refer the student to the Core Skills Profile for Adults (CSPA). Students that complete at an Exit Level 3 will proceed to enrolment.
- Students that have minor LLN gaps may proceed to enrolment if the Faculty determines the student is able to successfully complete based on the AQF level of the course, Training Package requirements and additional training support strategies that may be implemented.
- Outcomes will be discussed with the student in a caring and respectful manner.
- LLN results must be retained on the student's file in the Student Management System along with reasonable adjustment strategies implemented.
- 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.
- 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 Advisor 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.
- Students that do not hold equivalent units of competency but have studied and/or worked in the industry may qualify for RPL. The Course Advisor will provide information on the RPL process and notify Student Services to follow this up with the student during the application.

### 3. STUDENT ENTRY POLICY FOR VET STUDENT LOAN ELIGIBILITY

#### VET STUDENT LOAN CITIZENSHIP AND RESIDENCE ELIGIBILITY.

- To apply for a VET Student Loan for diploma level courses and higher, the student must meet the following requirements:
  - Be studying an approved course delivered primarily at a campus in Australia.
  - Be studying with an approved course provider.
  - Apply to the government using the eCAF form and providing all relevant information.
  - Confirm engagement and progression with the Department at stages throughout the course to continue access to the loan.

- Have a FEE-HELP balance that is more than \$0.
- Be an Australian Citizen, Permanent Humanitarian Visa holder who is usually resident in Australia as defined in the Migration Regulations 1994, or a qualifying New Zealand Citizen. (Refer to the Identification and Evidence Requirements guide.)
- Meet [academic suitability](#) requirements.
- Meet the enrolment and [loan application](#) requirements.

#### AUSTRALIAN CITIZEN EVIDENCE REQUIREMENTS.

- Refer to [VET Student Loans Manual for Providers section 4.7.1](#).
- The Department will accept a **current Australian passport** as evidence of Australian citizenship. If the student does not hold a current Australian passport, the following evidence must be supplied depending on whether they were born overseas, born in Australia before 20 August 1986, or born in Australia on or after 20 August 1986. If the alternative forms of evidence cannot be supplied to support the VSL application, the student will need to apply for evidence of Australian citizenship by lodging Form 119 Application for evidence of Australian citizenship with certified copies of required documents and the application fee with the Department of Home Affairs. Processing times should be checked on the [Department of Home Affairs website](#).

**A) Born Overseas.** Australian Citizens born overseas if unable to supply a current Australian passport must supply one of the following:

- Australian Citizenship Certificate **OR**
- Australian Certificate of Registration by descent.
- **Born in Australia before 20.08.1986.** Australian citizens born in Australia prior to this date without a current Australian passport must supply an:
  - Australian Birth Certificate issued by the RBDM (Registry for Births, Deaths and Marriages).

**B) Born in Australia on or after 20.08.1986 and at least one parent was an Australian citizen at the time of birth.**

If the student born after this date and unable to supply a current Australian Passport:

- Students Australian Birth Certificate issued by the RBDM and the birth certificate shows at least one of the parents was born in Australia before 20 August 1986.
- If the parent was born in Australia on or after 20 August 1986, the parents Birth Certificate issued by the RBDM must be supplied.
- If parent was not born in Australia, the applicant can provide a parent's Australian Citizenship certificate to prove their parent was a citizen at the time of their birth.
- *If the applicant cannot provide this they should apply for their own evidence of Australian citizenship by lodging Form 119 Application for evidence of Australian citizenship with certified copies of the required documents and the application fee with Home Affairs.*

**C) Born in Australia on or after 20.08.1986 and one or both parents were Permanent Residents at time of birth.**

If unable to supply a current Australian Passport, must supply the following:

- Australian Citizenship Certificate.
- *They can apply for evidence of Australian citizenship by lodging Form 119 Application for evidence of Australian citizenship with certified copies of the required documents and the application fee with Home Affairs.*

**D) Born in Australia on or after 20.08.1986 and neither parent was an Australian Citizen or Permanent Resident however they spent the first ten years of their life in Australia.** If unable to supply a current Australian Passport, must supply:

- Australian Citizenship Certificate.
- *They can apply for evidence of Australian citizenship by lodging Form 119 Application for evidence of Australian citizenship with certified copies of the required documents and the application fee with Home Affairs.*

