

# Enrolment Policy

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<b>Related policies</b>	<ul style="list-style-type: none"><li>▪ LLN Policy</li><li>▪ Additional Support Policy</li><li>▪ Fee Administration and Refund Policy</li><li>▪ RPL and Credit Transfer Policy</li><li>▪ Student Deferment, Suspension or Cancellation of Enrolment Policy</li><li>▪ Reporting and Records Management Policy</li><li>▪ Continuous Improvement Policy</li><li>▪ Complaints and Appeals Policy</li><li>▪ Privacy Policy</li><li>▪ Records Management Policy</li></ul>
<b>Related procedures</b>	<ul style="list-style-type: none"><li>▪ Capturing and Recording Unique Student Identifier (USI)</li><li>▪ Credit Transfer Procedure</li><li>▪ RPL Procedure</li><li>▪ Additional Support Procedure</li><li>▪ Enrolment Procedure</li><li>▪ Managing Student Files</li><li>▪ Refund Procedure</li><li>▪ Complaints Procedure</li><li>▪ Appeals Procedure</li><li>▪ Records Management Procedure</li></ul>
<b>Forms and supporting documents</b>	<ul style="list-style-type: none"><li>▪ Student Handbook</li><li>▪ Course Information Sheet</li><li>▪ Pre-Enrolment Assessments<ul style="list-style-type: none"><li>○ RPL Eligibility</li><li>○ LLN Assessment</li><li>○ Interview Form</li></ul></li><li>▪ Enrolment Form</li><li>▪ Credit Transfer Application Form</li><li>▪ RPL Application Form</li><li>▪ Training Plan</li><li>▪ Fee Information Sheet</li><li>▪ Amount of Training Analysis</li></ul>

# Enrolment Policy

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# Enrolment Policy

## PURPOSE

South Sydney College is committed to providing quality training and assessment in accordance with Standards for Registered Training Organisations (SRTOs 2015) and the ESOS Legislative Framework. This policy provides the framework and general principles for the selection and enrolment of South Sydney College's students.

The policy has been designed to ensure that South Sydney College abides to its enrolment approach of providing fair and equitable process for student enrolment and providing students with accurate and sufficient information to make an informed choice about their enrolment and training pathway.

**RELEVANT STANDARD(S):** Standards for Registered Training Organisations (RTOs) 2015 Standard 1 – Clause 1.2, 1.7, 1.12, 5.1 – 5.4; CRICOS National Code 2018 Standard 2 and 3

## SCOPE

This Policy applies to all South Sydney College Enrolments, including all admissions staff and learners enrolling to any nationally accredited training offered by South Sydney College, regardless of the location and mode of delivery.

## POLICY STATEMENT

South Sydney College will use a systematic, non-discriminatory and transparent process to select and enrol its learners. This selection and enrolment processes ensure that all relevant legislation and funding program requirements are met. All South Sydney College prospective learners are well informed and receives a high level of service and support throughout the selection and enrolment process.

To achieve this, South Sydney College will abide to the following principles:

### 1. Information to Learners

- 1.1. Prior to enrolment, each learner is provided with access to a student handbook, course information, and student policies. In order for prospective learners to make informed decisions about their studies, **Error! Reference source not found.** provides learners with information about the RTO's training products and services, information on training and assessment and access to student support.
- 1.2. Information provided to the prospective learners may include, but is not limited to:
  - 1.2.1. RTO information and code;
  - 1.2.2. CRICOS provider number;
  - 1.2.3. Course entry requirements including minimum level of English Language Proficiency, educational qualifications or work experience required (if applicable);
  - 1.2.4. Course(s) delivery site(s);
  - 1.2.5. Possible course outcomes and pathways;
  - 1.2.6. Full training product information as published in the National Register;

