

# Application and Student Enrolment Policy & Procedure



RTO 22360 CRICOS 03612C

## Purpose

This policy and procedure dictates admission into all VET and education programs offered by VFA Learning. This policy and procedure also supports VFA Learning's provision of a physical, learning and social environment that enables and enhances the educational experience of all students in an environment that values diversity, is free from harassment and unlawful discrimination and promotes equality of opportunity. This policy also seeks to ensure that all students are responsibly recruited, correctly enrolled in appropriate course/s in line with all required Standards and funding arrangements, and that accurate records are maintained and reported as required.

## Policy

VFA Learning is committed to applying all ASQA, funding and other related federal and state legislation and standards as part of its application and enrolment of students. VFA Learning is committed to providing opportunities for everyone to access and participate in learning and to achieve their learning outcomes.

All prospective VFA Learning students are provided with sufficient information on VFA Learning courses, facilities, support services, policies and procedures, Code of Practice and funding options in order to make an informed decision about their training options. Information is provided both orally and in writing during their application process and interview, in writing through the Student Handbook and on VFA Learning's website and reinforced at the time of enrolment/commencement into the training course.

The processes for the selection and admission of students is governed by the following overarching principles:

- Access and Equity
- Fairness
- Consistency
- Transparency
- Timeliness
- Merit.

## 1. Student Application

1.1 All prospective students enquiring about a course with VFA Learning will attend a meeting with a VFA Learning staff member who will provide comprehensive information about the course, entry requirements and funding options as well as assess the student's ability to undertake the course. The VFA Learning representative also seeks to assess whether the student is genuine. This process includes:

- running through the course and providing an overview of content areas;
- taking the prospective student on a tour of facility;
- discussing costs, possible funding and payment options;
- assessing the prospective student's career aspirations and academic suitability through assessment of foundation skills at the level required for the qualification, such as language, literacy/reading and numeracy, as well as their understanding of the selected qualification in supporting them to achieve their desired job/further education pathway outcome. Through this stage, VFA Learning seeks to determine would the applicant be able to, or reasonably expected to, achieve results in the course they choose to study (refer to 1.2 as well as the *Eligibility & Suitability Policy & Procedure*);
- discussing timetable options;
- discussing the range of student support services that support individual students to progress and achieve;
- discussing student expectations and responsibilities.

1.2 Applicants are asked to share their experiences in relation to:

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- Has the applicant access to a computer and internet and their level of digital capacity?
  - Has the applicant worked in that sector previously?
  - What is the highest level of study achieved by the applicant?
  - What previous course studies has the applicant completed?
  - Does the applicant have any special needs? If yes, what does VFA Learning need to do in order to support this applicant?
  - Does the applicant have suitable Literacy and Numeracy skills for the course they are choosing?
  - Does the course the applicant is choosing to study have any pre-requisites? If so, has the applicant completed them? Or, what is the strategy for the applicant to complete the pre-requisites prior to the course?
- 1.3 In addition, the staff member will provide the prospective applicant with a copy of VFA Learning's *Student Handbook* and discusses in detail:
- the course's units of competency both core and elective, delivery and assessment modes and why these have been selected in addition to discussing other options that better meet an individual's needs;
  - VFA Learning's Applicant Fees and Charges and Withdrawal & Refund Policy & Procedure;
  - VFA Learning's Complaints and Appeals Policy & Procedure;
  - VFA Learning's Privacy and Student Records Management Policies & Procedure.
- 1.4 Prospective applicants are also provided with details of Recognition of Prior Learning (RPL) and Credit Transfer arrangements.
- 1.5 VFA Learning checks whether the applicant holds a Unique Applicant Identifier (USI) so that it may support any checks for funding eligibility. VFA Learning assists applicants without USIs to gain their USI, in line with its *USI Policy*.
- 1.6 An *Application Form* and checklist is completed, dated and signed by both VFA Learning staff member and prospective applicant. Should a student be under 18 years of age, VFA Learning will ensure that the parent/guardian has access to all the information supplied to the applicant and that the parent/guardian counter-signs both the application and enrolment forms, accepting the applicant's entry into the selected VFA Learning course and the related selected funding option.
- 1.7 VFA Learning also informs the prospective applicant of the next steps of offer and enrolment, subject to academic eligibility and suitability. Should a prospective applicant not meet the entry requirements at this point in time, VFA Learning will counsel the applicant and provide some alternative options, which may include at another training provider.
- 1.8 VFA Learning does not charge for any part of the application nor enrolment process, including the assessment of the student's academic suitability.

