PP04

Enrolment Process Policy and Procedure

PURPOSE
This policy and procedure govern the admission of students to all Southern Cross Education Institute's (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: • staff of SCEI who are responsible for the enrolment of students • approved Educational Agents • prospective and current students

DEFINITIONS	
Accredited course	A course accredited by the VET regulator in accordance with the Standards for VET Accredited Courses
Applicant	A person applying for admission to a course of study with SCEI
AQF	Australian Qualifications Framework
Course of Study	An extended period of organised study, often leading to a qualification
Qualification	Formal certification, issued by SCEI, in recognition that a student has achieved the learning outcomes or competencies relevant to course of study.
Student	A person being trained and/or assessed by SCEI for the purpose of issuing AQF or non-AQF certification documentation.
SVP	Streamlined Visa Processing

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USI	Unique Student Identifier
Agent	A representative who acts on behalf of SCEI to recruit international students
Confirmation of Enrolment (CoE)	Commonwealth Register of Institutions and Courses for Overseas Students
State Funding	Skills First Funding Contract for Victoria and Work Ready Funding Contract for South Australia
The Act	VET Student Loans Act 2016
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
National Code	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
Business Development Officer	BDO
SCEI	Southern Cross Education Institute

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**
      - All prospective students will be provided with unique digital link with *Application to study form*
      - The applicant must complete and digitally sign the *Application to study form (International)* and attach the certified copies of supporting documentation.
   1.2. **Selection of applicants for admission**
      - Prospective students are considered on the basis of one or all of the following criteria:
         o Must be at least 18 years of age or be turning 18 years of age prior to the

commencement of their course of studies
  - o Provide evidence of their prior education as stated in the entry requirements for the course in the Course Guide
  - o 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.
  - o Meet any other specific entry requirements as outlined in the entry requirements for the course in the Course Guide

1.3. Acceptance of application

- 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:
  - o Outline of the course or courses in which the student is to be enrolled
  - Expected course start date and the location(s) of course delivery
  - Any and all modes of study for the course, including, if applicable, work-based training requirements and placements.
  - 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.
  - All fee payable information, including tuition fees and the periods to which those tuition fees relate.
  - 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)
  - Details of any potential additional non-tuition fees the student may incur (*PP03 Students fees and Charges Policy and Procedure*)
  - Provide a privacy statement stating circumstances in which personal information about the student may be disclosed by SCEI, the Commonwealth (including the Protection Service (TPS), or state or territory agencies, in accordance with the Privacy Act 1988
  - Complaints and appeals methods including internal and external processes, in accordance with Standard 10 Complaints and appeals (*see PP11 Complaints and Grievance Appeals Policy and Procedure*)
- 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

- Upon receipt of the following documents the student will be provided with a Confirmation of Enrolment (CoE):
  - o Signed and dated Offer of Admission acceptance
  - o Certified copies of supporting documentation
  - o Payment of initial fees in $AUD
  - o Oversea Student Health Cover (OSHC) Evidence (If not arranged by SCEI)

2. Domestic Students

2.1. Application for admission

- All prospective students will be provided with unique digital link with *Application to study form*
- The applicant must complete and digitally sign the *Application to study form (International)*

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and attach the certified copies of supporting documentation.

