



# FORMALISATION OF ENROLMENT POLICY AND PROCEDURES (DOMESTIC)

## Purpose

This policy and procedure is designed to ensure ACE complies with the 2022 Standard Skills First Contract - Skills First Program, 2022 Guidelines about Eligibility Skills First Program; Student Eligibility for *Skills First*; Skills Quality Charter, 2022 Guidelines about Apprenticeship / Traineeship Training Delivery - Skills First Program; VET Quality Framework, USI Registry requirements and the Standards for Registered Training Organisations (RTOs) 2015 which states:

- “The RTO determines the support needs of individual learners and provides access to the educational and support services necessary for the individual learner to meet the requirements of the training product as specified in training packages or VET accredited courses.” (Standard 1.7)
- “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 skills first program funding and enrolment process before enrolment.

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

- Marketing (Domestic)
- Student Engagement Prior to Enrolment (Domestic)
- Pre-Training Review (Domestic)
- Recognition of Prior Learning and credit transfer Policy and Procedure
- Refund Policy and Procedure - Domestic
- Fees and charges Policy and Procedure - Domestic

## Scope

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

## Definitions

<b>Department</b>	means the State of Victoria acting through the Department of Education and Training (or its successor).
<b>Eligible Individual</b>	Eligible Individual means an individual who is eligible for government subsidised training in accordance with the eligibility requirements set out in the Skills First Funding Contract and related guidelines.
<b>Tuition Fee Gap</b>	Difference in the Tuition fees between skills first program funded and ACE Course fees that are “directly related to the provision of a course that ACE is providing, or offering to provide, to the student”.
<b>Enrolment Fee</b>	Enrolment fee is the fee charged for administrative purpose for enrolling a student in the course of their choice.
<b>Learning resource / Uniform &amp; Equipment fee</b>	Learning resource / Uniform & Equipment fee are non-tuition fees that are non-refundable and not directly related to tuition, and may be compulsory for the course requirements as per the industry and training package guidelines.

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<b>Unused-Tuition Fee Gap</b>	Unused tuition fee gap that a student has paid for educational services that ACE has yet to provide to the student
<b>Refund</b>	An amount of Gap fees paid by the student to ACE, which is returned to the student under specific circumstances defined in this policy. A refund will only be paid to the student unless otherwise directed by the student in writing.
<b>Student of Offer and Student Acceptance</b>	A formal agreement between the student and ACE agreeing and accepting the offer for the course wishing to enrol including applicable fees as outlined in the document.
<b>Unique Student Identifier (USI)</b>	The USI is a randomly-generated alpha-numeric code that is available online and at no cost to the student. The USI number will remain with that individual student for life and be recorded with any nationally recognised VET course that is undertaken from 2015 onwards. The USI will seamlessly link information about a student's VET achievements, regardless of where they studied, enable students to access secure digital transcripts of their achievements, and give students access to, and more control over, their educational information

### Policy

#### 1.0 General

- 1.1 Australian Careers Education Pty Ltd ("ACE") has in place a written agreement between ACE and its students and 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.
- 1.2 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).
- 1.3 ACE will enter into a written agreement with the student, after completion of the pre-enrolment and pre-training review. The written agreement will set out the services to be provided, the payable fees and information in relation to refunds of course money.
- 1.4 ACE will not enrol any student unless such time that all the documentation completed, agreed, accepted and appropriate fees payable by the student.
- 1.5 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.
- 1.6 ACE will inform students how their personal information may be supplied to and used by the Department and Commonwealth VET Fee-Help agencies.
- 1.7 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.
- 1.8 The written agreement will provide an information that while a student is enrolled at ACE and accesses the complaints and appeals processes of the college, this does not remove the right of students to take action under Australia's consumer protection laws - *"This agreement, and the*

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availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws".

- 1.9 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.
- 1.10 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.

### 2.0 Written Agreements

- 2.1 The written agreement will include, but not limited to, the following information, which is to be consistent with the requirements of Standards for RTOs 2015; 2022 Standard Skills First Contract - Skills First Program, 2022 Guidelines about Eligibility Skills First Program; Student Eligibility for Skills First; 2022 Guidelines about Apprenticeship / Traineeship Training Delivery; in relation to refunds of course money in the case of student and provider default:
- The course in which the student is to be enrolled;
  - An itemised list of course money payable by the student;
  - Information in relation to the services to be provided and fees payable;
  - Information in relation to the **refund of course money** see "Refund Policy and Procedure (Domestic)" in the case of student and ACE default, including:
    - Amounts that may or may not be refunded to the student;
    - Processes for claiming a refund;
    - A plain English explanation of what happens in the event of a course not being delivered; and
    - A statement that "This agreement, and the availability of complaints and appeals process, does not remove the right of the student to take action under Australia's consumer protection laws."
  - The Refund Policy will be added to the Letter of Offer and Student Acceptance Agreement.
  - The circumstances in which personal information (i.e. personal and contact details, course enrolment details and changes, about the student may be shared between ACE and the Australian Government and designated authorities as agreed on the Enrolment Form. This statement will read as follows:

**Victorian Government VET Student Enrolment Privacy Notice:** "The Victorian Government, through the Department of Education and Training (the Department), develops, monitors and funds vocational education and training (VET) in Victoria. The Victorian Government is committed to ensuring that Victorians have access to appropriate and relevant VET services. Any personal information collected by the Department for VET purposes is protected in accordance with the Privacy and Data Protection Act 2014 (Vic) and the Health Records Act 2001 (Vic)."