- E) **Aboriginal and Torres Strait Islander applications not registered at birth by the relevant State/Territory.** If unable to supply a current Australian Passport, must submit a Statutory Declaration from the Department's [Information for VET Student Loans Approved Providers](#) located under 'Forms'.
- F) **Applicant was born in Papua New Guinea prior to 16.09.1975.**
- Australian Citizenship Certificate only accepted if issued on or after 01.01.2009.
  - *The applicant should be referred to Home Affairs to obtain evidence of Australian citizenship by lodging Form 119 Application for evidence of Australian citizenship if:*
    - *Evidence of citizenship was issued before 1 Jan 2009 and the applicant was born in PNG prior to 16 Sep 1975; or*
    - *Citizenship was acquired by descent before 1 Jan 2009 where the parent(s) was born in PNG before 16 Sep 1975.*

#### 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:
- **Have usually been a resident in Australia for at least 10 years;** and
  - Was a dependent child aged under 18 years of age when initially resided in Australia, **AND**
  - Has been in Australia for periods totalling eight years during the previous ten years, **AND**
  - Has been in Australia for periods totalling 18 months during the previous two years. More information can be found about HELP eligibility criteria at <https://www.education.gov.au/faqs-new-zealand-special-category-visa-holders>.
  - Evidence supplied must demonstrate they began living in Australia as a child at least ten years before applying for the loan.
  - New Zealanders may obtain a record of their international movements from Home Affairs to support their application.

#### PERMANENT HUMANITARIAN VISA HOLDERS.

- To confirm the visa class, conditions, and expiry date refer to the [Visa Entitlement Verification Online \(VEVO\)](#). To determine whether the student will be resident in Australia for the duration of their course, disregard periods spent outside Australia, if the holder:
  - Cannot be regarded as indicating an intention to reside outside Australia for the duration of the course
  - OR**
  - Is required to leave Australia to complete requirements of the course.

#### ACADEMIC SUITABILITY ENTRY CRITERIA.

- 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. (Refer to the Student Entry Procedure for VET Student Loan Eligibility.)
- The student must provide Australis with one of the below:
  - A copy of their Australian Senior Certificate of Education awarded by an authority of a State or Territory for completion of Year 12; **OR**
  - A copy of a diploma for the student's completion of the International Baccalaureate Diploma Programme; **OR**
  - A certificate for an AQF qualification at a Level IV or above and the qualification was delivered in English (note the College will accept certification by a body approved to issue an AQF qualification in Australia, or at a level in a framework that preceded the AQF that is equivalent to level 4 or above in the AQF); **OR**

- A letter issued by a Federal, State or Territory government agency which assesses overseas qualifications and determines that the level of qualification is comparable or equivalent to the AQF Framework level four and above; **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, or request the student completes a Core Skills Assessment.
- LLN testing results received from other Registered Training Organisations will be accepted if evidence is provided and verified. Results must have been received within the last three months. Only [LLN assessment tools](#) approved by the Secretary will be accepted. ACER CSPA testing results will be provided if the student wishes to change courses or training providers.
- 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 test at a later date (minimum of three months), or recommend alternative courses and pathway options.
- 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 must be satisfied that the student is capable of successfully completing the course.
- 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 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 business days before the census date will not be eligible for that unit.

## **VSL 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, Divisions 2 and 4 of the VET Student Loans Act 2016.
- The application must provide their tax file number (TFN) or a Certificate of Application for a TFN. This certificate is available from the Australian Taxation Office (ATO) after the student has applied for a TFN.
- A Student Fact Sheet may be supplied to students to assist with the TFN verification process. <https://heimshelp.education.gov.au/Student-Fact-Sheet-TFN-Mismatch>
- The application must include the student's USI number.
- The eCAF Form must be submitted by the census day for the first unit for the course in which the student is enrolling and no less than two business days after enrolling.
- Australis College will not accept a Request for a VET Student Loan application from the student under the age of 18 years unless the VET Student Loans Parental Consent Form has been signed by a parent or guardian. The only exemption to this requirement for students less than 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.