2.2. **Selection of prospective students for Course Admission and Eligibility**
- Conduct selection and determine eligibility for acceptance
- **Eligibility is determined by age, education, and English language proficiency (Course Entry Requirement)**
  - Be at least 18 years of age or be turning 18 years of age prior to the commencement of their course of studies.
  - Provide evidence of their prior education where stated on the entry requirements for the course in the Course Guide (Domestic).
  - Meet the minimum English language, literacy, and numeracy entry levels in comparison to the Australian Core Skills Framework (ACSF) levels for each course of study
  - Meet any course specific entry requirements as outlined in the entry requirements for the course in the Course Guide
- **Students accessing the Victorian Skills First Funding Program must meet all eligibility criteria including the following:**
  - Citizenship/Residency requirements
  - Upskilling requirements
  - the '2 in a year' limitation;
  - the '2 at a time' limitation.
  - the '2 at level' limitation;
  - Previous/current enrolments requirements
  - Students must be always physically present in the state of Victoria at which they are undertaking the training and assessment.
  - Students will be required to provide proof of meeting the above eligibility criteria.
  - **Impact of Age on Eligibility:**
    - Under 20 Years of Age
      - ❖ Students who are under 20 years of age (as at 1 January in the year of commencement of training) are eligible to enrol in any Skills First subsidised training.
      - ❖ Students who are under 20 years of age (as at 1 January in the year of commencement of training) and enrolling in nationally recognised training aren't required to be 'up skilling'.
      - ❖ Students who are 20 years of age or older (as at 1 January in the year of commencement of training) are eligible to enrol in Skills First subsidised training:
        - ✓ in a program that is at a higher AQF level than the highest qualification held at the time of the scheduled commencement of training
        - ✓ in a program on the Foundation Skills List (unless you hold a qualification by an Australian VET or higher education provider that is at AQF level 5 (= Diploma)
        - ✓ as an apprentice (not Trainee) under an Approved Training Scheme;
        - ✓ in the VCE or the VCAL (Intermediate or Senior).
        - ✓ **Please note this exception: Higher qualifications obtained overseas that have not been formally assessed for Australian Qualifications Framework (AQF) equivalency are not included in this prior education criteria**
    - Under 17 Years of Age
      - ❖ When enrolling students under 17, this must either be in training on a full-time basis or to do a combination of training and employment. This reflects the

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Ministerial Orders governing when a student can get an exemption from school attendance.

❖ Evidence required if they have Completed Year 10 – Completed and signed 'Exemption from School Application Form' OR correspondence or certificate signed by the School Principal or Department Regional Director

❖ Evidence required if they have Not completed Year 10 - correspondence or certificate signed by the Department Regional Director

❖ Evidence required if they are not currently or has never been enrolled in a Victorian school e.g., Home schooled or moved from interstate or overseas - correspondence or certificate signed by the Department Regional Director

- **Students accessing the Victorian Skills First Funding Program – Eligibility Exemption Initiative: must meet all eligibility criteria including the following:**
  - SCEI has been approved by the Department of Education and Training to grant Eligibility Exemptions to some of the Skills First criteria to assist students in accessing a government-subsidised place. Exempt from: the 'upskilling' requirement and '2 at a level in a lifetime' limit.
  - SCEI can now offer these exemptions to students, depending on yearly approved contract.
  - Exemptions are prioritised for: retrenched workers, automotive supply chain workers and people registered with the Jobs Victoria Employment Network. You should give preference for exemptions to students seeking to enrol in training that meets identified skills shortages and localised labour market needs or improves their employment prospects. In addition, you should use the exemptions to support women, young people, recent migrants and vulnerable people who've been disproportionately impacted by coronavirus (COVID-19) to help them gain new skills and employment.
    - Latrobe Valley Initiative — worker Transition Service for employees of Hazelwood (including contractors, supply chain employees and their family members) and employees of the Carter Holt Harvey Mill in Morwell
    - Retrenched Workers — subsidised training for workers facing retrenchment.
    - Automotive Supply Chain Workers — help for automotive supply chain workers with subsidised training.
    - Jobs Victoria Employment Network Clients
    - Clients and/or any other specific cohort as determined by the Department of Education and Training
- Students can apply for the Eligibility Exemptions Initiative in their Pre-Training Review process. Each application is reviewed and approved individually.
- **Students accessing the Victorian Skills First Funding Program – Eligibility Exclusions: must meet all eligibility criteria including the following:**
  - A student is NOT eligible for training subsidised through the Skills First Program under this VET Funding Contract if they are:
    - a) a student enrolled in a school (excluding a school-based Apprentice/Trainee). This includes:
      - ❖ i) any secondary school; or
      - ❖ ii) a student registered for home schooling in Victoria.
    - b) a prisoner held at a prison
    - c) a person who is detained under the Mental Health Act 2014 (Vic), or the Crimes (Mental Impairment and Unfitness to be Tried) Act 1997 (Vic) or the Sentencing Act 1991 (Vic) at the Thomas Embling Hospital; or

