



## STU001 Client Enrolment

Version Control Procedure			
Date	Type of Change	Details	By Who
11/12/2016	Minor	Change VET FEE-Help to VSL, Modification of Core Skills requirements to align with new VSL requirements	Business Manager
06/03/2019	Minor	Alignment with Student Selection Policy	Business Manager
02/04/2020	Minor	Inclusion of electronic signature & fees paid in advance	Business Manager

### Purpose

This policy outlines the enrolment process into all courses offered by ACFB. This policy also ensures the experience of all students is free from harassment and unlawful discrimination and promotes equality of opportunity.

This policy also guarantees that all students are responsibly recruited, correctly enrolled in appropriate course(s) in accordance with all required Standards and funding arrangements, and that accurate records are maintained and reported as required.

### Scope

Enrolment process.

### Responsibility

Directors  
Trainers/Assessors  
Administrative Officers

### Process

#### (1) Pre-enrolment information

ACFB is committed to applying all ASQA, funding and other related Commonwealth and State legislation and standards as part of its application and enrolment of students. ACFB endeavors to provide opportunities for everyone to access and participate in learning with the goal to achieve their learning outcomes.

Prospective students are provided with all required information about ACFB's courses, delivery options, campus and support services, policies and procedures, code of practice and funding options in order to make an informed decision. Information is provided both written and orally during their application process and pre-training review, in writing through the Student Handbook and on ACFB's website and reinforced at the time of enrolment/commencement into the training course.

1.1 All information a client/potential student requires to understand what is involved in a course prior to enrolment is available to them via ACFB's website. This includes:

- Course information and overview
- Delivery options and duration
- Entry requirements and Recognition of Prior Learning
- Outcomes
- Fee and funding opportunities



- Enrolment forms and Student Handbook - <https://acfb.edu.au/forms/>
- LLN Assessment form
- RPL information
- VSL information and Policies - <https://acfb.edu.au/vet-student-loans/> (if applicable)

1.2 ACFB conducts a pre-training review with all prospective students where we provide and discuss comprehensive information about the course, available delivery methods to suit their needs and life style commitments, entry requirements and funding options as well as assess the student's ability to undertake the course. The course consultant also seeks to assess whether the student is genuine in their intention to study.

Within the pre-training review, the prospective student is taken on a tour\* of ACFB's campus(s) and the following information is discussed and provided to determine:

- training and career goals,
- any special learning requirements they may need,
- academic suitability,
- any potential obstacles that may arise in the pathway to achieving these goals,
- delivery method preference and suitability (to their learning style and life style),
- any previously completed study or experience and details of Recognition of Prior Learning (RPL) and Credit Transfer arrangements,
- their access to a computer and internet and their level of digital capacity,
- the need for any additional support,
- and further discuss:
  - General course details and guide;
  - Core/elective competency notional times;
  - Fees and admission procedures;
  - Government Funding and/or VET Student Loans eligibility;
  - Certification gained on completion;
  - USI requirements
  - Competency information;
  - Assessment procedures;
  - Enrolment and eligibility requirements including; citizenship, residency and age (if applicable) evidence
  - Any applicable forms/documents, and
  - student expectations and responsibilities.
- *\*Note; ACFB makes all attempts to hold a face-to-face discussion (on campus) with each potential student (where possible) prior to enrolment to assist them further in their chosen course. If the potential student is required to complete a Core Skills Assessment, this is sent to the student prior to enrolment.*

1.3 If a Core Skills Assessment is required, it is conducted during this time.

1.4 A Pre-Training Review (Part 2) Form is completed, dated and signed by the Course Consultant, with Part 1 being included within the enrolment form (if the prospective student wishes to commence the application process) and signed by the prospective student.



1.5 ACFB does not charge for any part of the application nor enrolment process, including the assessment of the student's academic suitability.

1.6 ACFB provides no bonuses, commissions or benefits to any team member that has a connection, whether directly or indirectly, with the number of students who are identified as suitable and eligible and enrol.

## **(2) Collecting enrolment documents and evidence**

2.1 For ACFB to start the enrolment process, the required documents and evidence a prospective student is required to provide includes;

- Enrolment Form (signed agreement with student's signature<sup>^</sup>),
- Skills First Funding Application Form<sup>^</sup> (if applicable)
- VET Student Loan Declaration form<sup>^</sup>
- Scholarship Application (if applicable)
- RPL documents (if applicable)
- RPL - Applicable evidence (as outlined on the RPL forms)
- Applicable Core Skills evidence
- Supporting eligibility evidence as outlined in the policy:
  - STU013 Student Selection Process

*<sup>^</sup> When these forms are completed electronically by the students, the applicable enrolment form must be emailed to the student directly through the 'Adobe Sign' function of the PDF document to ensure the electronic signature meets an action equivalent to traditional signature.*

2.2 Accompanying these forms needs to be payment of a course deposit, or interest free instalment plan.

2.3 All documents, forms, pre-training reviews and evidence are kept on each student's hard copy file upon enrolment and stored as per the COM014 Retention, Archiving, Retrieval, Transfer of Records Policy.

2.4 The Enrolment Form and all other applicable forms and declarations are provided to each student on their enrolment or commencement in their training course.

2.5 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.

2.6 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.

2.7 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.



2.8 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 ACFB 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 ACFB (refer to the Privacy and Personal Information Obligations).

2.9 In accordance to Clause 7.3 – Protecting pre-paid fees by students of the Standards for Registered Training Providers 2015, ACFB does not require students to prepay fees in excess of \$1,500. All students who's course fee is above \$500 can utilise an interest free instalment plan to pay their tuition fees.