*N.B. The VET Student Loans Parental Consent Form must be signed and returned before the student's enrolment information is uploaded into the eCAF system.*

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

## 4. APPLICATION

- 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.
- If upon reviewing the identification, a potential student is under the age of 18 years of age, the Course Advisor will email the student:
  - The Request for a VET Student Loan Parental consent form (for those applying for a VET Student Loan) or
  - The Australis College Parental Consent Form (for all other students not applying for a VET Student Loan).
- The received form must be completed by the student's carer or guardian and returned to the Student Recruitment before finalising the enrolment.
- Depending on the payment/funding option available the applicant will be required to complete and return the following documentation and payment (for upfront paying students) to proceed to enrolment:
  - Application form.
  - Identification and evidence as required for funding and course requirements.
  - Course Declaration acknowledging student comprehension and agreement to abide by the terms and conditions outlined in the Student Handbook and Australis College policies available on the website.
  - CT or RPL application (if relevant dependent on previous related study or work experience).
  - Unique Student Identifier (USI) number.
  - Valid personal email address.
  - Parental consent form.
  - Payment agreement/plan.

## 5. ENROLMENT

- Student Services 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 two business days through the Student Management System; a welcome email and login details are issued to each student.
- 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 sent to the student after a two business day cooling off period and must 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.
- Students are provided with a guide on how to complete the eCAF form on the [Australis College website](#).
- If a student is applying for Queensland funding such as Certificate 3 Guarantee, or Higher Level Skills, they will be provided with a study plan outlining target start and end dates for each unit of competency within the qualification.
- Once Student Services has received and processed the course application form and all necessary enrolment information, the Faculty is sent an email notification outlining their new student's contact and enrolment details including all application notes.
- 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.

- 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 and Training and Assessment Procedure.)
- 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.
- Any upfront tuition or student co-contribution fees are to be paid prior to the enrolment being finalised.

## 6. ACCESS AND EQUITY

- 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. (Refer to the Access and Equity Policy for more information.)

## 7. PRIVACY PRINCIPLES

- 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.)
- 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.

## PROCEDURE

### 1. STUDENT RECRUITMENT LEAD ALLOCATION PROCEDURE.

- 1.1 Refer to the **Application Process – Student Recruitment** for full instructions.
- 1.2 Login to the College’s Customer Relationship Management System (CRM - ATLAS), select ‘Opportunities’ and ‘New Allocations’ tab. New leads are displayed that require allocating.
- 1.3 Select the ‘Allocate staff’ orange button next to the student to action, send to the Course Advisor name.
- 1.4 Courses that involve subject matter expertise are to be directed to the Student Recruitment Manager who will contact the lead to ascertain specific details of the enquiry and then refer to Faculty if required.
- 1.5 The Course Advisor will proceed to the [Student Recruitment Interview Procedure](#) to discuss all relevant course/program and payment/funding information to determine the student’s eligibility and suitability into the course. (Refer to Pre-enrolment Scripts, and ID and Evidence Requirements.)

### 2. STUDENT RECRUITMENT INTERVIEW PROCEDURE.

- 2.1 Refer to the **Application Process- Student Recruitment** for full instructions.
- 2.2 Login to the CRM, select ‘Opportunities’> My Opportunities. This will display active leads.
- 2.3 Select the ‘view profile’ blue button on the right side under details of the screen to view the student profile page.
- 2.4 Check Course Application/s ‘Notes’ for student interaction history and/or information supplied by Student Services. Then Select ‘Edit or View’ buttons to display the Application Form.
- 2.5 Click outside of the box to close if no updates are made.
- 2.6 Ensure scripts, Application Form and the discussion notes template are open prior to contact the student.
- 2.7 Attempt to contact the student.
- 2.8 If unsuccessful enter follow-up status as ‘Requires 2nd attempt’ with follow-up date as tomorrow.

- 2.9** When leaving a message, please state the name of the company and the phone number for return messages clearly e.g. “Hi my name is XXX, I was calling for XXX, in regards to the application we’ve received for {Course}. Can you please call us back on 1300 887 991”.
- 2.10** If unsuccessful, you will need to follow up your voicemail with either a TXT or an email to the student advising them of attempt at contact.
- 2.11** If successful, confirm student’s desire to study their chosen course. Provide mandatory course information including but not limited to; entry requirements, delivery mode, weekly study commitment, placement or equipment requirements, and tuition fees from the Quick Facts Course Matrix. If the course is not on Australis College scope, fill in the non-Australis College interest table.
- 2.12** Use the Pre-enrolment Application Sales Script and prompting questions to ascertain:
- Reasons for study.
  - Course suitability.
  - Student needs and LLN.
  - Previous study and work experience including the option of RPL and CT.
  - Program information.
  - Payment options and eligibility.
- 2.13** Record the discussion in the student’s enrolment application and discussion notes template.