- 1.2.7. Course(s) content, duration, qualification offered (if applicable), modes of study, assessment methods;
- 1.2.8. Process to assess student qualifications, experience, literacy and numeracy proficiency appropriate for the course for which enrolment is sought;
- 1.2.9. Training and assessment arrangement;
- 1.2.10. Enrolment and selection process;
- 1.2.11. Information about grounds on which the student's enrolment may be deferred, suspended or cancelled;
- 1.2.12. Name and contact details of third-party providers (if applicable);
- 1.2.13. Third-party obligations (if applicable);
- 1.2.14. Work placement arrangements (if applicable);
- 1.2.15. Course related fees including indicative tuition and non-tuition fees and advice on the potential for fees to change during the student's course;
- 1.2.16. Refund and cancellation policy and process;
- 1.2.17. Grounds for deferment, suspension and cancellation of enrolment;
- 1.2.18. Issuing of Certification of Information;
- 1.2.19. Additional support provisions;
- 1.2.20. Flexible learning and assessment options;
- 1.2.21. Complaints and appeals process;
- 1.2.22. RPL and Course/Credit Transfer (if applicable);
- 1.2.23. Student responsibilities and expected behaviour;
- 1.2.24. Materials and resources to be provided by the student;
- 1.2.25. Privacy information;
- 1.2.26. Description of the ESOS framework;
- 1.2.27. Campus locations with general description of facilities, equipment, and learning and support resources available to students;
- 1.2.28. Accommodation options and information on Living in Australia (indicative cost of living, accommodation options, schooling obligations, if applicable);
- 1.2.29. Campus information.

## **2. Enrolment of Individual Students**

- 2.1. Enrolment into training programs will be conducted in an ethical and responsible manner, ensuring fairness and compliance with the South Sydney College's Additional Support Policy at all times.
- 2.2. South Sydney College will ensure that there is a valid enrolment for each learner. A valid enrolment is a complete, signed and dated AVETMISS compliant enrolment form.
- 2.3. No enrolment shall be processed for students before they complete six months of their principal course except in certain circumstances outlined in Standard 7.1 of the National Code.
- 2.4. Enrolments are subject to availability of places on the training program, based on the maximum number of students who can be accommodated under the particular circumstances (e.g. safety, capacity of training venue, type of course, learning structures etc.) within program.

- 2.5. Students are only offered places in courses for which they have been assessed as having the appropriate skills and experience.
- 2.6. No new enrolments or commencements will be accepted into any training product that has been removed or deleted from the National Register.
- 2.7. Enrolments will be considered tentative until payment and the USI has been received.
- 2.8. Should enrolment numbers reach maximum, and another person wishes to enrol on a course where there is a tentative enrolment booked, the tentative booking will be contacted to confirm payment. If payment is not made the place will be given to the new student.
- 2.9. In order to protect consumers under 18 years of age, guardian consent will be required for enrolment.
- 2.10. All students are confirmed enrolled on courses and are advised in writing that their place on the course is confirmed once they have completely fulfilled the following:
  - 2.10.1. Once student application is completed
  - 2.10.2. All required pre-enrolment documents and supporting evidence received
  - 2.10.3. Fees paid in accordance with South Sydney College's Fee Administration and Refund Policy
  - 2.10.4. Consent, acknowledgement and declarations read, understood and signed
- 2.11. South Sydney College takes reasonable steps to check whether a student is enrolled with another provider before finishing enrolment. These steps may include:
  - 2.11.1. Asking the students if they are enrolled with another provided via the Enrolment Form
  - 2.11.2. Checking the student visa
  - 2.11.3. Checking PRISMS
- 3. **Assessment of English Language proficiency, Qualification and Individual Student Needs**
  - 3.1. **Error! Reference source not found.** will assess whether the student's English language proficiency and qualification is appropriate for the course for which enrolment is sought. This assessment is done prior enrolment of the student.
  - 3.2. Conditional CoE may be issued to students with on-shore English score that does not meet the requirement of the VET course and requires them to enrol in additional English course to meet the entry requirements for the VET course. The conditional CoE can be used by student to enrol with their chosen English provider.
  - 3.3. For courses with no minimum entry level of English required South Sydney College may accept students and offer English language support if needed. Fees involved with additional English language support or any support needs shall be provided to the student prior enrolment.

