



STUDENT ENGAGEMENT PRIOR TO ENROLMENT POLICY AND PROCEDURE (DOMESTIC)

Standards / Regulations	<ul style="list-style-type: none">Standards for RTOs 2015 – Standards 3.5, 4 & 52018 VET Funding ContractSkills first program - 2018 Guidelines about Determining Student Eligibility and Supporting EvidenceSkills first program - 2018 Guidelines about Fees
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Purpose

This policy and procedures support the following regulations from the Standards for RTOs 2015:

- “The RTO accepts and provides credit to learners for units of competency and/or modules (unless licensing or regulatory requirements prevent this) where these are evidenced by:*
 - AQF certification documentation issued by any other RTO or AQF authorised issuing organisation, or*
 - authenticated VET transcripts issued by the Registrar” (Standard 3.5)*
- “Accurate and accessible information about an RTO, its services and performance is available to inform prospective and current learners and clients.” (Standard 4)*
- “Each learner is properly informed and protected “. (Standard 5)*

This policy outlines the process for assessing student eligibility for VTG funding and enrolment process.

This policy is to be read in conjunction with the following policies and procedures:

- Marketing (Domestic)
- Formalisation of Enrolment (Domestic)
- Pre-Training Review (Domestic)

Scope

This policy applies to all Domestic learners (also referred as students or applicant) of ACE.

Policy

- ACE will provide students with accurate and factual information about its course offerings, skills first program eligibility guidelines, fees, policies and procedures, support services, reasonable adjustments, facilities and educational services to support the potential learner to make an informed decision prior to enrolment.
- ACE will provide prior to enrolment a Statement of Fees to each individual for the total cost to them including the Government Funded Contribution, Tuition fee gap, Enrolment fee, Learning resources fee, Uniform and equipment fees taking into account their current circumstances (including any eligibility for concession).
- ACE will inform students that they may be contacted and requested to participate in a NCVER – National Centre for Vocational Education Research survey and/or an invitation to participate in a Department endorsed project and/or being contacted by the Department (or persons authorised by the Department) for audit or review purposes
- ACE will inform students how their personal information may be supplied to and used by the Department and Commonwealth VET Fee-Help agencies.

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- 1.5 ACE will inform the Eligible Individual that the enrolment is under the skills first program and will explain to the Eligible Individual how their enrolment will impact their access to further government subsidised training.
- 1.6 ACE will inform all students prior to enrolling in the above courses that they would be involved in a Pre-Training Review of their current competencies including literacy and numeracy skills. During this review the following will be discussed:-
- any competencies previously acquired by the applicant (Recognition of Prior Learning (RPL), Recognition of Current Competency (RCC) or Credit Transfer);
 - ACSF (Australian Core Skills Framework) level for the applicant
 - the most suitable qualification for that applicant to enrol in, based on the individual's existing educational attainment, capabilities, aspirations and interests and with due consideration of the likely job outcomes from the development of new competencies and skills; and
 - ascertain that the proposed learning strategies and materials are appropriate for that individual
- 1.7 ACE will ensure that the student is informed of *"I understand that enrolling in the above qualification, this may affect my future training options and eligibility for further government subsidised training under the skills first program as I am only eligible for 2 government subsidised courses in a calendar year, 2 courses at a time and 2 courses at the same level in my lifetime."* and acknowledges this by signing the information on declaration in the Pre-Enrolment form.
- 1.8 The review of this policy and procedure will be conducted on a yearly basis or if there are changes to the relevant VET funding contract, Standards and Legislation.

Eligibility Requirements

- ACE will comply with the *Guidelines for Determining Student Eligibility and Supporting Evidence* as issued by the Department from time to time.
- ACE will determine eligibility in line with the requirements as stipulated in the VET Funding Contract and relevant Guidelines.