### Recognition of Prior Learning (RPL) and Credit Transfer (CT)

- 2.14** If applying for RPL or Credit Transfer (CT), select the ‘Yes’ button on the application form. This will display as green on the student profile page.
- 2.15** Send the applicable RPL application form to the student located in the Contact Centre Folder in SharePoint. Completed RPL applications together with supporting evidence such as position descriptions, resume, references and examples of work are emailed to [student.services@australiscollege.edu.au](mailto:student.services@australiscollege.edu.au).
- 2.16** Student Services will generate an RPL revised quote - given to the student on the condition they successfully pass their RPL Assessment(s). This is to be documented in the discussion notes.
- 2.17** It is important that students are aware this is a preliminary assessment of eligibility, students will still need to complete unit of competency RPL templates and be assessed as ‘competent’ by the Faculty. (Refer to the Assessment Policy and Procedure.)

### Payment Options

- 2.18** Use the Pre-enrolment Application Script and VSL Summary Script (where required) to explain payment options, eligibility and ID and evidence requirements for various funding/loan applicants including terms and conditions.

### Academic Suitability

- 2.19** Use the Pre-enrolment Application Script and VSL Summary Script to determine the student’s academic suitability for a course, or funding/loan program. Students unable to provide required documentation such as an appropriate level of formal education are transferred to the Core Skills Assessment (CSPA). (Refer to Core Skills Assessment Policy and Procedure.)
- 2.20** If a Course Advisor has concerns about the students ability to communicate, or their level of LLN skills they may refer the student to also complete the CSPA prior to processing enrolment.
- 2.21** Confirm the student’s access to a computer and the internet. If the student does not currently have access to either of these the student is to be placed on a waiting list until such time they have access.

### Parental Consent if student is less than 18 years of age

- 2.22** If the student is less than 18 years of age, the Course Advisor will forward a Parental Consent Form to be signed and returned with parental/guardian ID from the parent/guardian’s email account before the

application can proceed. Students less than 18 applying for a VET Student Loan will require parental consent on the electronic Commonwealth Assistance Form (eCAF) form submitted. If the student can produce required evidence they are deemed an independent under the Social Security Act 1991, this requirement is not necessary. (Refer to the Pre-Enrolment Application Sales Script.)

### Agreement to Proceed and Course Declaration

- 2.23 The Course Advisor determines whether the student meets all entry requirements and gains their agreement to proceed with their application and terms and conditions of their enrolment. All applicable discussion notes are recorded in the CRM then onto the Student Management System finalising the student's application process.
- 2.24 Ensure the student has been advised of the requirement to read and acknowledge their course declaration in acceptance of the enrolment terms and conditions, as well as the student handbook(s) and related policies and procedures as well as their location on the Australis College website.

### 3. MANUAL APPLICATION PROCEDURE.

- 3.1 Refer to Pre-enrolment Application Sales Script *\*in the event ATLAS is not available, this process may be used.*
- 3.2 Student Recruitment will discuss course payment options and ascertain which option the student would like to use:
  - Full course price.
  - CT or RPL process explained.
  - VET Student Loan.
  - QLD government funded program. (QLD Certificate 3 Guarantee, Higher Level Skills).
  - Payment plan by course duration and units of study covered.
  - Employer Payments.
  - Study Loans arrangement.
- 3.3 Depending on the payment option ensure full details (eligibility criteria, requirements, and student information) are covered from the Program cost and Payment Options in section 4 of the Pre-enrolment Application Sales Script.
- 3.4 Student Recruitment will discuss with the student their motivations for study, career aspirations, and ask a series of questions to identify any LLN, study and computer challenges that may indicate their lack of suitability or hinder the student from being successful in their program.
- 3.5 If the student has completed a similar course of study or relevant work experience previously, discussing any options for CT or RPL, and suggested course length.
- 3.6 If Application Form previously completed, skip to step **3.8**
- 3.7 Complete the Application Form with the student over the phone.
- 3.8 Confirm if acceptable ID has been received from the student (refer to Identification and Evidence Requirements). If acceptable ID previously received skip to step **3.10**.
- 3.9 Request student to email a copy of their current photo ID or citizenship documentation to [info@australiscollege.edu.au](mailto:info@australiscollege.edu.au) mailbox or text to team mobile.
- 3.10 Update status in CRM to "Waiting for Documents" and enter comments in comments section.
- 3.11 If the student is under the age of 18, a Parental Consent Form must be completed in full and returned with an email address that does not belong to the student.