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- d) a person who is detained under the Children, Youth and Families Act 2005 (Vic) or the Sentencing Act 1991 (Vic) or who is held on remand
  - o The exclusions described do not apply to:
    - a) young people on community-based orders made under the Children, Youth and Families Act 2005 (Vic); or
    - b) individuals held in Judy Lazarus Transition Centre, as they are able to physically access training outside of a custodial setting without supervision.
- **Students accessing the Victorian Skills First Funding Program – Skills First Special Initiatives: must meet all eligibility criteria including the following:**
  - o Students referred to training under a special government initiative, may not need to meet certain criteria to be eligible for a Victorian government-subsidised place.
  - o Specific initiatives include:
    - Asylum Seeker VET Program Initiative — subsidised study for eligible asylum seekers in courses at foundation, certificate I to IV and diploma level.
    - Skills First Youth Access Initiative — free tuition for young people aged up to 22 who have been, or are on, a Child Protection Order, Family Court Order or a Youth Justice Order. Courses include certificates I to IV, diplomas, advanced diplomas and more.
    - Training to Support the 10-Year Industry Plan for Family Violence Prevention and Response - is aimed at both existing professionals potentially delivered as stand-alone training, and pre-service students for inclusion as part of a broader community service-related program
    - Job Trainer - The courses available for training under the JobTrainer initiative are outline in the 'JobTrainer Funded Courses Report' and were chosen to meet the priority needs of the Victorian economy.
    - Infection Control Skills Sets - delivery of selected Infection Control Skill Sets to support the government's response to novel coronavirus Covid-1
- **VET Student Loan (VSL) Eligibility Requirements**
  - o Be enrolling into the approved VSL Courses:
    - Diploma of Remedial Massage.
    - Diploma of Community Services,
    - Advanced Diploma of Community Sector Management
    - Diploma of Early Childhood Education and Care
    - Diploma of Nursing
  - o Citizenship/Visa requirements
    - be an Australian citizen doing at least one unit of your course in Australia, confirmed by providing a current passport, birth certificate, citizenship certificate, or
    - hold a permanent humanitarian visa and live in Australia for the duration of your course, confirmed by providing official documentation, or
    - hold a New Zealand Special Category visa and meet the special eligibility requirements for New Zealand citizens, confirmed by providing your international movement records.
  - o Be a resident in Australia for the duration of their study, and
  - o Sufficient VET Student Loan balance which should not exceeded their FEE-HELP Limit
  - o Have a Valid Tax File Number (TFN)
  - o Have a valid Unique Student Identifier (USI),
  - o If you are eligible for a VET Student Loan, we will submit your request to the government via the Electronic Commonwealth Assistance Form (eCAF). The government will communicate with you via your personal email and provide you with an access code and

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link to eCAF. This is required to submit a loan application form prior the first Census Day.

- o Be assessed as being **academically suitable** to undertake the approved VSL/ To meet this requirement, they must do one of the following:
  - ▪ Provide a copy of their successful completion of a Senior Secondary Certificate of Education (Year 12 certificate) as awarded by an Australian State or Territory, or
  - ▪ Provide a copy of a Certificate IV qualification or higher (providing that this qualification was delivered in English), or
  - ▪ Complete the LLN Robot online Language, Literacy and Numeracy (LLN) evaluation and attain a minimum score of exit level three across all categories
- o All other eligibility requirements as specified within the VET guidelines
- o Students will be required to provide proof of meeting the above eligibility criteria which could include further assessment of their academic skills if found necessary to determine student's competency.