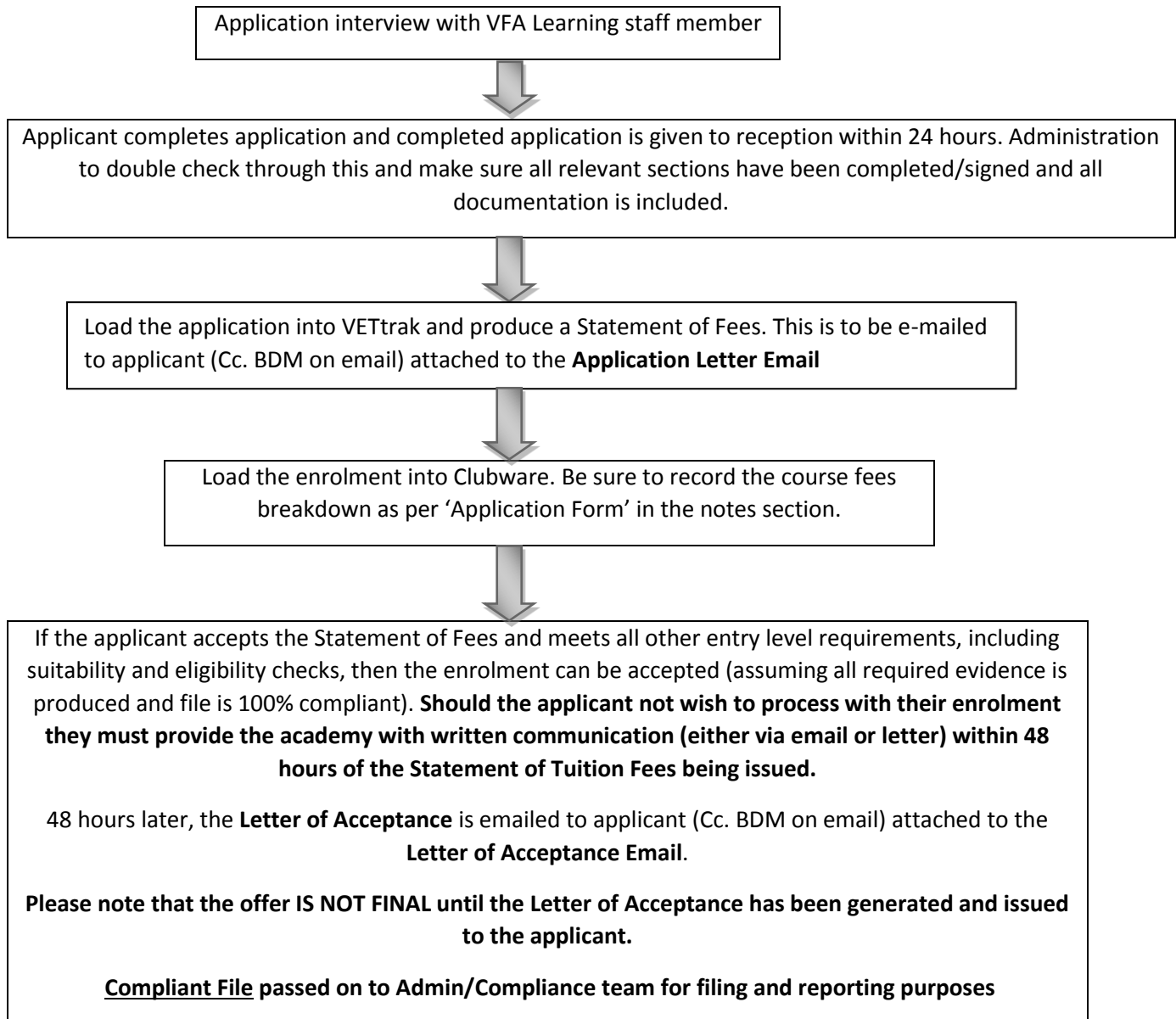
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1.9 VFA Learning provides no bonuses, commissions or benefits to any staff member that has a connection, whether directly or indirectly, with the number of students who are identified as suitable and eligible and enrol in a VFA Learning course.