### 4. STUDENT RECRUITMENT PRE-APPLICATION CHECKLIST AND RECORDING.

- 4.1 Ensure all items on the checklist have been discussed with the student. Refer to the **Pre-enrolment Application Sales Script** and complete the fields in the Discussion Notes template for the applicable course application.
- 4.2 Select 'Edit' under enrolment and confirm/update the relevant fields in the Application Form.

- 4.3 Select 'Save Application Form', to save changes.
- 4.4 Request applicable ID or evidence ID, and any previous qualifications if applying for CT's or specific funding program from the student.
- 4.5 If ID has been received, view to confirm ID is acceptable (refer to Identification and Evidence Requirements document).
- 4.6 If ID not already received request the student to send to Australis College via text message or from [info@australiscollege.edu.au](mailto:info@australiscollege.edu.au) mailbox. Select "Upload New" under the Documents and Uploads Tab on the students, profile page.
- 4.7 Copy any correspondence with the student into the applicable Course Application/s notes, under the 'Notes' header select 'Add/View' button.
- 4.8 Ensure any emails; discussion notes, etc. have all been recorded by selecting the 'Submit New Note' button.
- 4.9 Upon completion of the enrolment, Student Recruitment will enter the enrolment notes into the CRM to ensure information that the Trainers, Student Services is shared.
- 4.10 Receive acceptable ID from student and save in the Incomplete Forms Folder under Contact Centre in SharePoint: <https://rtoaustralis.sharepoint.com/sites/CONTACTCENTRE/>.
- 4.11 Once the data is collected and uploaded, Student Services will transfer the data into the student's file, as part of the enrolment process.
- 4.12 If a manual enrolment, obtain student ID number from the Student Services Manager and record in the CRM in 'internal notes.'
- 4.13 Open a new email and enter the below details for Student Services or Student Support:
  - Student name.
  - Student ID Number.
  - Course Name.
  - Price.
  - LLN – CSPA if applicable.
- 4.14 Copy discussion notes.
- 4.15 Attach the Application Form, required ID/Evidence, a copy of any correspondence sent to the student and parental consent email if applicable.
- 4.16 Send an email to Student Services or Student Support mailbox ([student.services@australiscollege.edu.au](mailto:student.services@australiscollege.edu.au) or [support@australiscollege.edu.au](mailto:support@australiscollege.edu.au)).
- 4.17 Update the status of the enrolment in CRM to "sent to Student Services or sent to support" and note in the Status description as "manual enrolment".
- 4.18 Send through manual enrolment.

## 5. STUDENT SERVICES APPLICATION QUALITY ASSURANCE PROCEDURE.

- 5.1 Refer to the **Enrolment Process – Student Services** for full instructions.
- 5.2 Review New Applications received from the Course Advisors in the CRM.
- 5.3 View profile and check all notes and the Application Form have been completed correctly. Amend any errors or send back to Course Advisors to amend.
- 5.4 Review ID and Evidence requirements saved on file to ensure the student meets all state and federal loan/funding eligibility. Refer to ID and Evidence Requirements and the eligibility, academic suitability requirements outlined in the policy above.
- 5.5 Any student applying for Certificate 3 Guarantee or Higher Level Skills Funding must be checked in [DETConnect](#) prior to their application being processed to confirm eligibility and ensure the student has not completed, or is currently enrolled in a Certificate III level or Higher Level AQF qualification. This information should also align with the Application form. If not, verify with the student. Save the screenshot search for student with the student file.