### **(3) Issuing a Statement of Fees**

3.1 Once all enrolment documents and supporting evidence have been received and funding eligibility has been confirmed (if applicable), they are scanned, and Administration is to double check to ensure all relevant sections have been completed/signed and all documentation is included.

3.2 Administration is to then produce a Statement of Fees which is emailed to the applicant.

3.3 If the applicant accepts the Statement of Fees and meets all other entry level requirements, including suitability and eligibility checks, then the enrolment can be accepted (assuming all required evidence is produced, and file is 100% compliant).

3.4 Should the applicant not wish to process with their enrolment they must provide ACFB with written communication (either via email or letter) within 48 hours of the Statement of Tuition Fees being issued.

3.5 Please note that the offer IS NOT FINAL until the Welcome and Confirmation Letter has been generated and issued to the applicant.

3.6 If no communication is received from the applicant, proceed to issuing their 'Welcome and Confirmation Letter'.

### **(4) Welcome and Confirmation Letter & Enrolment**

4.1 The Welcome and Confirmation is a document 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, etc.

4.2 The Enrolments and Administration Office is to follow the enrolment checklist when enrolling applicants. Please refer to the Enrolment Creation Guideline document for additional information on the creation of enrolment files.

4.3 The Enrolments and Administration Office is to enter the applicant's enrolment information into ACFB Student Management System (SMS) in accordance with AVETMISS and the Victorian VET Student Statistical Collection Guidelines.



- 4.4 Through this process on the SMS, the Welcome and Confirmation Letter is generated and automatically emailed to the applicant, along with a course receipt and confirmation of their chosen instalment plan.
- 4.5 If the student has enrolled in multiple courses, the Student will only be enrolled in the 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.

## **(5) VET Student Loan Program**

5.1 ACFB makes available all required information related to VET Student Loans, through:

- ACFB's website - <https://acfb.edu.au/vet-student-loans/>
- Course Brochure
- Enquiry email
- Pre-training Review

5.2 ACFB ensures that applicants fully understand:

- the eligibility criteria for applying for a VET Student Loan;
- the information on the VET Student Loan Program, including the meaning of census days and how they apply to the selected course;
- how to access further information on the Department of Education website;
- the total amount of the tuition fees and other fees (and what component is a covered fee)
- the 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; ACFB provides students with the option of instalment plans over the duration of their course;
- 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;



5.3 As outlined in the Student Selection Process Policy, for all enrolments into a Vet Student Loan enabled course:

- a) *obtains a copy of a Senior Secondary Certificate of Education that has been awarded to the student by an agency or authority of a State or Territory for the student's completion of year 12;*
- or,
- b) *ACFB must obtain a copy of a certificate (however described) that a qualification at level 4 or above in the Australian Qualifications Framework has been awarded to the student; and*
- c) *the course for the qualification was delivered in English.*
- or,
- d) *the student is assessed<sup>^</sup> as displaying competence at or above Exit Level 3 in the Australian Core Skills Framework in both reading and numeracy using an assessment tool\* approved under section 82; and*
- e) *ACFB reasonably believes that the student displays that competence;*

Also, ACFB must *believe on reasonable grounds that the student is academically suited to undertake the course.*

In addition, the collection and verification of the following information and documents relating to a student applying for a VET Student Loan:

- a) information about the student's identity and date of birth;
- b) if the student is under 18\*, information that:
  - (i) one of the signatories to the application is a responsible parent of the student; 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) if the student has applied for, but not been issued with, a tax file number—a certificate from the Commissioner that the student has applied for a tax file number.

\* Any applicant wishing to enrol in a course at ACFB must 18 years of age and over.

Please refer to the VET Student Loans page on ACFB's website for eligibility requirements:

- <https://acfb.edu.au/vet-student-loans>

5.4 Once the all applicable details have been entered into the SMS, the Enrolments and Administration Officer will generate an eCAF and the student 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'

5.1 ACFB will sight and retain the evidence of eligibility provided by the student (outlined above) in the forms described below:

- A hard copy original, 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;

5.2 On enrolment, the Welcome Confirmation Letter also advises that if they have been 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.





- 5.3 Student also receive a VET Student Loans Statement of Covered Fees as described in the VET Student Loans Rules.
- 5.4 The student details provided as part of the application process, are confirmed on enrolment and students are reminded to advise of any contact changes at the point of enrolment.
- 5.5 The student will receive a VET Student Loan Notice with specific loan information 14 days prior to the census date by email.
- 5.6 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.

## **(6) Skills First Funding**

- 6.1 In line with the VET Funding Contract, prior to enrolling an individual in any course or qualification for which the ACFB will claim Funds, ACFB will inform the Eligible Individual that the enrolment is under the Skills First Program.
- 6.2 ACFB will outline to the Eligible Individual how their enrolment will impact their access to further government subsidised training under the VET Funding Contract and the Guidelines about Determining Student Eligibility and Supporting Evidence.
- 6.3 ACFB will 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.
- 6.4 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 students, regardless of their eligibility.
- 6.5 ACFB ensures compliance with the Skills First Pre-Training Review Requirements to assess the academic suitability of the student and ensure their preferred course pairs with their career aspirations.
- 6.6 ACFB ensures compliance with the Victorian Student Number (VSN) reporting requirements and includes the VSN as specified in the Victorian VET Student Statistical Collection Guidelines. ACFB includes the Unique Student Identifier for each Eligible Individual, as specified in the Victorian VET Student Statistical Guidelines.
- 6.7 Within the application process and outlined on the enrolment form, ACFB advises 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.

**Related Documents**

Client Enrolment  
Enrolment Creation Guideline  
Course Brochures  
Student handbook  
AVETMISS Reporting  
Enrolment forms  
RPL forms  
Skills First Funding application form

VET Student Loans form  
ADMIN Checklists  
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  
Quality Charter.