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| **DOCUMENT REFERENCE:** | **PPP146** |
| **RESPONSIBLE MANAGER:** | Student Administration |
| **CATEGORY:** | Student Information and Services |
| **APPROVED DATE:** | 20 September 2024 |
| **DATE OF NEXT REVIEW:** | December 2024 |
| **RELATED DOCUMENTS:** | PPP023 Debt Collection Policy |
| | PPP046 Information Privacy |
| | PPP148 Student Selection Guidelines |
| | PPP151 Student Withdrawal and Fee Refunds Guidelines |
| | PPP153 VET Student Loan Review Guidelines |
| | PPP155 Management of Youth Access Initiative |
| | PPP175 VET Student Loan Entry Guidelines |
| | BP002 Pre-Training Review Business Process |
| | 2024 Eligibility Guidelines – *Skills First* program |
| **LEGISLATION:** | Gender Impact Assessment, Gender Equality Act 2020 (Vic) |
| | **Date completed: 15/12/2023** |

## 1.   Introduction

The enrolment process allows South West TAFE (SWTAFE or 'the Organisation') to collect timely and accurate information on individual students and their programs of study. Such information allows SWTAFE to plan its resources to best meet the needs of students, and ensures that legislative requirements are met within required timelines, and enables timely payment of funding from relevant funding bodies.

## 2.   Scope

These Guidelines apply to ALL enrolments processed by SWTAFE.

## 3.   Definitions

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| **Applicant:** | this is the pre-student stage where the individual is progressing through the information and enquiry stages of enrolment and have not been made an offer of enrolment |
| **Student:** | Identified on SWTAFE's student data management system with a course status of "Admitted" and unit status of "Enrolled" |
| **Admitted:** | Identified on SWTAFE's student data management system with a Course status of "Admitted".  This is a broad stage and the student can be in various stages of the training delivery including awaiting enrolment and resulted in units but not all units to meet the training package requirements. |
| **Enrolled:** | Identified on SWTAFE's student data management system with a unit status of "enrolled".  This status will enable participation to be entered and funding claimed where applicable. |

**PPP146 Student Enrolment Guidelines**

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## 4. South West TAFE's enrolment responsibilities

SWTAFE will offer an enrolment service that is efficient, well organised and transparent. Applicants/students will be provided with:

- adequate course information to make an informed course choice
- accurate information regarding eligibility requirements and fees
- individual assistance as required
- support for students with disabilities (for additional information [Disability Support](#))

South West TAFE mandates an online enrolment process to provide a good customer experience, reduce the amount of duplicate information and opportunity for human error in data entry. Paper based enrolments will only be enabled in extreme circumstances and must be approved by the RTO Governance Manager (or their delegate). Requests for paper-based enrolment processes are made via the Training and Assessment Strategy or email to Mailbox Registrar, and must identify the rationale for why paper based is required. Enrolment paperwork, evidence and data will be stored electronically.

Where a paper-based enrolment process is submitted, the hard copy documents will be scanned for storage in accordance with our approved Digitalisation Plan and the scanned version becomes the primary document. Written confirmation of enrolment will be supplied to the student at the completion of the enrolment process.

On request, applicants/students will also be provided with individual assistance including, but not limited to, Koorie support, disability support, IT support, and course career guidance via the Skills & Jobs Centre. For further information please contact SWTAFE on 1300 648 911 or via learn@swtafe.edu.au

## 5. The applicant/student's enrolment responsibilities

In order to participate in classes and other educational activities of SWTAFE, the student must have formally committed to undertake the course and make full payment of any applicable fees, or have set up an agreed payment plan through either Centrepay, Debit Success, Credit Clear or VET Student Loan (if applicable). To receive Qualification documentation, a student must have been formally enrolled and paid their course fees and any other outstanding financial debt in full.

It is a student's responsibility to reasonably ensure that they are enrolled in the correct course, by checking the written confirmation of enrolment issued at the completion of the enrolment process and also the Training Plan issued after enrolment. The student also has a responsibility to inform SWTAFE in writing of any errors, omissions or changes.

All students are responsible for ensuring that SWTAFE has both their current email, mailing and home addresses. SWTAFE does not accept responsibility if communication fails to reach a student who has not notified a change of address.

## 6. Enrolment Stages

- **Enquiry/information gathering**: At this stage the individual is researching their options and gathering information. They are considered to be a lead and are monitored through the Customer Relationship Management (CRM) system.

- **Apply Now**: Once an individual applies – either through the online "Apply Now" process or through other manual processes – such as direct contact with the teaching department - they are considered an Applicant.

- **Pre -Selection**: As part of the application process the applicants will complete a pre-training review questionnaire to determine they are selecting the best training option for them based on why they are interested in this course and expected outcomes. Any additional support requirements may be identified at this time and referred on to the appropriate departments. Eligibility for funded courses may be determined at this stage.