## 6. STUDENT SERVICES ENROLMENT PROCEDURE.

- 6.1 Refer to the **Enrolment Process – Student Services** for full instructions.
- 6.2 Upload the Application Form and Course Declaration form to the SMS.
- 6.3 Confirm that ID is suitable and matches enrolment details.
- 6.4 Confirm that a suitable Year 12 Certificate or certificate IV level AQF qualification has been received or the student has completed the CSPA Skills Assessment (if applying for VSL).
- 6.5 If the student has supplied certificates to support academic suitability or RPL/CT applications upload the document into SMS.
- 6.6 If the student has successfully completed the CSPA, Student Support will upload the successful skills assessment test results into the document section in CRM. Upload both the numeracy and reading documents into SMS.
- 6.7 If the student is Fee for service, send payment plan template to the student. This must be signed and returned prior to enrolment being processed.
- 6.8 If the student is applying for a Queensland funded program; check the accuracy of the study plan template and send to the student.
- 6.9 Select Notes and re-read to ensure there's nothing to be flagged in the enrolment process and that the student meets the entry requirements of the course.
- 6.10 Once confirmed all information is sufficient, select 'Manual Enrol' button in the 'Course Application' section.
- 6.11 Enter the student's profile and AVETMISS information into the SMS.
- 6.12 Specific AVETMISS codes need to be applied to QLD funded students for eligibility and payment purposes and ensure all documentation to support eligibility and concession has been provided. (Refer to ID and Evidence Requirements). Funding source and student concession codes are documented in the Student Services Reporting Policy and Procedure.
  - 6.12.1 Students that are still attending secondary school must have their information entered into the Student Learning Information Management System (SLIMS).
- 6.13 Enter all other relevant details such as:
  - Payer details.
  - Course.
  - Faculty.
  - Study mode.
  - Course type.
  - Course fee.
  - Applicable funding source.
  - Start date and target end date.
- 6.14 Enter and verify students USI number if on Application form.
- 6.15 Select Agent Tab > Enter agent from enrolment Form (if applicable). *Note: Agents can only claim enrolments for fee for service applications (they are not permitted to advertise or enrol students for VSL or QLD funding). Refer details to the Student Services Manager if this occurs.*
- 6.16 Select correct units of study applicable and correct elective units.
- 6.17 Enter unit outcomes for units in unit scopes:
- 6.18 Enter unit of study census dates.
- 6.19 Copy pre-enrolment notes from the CRM into SMS file notes.
- 6.20 If student is fee for service, Certificate 3 Guarantee or Higher Level Skills, email invoice to student from Outlook. Outline in an email that the first instalment is due the following Monday (Certificate 3 Guarantee or Higher Level Skills must pay prior to login details being issued).

## 7. STUDENT ENTRY PROCEDURE FOR VSL ELIGIBILITY.

- 7.1 Refer to the Student Entry Procedure for VSL Eligibility. Although VSL eligibility is covered in this policy, it is a requirement to also document this as a separate procedure for VSL students.

## 8. PROCESSING VSL ENROLMENTS.

- 8.1 Refer to the **Enrolment Process – Student Services** for full instructions.
- 8.2 Check information is correct on the pre-filled eCAF Form following the two day cooling off period. Send to the eCAF system when status is flagged 'Ready to send.'
- 8.3 Follow up with Receipt of ECAF Form, check fields match student records in SMS. Check with the student if any errors are noted. If no errors, save the file to the students documents in SMS.
- 8.4 Enter VSL details.
- 8.5 Allocate a Commonwealth Higher Education Student Support Number (CHESSN) and upload the document.
- 8.6 Enter VSL course details, unit of study details.
- 8.7 Send confirmation of Enrolment.
- 8.8 Where students' transition into a different VSL approved course, or a replacement course from a superseded course, a new eCAF application will be required to be submitted by the student before the first census day of the replacement course. Payments will continue for students who already have approval at the time the course was listed in the VET Student Loans (Courses and Loan Caps) Determination.
- 8.8.1 Repeat steps in **Enrolment Process – Student Services** for new course enrolment.

## RESPONSIBILITIES

### Faculties

- To support Course Advisors with queries relating to Recognition of Prior Learning (RPL) and Credit Transfer (CT) information and applications.
- To support Course Advisors with methods for determining learning challenges a student may face.
- To support Course Advisors with information on training packages qualifications and other training programmes (such as practical workshops and placements).
- Ensure training and assessment strategies are current, accurate and communicated with Course Advisors.
- To provide any training where necessary on new or updated qualifications.

### Student Services

- Reviews transcripts supplied by the student for Credit Transfer applications.
- Reviews RPL application and evidence against eligible units; forwards RPL applications to Trainers for assessment and generates preliminary quotes to the student.
- Quality checks and monitors data that is entered for accuracy.
- Responsible for the accuracy of AVETMISS data inputted into the Student Management System for reporting to regulatory bodies and ensuring students' details are accurately recorded.
- Ensures students applying for the VSL, are not sent the loan application form until after the cooling off period of two business days.

