

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 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.
SCEI	Southern Cross Education Institute
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
USI	Unique Student Identifier

National Code of Practice	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
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

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 expression of interest form from SCEI website, **APPLY NOW.**
- 1.1.2 Upon receiving the expression of interest, the business development officer will send a link with the digital FOR01 Application form (International) to the prospective student's nominated email account.
- 1.1.3 The student must complete, sign **Application to study form (International)** and attach the certified copies of supporting documentation. Once all the compulsory sections of the FOR01 are completed the system will allow the student to submit its application.
- 1.1.4 Completed applications and supporting documentation then lodged with SCEI's CRM system which is monitored by its enrolment departments.

1.2 Selection of applicants for admission

- 1.2.1 Prospective students are considered based on one or all 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.
 - 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):
 - 1.4.1.1 Signed and dated Offer of Admission acceptance
 - 1.4.1.2 Certified copies of 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 and expression of interest form from SCEI website, APPLY NOW.
- 2.1.2 Upon receiving the expression of interest, the business development officer will send a link with the digital Enrolment Form Domestic (South Australia) or Enrolment Form Domestic (Victoria) to the prospective student's nominated email account.
- 2.1.3 All prospective students must complete, sign Enrolment Form Domestic (South Australia or Victoria) and attach the certified copies of supporting documentation. Once all the compulsory sections of the Enrolment Form are completed the system will allow the student to submit its application.

2.2 Selection of prospective students for admission

- 2.2.1 Nominated Business development officer conduct selection and determine eligibility for acceptance
- 2.2.2 Eligibility is determined by age, education , participation in the pre-training review 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 (Domestic).
 - 2.2.2.3 Meet the minimum English language course entry requirements
 - 2.2.2.4 Participate in onsite LLN testing ,
 - 2.2.2.5 Meet any course specific entry requirements as outlined in the entry requirements for the course in the 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 formally accepting their enrolment to achieve the student intended outcomes. For more detail information please refer to PP86 Language, Literacy and Numeracy Policy and Procedure
- 2.2.4 Conduct selection and determine eligibility by:
 - 2.2.4.1 Conduct pre-training review of the student using FOR251 Pre-Training Review Form
 - 2.2.4.2 Successful completion of Language, Literacy and Numeracy Indicator Test (against the ACSF)
- 2.2.5 If the criteria in point 2.2.3 is satisfied the student and the students eligibility for determine their eligibility for to the for a government subsidised place has been confirmed by an approved delegate of the SCEI, the student will be required to sign;
 - 2.2.5.1 Checklist for Domestic Students. Victorian prospective students - Evidence of Student Eligibility and Student Declaration form
 - 2.2.5.2 South Australian prospective – Participant agreement and Suitability and Support Needs Assessment Checklist
- 2.2.6 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

- 2.2.7 Prospective students applying for a reduction/discount in fees must complete FOR84 Financial hardship form.
- 2.2.8 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

2.3 LLN and Pre-training review

- 2.3.1 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 formally accepting their enrolment to achieve the student intended outcomes. For more detail information please refer to PP86 Language, Literacy and Numeracy Policy and Procedure
- 2.3.2 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 as well as 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.
- 2.4.2 The evidence of eligibility and student declaration must be completed in conjunction with the student by an authorised delegate of SCEI.
- 2.4.3 Upon receipt of the following documents, if not provided previously, the student will be provided with a Confirmation of Enrolment:
 - 2.4.3.1 Payment of initial fees in \$AUD
 - 2.4.3.2 Unique Student Identifier (USI)

2.5 Applications for VET Student Loans

- 2.5.1 SCEI will collect and verify student information in-line with **PP49 Personal Information Policy and Procedure** (3.4), which is inclusive of:
 - 2.5.1.1 verifying a student's identity and date of birth
 - 2.5.1.2 where a student is under 18 years of age, a signatory of a responsible parent of the student
 - 2.5.1.3 any information or documentation which establishes 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 outlined in point 1 International Students

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 Skills SA at [My Training | Eligibility for subsidised training \(skills.sa.gov.au\)](http://skills.sa.gov.au)

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 a compulsory 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

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

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

RELATED DOCUMENTS

- FOR01 Application to study form (International)
- 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
- LET03 Letter of Offer, Acceptance and Terms 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
- 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 Act 2016 <https://www.legislation.gov.au/Details/C2018C00402>
- VET Student Loans Rules 2016 (section 85) <https://www.legislation.gov.au/Details/F2019C00065>

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

Author	Compliance Manager
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