To be eligible, an individual must meet *Victorian Training Guarantee* requirements as follows:

- a) An individual must be:
- i. an Australian citizen; or
 - ii. a holder of a permanent visa; or
 - iii. New Zealand citizen;
- and
- b) An individual must enrol and commence training in a course or qualification provided by the RTO between the later of 1 January 2018 or when the VET Funding Contract is executed, and 31 December 2018 inclusive and be:
- i. under 20 years of age (as at 1 January in the year of commencement of training) and seeking to enrol in nationally recognised training; or
 - ii. over 20 years of age (as at 1 January in the year of commencement of training) and seeking to enrol in nationally recognised training in a Foundation Skills List course; or
 - iii. over 20 years of age (as at 1 January in the year of commencement of training) and seeking to enrol in nationally recognised training as an Apprentice (not Trainee); or
 - iv. over 20 years of age (as at 1 January in the year of commencement of training) and seeking to enrol in training in the Victorian Certificate of Education or the Victorian Certificate of Applied Learning (Intermediate or Senior); or
 - v. over 20 years of age (as at 1 January in the year of commencement of training) and seeking to enrol in nationally recognised training in a course that is at a higher qualification level than the highest qualification held at the time of the scheduled commencement of training.

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In addition to meeting the abovementioned requirements, an individual is only eligible to:

- a) Commence a maximum of two government subsidised courses in a calendar year. Where an individual is enrolled in a course(s) that is scheduled to commence at a later date in that calendar year, this course(s) must be counted for the purpose of this clause when assessing eligibility;
- b) undertake a maximum of two government subsidised courses at any one time;
- c) commence a maximum of two government subsidised courses at the same level within the Australian Qualifications Framework (AQF) in their lifetime; and
- d) commence a maximum of two government subsidised accredited courses with the title 'Course in...' in their lifetime.

Collecting Evidence of Eligibility for skills first program Funding

- Evidence of an individual's eligibility for the skills first program will be sighted and retained by ACE for each Eligible Individual, prior to commencement in training, in accordance with the *2018 Guidelines for Determining Student Eligibility and Supporting Evidence*.
- In the case of an individual seeking funding under Asylum Seekers and Victims of Human Trafficking Initiative, Retrenched Employees, or Automotive Supply Chain Training Initiative; then ACE must keep evidence of eligibility and Referral Form in the student file.
- Prior to the commencement of training, for each individual that ACE assesses as eligible for the Victorian Training Guarantee, ACE will:
 - a) complete in hard copy, the information and declarations specified in the *Evidence of Eligibility and Student Declaration* form found in the Enrolment Form.
 - b) sight and retain the evidence of eligibility specified in the *Evidence of Eligibility and Student Declaration* form by:

	Sighting	Retaining
i.	a hard copy original	a photocopy or electronic copy of the hard copy original
	or	
ii.	a certified photocopy of the hard copy original	a photocopy or electronic copy of the certified copy, or the original certified copy
	or	
iii.	A unique verification number from a document verification service confirming that an individual's name and date of birth matches a valid document number the individual has entered into that document verification service(via securely logging in to the administrative function of that document verification service	Secure login access to the administrative function of a document verification service whereby a record can be viewed or extracted that identifies the type of document that was checked and confirms that the individual's name and date of birth were verified to match a valid document number in a recognised government database

- If ACE sights an uncertified photocopy or electronic copy of the hard copy original and verifies it through a document verification service, ACE will independently establish that any such service provides the same level of assurance as human processes (for example a unique transaction number or receipt that relevant evidence of eligibility verification processes have been undertaken. This record is required to support the RTO declaration in the Evidence of Student Eligibility and Student Declaration form or electronic equivalent that evidence has been sighted.
- Where an individual's response to the Evidence of Eligibility and Student Declaration form indicates that the individual is not eligible but ACE deems them eligible based on a comprehensive discussion, ACE will evidence the reason it found the student to be eligible and retain this evidence.

Refer to *Appendix A* for list of persons authorised to certify documents.

