

## PP04 Enrolment Process Policy and Procedure

### PURPOSE

This policy and procedure governs the admission of students to all Southern Cross Education Institute's (SCEI) programs and courses, and includes all categories of students including local, international and working holiday visa students.

### SCOPE

This policy and procedure applies to all:

- staff of SCEI who are responsible for the enrolment of students
- approved Educational Agents
- prospective and current students

### DEFINITIONS

<b>Accredited course</b>	A course accredited by the VET regulator in accordance with the Standards for VET Accredited Courses
<b>Applicant</b>	A person applying for admission to a course of study with SCEI
<b>AQF</b>	Australian Qualifications Framework
<b>Course of Study</b>	An extended period of organised study, often leading to a qualification
<b>Qualification</b>	Formal certification, issued by SCEI, in recognition that a student has achieved learning outcomes or competencies relevant to course of study.
<b>SCEI</b>	Southern Cross Education Institute
<b>Student</b>	A person being trained and/or assessed by SCEI for the purpose of issuing AQF or non-AQF certification documentation.
<b>SVP</b>	Streamlined Visa Processing
<b>USI</b>	Unique Student Identifier
<b>National Code of Practice</b>	The National Code of Practice is a set of national standards that governs the protection of overseas students and the delivery of programs to those students by providers registered on CRICOS. Only CRICOS registered programs of study can be offered to international students studying in Australia on a Student Visa
<b>Agent</b>	A representative who acts on behalf of NMGC to recruit international students
<b>Confirmation of Enrolment (CoE)</b>	Commonwealth Register of Institutions and Courses for Overseas Students
<b>State Funding</b>	Skills First Funding Contract for Victoria and Work Ready Funding Contract for South Australia

### POLICY

1. All applications will be processed in accordance with relevant Legislation, Regulations, Standards and Service Agreements.
2. All applications will be assessed and selected based on their merit so that decisions are fair, equitable and transparent.
3. Selection criteria will be related to the entry requirements of the course.
4. All applicants undertaking nationally recognised training need to provide their USI before enrolment or commencement of course.

### PROCEDURE

#### 1. International Students

##### 1.1. Application for admission

- 1.1.1. All prospective students must complete and sign **FOR01 Application to study form (International)** and attach the certified copies of supporting documentation
- 1.1.2. Completed applications and supporting documentation are forwarded to the enrolment department by email to [enroll@scei.edu.au](mailto:enroll@scei.edu.au) or in person or by post at:  
52-56 Chetwynd Street,

West Melbourne,  
Victoria, Australia 3051

## 1.2. Selection of applicants for admission

1.2.1. Prospective students are considered on the basis of one or all of the following criteria:

- 1.2.1.1. Must be at least 18 years of age or be turning 18 years of age prior to the commencement of their course of studies
- 1.2.1.2. Provide evidence of their prior education as stated in the entry requirements for the course in the Course Guide
- 1.2.1.3. Meet the minimum English language proficiency requirements. Applicants who do not satisfy this criterion may apply to undertake a SCEI General English program. On successful completion of the General English program, applicants may be admitted to an AQF or accredited course.
- 1.2.1.4. Meet any other specific entry requirements as outlined in the entry requirements for the course in the Course Guide

## 1.3. Acceptance of application

1.3.1. Successful students will be notified of their acceptance through a full or conditional **LET03 Letter of Offer for Admission**. Applicants are required to carefully read the **LET03 Letter of Offer**, sign and date the **Acceptance and Terms of the Offer** which will adhere to all requirements in the National Act, and additionally, will include the following information in plain English:

- 1.3.1.1. Outline of the course or courses in which the student is to be enrolled
  - 1.3.1.2. Expected course start date and the location(s) of course delivery
  - 1.3.1.3. Any and all modes of study for the course, including, if applicable, work-based training requirements and placements.
  - 1.3.1.4. A complete outline of any prerequisites necessary to enter the course or courses, including English language requirements and any conditions imposed on the student's enrolment.
  - 1.3.1.5. All fee payable information, including tuition fees and the periods to which those tuition fees relate.
  - 1.3.1.6. Payment options (including, if permitted under the National Code, that the student may choose to pay more than 50% of their tuition fees before their course commences)
  - 1.3.1.7. Details of any potential additional non-tuition fees the student may incur (**PP03 Students fees and Charges Policy**)
  - 1.3.1.8. Provide a privacy statement stating circumstances in which personal information about the student may be disclosed by SCEI, the Commonwealth (including the TPS), or state or territory agencies, in accordance with the Privacy Act 1988
  - 1.3.1.9. Complaints and appeals methods including internal and external processes, in accordance with Standard 10 Complaints and appeals (**see PP11 Complaints and Grievance Policy and Procedure**)
- 1.3.2. The signed and dated Offer of Admission acceptance, certified supporting documentation and payment of initial fees (in \$AUD) are to be forwarded to the enrolment department.

