



STUDENT ENROLMENT POLICY AND PROCEDURE

PREAMBLE

The objective of this Policy is to ensure that key aspects of the enrolment process provide:

- a) current and accurate information regarding the College's training products;
- b) convenience, security and efficiency to the prospective student;
- c) reliable, accurate and useful data to the College;
- d) opportunity for independent secure modification and updating of records to both parties; and
- e) for the fair treatment, equality of benefit and opportunity for prospective students.

DEFINITIONS AND ACRONYMS

"AAT" means the Australian Pacific College's Academic Aptitude Test.

"ACER" means the Australian Council for Educational Research

"APC" means Australian Pacific College.

"AQF" means Australian Qualification Framework

"College" means Australian Pacific College, English Unlimited and APC Design School.

"Compassionate or Compelling Circumstances" are circumstances that are generally beyond the control of the student which have an impact upon the student's course progress or well-being. They include, but are not limited to:

- i) Serious illness, where a medical certificate states that the student was unable to attend classes
- ii) bereavement of close family members such as parents or grandparents;
- iii) major political upheaval or natural disaster in their home country requiring emergency travel that has impacted on studies;
- iv) a traumatic experience which has or will impact on the student's ability to study (these cases should be, where possible, supported by police or psychologists' reports);
- v) where the registered provider is unable to offer a prerequisite unit; and/or
- vi) inability to begin studying on the course commencement date due to a delay in receiving the student visa.
- vii) where the registered provider was unable to offer a prerequisite unit, or the overseas student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol.

"Deferral" means to temporarily put the commencement of studies on hold, with the intention to commence at a later date.

"Domestic Student" means a person who is not an Overseas Student. That is a person



studying with the College (whether within or outside Australia) who is:

- i) an Australian citizen or resident (that is a person entitled to stay in Australia or enter and stay in Australia without any limitation); or
- ii) a New Zealand citizen resident in Australia who holds a special category visa; or
- iii) a qualifying New Zealand citizen under the VET Student Loans scheme or
- iv) a person that holds a permanent humanitarian visa who is usually resident in Australia and who does not require a student visa to study in Australia.

“IT” means information technology.

“National Register” means the register on Vocational Education and Training (VET) in Australia as recorded on www.training.gov.au

“Non-Student Visa Holders” means a person who is neither an Overseas or Domestic student.

“Letter of Offer” is the letter offering a student a place in a Course and which sets out the Course Fees that are payable by the student in respect of the Course and the terms and conditions applicable to studying at the College.

“Overseas Student” means a person (whether within or outside Australia) who holds a student visa as defined by the ESOS Act.

“Policy” means this Student Enrolment Policy and Procedure.

“Re-enrolment” means when a student applies to commence or resume a course they have previously applied for but have not yet attained the full qualification.

“RPL” means the recognition of prior learning.

“Suspension” means to temporarily put the continuation of studies on hold. A suspension occurs when a student has commenced studies.

“USI” means Unique Student Identifier.

“VET” means vocational education and training.

“VSL” means VET Student Loan.

1. ENROLMENT INFORMATION

- 1.1 Student enrolment into the College will be instigated by the student themselves by either contacting an agent representing the College, using the website or by contacting the College directly. The online methodology is one that gives the student the ability and freedom to seek the information they require and to enter their own data (while being guided through the necessary fields) onto the College’s student information system.



- 1.2 The College, its agents and its website provide information to the students about the College's training products.
- 1.3 The College's staff are instructed as to the details of the courses offered by the College and to any transition of qualifications on induction and during regular staff training. This ensures students are consistently and accurately advised of the training products they enquire about.
- 1.4 The College will treat all information provided by prospective students in accordance with its privacy policies.

2. ENROLMENT PROCESS

- 2.1 Students are able to enrol in the College's courses either:
 - a) by downloading the application form from the College's website; or
 - b) by contacting the College which will assist the student complete an application form; or
 - c) by completing the College's online application form; or
 - d) contacting authorised education agents listed on the College's website for assistance in completing the application form.
- 2.2 The student enrolment process will require the students to provide copies of:
 - a) personal details as required in the application form;
 - b) identification documents;
 - c) a functioning and monitored email address;
 - d) pre-requisite academic qualifications or equivalent vocational experience as mandated in the course outline and course brochures/flyer;
 - e) support documents as identified in paragraph 2.3 below;
 - f) portfolio and resume (where applicable); and
 - g) a statement of purpose.
- 2.3 Support documents to be provided by students may include upon specific request by the College:
 - a) copies of certificates and transcripts of any coursework completed at other educational institutions;
 - b) any other documents that provide evidence of other academic achievements and capabilities (i.e. letters of recommendation, AAT or ACER assessment);
 - c) a portfolio showing capability in any area of the relevant discipline providing evidence of workplace experience and/ or competency equivalent to the entry requirements of the chosen course; and/or
 - d) copies of the students passport, drivers licence and Medicare card.
- 2.4 All documentation is required to be forwarded to the College.
- 2.5 The College may request an interview with a student in order to assess the suitability to the course where it is deemed to be required.