## 2. Issuing Letters of Offer and Acceptance



2.1. Once the Application Letter Email, SOF's and invoices (if applicable) have been sent, the applicant has 48 hours to notify the academy should they not want to proceed with their enrolment. This notice needs to be given to the BDM in written form i.e.: email or letter.

2.2. If no communication is received from the applicant, proceed to issuing their 'Letter of Acceptance'.

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## **The Letter of Acceptance**

- 2.3. The Letter of Acceptance is a document that has been designed to assist the student in the lead up to their course commencement. It answers some frequently answered questions and provides them with specific details relating to their course of choice i.e.: State Date and Session times.
- 2.4. This letter is emailed to the applicant 48 hours after the Application Letter Email/SOF's and Invoice (if applicable) has been sent.
- 2.5. An enrolment IS NOT FINAL until the Letter of Acceptance has been generated and issued and accepted by the student.

## **3. Enrolling Students**

### **The Student Fact Sheet: for Enrolment**

- 3.1. An Approved Course General Information Booklet is provided to each student during their pre training review.
- 3.2. If the student has enrolled in multiple courses, the *Student Fact Sheet* will only need to be generated for the student's First Course Enrolment e.g.: If the student has enrolled in both Certificate III and IV in Fitness – it only needs to be created for their Certificate III Qualification as their Login details will remain for both/all courses.

### **Enrolment Form and Student Letter**

- 3.3. The Enrolment Form forms the final part of the application and enrolment process.
- 3.4. The Enrolment Form seeks to confirm all student details and information, as provided by the student at the time of application. It also seeks to confirm the student's understanding of the course in which they are enrolling and support services, any funding arrangements, fee payment arrangements as well as their rights and responsibilities as an enrolled student.

### **Enrolment Form Procedure**

- 3.5. The Application Form and all declarations are provided to each student on their enrolment or commencement in their training course.
- 3.6. The student is requested to review all their details and information and declare their understanding of the course and training support services, in which they are enrolling, any funding arrangements, fee payment arrangements as well as their rights and responsibilities as an enrolled student.
- 3.7. All students will be requested to consider and sign a *Media Consent Form*. No student will be coerced into signing the Form and all students' decisions will be treated sensitively.
- 3.8. All students receive advice through the Application Form and Student Handbook that their personal details and information are managed in accordance with the Commonwealth Privacy Principles and that VFA Learning is required to disclose this information to both Commonwealth agencies and their representatives and delegates as well as the tuition scheme operator. They are also advised on how they may access their own information held by VFA Learning (refer to the *Student Records Management Policy & Procedure*).