### Student Support

- Facilitates the Core Skills Assessment process to ensure students' academic suitability into a course. Ensures this carried out with honesty and integrity.

### Course Advisors

- Conducts the initial assessment interview/discussion during the pre-enrolment process to gauge the student's prior learning, work experience and commitment towards study.

- Uses College scripts, processes and tools to ensure the following information on courses, payment options and terms and conditions provided to students is current and accurate:
  - On the course, they are interested in enrolling including campus location, duration, study mode, any prerequisites and practical placement requirements.
  - Their suitability for the course.
  - Support Services and method of training and assessment.
  - Rights and obligations.
  - Fees, charges and payment options including charges that may not be covered under loan or funding programs.
  - CT or RPL eligibility and applications.
  - Identify requirement to sit approved Skills assessment (CSPA) and any barriers to learning where the student may require further support.
  - Ensures students are provided with accurate information on eligibility criteria, terms and conditions relating to VET student loans and government funded applications.
- Ensures all relevant information and forms are received from the student and accurately completed for processing.

## Marketing

- Ensures that the Quick Course Facts Matrix is current and accurate for each course, based on Training and Assessment Strategy (TAS) information.

## SUPPORTING DOCUMENTS AND INFORMATION

- A list of applicable legislation is detailed within the legislation tab in the Quality Management Register.
- Environment, Health and Safety – refer to the Health and Safety Policy.
- Internal recordkeeping, communication and training – refer to the Communication, Training and Recordkeeping Procedure.
- AVETMISS – Australian Vocational Education and Training Management Information Statistical Standard.
- SMS – Student Management System (JobReady).
- CRM – Customer Relationship Management System (ATLAS).
- VSL – VET Student Loan.
- UOS – Unit of Study.
- TFN – Tax File Number.
- CT – Credit Transfer.
- RPL – Recognition of Prior Learning.
- AQF – Australian Qualifications Framework.
- DIBP – Department of Immigration and Border Protection.
- RBDM – Registry of Births, Deaths and Marriages.
- FFS – Fee for Service.
- 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.
- CSPA – Core Skills Profile for Adults.
- eCAF – Electronic Commonwealth Assistance Form.
- [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.
- [Priority Skills List and Localities and Loadings List](#).
- **Certificate 3 Guarantee** – provides eligible individuals with access to a subsidised training place in approved AQF certificate level III qualifications with a PQS.

- **Higher Level Skills** – provides eligible individuals with access to a subsidised training place in approved AQF certificate level IV and above qualifications or priority skill sets with a PQS.  
*\* Specific qualifications and skill sets under Higher Level skills require students to be working in the industry or hold specific qualifications prior to enrolment to meet industry requirements for occupations.*  
<http://www.skillsgateway.training.qld.gov.au/content/user/subsidy/SUBSIDIES-LIST.pdf>
- **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.
- **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.
- **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** 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** 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.
- Training and Student Engagement Policy and Procedure.
- Assessment Policy and Procedure.
- Australian Tax Office <http://www.ato.gov.au/>.
- Pre-enrolment Application Sales Script.
- Identification and Evidence Requirements guide.
- Application Process – Student Recruitment.
- Enrolment Process – Student Services.
- Australis College Student Handbook.
- VSL Supplementary Handbook.
- Queensland Government Funding Handbook.
- Application Form.
- Course Declaration.
- Study Plan.
- Course Facts Matrix.
- Australis College Privacy Policy.
- Access and Equity Policy.
- ACER Core Skills Profile for Adults [acer.edu.au/cspa](http://acer.edu.au/cspa).
- Core Skills Assessment Policy and Procedure.
- Student Entry Procedure for VET Student Loan Eligibility.
- **DETConnect** is an internet portal that gives registered users secure access to services including:
  - AVETMISS Training Activity.
  - Training Downloads.
  - Apprenticeships Info Self Service.
  - Travel and Accommodation Summary.

- [Senior Learning Information Management System](#) (SLIMS) allows RTO's to register young people and bank their learning enrolments and results.
- [Apprenticeships Info – Self Service](#) (AISS) tool.
- LLN Assessment Tool Approval List – <https://www.education.gov.au/language-literacy-and-numeracy-lln-assessment-tool-information>
- HEIMS – Higher Education Information Management System.
- CHESSN – Commonwealth Higher Education Student Support Number.