- 2.6 The College will review any enrolment (and supporting documents), ensuring its accuracy, completeness and appropriateness.
- 2.7 If the student is eligible for a credit transfer or RPL then this will be dealt with in accordance with the College's RPL and Credit Transfer Policy.
- 2.8 If the student has informed the College that they have a disability or impairment then this will be dealt with in accordance with the College's Access and Equity Policy.
- 2.9 The College will inform the student of their enrolment success at the College by issuing the student a Letter of Offer.
- 2.10 The College may issue a Provisional Letter of Offer where one or more supporting documents are missing. These documents must be received before the Confirmation of Enrolment can be issued.
- 2.11 The College may apply conditions on a Letter of Offer where academic and/or English entry requirements apply.
- 2.12 If the student is unsuccessful in having their enrolment confirmed then the College will communicate this to the student in writing, informing them of the reasons why they have not been offered a place in the course.
- 2.13 Upon receipt of the signed Letter of Offer and the requisite fees the College will then provide the student with a confirmation of enrolment and information about orientation and course commencement. No student will be enrolled at the College without first providing the College with a signed Letter of Offer.
- 2.14 VSL students will be sent a VSL Statement of Covered Fees and a VSL Fee Notice at the beginning of the term. They are also sent a Commonwealth Assistance Notice within 28 days after the census date. Throughout the duration of their course and whilst their VSL is in place, students will regularly receive documentation from the College containing up to date and necessary VSL information.

3. ADDITIONAL ENROLMENT REQUIREMENTS FOR DOMESTIC STUDENTS REQUESTING A VET STUDENT LOAN

- 3.1 If the student is a Domestic Student and has requested a VET Student Loan in their application form, the College triggers the issuance of an eCAF form. The lodgement of this form must be monitored by the College to ensure it is submitted prior to the first census date, otherwise the student will not be able to access their loan.
- 3.2 If the student has asked for a VET Student Loan and has not submitted an eCAF on or before the census date, or the loan is not approved and the student does not voluntarily pay for the whole course then the student's enrolment can be cancelled or deferred in whole or in part on or before the census day. Refer to the Cancellation, Refund and Re-Credit Policy.

- 3.3 Once the documentation review noted in clause 2 above is complete, the Registrar or a nominated academic leader may conduct a one on one, face to face or video interview, with the Domestic Student, against a set of predetermined questions (refer to the College's Record of Enrolment Interview) which, together with the documentation received from the student, will be used to determine the academic suitability of the student to undertake the course.
- 3.4 The interview of the Domestic Student (requesting VSL) will:
- confirm the student's identity with photo ID provided in the copy of a passport or other legal Photo ID;
 - confirm that the prospective student can speak knowledgeably about their earlier qualifications, and about their written application, (the written application assists to confirm written English language skills);
 - confirm that the student has the necessary computer and software skills and has access to other required resources to complete the course;
 - confirm that the student has a functioning and monitored email address;
 - confirm that the prospective student understands the fee structure and the expected total cost of the course including the VET Student Loans schemes and other funding options;
 - confirm that the prospective student has the necessary verbal English language skills to actively participate in the course;
 - discuss any prior experience, credit and RPL opportunities;
 - assess whether the prospective student has a USI and, if not, seek permission to apply for one on their behalf; and
 - assess that the student will undertake their work in a safe working environment at all times.
- 3.5 A Domestic Student (requesting VSL) will be deemed by the College as academically suitable for their chosen course if they have:
- completed the application form; and
 - provided all documents requested in the application form and requested by the College (and if not, provided satisfactory alternatives as determined by the College). These documents must include:
 - an Australian Senior Secondary Certificate of Education (year 12 certificate); or
 - International Baccalaureate Diploma; or
 - a certificate 4 or above in the AQF (or at a level in a framework that preceded the AQF that is equivalent to level 4 or above in the AQF) (where the course was delivered in English); or
 - a completed ACER test marked as competent; and
 - satisfactorily completed an academic interview with the College (if required by the College).
- 3.6 If the interview is completed successfully and the College is satisfied with the student's application and the documentation received, it will enrol the student and place on the student's file:
- the record of enrolment interview detailing the student's responses to the set questions; and
 - all documentation submitted by the student during the enrolment process.