3.4. **South Sydney College** will conduct assessment of needs before commencement of training or after **South Sydney College** confirms the student's eligibility (if applicable). In such cases **South Sydney College** will ensure that the assessment of need is undertaken at the earliest possible opportunity and any identified support needs issues are managed. Upfront assessment of need is done by conducting the following:

3.4.1. Special Needs Disability. Students intending to enrol for training are requested to advise of any physical or other impairments and needs (e.g. English language difficulties, dyslexia) which may adversely affect their ability to successfully undertake the training. (See South Sydney College's Additional Support Policy)

3.4.2. Language, Literacy and Numeracy Abilities of Students. Students intending to enrol for training are assessed on their language, literacy and numeracy abilities to determine their capability to successfully undertake the training and determine whether any additional support is needed. This is done by conducting LLN assessment as part of the enrolment process. (See South Sydney College's Additional Support Policy for more information)

3.4.3. Recognition of Prior Learning (RPL), Credit Transfer and Amount of Learning. Mutual Recognition, Credit Transfer and Recognition of Prior Learning are acknowledged and accepted as standard practice of South Sydney College. Each student's skills and experiences relevant to respective vocational competencies are considered in the development of their learning plans.

3.5. South Sydney College determines how the student's existing skills, knowledge and experience impacts the amount and level of training they will provide to each student prior enrolment.

3.6. South Sydney College ensures that students are made aware of opportunities for recognition prior to enrolment or commencing training and that adequate information, support and opportunities are provided to students to engage in Recognition of Prior Learning process.

3.7. South Sydney College will issue a Confirmation of Enrolment (CoE) to the student for the reduced duration of the course in the event that RPL or course credit is granted. Likewise, if RPL or course credits are granted after the overseas student's visa is granted **South Sydney College** will report any changes in the course duration in the Provider and International Student Management System (PRISMS).

## 4. Unique Student Identifier (USI)

4.1. All prospective learners are required to provide their Unique Student Identifier, in accordance with requirements of Student Identifier Act.

4.2. **Error! Reference source not found.** will advise prospective learners with no USIs on how to obtain one and refer them to USI website: <http://www.usi.gov.au/Pages/default.aspx>.

4.3. South Sydney College will apply for a Student Identifier through the Student Identifiers Registrar on behalf of the student who have provided authorisation to South Sydney College.

4.4. South Sydney College will verify and maintain all Student Identifier provided by the student through its Student Management System (SMS).

## 5. Notification of Enrolment

- 5.1. Upon acceptance of enrolment **Error! Reference source not found.** provides learners with a written confirmation of enrolment and all necessary enrolment documents needed by the learner to start their training. This includes:
- 5.1.1. USI details (if applied for the client);
  - 5.1.2. student log in;
  - 5.1.3. training resources and how to access them;
  - 5.1.4. trainer and assessor information;
  - 5.1.5. subcontracting arrangements (if applicable);
  - 5.1.6. details of the fee chargeable;
  - 5.1.7. Information on how to access support.
- 5.2. Each client receives a copy of the student handbook which outlines key information including their rights and responsibilities as a learner.
- 5.3. All clients sign an acknowledgment that they have received, read and understood **Error! Reference source not found.** policies and details within the student handbook.

## 6. Cancellation of Courses

- 6.1. It is NOT normal policy to cancel scheduled training programs.
- 6.2. **Error! Reference source not found.** will ascertain the reason if an enrolled learner indicates that they wish to discontinue training. If **Error! Reference source not found.** finds that the reason is related to the performance and delivery and assessment of its training, it will make reasonable efforts to address concerns related to the delivery and assessment of training.
- 6.3. If, for some unforeseen reason (provided by the student), the learner decides to cancel training, **Error! Reference source not found.** will offer the learner an opportunity to attend the training program on another date, at another location (if available) or in another delivery mode.

## 7. Deferment, Suspension or Cancellation of Enrolment

- 7.1. South Sydney College ensures that it properly assesses, approves, and records student deferments, suspensions, and/or cancellations and adheres to the provisions set out in its Student Deferment, Suspension or Cancellation of Enrolment Policy.
- Transfer approvals are subject to course availability.

## 8. Client Records of Enrolment

- 8.1. **Error! Reference source not found.** is obligated to report all enrolments, in compliance with national reporting requirements. (See Reporting and Records Management Policy)
- 8.2. Individual client records are created for each enrolment and maintained for a period of 30 years. (See Reporting and Record Management Policy)



8.3. Records of written agreements as well as receipts of payment made under the written agreement will be retained for at least two years after the overseas student ceases to be an accepted student of South Sydney College.