2.3. **Funding Subsidies and Student Loans If a student is eligible for a government subsidy, the student will also be required to complete a government form and declaration.**
- Conduct selection **and** determine eligibility for a government subsidised place (must be conducted by an approved delegate of the SCEI) by completing and signing:
  - o Victorian prospective students - Evidence of Student Eligibility and Student Declaration form
  - o South Australian prospective – Participant agreement and Suitability and Support Needs Assessment Checklist

2.4. **Pre-training review**
- Prior to enrolment, SCEI undertakes a number of checks to ensure course suitability, possible funding eligibility and payment options. These checks are collectively known as the 'Pre-Training Review' (PTR). The Pre-Training Review is defined as the process undertaken between SCEI and an eligible individual to determine the most suitable and appropriate training option for that individual.
- Skills First requires training providers to conduct a Pre-Training Review, consistent with the program's objective that eligible individuals can access high quality courses and qualifications that lead to jobs, further education and/or participation in training for disadvantaged learners. Once a student has registered an expression of interest, they are referred to a Business Development Officer or Staff member who are trained to hold a PTR conversation.
- Before enrolling a prospective Skills First Student, SCEI's Business Development Officer will inform them that their enrolment is under the Skills First Program and will explain how their enrolment will impact their future Skills First Entitlement. The student will also declare this as part of their evidence of eligibility and student declaration form
- PTRs are undertaken to identify:
  - o That the student has the academic level to undertake and successfully complete the course of choice or whether the student will need additional support to successfully complete the course, and
  - o That the course selected is suitable to the student and meets their needs and career goals
  - o Whether they are eligible to pay for part or all of their course via a Government Funded Subsidy, Fee for Service (FFS), or Government Loan (Vet Student Loan – VSL).
  - o Assessment of eligibility for programs and initiatives that allow SCEI to grant eligibility exemptions or Fee Waivers.
- The purpose of these checks is to ensure that a student is fully informed and to ensure that SCEI is meeting the quality requirements and obligations for each funding contract and student loan

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contract. The Business development Officer will work through a PTR form for the course. The PTR form is a series of questions which the students answer and is recorded in the form. During the PTR conversation, students will be asked:

- Student Career goals and rational for wanting to undertake this course
- Student Employment
- Student Education
- A self-assessment of their computer literacy
- Any special requirements that SCEI may need to be aware of (these include physical, medical, learning or other needs that we may need to be aware of)
- Whether they can commit to the duration of the course and the number of classes per week
- The amount of work they are required to undertake outside of class hours
- Payment options and subsidies
- Whether they are eligible for a government funded subsidy:
  - Whether this will pay for the full or partial cost of their tuition fees
  - How completing the course under a government subsidy (if eligible) may affect their eligibility for future funded courses
  - If they are eligible to have the partial cost subsidised, whether they are eligible for a concession or fee waiver
- Whether they are eligible to apply for a VET Student Loan students only
- Assessment of eligibility for programs and initiatives that allow SCEI to grant eligibility exemptions or Fee Waivers.
- Verification of identify
- Whether they already have a USI or not and whether they give us verbal permission to create a USI for them (all calls are recorded)
- Whether they would like to purchase printed copies of resources (if their course material is available online)
- Whether they may be eligible for Credit transfer or would like to apply for Recognition of Prior Learning (RPL)

2.5. **Language, Literacy and Numeracy (LLN)**

- All prospective students are assessed using SCEI language, literacy, and numeracy (LLN) indicator against the entry level LLN requirements of the course
- The LLN Assessment used by SCEI is generated by LLN Robot. LLN Robot is the first assessment tool approved by the Federal Department of Education and Training after reviewing its accuracy in determining Student LLN levels as part of the Vet Student Loans implementation process. Using trigger word and phrase analysis software developed by The Learning Resources Group, LLN Robot have determined the ACSF profile of every current national unit of competency from Certificate 1 to Diploma. The ACSF scores for units/qualifications are sourced directly from publications provided by training package owners (SSO/former ISC), otherwise they are calculated by the LLN Robot system.
- LLN Robot, is an online system that combines ACSF testing, Course profiling and LLN Support into one easy to use package. SCEI evaluates the Language, Literacy and Numeracy (LLN) skills of students prior to formally accepting their enrolment into a qualification. LLN evaluations are done to indicate whether a student:
  - Has the LLN skills to be able to successfully complete the course.
  - Needs additional coaching or support to successfully complete the course.
  - Does not have the sufficient LLN skills to successfully complete the course

