ENROLMENT PROCESS POLICY AND PROCEDURE

PP04

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

SCOPE
This policy and procedure applies to all SCEI staff who are responsible for the enrolment of students as well as approved Educational Agents and current and prospective SCEI students

DEFINITIONS	
Accredited Cours	A course accredited by the VET regulated in accordance with the Standards for VET Accredited Courses
Agent	A representative who acts on behalf of SCEI to recruit International Students
Applicant	A person applying for admission to a course with SCEI
AUD	Australian Dollars
AQF	- Australian Qualifications Framework - The framework for regulated qualifications in the Australian education and training system, as agreed by the Commonwealth, State and Territory ministerial council with responsibility for higher education.
Certificate Documentation	The set of official documents that confirms that a Qualification has been completed and awarded to an individual
Confirmation of Enrolment (CoE)	A document which is issued by the registered provider to intending overseas students and which must accompany their application for a student visa. It confirms the overseas student's eligibility to enrol in the particular course of the registered provider
Course of Study	A structured program of education consisting of one or more VET units of competency leading to an AQF Award
CRICOS	Commonwealth Register of Institutions and Courses for Overseas Students

Domestic Student	A Domestic Student is a student who meet one of the following citizenship conditions: • an Australian citizen • a New Zealand citizen (including a diplomatic or consular representative of New Zealand, a member of the staff of such a representative or the spouse or dependent relative of such a representative) • holder of an Australian permanent residency visa • holder of an Australian permanent humanitarian visa
International student	A person (whether within or outside Australia) who holds a student visa as defined by the ESOS Act, but does not include students of a kind prescribed in the ESOS Regulations
LLN	Language, Literacy and Numeracy
National Code	The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018
OSHC	Overseas Student Heath Care
PTR	Pre-Training Review
State Funding	State specific Government subsidies available through funding contracts
SCEI / Institute	Southern Cross Education Institute
Student	A person being training and / or assessed by SCEI for the purpose of issuing AQF or non-AQF certification documentation
SVP	Streamlined Visa Processing
The Act	VET Student Loans Act 2016
USI	Unique Student Identifier

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, or have a USI created, before enrolment or commencement of their course.

PROCEDURE

1. **International Students**
   1.1. **Application for admission**
       1.1.1. All prospective students must complete an expression of interest form from the SCEI website by clicking on "Apply Now".
       1.1.2. After submitting an expression of interest, the prospective student will be sent a link with a digital FOR01 Application Form (International) to their nominated email account.
       1.1.3. The prospective student must complete and sign the FOR01 and attach certified copies of all supporting documentation. Once all the compulsory sections of the FOR01 are completed, the system will allow the prospective student to submit their application.
       1.1.4. Submitted applications and supporting documentation are then lodged in SCEI's Client Records Management (CRM) system which is monitored the business development department

1.2. Selection of Applicants for Admission

1.2.1. Prospective students are considered for admission on the basis of the following criteria:

1.2.1.1. Must be at least eighteen (18) years of age prior to the commencement of their chosen course of study,

1.2.1.2. Must provide evidence of their prior education as stated in the entry requirements for their chosen course of study, as listed in the SCEI Course Guide

1.2.1.3. Must meet the minimum English language proficiency requirements,

1.2.1.4. Must meet any other specific entry requirements of their chosen course of study as outlined in the SCEI Course Guide

1.3. Acceptance of Application

1.3.1. Successful applicants will be notified of their acceptance into their chosen course of study by either a full or conditional LET03 Letter of Offer. Applicants are required to carefully read the LET03 Letter of Offer which will adhere to all requirements of the Nation Code, and will include the following information:

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 and placement requirements

1.3.1.4. A complete outline of any prerequisites necessary to enter the course or courses, and the opportunity for prior education and experience to be assessed for RLP or credit transfer. Please refer to PP15 Course Credit Policy and Procedure and PP80 RLP Policy and Procedure.

