

Policies and Procedures

QMS: P002C Student enrolment and orientation

Policy details			
Responsible area	Administration		
Endorsed by	General Manager	Date	14 April 2016
Review date	14 April 2017		
Modifications	15.5.15 Changes from enrolment to application made 14.4.16 Role Review		

Policy statement
<p>At Linx Institute we will ensure we enter into a written agreement with each student, prior to, or concurrent with, accepting course money from the student. This agreement will set out:</p> <ul style="list-style-type: none"> • the services to be provided • fees payable • information in relation to refunds of course money. <p>We have a student application and enrolment process which:</p> <ul style="list-style-type: none"> • ensures that our students are made fully aware of the terms and conditions of their enrolment and their rights and responsibilities including their fees and rights to refunds • are verified by internal staff if recruited by a third party (partner college) • includes (for domestic students) a student literacy and numeracy assessment, to determine any additional support needs and avoid students being enrolled in a course that they will not be able to complete • aims to capture all data as required under Linx Institute's registration as an RTO and CRICOS provider • advises students of the circumstances under which their information may be shared. <p>This policy applies to both domestic and overseas students.</p>

Definitions
<p>AVETMISS AVETMISS stands for the Australian Vocational Education and Training Management Information Statistical Standard. It is a national data standard that ensures consistent and accurate capture and reporting of Vocational Education and Training (VET) information about students.</p>
<p>Electronic Confirmation of Enrolment (ECoE) A document, provided electronically, which is issued by the RTO to intending overseas students and which must accompany their application for a student visa. It confirms the overseas student's eligibility to enrol in the particular course of the registered provider.</p>



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Tuition Protection Scheme	<p>Has replaced the Tuition Assurance Scheme and ESOS Assurance Fund. The TPS protects students in the instance of a provider default. It facilitates the placement of students in the first instance, and where this is not possible, provides a refund of unexpended tuition fees (i.e. tuition the student has paid for but has not been delivered by the provider). All CRICOS providers pay a TPS levy.</p>
Information sharing requirements – overseas students	<p>Information may be shared for the purposes of:</p> <ul style="list-style-type: none"> • promoting compliance with the ESOS Act and the National Code • assisting with the regulation of providers • promoting compliance with the conditions of a particular student visa or visas, or of student visas generally • facilitating the monitoring and control of immigration. <p>The following are examples of situations in which information sharing may occur:</p> <ul style="list-style-type: none"> • when there is concern about a student breaching visa conditions relating to attendance or course progress • when there are changes to the student’s enrolment.
Information sharing requirements – VET FEE-Help domestic students	<p>Personal information will be collected and stored by the Australian Government in order to administer students’ Commonwealth assistance and may be shared for this purpose with the ATO.</p>

Policy rules

- Linx Institute’s written agreement with each student will
- Identify the course(s) in which the student is to be enrolled and any conditions on their enrolment
 - Provide an itemised list of course money payable and amounts that may or not be repaid to the student, including any course money collected by education agents on behalf of Linx Institute
 - Provide refunds information including the processes for claiming a refund
 - Set out the circumstances in which personal information about the student may be shared with the Australian Government and designated authorities, and if relevant, the Tuition Assurance Scheme and the ESOS Assurance Fund Manager
 - Identify what information may be shared, including personal and contact details, course enrolment details and changes, and, for overseas students, the circumstances of any breach of a student visa condition
 - Advise the overseas student of their obligation to notify us of any change of address whilst in the course
 - Include a plain English explanation of what happens in the event of a course not being delivered
 - Include a statement (for overseas students) that “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".

Procedures – domestic students			
Actions	Description	Responsible	
1 Provide Application pack	Applicant is given enrolment pack on request. Application pack contains: <ul style="list-style-type: none"> • RPL/Credit transfer forms • Fee schedule • Application Form • Working with Children Check Information as relevant • USI Information • Information on the circumstances under which information may be shared with other parties 	Student Recruitment Manager	
2 Complete Application form	Application form is completed, including any request for RPL, Credit Transfer and notification of any special needs. Applicant completes LLN test. Application form is sent to/or downloaded by Administration or by partner colleges.	Applicant	
3 Application assessed and verified	Each application is assessed against the course requirements and verified to ensure if recruited by a third party that the applicant is aware of the VET-FEE HELP loan and were informed of all required information. LLN is also evaluated by student support and documents provided checked. Where additional assistance for special needs is indicated, the applicant is interviewed by the Education Manager or delegated trainer/assessor.	Administration	
RPL application	Education Manager is advised of application for RPL	Administration	
Credit transfer procedures	Credit transfer procedures are undertaken, as per Credit transfer procedures.	Administration	
RPL procedures	Assessor is allocated to the RPL application as per RPL procedures.	Education Manager	