- 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

2.6. Financial Obligations

- SCEI can charge the student fees to undertake the program they are enrolling into. There is no minimum or maximum tuition fee however Fee Exemptions and Fee Concessions must be granted where applicable for Skills First funded students.
- Fees may include tuition fees and any other additional charges such as student services or materials.
- 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
- This Statement of Fees includes:
  - The code title and currency of the program
  - The total cost to the student for the program, taking into account Fee Concessions or Fee Waivers, the approximate value of the government contribution in dollars and/or
  - Any other applicable fees such as student services, amenities, goods or materials.
  - Students who wish to access a VET Student Loan must familiarise themselves with their financial obligations prior to accessing such loan to ensure they adhere to these obligations. Please refer to: http://www.education.gov.au/vet-student-loans-students
  - Students must pay all other fees, not covered by the VET Student Loan, as stated in the Schedule of Fees provided during their application for enrolment.
  - Prospective students paying their course fees without accessing the VET Student Loan or State Funding, must adhere to their financial obligations as stated in the Schedule of Fees provided during their application for enrolment. All relevant course fees are available on the SCEI website including Fees and Charges and Refund Policy.
- Prospective students applying for a reduction/discount in fees must complete *FOR84 Financial hardship form*.
- 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 the original must be taken by authorised SCEI delegate

2.7. Acceptance of application

- 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.
- Attached to the email is the Enrolment Agreement Form (Domestic). Prospective students are required to complete the form and attach any supporting documentation.
- The completed enrolment agreement form and supporting documentation and payment of initial fees (in $AUD) are to be forwarded to enrolments.

2.8. Confirmation of enrolment

- Upon receipt of the following documents the student will be provided with a Confirmation of Enrolment:
- Completed and signed *FOR56 Enrolment Agreement (Working Holiday Visa form)* and supporting documentation
- Payment of initial fees in $AUD

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3. **Orientation**

   3.1. 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.

   3.2. Prior to enrolment, all students must receive and understand the *HNDBK08 Student Handbook/Pre-arrival Guide Document*.

   3.3. Prospective students can access the handbook and the policies and procedures from the SCEI website at www.scei.edu.au

4. **Provision of false and misleading information**

   4.1. 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 prior notice.

5. **Deferment of study**

   5.1. 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.*

6. **Non-Commencement**

   6.1. 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 within five (5) working days after the issue of *LET53 Student Non-Commencement Notification*, provided no reply has been received by the student.

7. **Recognition of Prior Learning and Credit Transfer**

   7.1. 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 Credit Transfer Policy and Procedure and PP80 RPL Policy and Procedure* available from www.scei.edu.au

8. **Appeals**

   8.1. 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

RELATED DOCUMENTS
- FOR01 Application to study form (International)   - LET03 Letter of Offer   - FOR69 Student enrolment agreement form (Domestic Students)   - FOR84 Financial Hardship form   - FOR251 Pre-Enrolment Checklist for local students   - FOR254 Statement of Fee Quote   - PP11 Complaints and appeals policy and procedure   - PP15 Course Credit Transfer policy and procedure   - PP80 RPL policy and procedure

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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
- Relevant State and Territory funding contracts and eligibility documents
- Government Student Loan Contracts
  VET Student Loans Act 2016
- VET Student Loans Rules 2016

RESPONSIBILITIES

Responsibility for implementation of the policy and procedure are:
- Chief Executive Officer
- 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
- Compliance Manager

Author	Compliance Manager
Approved by	Chief Executive Officer
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