- 3.7 Paragraphs 3.2 to 3.5 inclusive may be applied to non VSL eligible domestic students solely at the College's discretion.

4. IT AND RESOURCES

- 4.1 Prospective students of the College are informed on the website, in the Letter of Offer and in other pre/post-enrolment documentation that their study, especially online study, is IT intensive and, to participate in the College's courses, students will need to have certain equipment and software.

5. UNIQUE STUDENT IDENTIFIER

- 5.1 The USI is a secure online record of students nationally recognised training that can be accessed by the student, The USI is linked to the National Vocational Education and Training (VET) Data Collection, which means an individual's nationally recognised training and qualifications, gained anywhere in Australia, from different training organisations, is kept together.
- 5.2 On applying to the College, students are asked if they have a USI and, if they don't, the College will seek the student's permission to issue one.
- 5.3 For Domestic Students, during their interview, the College explains the USI, and includes it on the Record of Enrolment Interview form if the student already has one.
- 5.4 For Overseas Students studying entirely offshore a USI is not required. Students in this category will not receive a USI generated transcript.

6. RE-ENROLMENT

- 6.1 Re-enrolment for a course is subject to the course being current on the National Register of courses or within the teachout period for a superseded course and subject to the availability of the relevant subjects/units of competency.
- 6.2 Students may apply to be re-enrolled to their course following the standard enrolment procedure as set out in this Policy.
- 6.3 Where re-enrolment results in an extension of the original course duration student visa holders will only be eligible for readmission if
- a) The College has determined there is evidence of compassionate or compelling circumstances; or
 - b) The College has implemented an intervention strategy for course progress; or
 - c) The College has previously approved a deferment or suspension of studies.
- 6.4 Students who have a gap of study of less than 6 months may be exempt from course orientation at the College's discretion.



POLICY REVIEW

This Process will be reviewed as part of the College's three (3) yearly review or as otherwise decided.

RELEVANT LEGISLATION

This document references the following legislation, regulations, codes and standards:

Relevant Legislation/codes/standards	
Commonwealth	VET Student Loans Act 2019 VET Student Loans Rules National Code of Practice for Providers of Education and Training to Overseas Students 2018
Standards	Standards for Registered Training Organisations (RTOs) 2015

RELATED POLICIES AND PROCEDURES

This document references the following College policies and/or procedures:

Related Policies and Procedures	
Policies	RPL and Credit Transfer Policy Privacy of Information Policy Privacy Policy Access and Equity Policy Deferment, Suspension and Cancellation Policy Intervention Policy Cancellation, Refund and Re-credit Policy

KEYWORDS

Keywords	enrolment, application, enrolment interview, supporting documents, IT and resources
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POLICY OWNER

Owner	Business Innovation Unit
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POLICY/PROCEDURE HISTORY

Policy History			
Current version	Current version release date	Author	Description of changes



Student Enrolment Process VDIP&P20307 (Virtu Policy)v22	June 2017	Ron Newman	Original document
Student Enrolment Process v1.0(APC Design School/Virtu)	May 2020	Ron Newman/ Sara Gaudry	Update of letterhead and adoption of APC format.
Student Enrolment Process v1.1R(APC Design School)	July 2020	Sara Gaudry	Update as a result of the Virtu Institute audit May 2020. Review of academic suitability requirements.
Student Enrolment Policy and Procedure v1.2(APC/EU/ APC Design School)	September 2020	Sara Gaudry	Blending of the enrolment procedures for AEG into one policy.
Student Enrolment Policy and Procedure v1.3R(APC/EU/APC Design School)	July 2021	Carolyn Long Youngeun Song	Addition of Re-enrolment clause
Student Enrolment Policy and Procedure v1.4R(APC/EU/APC Design School)	October 2021	Sara Gaudry Ron Newman	Addition of clause 3.2, reference to ACER test in clause 3.5 and change to make enrolment interview discretionary
Student Enrolment Policy and Procedure v1.5R(APC/EU/APC Design School)	May 2022	Sara Gaudry	Additions made to clauses 2.13 and 6.2 to comply with section 86(1)(b) and 86(3) of the VSL Rules.