## 1.4. Confirmation of enrolment

- 1.4.1. Upon receipt of the following documents the student will be provided with a Confirmation of Enrolment (CoE):
- 1.4.2. Signed and dated Offer of Admission acceptance
- 1.4.3. Certified copies of supporting documentation
- 1.4.4. Payment of initial fees in \$AUD
- 1.4.5. OSHC Evidence (If not arranged by SCEI)

## 2. Domestic Students

### 2.1. Application for admission

- 2.1.1. All prospective students must complete and sign **FOR68 Application to study form (Domestic Students)**

*Melbourne*) or **ADEFOR68 Application to Study Form (Local Students Adelaide)** and attach certified copies of supporting documentation

2.1.2. Completed applications and supporting documentation are forwarded to the Business Development Officer (Local) in person or by email to [enroll@scei.edu.au](mailto:enroll@scei.edu.au)

## 2.2. Selection of prospective students for admission

2.2.1. Conduct selection and determine eligibility for acceptance

2.2.2. Eligibility is determined on age, education and English language proficiency

2.2.2.1. Be at least 18 years of age or be turning 18 years of age prior to the commencement of their course of studies.

2.2.2.2. Provide evidence of their prior education where stated on the entry requirements for the course in the Course Guide (Local).

2.2.2.3. Meet the minimum English language, literacy and numeracy entry levels in comparison to the ACSF levels for each course of study

2.2.2.4. Meet any course specific entry requirements as outlined in the entry requirements for the course in the Course Guide

2.2.3. Conduct selection and determine eligibility for a government subsidised place (must be conducted by an approved delegate of the SCEI) by completing and signing:

2.2.3.1. **Victorian prospective students - Evidence of Student Eligibility and Student Declaration form**

2.2.3.2. **South Australian prospective – Participant agreement and Suitability and Support Needs Assessment Checklist**

2.2.4. Conduct pre-training review of the student using **FOR251 Pre-Enrolment Checklist for Domestic Students**.

2.2.5. Prospective students eligible for State funding will be provided with a **FOR254 Statement of Fees Quote**, which is valid for 10 working days from the date of issue

2.2.6. Prospective students applying for a reduction/discount in fees must complete **FOR84 Financial hardship form**.

2.2.7. Prospective students that meet concession fee requirements must provide a valid concession card that meets the Guidelines about Fees of Skills First Program, a copy of original must be taken by authorised SCEI delegate

## 2.3. LLN and Pre-training review

2.3.1. All prospective students are assessed using SCEI language, literacy and numeracy (LLN) indicator against the entry level LLN requirements of the course

2.3.2. Prospective students applying for Vet Student Loan or entry into the Diploma of Nursing course, are required to undertake the ACER Core Skills Profile for Adults validated LLN assessment tool and meet the minimum ACSF level entry requirements for the course

2.3.3. Prospective students who do not satisfy the LLN entry requirements of the course may apply to undertake a SCEI English as an Additional Language (EAL) program. On successful completion of an EAL program, applicants may be admitted to an AQF or accredited course

2.3.4. The Business Development Officer (BDO) will conduct a pre-training review with the prospective students to review their LLN test outcomes and assess the student's prior education and experience for RPL or credit transfer. See PP15 Course credits policy and procedure and **PP80 RPL policy and procedure**

## 2.4. Offer and Acceptance

2.4.1. Successful students will be notified of their acceptance in writing via email. There will be links to the Student Handbook and SCEI policies and procedures and relevant enrolment forms to complete.

2.4.2. Students are required to complete and sign the **FOR68 Enrolment agreement form (Domestic Students)** and provide any supporting documentation.

2.4.3. The evidence of eligibility and student declaration must be completed in conjunction with the student by an authorised delegate of SCEI.

### 2.5. Confirmation of enrolment

2.5.1. Upon receipt of the following documents the student will be provided with a Confirmation of Enrolment:

- 2.5.1.1. Completed and signed **FOR69 Enrolment agreement form (Local Students)** and supporting documentation
- 2.5.1.2. Payment of initial fees in \$AUD
- 2.5.1.3. Unique Student Identifier (USI)

## 3. Working Holiday Visa Students

### 3.1. Application for admission

- 3.1.1. All prospective students must complete and sign **FOR57 Application to Study Form (Working Holiday Visa)** and attach the certified copies of supporting documentation
- 3.1.2. Completed applications and supporting documentation are forwarded to the enrolment department in person or by email to [enroll@scei.edu.au](mailto:enroll@scei.edu.au)

### 3.2. Selection of applicants for admission

- 3.2.1. Conduct selection and determine eligibility for acceptance
- 3.2.2. Eligibility is determined on age, education and English language proficiency
  - 3.2.2.1. Be at least 18 years of age or be turning 18 years of age prior to the commencement of their course of studies.
  - 3.2.2.2. Provide evidence of their prior education where stated on the entry requirements for the course in the Course Guide.
  - 3.2.2.3. Meet the minimum English language, literacy and numeracy requirements for the course. Prospective students who do not satisfy this criterion may apply to undertake a SCEI General English program. On successful completion of the General English program, applicants may be admitted an AQF or accredited course.