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RPL procedures	Applicant is issued login details to Canvas. Applicant must complete the LL&N Evaluation and Pre Enrolment Questionnaire. Applicant must also complete the full online induction, which includes: <ul style="list-style-type: none"> • Code of Conduct • Terms and Conditions • Course Timetable and Materials • Work Health Safety • 100 points of ID • Assessment Requirements • Work Placement • Due Dates • USI Declaration • WWC check 	Student Support/ Student
Special needs procedures	Applicants Questionnaire and LL&N evaluation are assessed against the enrolment criteria and any special needs and individual strategies identified. Administration is advised and Student details are loaded in aXcelerate including notations on any special needs.	Education Manager/ Student Support
4 Fee payment	Fees are paid and VET FEE-HELP related forms completed and signed. Fees processed according to Fees and Refunds Policy and Procedures.	Student
5 Student welcome call	Student Welcome call via Skype/phone, email or in person is scheduled.	Student Support
6 Student induction procedures	Student completes online induction ("Get Started").	Student
7 Provide learning materials	Once "Get Started" induction has been completed, learner is given access to their course content.	Student Support

Procedures – overseas students

Actions	Description	Responsible
1 Provide Application	Applicant is given prospect and enrolment pack on request. Application pack contains: <ul style="list-style-type: none"> • RPL/Credit transfer forms • Fee schedule • Application Form 	Student Recruitment Manager and Education Agent

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		<ul style="list-style-type: none"> Working with Children Check Information as relevant USI Information Information on the circumstances under which information may be shared with other parties 	
2	Complete Application form	<p>Application form is completed, including any request for RPL, Credit Transfer and notification of any special needs.</p> <p>Enrolment form is sent to Administration with required documentation – IELTS score evidence, education level, work experience/resume.</p>	Applicant
3	Application is assessed	Enrolment application is assessed	Education Manager
4	Offer of enrolment	<p>Applicants are advised of enrolment outcome by letter. Applicant is sent:</p> <ul style="list-style-type: none"> Offer of enrolment Terms and conditions of enrolment (overseas students) Overseas Student Handbook (link) 	Student Services
5	Fees paid	Letter of offer is signed and sent and fees paid	Applicant
6	eCoE issued	Linx Institute issues electronic Confirmation of Enrolment (eCoE), which is used to support application for a student visa.	Administration, Applicant and DIBP
7	Credit transfer procedures	Credit transfer procedures are undertaken, as per Credit transfer procedures	Administration
8	RPL application	Education Manager is advised of application for RPL	Administration
9	RPL procedures	Assessor is allocated to the RPL application as per RPL procedures	Education Manager
10	Induction	<p>Students attend a one-day face-to-face orientation session.</p> <p>Student completes online induction ("Get Started").</p>	Student
11	Provide learning materials	Once "Get Started" induction has been completed, learner is given access to their first cluster materials.	Student Support

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Context	
Associated documents	Start here course Student Handbook Overseas student handbook Fees and Refunds Policy QMS1:P002 Assessment and RPL policy QMS2:P003 Credit Transfer policy QMS3:P006 Critical Incident policy
Work orders and forms - domestic	Enrolment form – domestic students Enrolment form – overseas students RPL application form Application for Credit transfer USI Declaration Working with Children check forms Code of conduct Course timetables WHS documentation Template letter – acceptance of enrolment – domestic students Template letter – unsuccessful enrolment
Work orders and forms – overseas students	Enrolment form – overseas students Template letter – offer of enrolment – overseas students Terms and conditions of enrolment USI Declaration (if required)
Policy base	Standards for NVR Registered Training Organisations, 2015 Standard, clauses.