♦ **LLN**: Unless exempt, applicants will be sent a link to complete a language literacy and numeracy (LLN) questionnaire. **LLN exemptions** are only available in Certificates 1-4 and Short Courses. You will need to produce evidence of eligibility for an exemption. You may apply for an LLN exemption if you meet one of the following criteria. You are:

- Enrolling in a Short Course REFRESHER
- Successfully completed a Year 12 VCE (in English language) within the last 3 calendar years
- Have completed a Diploma or higher
- Have adequately completed an LLN with SWTAFE in the last 3 calendar years.

**Selection**. Applicants are required to participate in a verbal interview/discussion as part of the selection phase. The interview will be undertaken by either a Student Application Officer or may be referred to the relevant teaching department. This interview will be conducted face to face, via phone or virtual, and will assist in determining an applicant's verbal communication skills as well as covering off on any other selection processes required by the course (i.e. interview, entry exam, folio presentation).

♦ Individual courses may set additional "**Entry Requirements**" such as an interview, presentation of a portfolio, minimum age requirements or entrance exam/test. Entry requirements are published on the website. In addition, any credit transfers or RPL considerations must be considered and discussed at this stage.

♦ **Enrolment**: Once all required documentation is provided and evaluated the applicant will be sent an enrolment offer via email generated from the CRM. Once the applicant completes and signs the enrolment form online, and they have a status of "Admitted" in SMS, the applicant becomes referred to as a student. Credits for Units of Competency already achieved should be processed at this stage.

♦ **Attending classes** - Sometimes, during peak data processing periods there is a delay in data entry. In these situations, if the applicant's stage status within CRM is "Enrolment Processing" the student is able to attend classes and referred to as a student. Students should request a Green Slip from South West Central Staff which will enable them to attend class which their enrolment is finalized.

## 7. Determining eligibility for government funded training

All government funded training is subject to specified eligibility criteria as set by the Victorian Government and advised to SWTAFE through our Funding Agreement. Applicants are advised to pre-check their eligibility to access a government subsided place prior to enrolment. The information and evidence that the applicant provides in completing their enrolment will be used to make a final determination of their eligibility. It is the applicant's responsibility to ensure that the information declared is accurate.

Where an applicant is not eligible they are advised that they will be a full fee paying student for their enrolment. Ineligible students may be referred to the Skills and Jobs Centre for career guidance and assistance with financial hardship.

## 8. Free TAFE initiative

For courses listed under the *Free TAFE for Priority Courses* initiative, a student may commence and receive free tuition for an approved *Free TAFE for Priority Course.* This Program applies a fee waiver to the **course tuition only** component of an eligible enrolment into *Skills First* funding. Student may be required to pay related course material fees, excursion fees and/or police and working with children check.

In addition, students can commence **another** Free TAFE course under the approved *Free TAFE Pathway* initiative. However, if a student commences a *Free TAFE for Priority Courses* and does not complete the *Free TAFE for Priority Courses* course, they are not able to access another course under the Free TAFE for Priority Courses initiative until that course is completed.

Where a student activated their Free TAFE waiver prior to 1 January 2023 and using the Job Trainer initiative, they remain eligible for another Free TAFE fee waiver **either** to start in a Free TAFE Pathway program **or** to do one additional non-pathway program

## 9. VET Student Loan eligible students

See PPP175 VET Student Loan Entry Guidelines for Eligibility Criteria (in particular Citizenship & VISA requirements) for VET Student loans.

### 9.1 Initial Enrolment

For VSL **eligible** students, the student is academically suited to a course when:

- SWTAFE reasonably believes the student is academically suited [Rules s 80(1)(c)] **and**
- The student satisfies any entry requirements for the course set out in our Student Selection procedure [Rules s 80(1)(b)] and/or course related marketing **and**
- The student satisfies one of the following requirements:
  - Provides SWTAFE with a copy of a Senior Secondary Certificate of Education that has been awarded to the student by an agency or authority of a State or Territory for the student's completion of year 12 [Rules s 80(2)(a)] **or**
  - The student is assessed using an approved assessment tool (LLN Robot) as displaying competence at or above Exit Level 3 in the Australian Core Skills Framework (ACSF) in both reading and numeracy and the provider reasonably believes that the student displays that competence [Rules s 80(2)(b)] **or**
  - The student provides SWTAFE with a copy of a certificate that a qualification at level 4 or above in the Australian Qualifications Framework (AQF) has been awarded to the student. This certificate must be a document issued by a body registered to award the qualification in the AQF in Australia, **or**
  - a letter or certificate issued by a Federal, State or Territory government agency which assesses overseas qualification (or an organisation contracted by such an agency to undertake such assessments), that evidences that the student's qualification has been assessed by that agency (or contracted organisation) and determined to be equivalent or comparable to a qualification in the Australian Qualification Framework at level 4 or above1, and The course for the qualification to meet this requirement was delivered in English [Rules s 80(2)(c)].