## 4. VET Student Loan Program

- 4.1. VFA Learning ensures that applicants fully understand that VET Student Loan is a loan throughout its application and enrolment process, with 'touch point' applicant/student declarations pre-enrolment and at enrolment. (refer to *Application & Enrolment Form*).
- 4.2. In summary, prior to enrolling, a student and through VFA Learning's application process, the applicant received information (primarily through the Approved Course General Information – Fact sheet) outlined below, and prior to enrolment declares their comprehension of:
- the relevant NVR Act student information and in accordance with the Standards for RTOs (2015)
  - eligibility criteria for applying for a VET Student Loan
  - information about the VET Student Loan Program, including the meaning of census days and how they apply to the selected course and how to access further information on both the VFA Learning and Department of Education website
  - total amount of the tuition fees and other fees (and what component is a covered fee) as well as that the maximum amount
  - information that VET Student Loan is a loan from the commonwealth that is a personal debt for the student and may reduce the student's future borrowing capacity
  - the available payment options for paying tuition fees, including; payment by the student as fees become due; VFA learning allows a payment plan over the length of the course; and a VET Student Loan.
  - Prior to enrolment VFA Learning gives all applicants details of the application process for a VET Student Loan.
  - VFA Learning provides an explanation in the Approved Course General Information fact sheet that the student may be required during the course to communicate his or her agreement that the Secretary continue to use the VET Student Loan to pay tuition fees for the course;
  - the maximum amount of a VET Student Loan that may be available for the course under section 8 of the Act (not taking into account the effect of paragraph (b) of that section), and an explanation that the amount of the loan cannot be greater than the student's remaining FEE-HELP balance;
  - the amount of HELP debt the student would accrue if the student received the maximum amount of VET Student Loan for the course (the debt could be up to 120% of the loan);
  - an explanation that the tuition fees will be reasonably apportioned across a specified number of sequential fee periods and that each fee period will contain at least one census day;
  - their option to seek financial advice prior to deciding
  - details on how to withdraw from the course, including the fact that a student may cancel the student's enrolment in the course or part of the course using the provider's procedure for withdrawal; and
  - if a student withdraws before the census day for a course or part of a course, the student will not incur a VET student loan debt for the course or part of the course and will receive a refund for any tuition fees already paid for the course or part of the course;

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- details on how to access VFA Learning's full policies & procedures on VFA Learning website (<https://vfalearning.vic.edu.au/vfa-difference/vet-student-loans/>) in relation to the following:
  - 1..1. enrolment processes
  - 1..2. course information, census dates and tuition fee determinations
  - 1..3. procedures for withdrawal for the course and cancellation of enrolment
  - 1..4. grievances and complaints
  - 1..5. privacy and student information and record management
  - 1..6. fair treatment and equal benefits and opportunities

## **Eligibility & Academic Suitability**

4.3. Prospective VFA Learning applicants who are seeking to enrol into approved qualifications will be required to successfully complete the following entry requirements to demonstrate that they are academically suited to complete the course they are applying for. Applicant must satisfy one of the following requirements:

- VFA Learning obtains a copy of a Senior Secondary Certificate of Education that has been awarded to the applicant by an agency or authority of a State or Territory for the applicant's completion of year 12. It is preferred that the student present a Senior Secondary Certificate, however a Statement of Results is acceptable **or**
- \* the applicant is assessed as displaying competence at or above Exit Level 3 in the Australian Core Skills Framework (ACSF) in both reading and numeracy, using the ACER assessment tool **and** VFA Learning reasonably believes that the applicant displays that competence, which is recorded in writing on the Application Form by the VFA Learning representative **or**
- the applicant provides a copy of a Certificate IV or above level qualification, undertaken in English.
- in addition, VFA Learning must reasonably believe the student is academically suited to undertake the course and that the student meets any specified entry requirements for the course.

\*VFA Learning advises that if an applicant fails to achieve the required standard of language, literacy and numeracy (LLN) listed above on first sitting, the applicant may re-sit based on the VFA Learning's assessment of readiness, with at least 3 months between assessments to provide enough time for progress to be made and improvement to be able to be demonstrated. Should applicant wish to be reassessed they should contact their VFA Representative to reapply to be reassessed.

4.4. The applicant is required to provide VFA Learning with:

- a. information about their identity and date of birth
- b. if the student is under 18, information that:
  - i. the VET Student Loan Parental Consent Form has been signed by a responsible parent or guardian prior to submitting enrolment information into the eCAF system; or
  - ii. the student has received youth allowance (within the meaning of the Social Security Act 1991) on the basis that the student is independent (within the meaning of Part 2.11 of that Act);
- c. information and documents to establish that the student meets the requirements of section 11 of the Act;
- d. a Tax File Number (TFN) and Unique Student Identifier (USI) to be accepted into the course. Through the application process, VFA Learning obtains permission from the applicant to obtain a USI on their behalf should the applicant not have a USI however under no circumstances will VFA Learning organize to obtain a TFN on behalf of an applicant. Should the applicant not have a TFN, VFA Learning will only enrol them on sighting a letter obtained by the applicant from the ATO Commissioner which clearly specifies that the process is underway.