1.3.1.5. All fee payable information, including tuitions fees and the periods to which those tuition fees relate

1.3.1.6. Payment options, including, where permitted under the National Code, that the student may choose to pay more than 50% of their tuition fees before the course commences)

1.3.1.7. Details of any potential additional non-tuition fees the student may incur (PP03 Student Fees and Charges Policy)

1.3.1.8. A privacy statement detailing circumstances in which personal information relating to the student may be disclosed by SCEI, the Commonwealth (including the TPS), or state and territory agencies, in accordance with the Privacy Act 1988

1.3.1.9. Details of the complaint and appeal methods available to the student, including internal and external process (PP11 Complaints and Appeals Policy and Procedure)

1.3.2. After reading the LET03 Letter of Offer, the student must sign and date the **Offer of Admission Acceptance** section in order for the enrolment to proceed.

1.3.3. The signed and dated Acceptance, certified supporting documentation and payment of initial fees (in AUD) will be saved in the CRM and processed by the enrolment team

1.4. Confirmation of Enrolment (CoE)

1.4.1. The student will be provided with a CoE once SCEI has received the following:

1.4.1.1. Signed and dated Offer of Admission Acceptance

1.4.1.2. Certified copies of all required supporting documentation

1.4.1.3. Payment of initial fees in AUD

1.4.1.4. OSHC Evidence (if not arranged by SCEI)

2. Domestic Students

2.1. Application for Admission

2.1.1. All prospective students must complete an expression of interest form from the SCEI website by clicking on "Apply Now".

2.1.2. After submitting an expression of interest, the prospective student will be sent a link with a digital Enrolment Form Domestic (South Australia) or Enrolment Form Domestic (Victoria) to their nominated email account.

2.1.3. The prospective student must complete and sign the Enrolment Form Domestic (South Australia or Victoria) and attach certified copies of all supporting documentation. Once all the compulsory sections of the Enrolment Form are completed, the system will allow the prospective student to submit their application.

2.1.4. Submitted applications and supporting documentation are then lodged in SCEI's Client Records Management (CRM) system which is monitored the business development department.

2.2. Selection of Applicants for Admission

2.2.1. The nominated business development officer reviews the application and determines eligibility for acceptance

2.2.2. Prospective students are considered for admission on the basis of the following criteria:

2.2.2.1. Must be at least eighteen (18) years of age prior to the commencement of their chosen course of study,

2.2.2.2. Must provide evidence of their prior education as stated in the entry requirements for their chosen course of study, as listed in the SCEI Course Guide

2.2.2.3. Must meet the minimum English language proficiency requirements by participating in onsite LLN testing,

2.2.2.4. Must meet any other specific entry requirements of their chosen course of study as outlined in the SCEI Course Guide

2.2.3. All domestic students seeking to enrol for study at SCEI are required to complete a Pre-Training Review (PTR) and Language, Literacy and Numeracy (LLN) assessment prior to formally being accepted as an SCEI student. These processes are to ensure the student is enrolling in training suitable to their career ambitions and has the capacity to meet the demands of the chosen course of study Refer to PP86 Domestic Student Language, Literacy and Numeracy Policy and Procedure for further information.

2.2.4. The business development officer with determine eligibility by:

2.2.4.1. Conducting a PTR with the student using FOR251 Pre-Training Review Form

2.2.4.2. Supervising an LLN Assessment and comparing results against course requirements

2.2.5. If the criteria in 2.2.4 is satisfied, an approved SCEI delegate will determine their eligibility to receive a Government subsidised training place under the current State Funding Agreement in place at the time. If eligible, the student will be required to sign the following documents:

2.2.5.1. In South Australia – Participant Agreement Form and Upfront Assessment of Needs Checklist

2.2.5.2. In Victoria – Evidence of Student Eligibility Form and Student Declaration Form

2.2.6. Prospective students who are 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

2.2.7. Prospective students who are eligible for State Funding and meet the concession fee requirements must provide a valid concession card as detailed in the relevant State Funding contract. The original valid concession card must be presented to an authorised SCEI delegate who will take a copy for the student record.

2.2.8. Prospective full fee paying students who wish to apply for a reduction / discount in fees must complete FOR84 Financial Hardship form

2.3. **Recognition of Prior Learning (RPL) and Credit Transfer**

2.3.1. The business development officer will assess the student prior education and experience for RLP or credit transfer opportunities. Please refer to PP15 Course Credit Policy and Procedure and PP80 RLP Policy and Procedure.