8.4. **Error! Reference source not found.** will ensure that all individual clients have access to their own records, and the progress of their learning. This is enabled through the learner management system. (See Reporting and Record Management Policy)

8.5. **Error! Reference source not found.** will only create learner records when there is evidence of a valid enrolment.

## 9. Fees and Written Agreement

9.1. It is mandatory for the written agreement or the International Student Agreement Form to be entered with the student (either signed or accepted) first prior or at the same time as accepting course money from the students. If the student is under 18 years of age, this agreement must be entered into with his/her parent or legal guardian.

9.2. The International Student Agreement Form shall clearly set out the obligations and rights of both South Sydney College and the overseas students. The written agreement includes but is not limited to:

- 9.2.1. the course(s) in which the student is to be enrolled;
- 9.2.2. pre-requisites to enrolment (if applicable);
- 9.2.3. conditions of enrolment;
- 9.2.4. itemised list of fees / course money to be paid – tuition and non-tuition fees;
- 9.2.5. the refund policy and procedure including when students and providers default;
- 9.2.6. privacy information that includes the circumstances in which personal information about the student may be shared with others; and
- 9.2.7. the student's obligation to notify the provider of a change of contact details and/or address while enrolled in the course;
- 9.2.8. emergency contact while studying in Australia;
- 9.2.9. explanation of what happens in the event of a course not being delivered;
- 9.2.10. internal and external complaints and appeals processes;
- 9.2.11. statement that "This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws."

9.3. Online acceptance by the student of the written agreement will be verified and authenticated by the admissions officer of South Sydney College This is done via conducting a phone call to the student once the acceptance has been received.

9.4. Fees are collected in accordance with fees processing. (See South Sydney College's Fee Administration and Refund Policy)



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- 9.5. South Sydney College will publish and make available to the student and employer all fees and charges and its fees relating to training and its refund policy. The fees and charges may include:
- 9.5.1. compulsory fees;
  - 9.5.2. additional charges or co-contributions;
  - 9.5.3. methods of collection;
  - 9.5.4. refund information.
- 9.6. Course fee payment or course money will only be collected and accepted upon student or parent (if student is below 18) acceptance and signing of the International Student Agreement Form.
- 9.7. In such cases where South Sydney College receives course money sent by mail or bank transfer before receiving the accepted written agreement, the college shall not use the money. It will immediately contact the student or agent to inform them that the payment cannot be processed (and the enrolment cannot progress) until the college receives the accepted International Student Agreement Form.

## MONITORING AND IMPROVEMENT

### 10. Compliance, monitoring, and review

- 10.1. South Sydney College Admissions Coordinator(s) will be responsible for ensuring compliance with the Student Enrolment Policy and Processes. All Administration Staff are responsible for the correct and accurate enrolment in accordance with this policy and relevant procedural documents.
- 10.2. All enrolment practices will be monitored by South Sydney College's Admissions Coordinator(s). Areas for improvement will be identified and discussed during the Continuous Improvement meetings. (See Continuous Improvement Policy).
- 10.3. Students are encouraged to provide feedback on their experience and through South Sydney College's continuous improvement process.
- 10.4. Students are able to make a complaint or appeal an enrolment decision as per South Sydney College's Complaints and Appeals Policy.

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## ANNEX

### Description of the ESOS Framework

The Australian Government wants international students to have a rewarding, enjoyable and safe experience when they come to Australia to study. Australia's education and training system offers high quality services and protection for international students to ensure they make the most of their time here.

The laws that protect international students form the Education Services for Overseas Students (ESOS) framework. They include the Education Services for Overseas Students Act 2000 and the ESOS National Code.

Please read a summary of the ESOS Framework including your rights, responsibilities, requirements, support services, and other information about studying in Australia on the AEI website here: [ESOS Framework](#).

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## REVISION HISTORY

Date / Version no.	Revision details	Person Responsible	Status	Comments
15/05/2022 1.0	Initial development	A. Rotem	Archived	Creation date
28/06/2023 1.1	Compliance review	S. Roy	Current	