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Once the student completes all sections of the enrolment form VFA Learning will generate an eCAF. Students must submit the eCAF prior to the first census day for which they wish to access a loan.

VFA Learning will sight and retain the evidence of eligibility provided by the student, specified in the Evidence of Eligibility and Student Declaration section. A hard copy original a photocopy or scan of the hard copy original; or a certified photocopy of the hard copy original; a photocopy or scan of the certified copy; or the original certified copy; or an uncertified photocopy or electronic copy of the hard copy original which has been verified through use of a document verification service and a record extracted from the DVS (Document Verification Service - <http://www.dvs.gov.au> or phone 02 6141 6666. This preferred provider will provide a a unique transaction number or receipt that relevant evidence of eligibility verification processes have been undertaken. This record MUST be kept on the student file).

- 4.5. On enrolment, the student will also receive a letter that advises that they have accepted the course on the basis that some or all of the tuition fees are covered by the VET Student Loan and that those that form part of the Loan are the 'covered fees'. The letter specifies that students are not liable for the covered fee component.
- 4.6. Through the application process and confirmed in writing on enrolment, VFA Learning ensures that the student understands that:
  - fees are not part of tuition;
  - the purpose of any fees;
  - the student's total course liability;
  - when and how fees are to be paid.
- 4.7. Student details and information, submitted as part of the application process, is confirmed at enrolment and students are reminded to advise of any contact changes at the point of enrolment as well as within the Student Handbook.
- 4.8. The student will receive a *VET Student Loan Notice* with specific loan information 14 days prior to the census date by email. This mode of communication is confirmed as the preferred method with the student at the time of enrolment.
- 4.9. The student also receives a *Commonwealth Assistance Notice (CAN)* in the period starting on the census day and ending 28 days after the census day. This mode of communication is confirmed as the preferred method with the student at the time of enrolment.
- 4.10. The student is also provided access to the *e-CAF system* and is advised not to apply for the loan until at least 2 business days after enrolment and up to the first census date. This initial period is verified through the date and time of enrolment recorded on the Enrolment Form. This is explained as the '*cooling off period*'. VFA Learning does not discriminate nor victimize all student that opts to withdraw during the cooling off period and ensures the withdrawal process is administratively easy for the student, with no fees or other barriers in place.

## 5. Skills First Program (Vic)

- 5.1. Prior to enrolling an individual in any course or qualification for which the Training Provider will claim Funds under this VET Funding Contract, the Training Provider must inform the Eligible Individual that the enrolment is under the Skills First Program and must explain to the Eligible Individual how their enrolment will impact their access to further government subsidised training under this VET Funding Contract and the Guidelines about Determining Student Eligibility and Supporting Evidence.
- 5.2. The Training Provider must complete enrolments for all Eligible Individuals in accordance with the:
  - Victorian VET Student Statistical Collection Guidelines;
  - AQTF Essential Conditions and Standards for Continuing Registration and/or the National RTO Standards, as applicable;
  - Guidelines about Determining Student Eligibility and Supporting Evidence; and
  - Quality Charter.
- 5.3. The Training Provider must ensure that all mandatory standard enrolment questions as described in the Victorian VET Student Statistical Collection Guidelines, together with any directions of the Department, are applied during the enrolment process of all Eligible Individuals.
- 5.4. The Training Provider must comply with Skills First Pre-Training Review Requirements to assess the academic suitability of the student and ensure the course matches their career aspirations.
- 5.5. The Training Provider must ensure that it complies with Victorian Student Number (VSN) reporting requirements and includes the VSN as specified in the Victorian VET Student Statistical Collection Guidelines.
- 5.6. The Training Provider must include the Unique Student Identifier for each Eligible Individual, as specified in the Victorian VET Student Statistical Guidelines.
- 5.7. The Training Provider must advise students of the possibility of:
  - receiving an NCVER survey;
  - receiving an invitation to participate in a Department endorsed project;
  - receiving an invitation to participate in the Department's annual student outcome survey; and/or
  - being contacted by the Department (or persons authorised by the Department) for audit, review or investigation purposes.