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Procedure

1. Applicant completes the **Pre-Enrolment Form** and provides evidence of the following:

Evidence of Citizenship / Residency:

- a. An Australian Birth Certificate (not Birth Extract) **OR**
- b. A current Australian Passport **OR**
- c. A current New Zealand Passport **OR**
- d. A naturalisation certificate **OR**
- e. A current *green* Medicare Card **OR**
- f. A proxy declaration for individuals in exceptional circumstances as per clauses 2.16-2.20 of these guidelines **OR**
- g. Formal documentation issued by the Australian Department of Immigration and Citizenship confirming permanent residence **OR**
- h. An Australian citizenship by descent extract **OR**

If the individual is undertaking training under the asylum seeker VET program and meets the requirements set out in clause 17 of schedule 1 of the VET funding contract, I have sighted

A Referral Letter from the Asylum Seeker Resources centre or the Australian Red Cross

Evidence of Age (if not already determined from the above list):

- i. A current driver's licence **OR**
- j. A current learner's permit **OR**
- k. A Proof of Age card **OR**
- l. A 'Keypass' card

Evidence of Concession

- m. A current Health Care Card **OR**
- n. A current Age Pension / Carer's Pension / Disability Support Pension Card **OR**
- o. A Veteran Gold Card Concession

2. Evidence must be sighted by the ACE Authorised Delegate in its original form or as a copy certified by an authorised person as per Attachment 4 of Guidelines about Determining Student Eligibility and Supporting Evidence.
3. ACE retains copies of eligibility evidence in the student's file.



4. ACE's Authorised Delegate confirms the VTG Eligibility Criteria for the applicant in 1-3 business days and advises the applicant via email if they are eligible for funding using the *skills first program Eligibility Letter*.



5. **If Eligible** – Applicant is advised of the time and date of the Pre-Training Review via the *skills first program Eligibility Letter*.
If Not Eligible - Applicant is advised of Fee for Service options, and if continuing is advised of the time and date of the Pre-Training Review.



6. **Pre-Training Review** – ACE Trainer and Assessor facilitates the Pre-Training Review to determine the most suitable and appropriate training for the Eligible Individual and the likely job outcomes from the development of their new competencies and skills.



7. Applicant submits the completed **enrolment form (including USI number)** and concession evidence if not previously submitted.



8. ACE's Authorised Delegate sends offer letter and agreement to student, along with the statement of fees and charges.

Refer to the *Pre-Training Review and Formalisation of Enrolment Policies and Procedures* for further information.

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Responsibilities

The following personnel are responsible for the implementation of this policy and procedures and reviewing its effectiveness:

- CEO
- Compliance Officer
- Office Administrator

Primary Documents

- Pre-Enrolment Form
- Pre-Training Review Form
- VTG Eligibility Letter
- Enrolment Form

Appendix A: List of Persons Authorised to Certify Documents

To have a document certified, an individual must take the original and a photocopy to an authorised person. The authorised person must write on every page of the copy document “I have sighted the original document and certify this to be a true copy of the original”, sign each statement and provide their designation, for example “Pharmacist”.

Authorised persons include:

- a justice of the peace or a bail justice
- a public notary
- an Australian lawyer (within the meaning of the Legal Profession Act 2004)
- a clerk to an Australian lawyer
- the prothonotary or a deputy prothonotary of the Supreme Court, the registrar or
- the deputy registrar of the County Court, the principal registrar of the Magistrates' Court or the registrar or the deputy registrar of the Magistrates' Court
- the registrar of probates and the assistant registrar of probates
- the associate to a judge of the Supreme Court or of the County Court
- the secretary of a master of the Supreme Court or of the County Court
- a person registered as a patent attorney under Chapter 20 of the Patents Act 1990 of the Commonwealth
- a member of the police force
- the sheriff or deputy sheriff
- a member or a former member of either House of the Parliament of Victoria
- a member or a former member of either House of the Parliament of the Commonwealth
- a councillor of a municipality
- a senior officer of a council as defined in the Local Government Act 1989
- a registered medical practitioner within the meaning of the Medical Practice Act 1994
- a registered dentist within the meaning of the Dental Practice Act 1999
- a veterinary practitioner
- a pharmacist
- a principal in the (State) teaching service
- the manager of a bank
- a member of the Institute of Chartered Accountants in Australia or CPA or the National Institute of Accountants
- the secretary of a building society
- a minister of religion authorised to celebrate marriages (not a civil celebrant)
- a person employed under Part 3 of the Public Administration Act 2004 with a classification that is prescribed as a classification for statutory declarations, or who holds office in a statutory authority with such a classification
- a fellow of the Institute of Legal Executives (Victoria).

(Source: Victorian Department of Justice)

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