### 3.3. Acceptance of application

- 3.3.1. Successful students will be notified of their acceptance in writing via email. There will be links to the Student Handbook and SCEI policies and procedures and relevant enrolment forms to complete.
- 3.3.2. Attached to the email is the FOR56 Enrolment Agreement: Working Holiday Visa form. Prospective students are required to complete the form and attach any supporting documentation.
- 3.3.3. The completed enrolment agreement form and supporting documentation and payment of initial fees (in \$AUD) are to be forwarded to enrolments.

### 3.4. Confirmation of enrolment

- 3.4.1. Upon receipt of the following documents the student will be provided with a Confirmation of Enrolment:
  - 3.4.1.1. Completed and signed **FOR56 Enrolment Agreement (Working Holiday Visa form)** and supporting documentation
  - 3.4.1.2. Payment of initial fees in \$AUD
  - 3.4.1.3. Unique Student Identifier (USI)

## 4. State Funding Eligibility (Victoria)

- 4.1. The eligibility criteria are outlined by the Department of Education and Training at <https://www.education.vic.gov.au/training/providers/rto/Pages/serviceagree.aspx>

## 5. State Funding Eligibility (South Australia)

- 5.1. The eligibility criteria are outlined by the Department of Education and Training at <https://www.education.vic.gov.au/training/providers/rto/Pages/serviceagree.aspx>

## 6. VET Student Loan Eligibility

- 6.1. The eligibility criteria are outlined by the Australian Government at <http://www.studyassist.gov.au/>

## 7. Orientation

- 7.1. Southern Cross Education Institute holds an orientation program for all students before the commencement of their course. This program is tailored to introduce students to key personnel, allow them to familiarise themselves with the campus and the Institute's policies and procedures.
- 7.2. Prior to enrolment, all students must receive and understand the ***HNDBK08 Student Handbook/Pre-arrival Guide Document***.
- 7.3. Prospective students can access the handbook and the policies and procedures from the SCEI website at [www.scei.edu.au](http://www.scei.edu.au)

## 8. Provision of false and misleading information

- 8.1. Any student who provides fraudulent documents or false or incomplete information as part of the enrolment process, may have their Letter of Offer, CoE or enrolment cancelled without notice.

## 9. Deferment of study

- 9.1. A student may defer the proposed commencement of their course of study until the next subsequent intake date. For more information, please see ***FOR16 Deferring, suspending or cancelling the student's enrolment policy and procedure***.

## 10. Non Commencement

- 10.1. Students who do not arrive in time to commence their course of study and do not have approval to defer their course of study, will be classified as non-commencement. A ***LET53 Student Non-Commencement Notification*** will be issued within two (2) weeks of the proposed commencement date as per the CoE(s). The CoE(s) will be cancelled five (5) working days after the issue of ***LET53 Student Non-Commencement Notification***, provided no reply has been received by the student.

## 11. Recognition of Prior Learning and Credit Transfer

- 11.1. An applicant wishing to apply for recognition of prior learning and or credit transfer will need to complete the ***FOR25 Credit Transfer application form***. For more information please refer to ***PP15 Course Credits Policy and PP80 RPL Policy*** available from [www.scei.edu.au](http://www.scei.edu.au)

## 12. Appeals

- 12.1. Prospective students who are not satisfied with the outcome of their application, may seek to appeal the decision via the ***PP11 Complaints and Appeals Policy and Procedure*** available from [www.scei.edu.au](http://www.scei.edu.au)

### RELATED DOCUMENTS

- FOR01 Application to study form (International)
- Let03 Letter of Offer, Acceptance and Terms of Offer
- FOR68 Application to study form (Domestic Students)
- FOR69 Student enrolment agreement form (Domestic Students)

- FOR68 Application to study form (Working Holiday Visa)
- FOR69 Student enrolment agreement form (Working Holiday Visa)
- FOR84 Financial hardship form
- FOR251 Pre-Enrolment Checklist for local students
- FOR254 Statement of Fee Quote
- Course Guide: International
- Course Guide: Domestic
- PP11 Complaints and appeals policy and procedure
- PP15 Course credits policy and procedure
- PP80 RPL policy and procedure
- PP87 English language proficiency policy and procedure
- Student Handbook/Pre-arrival Guide

### LEGISLATIVE CONTEXT

2015 Standards for Registered Training Organisations: Standard 3  
The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018, known as 'the National Code 2018' Standard 2  
201 Standard VET Funding Contract Skills First Program; Clauses 2, 3 and 4 of Schedule 1  
VET Student Loans Bill 2016; Division 2; Clause 9 and 10

### RESPONSIBILITIES

Responsibility for implementation of the policy and procedure are:

- Chief Executive Officer
- Campus Manager
- Training Manager
- Compliance Manager
- Administration Manager
- Business Development Manager
- Administration staff

Responsibility for monitoring the implementation and compliance of this policy and procedure are:

- Chief Executive Officer
- Campus Manager
- Compliance Manager

<b>Author</b>	Compliance Manager
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