2.4. **Offer and Acceptance**

2.4.1. Successful applicants will be notified of their acceptance into their chosen course of study in writing via email. The email will contain links to the Student Handbook and SCEI Policies and Procedures.

2.5. **Applications for VET Student Loans**

2.5.1. SCEI will collect and verify student information in line with PP49 Handling Personal Information Policy and Procedure which is inclusive of:

2.5.1.1. Verifying a students identify and date of birth

2.5.1.2. Where a student is under 18 years of age, a signatory of a responsible parent or legal guardian of the student

2.5.1.3. Any information or documentation that the student will meet the requirements of Section 11 of The Act

2.5.1.4. Where a student has applied for but has not been issued with a tax file number, a certificate from the Commissioner stating that the student has applied for a tax file number

3. **Working Holiday Visa Students**

3.1. The same process applies as listed in point 1 International Students

4. **State Funding Eligibility Criteria**

4.1. South Australia - The eligibility criteria is determined by Skills SA and published at www.skills.sa.gov.au

4.2. Victoria - The eligibility criteria is determined by the Victorian Skills Authority and published at www.vic.gov.au

5. **VET Student Loan Eligibility**

5.1. The eligibility criteria is determined by the Australian Government and published at www.studyassist.gov.au

6. **Orientation**

6.1. SCEI holds a compulsory orientation program for all students before the commencement of their course. The program is tailored to introduce students to key personnel, highlight pivotal policies and procedures, and allow students to ask questions and familiarise themselves with the campus

6.2. It is expected that all students will have received and read the HNDBK08 Student Handbook – Pre-arrival Guide Document

6.3. The Student Handbook and SCEI Policies and Procedures are publicly available on the SCEI website at www.scei.edu.au

7. **Providing False or Misleading Information**

7.1. Any prospective student found to have provided fraudulent documents, or false or incomplete information during the enrolment process may have their Letter of Offer, CoE or enrolment cancelled without notice.

8. **Deferment of Study**

8.1. A student may defer the proposed commencement of their course of study until the next available intake under certain circumstances. Please refer to PP16 Deferring, Suspending or Cancelling Student Enrolment Policy and Procedure.

9. **Non-Commencement**

9.1. 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 a non-commencement student. A LET53 Student Non-Commencement Notification will be issued within 2 weeks of the proposed commencement date as details on the CoE. The CoE will be cancelled 5 working days after the issuance of the LET53 if SCEI has received a reply from the student.

10. **Appeals**

10.1. Prospective students who are not satisfied with the outcome of their application may seek to appeal the decision by following the process outlined in PP11 Complaints and Appeals Policy and Procedure, which as available from the SCEI website (www.scei.edu.au).

RELATED DOCUMENTS

- FOR01 Application to study form (International Students)
- FOR68 Application to study form (Domestic Students)
- FOR69 Student enrolment agreement form (Domestic Students)
- FOR68 Application to study form (Working Holiday Visa)
- FOR84 Financial Hardship form
- FOR251 Pre-Enrolment Checklist for Domestic Students
- FOR254 Statement of Fee Quote
- LET03 Letter of Offer
- Course Guide: International
- Course Guide: Domestic
- PP11 Complaints and Appeals Policy and Procedure
- PP15 Course Credits Policy and Procedure
- PP80 RPL Policy and Procedure
- PP97 English Language Proficiency Policy and Procedure
- Student Handbook / Pre-arrival Guide

LEGISLATIVE CONTEXT

- Standards for NVR Registered Training Organisations 2025; Standards 1.6, 1.7, 2.1, 2.2, 2.7, 2.8 Part Two: Division Two (12), Part Two: Division Three (20)

- The National Code of Practice for Registered Authorities and Providers of Education and Training to Overseas Students 2018, known as "National Code 2018": Standard 2
- Standard VET Funding Contracts
- VET Student Loans Act 2016
- VET Student Loans Rules 2016 (Section 85)

RESPONSIBILITIES

- Chief Executive Office
- Deputy Chief Executive Officer
- Compliance Manager
- Marketing Manager
- Business Development Manager
- Campus Manager
- Training Manager
- Administration Manager

Author	Compliance Manager
Approved by	Chief Executive Officer
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