**National VET Data Policy Privacy Notice:** This Policy brings together requirements for collecting nationally consistent data about VET activity and processes, and for using data in statistical collections and national surveys. <https://www.dese.gov.au/national-vet-data/resources/national-vet-data-policy>
  - Letters of Offer and Student Acceptance Agreements will be printed on ACE's letterhead.

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- h. Admin Staff should be careful to ensure that the Letter of Offer and Student Acceptance Agreement correctly identify the course(s) and corresponding course fees in accordance with the student's application for enrolment.

### Procedure

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#### 1.0 Enrolment Information

- 1.1 On receipt of the completed Enrolment form, along with the documentations, the office administrator shall assess each application individually and all successful applicants will be provided with a *Letter of Offer and Student Acceptance Agreement and Invoice*. A student file will be created and all evidence submitted for enrolment shall be maintained.
- 1.2 An Enrolment Checklist template will be added to the Student's File and continued to be addressed throughout the enrolment / orientation process to ensure that all processes have been covered. This will be endorsed by the office administrator.
- 1.3 The 'Student Acceptance Agreement' shall act as the enrolment agreement between ACE and the student and must be signed and returned to ACE as an indication that the applicant accepts the terms and conditions that will be imposed when studying with ACE.
- 1.4 The Student Acceptance Agreement will also include the applicant's declaration that includes all enrolment conditions.
- 1.5 Acceptance into a course of study with ACE is confirmed when the potential applicant has signed and submitted the Written Agreement and appropriate payment and documentation to support their enrolment.
- 1.6 Upon receipt of all relevant documents, including the signed Student Acceptance Agreement, and the required payment from the student, ACE will inform the Apprentice or Non-Apprentice of the orientation day.

#### 2.0 Orientation

- 2.1 Orientation may take place on a one-on-one basis or in a group setting, facilitated by the Trainer & Assessor or ACE Authorised officer. For all Apprentices and Non-Apprentices the orientation will be conducted at the workplace. The following will take place during the orientation program:
- 2.2 The student will be greeted by the Trainer & Assessor or ACE Authorised officer to commence the orientation process which includes (but not limited to):
- 2.3 A guided tour of employer premises and work-based training location
- 2.4 Students shown the location of fire exits, toilets and evacuation plan
- 2.5 Providing the student with a copy of the Student Induction Kit which contains:
  - Relevant Course Flyers
  - Student Handbook
  - Course Overview and structure of training
  - Training Plan requirements
  - Student Support Services information
- 2.6 The Trainer & Assessor or ACE Authorised officer takes the student through relevant policies and procedures and other important information.
- 2.7 At the conclusion of the Orientation Program, the Apprentice or Non-Apprentice and Trainer & Assessor or ACE Authorised officer initial and sign the Orientation Checklist to verify that the orientation program has been completed.

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2.8 The Orientation Checklist is stored in the Student's File

### Records

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- The following documents will be stored in the student's file (as a minimum):
  - All personal documents relevant to the student's Eligibility
  - Pre - Enrolment Form
  - Pre-training Review
  - Enrolment Form
  - Letter of Offer and Student Acceptance Agreement
  - Enrolment Checklist
  - Orientation Checklist
- The Office Administrator will ensure that the each student enrolment records on the Student Management System (VETtrak) are kept up to date.

### Implementation

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This Procedure will be implemented using the following strategies:

1. Documented on ACE's website under the Policies tab and students advised via the Pre-Enrolment Course flyers, Letter of Offer and Student Acceptance Agreement, Student Handbook, during orientation and emails or visit by the Trainer & Assessor.
2. Notification to all staff members via the Staff Manual and during staff inductions/meetings (as changes are made).
3. CEO and Compliance Officer endorsing the implementation of any updates.

### Responsibilities

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- CEO
- Compliance Officer
- Finance Officer
- Student Support Services Officer
- Office Administrator

### Relevant Forms / Record Keeping

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- Pre - enrolment Form
- Pre-Enrolment course flyers for relevant course
- Pre - training review
- Enrolment Form
- Letter of Offer and Student Acceptance Agreement
- Enrolment Checklist
- Student Handbook

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Title	Location	Responsible Officer	Minimum Retention Period
Pre - Enrolment Form	Student File	Administration Officer Compliance Officer	7 Years
Pre - training review	Student File	Administration Officer Compliance Officer	7 Years
Enrolment Form	Student File	Administration Officer Compliance Officer	7 years
Letter of Offer and Student Acceptance Agreement	Student File	CEO Administration Officer Compliance Officer	7 Years
Enrolment Checklist & Orientation Checklist	Student File	Administration Officer Compliance Officer	7 Years
ACE's Refund Request Form	Student File Refund Register	Compliance Officer Finance Officer	7 years

### Version History

Version	Date	Description of changes
4.0	17.01.2022	Updated document to reflect contract changes, add Version History section, and other minor changes.
3.0	01.01.2021	Currently released version