## 6. International Students

- 6.1. This policy is applicable to all international students enquiring and enrolling into qualifications and courses registered on CRICOS with VFA Learning.
- 6.2. VFA Learning ensures that the students are placed in a class appropriate to their current language proficiency level, learning goals and learning needs and consistent with their written agreement.
- 6.3. RTO reserves the right to place an admissions quota on any course it offers.
- 6.4. Although RTO may make an offer for a course to a prospective student under the age of 18, the student needs to complete 18 years of age before they enrol in the course.
- 6.5. VFA Learning commits to:
  - not knowingly enrolling a student wishing to transfer from another provider before the student has completed six months of his or her principal course except in circumstances outlined in Standard 7. These restrictions also apply to courses taken before the principal course in a package of courses;
  - not actively recruit a student where this clearly conflicts with its obligations under Standard 7;



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- not knowingly enrolling a student prior to the student completing six months of his or her principal course except in certain circumstances;
- providing applicants with information that will enable them to make informed decisions about their studies in Australia;
- having documented procedures for assessing applicants' English proficiency and qualifications and implement these procedures;
- supplying information about the availability of course credit;
- informing applicants of the modes of study through which the course may be offered;
- list the grounds on which the students' enrolments may be deferred, suspended or cancelled;
- give applicants a description of the ESOS Act framework prior to enrolment;
- supply information about indicative course related fees, including the potential for fees to change;
- supply relevant information on accommodation options:
  - where applicants plan to bring school-aged dependents with them, RTO College must inform them of Australia's schooling obligations and options, including the fact that they may have to pay school fees.
  - RTO enrolment policies are predicated on the belief that all people should have an equal opportunity to access appropriate training. Applicants' gender, religious or social background may never be a factor in the decision to enrol or disallow the enrolment of a student.

6.6. At the time of enrolment, VFA Learning will ensure that:

- that students are placed in a class appropriate to their current language proficiency level, learning goals and learning needs and consistent with their written agreement.
- students' special learning needs are identified as early as possible and arrangements are put in place to address these needs

## Admission Procedure

6.7. Students who have enrolled with or have CoEs from another provider must not be enrolled until they have completed the first six months of their principal course or have a letter of release from the provider of the principal course. The methods for checking if a student is enrolled or has a CoE from another provider include:

- asking the student;
- checking the student visa;
- flagged on PRISMS when RTO tries to issue a CoE.

6.8. If there is any doubt about the student's status then VFA Learning will not provide the student with an offer letter or attempt to enrol them.

6.9. All enquiring students will be provided with a Student Information Flyer, a student application form and the ESOS Framework.

6.10. Applicants must complete the student application form, sign and date where required and attach verified evidence of qualifications, work experience (if relevant) and IELTS test results.

6.11. Offers must will not be made to students who will be less than 18 years of age at the proposed commencement date.

6.12. An offer can be made to a student who is less than 18 years of age at the time of the offer, however, will have attained the age of 18 at the time of proposed commencement date. The student will not be accepted as an enrolling VFA :earning student until they reach the age of 18 years. If a COE is made for a student still under 18, but will have attained the age of 18 at the time of proposed commencement date, a CAAW letter will be generated by PRISMS and RTO will need to create a CoE. RTO's PRISMS Administrator will have access to print

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the *Under 18 Student Visa Applicant – Education Provider’s Confirmation of Appropriate Accommodation/Welfare* letter. Once the CoE status changes from Approved to Visa Granted/Studying, VFA Learning will print the *Under 18 Student – Education Provider’s Approval to Change Accommodation/Welfare Arrangements* letter if required.