### 9.2 Enrolment Amendment or Re-enrolment

Once a student has been withdrawn from a VSL eligible course either at the course or unit level, they can only be readmitted at the course level or re-enrolled at the unit level, upon a written request from the student.

Where the student is re-enrolling or amending their enrolment in the same academic year, an **Enrolment Amendment Form** will be used. In order to activate this, the student must provide their request in writing (preferably via email). The email must be attached to the Enrolment Amendment Form when it is submitted for processing. Any re-enrolment /enrolment amendment request whether department generated or student requested must be accompanied by evidence that the student has been notified and approves the enrolment change.

If the request occurs in a subsequent academic year, then either a **Confirmation of Details form** (where the student is still admitted to the Course) or **Enrolment form** (where the student is not still admitted to the course) that contains the student's signature will be required and will provide confirmation of the student's request.

## 10. Proof of ID

Verifying a person's identity is a requirement of determining eligibility for a government funded place and fraud management of SWTAFE. An applicant will be required to provide appropriate documentation to enable the Enrolment Officer to determine the individual's:

- Identity (to establish that the qualification will be issued to the correct person)
- Citizenship
- Age (if applicable to the enrolment)

SWTAFE's preferred method of validating Identification is through the GreenID Document Verification System (DVS). If the student is unable to complete this process using the DVS, they can provide original documentation – or a certified copy of the original documentation to our Student Administration Team. The team member will complete a declaration that they have "sighted" the document and that it verifies the person's identity. Unless required by legislation or a compliance obligation, SWTAFE will not retain a copy of a student's personal identification documentation or sensitive information it contains such as Passport Number or Tax File Number.

Where an applicant has objected to copies of their identification documents being retained, the Student Administration Team can sign the provided declaration that they have sighted these documents.

## 11. Certifying Documents

To have a document certified, an individual must take the original documents and a photocopy to an authorised person (*see Attachment 1*). The authorised person write their full name, provide their designation, for example "Pharmacist", and sign each statement. The authorised person must write/stamp on every page of the copy documents:

> '*I have sighted the original document and certify this to be a true copy of the original*',

Scanned or faxed certified copies are *not an acceptable* form of evidence for the purpose of verifying for determining eligibility.

If a person is unable to provide appropriate documentation, SWTAFE may refuse their request to enroll.

## 12. Unpaid fees or debt

It is a student's responsibility to make sure that all fees and debts (including course fees are paid). This also applies where a third party (such as employer) has agreed to pay your fees.

Outstanding fees and debts with SWTAFE may impact on a student's ability to continue studying with us; enrol in any further courses; impact on any fee refund; and will result in qualification documents being withheld until payment is made.

Where SWTAFE engages the services of debt collection agencies to recover unpaid fees or debts, we reserve the right to also recover associated debt collection costs from the student. In addition, debt collection processes have the potential to affect your future credit rating.

Engagement of a debt collection agency will require elements of a student's personal information to be shared with them. Only necessary information will be shared. Depending on the nature of the debt, shared information is not limited to but may include name; date of birth; contact details including phone and address; evidence of signature; course details; debt amount and payments made; and where the student was under the age of 18 at the time of enrolment, their nominated guardian/parent details.

13. **Legal Action**

Legal action may be undertaken if all debt collection activities have been completed and;

- The student has not paid in full, organised a payment plan or have defaulted on a payment plan *and*;
- The student has not lodged a formal complaint with our Complaints Manager to dispute the outstanding debt
  *or*
- A decision has been made in regards to the student's dispute and they have not taken any further action

Once legal action is initiated, the student may be liable for the legal costs incurred.  Students will also be advised that, debt collection processes have the potential to affect your future credit rating.

14. **Confidentiality**

SWTAFE respects all students' rights to privacy and will treat all student enrolment information confidentially, consistent with *PPP046 Privacy Policy*.

15. **Diversity, Equity & Inclusion**

SWTAFE is committed to making diversity, equity and inclusion part of everything we do, including in the implementation of this policy/procedure/guideline. This document was the subject of a comprehensive access and equity assessment (also known as a Gender Impact Assessment), as per the requirements of the Gender Equality Act 2020 (Vic). For more information, please visit the 'Our Values' page on our website [external] or the Diversity, Equity & Inclusion Homepage on ECHO [internal].  Diversity, Equity & Inclusion (DEI)

16. **Statement of Commitment to Child Safety**

South West TAFE is committed to the protection of all children from all forms of child abuse and demonstrates this commitment through the implementation of a Child Safe Program designed to keep children safe within our organisation. For Child Safe key documents, resources, contact officer details please go to: Child Safe Commitment