- 6.13. RTO will ensure that the student is informed that their welfare arrangements become applicable once they enter the country, even before the course commencement, as long as they are under the age of 18. If the student has turned 18 before entering Australia, the welfare arrangements will not be applicable.
- 6.14. The Administration Manager must review the student applications and determine if an offer should be made on the basis of the entry requirements for the qualification.
- 6.15. The Administration Manager must check the following:
- the applicant meets the academic entry requirements and the minimum IELTS or equivalent requirement in particular to ensure appropriateness for the course for which enrolment is sought;
  - the applicant has Australian or overseas qualification is equivalent or higher to Australian year 12 as per the college policy where Administration Manager is not able to find out whether overseas qualification is equivalent or higher to Australian year 12th then; Assess the overseas qualification against the Australian AQF with National Office of Overseas Skills Recognition (NOOSR) and review of these qualifications to ensure appropriateness for the course for which enrolment is sought ;
  - check that the IELTS statement comes from an accredited IELTS testing authority and that the photocopy is clear;
  - the applicant’s experiences to ensure appropriateness for the course and to ensure accommodating their individual learning needs with the program;
  - check evidence of age from the front page of the passport;
  - check that the rest of the application form has been completed;
  - check that the student has signed and dated the application.
- 6.16. The Administration Manager must check the following:
- the applicant meets the academic entry requirements and the minimum IELTS or equivalent requirement;
  - the applicant has Australian or overseas qualification is equivalent or higher to Australian year 12 as per the college policy where Administration Manager is not able to find out whether overseas qualification is equivalent or higher to Australian year 12th then; Assess the overseas qualification against the Australian AQF with the Overseas Qualifications Unit;
  - check that the IELTS statement comes from an accredited IELTS testing authority and that the photocopy is clear;
  - check evidence of age from the front page of the passport;
  - check that the rest of the application form has been completed;
  - check that the student has signed and dated the application.
- 6.17. the applicant’s educational qualifications do not meet RTO admission requirements, other factors may be considered at the discretion of RTO. Verified evidence of these other factors must be included with the application. These other factors may include:
- mature age, and or proof of being 18 years or older at the proposed date of commencement;

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- work experience;
- attitude and aptitude;
- previous academic result;
- ability and skills to function in an academic environment;
- possibility to succeed in his/her academic endeavours.

6.18. The entry requirements can be assessed using the RTO International Qualifications Matrix to align overseas qualifications and establish equivalence with Australian qualifications. If an applicant applies for an assessment of their prior learning at the time of applying, VFA Learning will ensure that experienced staff will do assessment of prior learning for all applicants using appropriate RPL application kits. Where possible, RPL shall be assessed prior to admission of a candidate and shall be a part of the formal offer of a place at the College. Such applicants may or may not be granted RPL in the form of full or partial credit transfer, unit exemptions or unit substitution. The COE duration for such students will be suitably adjusted. Where it is not possible to give candidates a definitive assessment of RPL prior to admission, the College shall indicate a minimum level of recognition which the candidate will receive on admission, as part of the formal offer of a place at the College. In such cases a definitive assessment of the recognition to be granted and the associated specific unit exemptions shall normally be confirmed at enrolment, after an interview with the student. The Administration Office shall maintain a record of RPL granted.

6.19. Having arrived at an admission decision, the English language skills (language and literacy) will be assessed. If student has a satisfactory IELTS score (listed under entry requirements), the applicant will be offered a place in the chosen course. If an applicant cannot produce a satisfactory IELTS score, and there are doubts about the English language skills to cope in an academic environment, the applicant will be advised to enroll in an English (ESL or ELICOS) course for an appropriate duration until the student achieves an IELTS score of required for entry as listed in the Student Prospectus. IELTS testing may not be required where an applicant clearly has the required English language skills. The application of this rule will be on a case-by-case basis and in accordance with the English language requirements that apply to the visa eligibility for the country assessment level published by D. Any evidence supplied in support of an application under this rule would require original copies of reliably authenticated evidence. Generally, an IELTS test will not be required in the following situations:

- students educated in an English-speaking country;
- students who have completed the last two years of school in an English language speaking course;
- students who have completed at least six months of a Certificate IV level qualification in Australia; students have completed an alternative and equivalent test to the required level, for example an English Placement Test.

6.20. Where an offer is to be made to an applicant the Administration Manager must complete and sign and date on the student application form. Once an offer has been approved by the Administration Manager an offer letter must be prepared and dispatched to the student accompanied by a student agreement. The student agreement must be completed and returned to RTO. At the same time an Electronic Confirmation of Offer (CoE) must be generated on PRISMS. The CoE must be prepared in accordance with the requirements of the PRISMS User Guide. There must be a CoE issued for each qualification that the student is going to be enrolled in and for which an award will be issued if the student is successful.

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- 6.21. Applicants wishing to accept the offer must pay the fee requested in the letter of offer complete the written agreement and send it to RTO. Once the completed written agreement and the fee is received (and cleared by the bank) an Electronic Confirmation of Offer will be generated and sent to the Australian Student Visa issuing center to facilitate the issuing of a student visa.
- 6.22. The completed written agreement must be reviewed and accepted by the Administration Manager. Where a written agreement is to be accepted by RTO, the Administration Manager must sign and date the appropriate section on the student agreement.
- 6.23. All the admission documents are then filed in a newly created student file.

## **Enrolment on arrival in Australia**

- 6.24. VFA Learning will organise an orientation for new students to:
  - obtain a completed enrolment form;
  - obtain a completed Placement Test;
  - obtain passport and other details;
  - provide them with timetables;
  - provide them with information about support services, OSHS, DIBP rules and requirements;
  - assess the student's individual needs and circumstances;
  - provide them with a Student Handbook;
  - inform them about their rights and obligations;
  - explain the training and assessment involved in the relevant training program;
  - inform the student about opportunities for RPL and credit transfer;
  - familiarize them with the campus and introduce them to their teachers/trainers/ support staff;
  - photograph them to prepare their student ID card;
  - obtain their permission/record refusal to – use photographs for marketing purposes;
  - obtain their opinion on the effectiveness of the enrolment/orientation procedure;
  - obtain views of selected students on their experiences with their education recruitment agent.

## **Enrolment on arrival in Australia Procedure**

1. All completed enrolment forms will be collected and checked to determine any special requirements, permission to use photographs identified for further action
2. All placement tests will be forwarded to the ELICOS Coordinator for assessment of levels
3. Once a student's level is ascertained, the ELICOS Coordinator and Student Services Manager will meet with the student and explain their results and if any re-issuing of their COE is required to obtain their agreement and understanding
4. The CRICOS Coordinator will then revise the student's COE and inform the students agent accordingly
5. All surveys conducted will be collected, collated and forwarded to the relevant managers
6. All student files will be checked for completion and then filed
7. Student details must be entered in Student Management System
8. PRISMS must be updated within 14 days of required details for each accepted student.

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## Related Documents

VET Student Loan Rules 2015  
POLICY & PROCEDURE Child Safety (under 18 years)  
POLICY & PROCEDURE Establishing Eligibility & Suitability  
POLICY & PROCEDURE Access & Equity  
POLICY & PROCEDURE Fair Treatment and Equal Benefits & Opportunities  
POLICY & PROCEDURE USI  
POLICY & PROCEDURE Recognition of AQF Qualifications  
POLICY & PROCEDURE Recognition of Prior Learning  
POLICY & PROCEDURE Student Records Management Policy & Procedure  
POLICY & PROCEDURE Fees and Charges  
POLICY & PROCEDURE Protecting Student Fees  
POLICY & PROCEDURE Student Support Services  
SUPPORTING DOCUMENT Student Handbook  
SUPPORTING DOCUMENT VET Student Loans Program Information Booklet  
SUPPORTING DOCUMENT 2017 Indicative Fees and Charges  
SUPPORTING DOCUMENT Approved Course Information Sheet  
TEMPLATE Application Letter – direct debit  
TEMPLATE Application Letter – PIF email  
TEMPLATE Application Letter – VSL email  
TEMPLATE Letter of Acceptance  
TEMPLATE Student Agreement (CRICOS)  
TEMPLATE Training Plan  
TEMPLATE Under 18 Student Visa Applicant – Education Provider’s Confirmation of Appropriate Accommodation & Welfare (CRICOS)  
TEMPLATE Under 18 Student – Education Provider’s Approval to Change Accommodation/Welfare Arrangements  
FORM COE (CRICOS)  
FORM CAAW (CRICOS)  
FORM Application & Enrolment Form  
FORM Media Consent Form

## Responsible Officer

The responsible officer for the implementation and training for this Policy and Procedure is the Manager, Contracts and Compliance.

# Application and Student Enrolment Policy & Procedure



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## Publishing details

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