

## Admission & Enrolment Policy and Procedure

<b>Distribution:</b>	All staff and students
<b>Related Documents:</b>	<p><b>Related Policy</b></p> <ul style="list-style-type: none"> <li>• PnP - Code of Conduct Policy</li> <li>• PnP - RPL and National Recognition Procedure</li> <li>• PnP - Support Services Procedure</li> <li>• PnP - Assessment Policy and Procedure</li> <li>• PnP - Attendance Policy and Procedure</li> <li>• PnP – Withdrawal, Deferral, Suspension and Extension</li> <li>• PnP - Client Information Policy and Procedure</li> <li>• PnP - Complaints and Appeals Policy and Procedure</li> <li>• PnP - Fees, Charges and Refunds Policy and Procedure</li> <li>• PnP - Satisfactory Progress Policy</li> </ul> <p><b>Related Forms</b></p> <ul style="list-style-type: none"> <li>• Code of Practice</li> <li>• Form – Pre Training Review</li> </ul> <p><b>Related Documents &amp; Registers</b></p> <ul style="list-style-type: none"> <li>• Student Handbook</li> </ul>
<b>Legislative Context:</b>	<p>Sex Discrimination Act 1984.                      Disability Discrimination Act 1992.                      Racial Discrimination Act 1975.                      Age Discrimination Act 2004.                      Sex and Age Discrimination Legislation Amendment Act 2011 – Proclamation.                      Commonwealth Privacy Act 1988 / Privacy Amendment (Private Sector) Act 2000                      Australian Privacy Principles                      Student Identifier Act 2014                      Student Identifiers Bill 2014                      Social Security Act 1991</p>
<b>Alignment</b>	
Standards for Registered Training Organisations (RTOs) 2015	
Std 1, 4, 5	

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## Policy Statement

### Introduction

ONCALL Training College ensures it maintains open, fair and transparent procedure for making decisions about the selection of students. These procedures are founded on the published and clearly defined entry requirements, and students are selected upon successful completion of requirements, on an individual case by case basis.

### Standards

Clauses 1.7 and 1.8 of Standard 1, Clause 3.6 of Standard 3, Clauses 5.1, 5.2, 5.3 and 5.4 of Standard 5, Clause 7.5 of Standard 7.

### Purpose

Prior to enrolment, ONCALL Training College will engage with students to clearly establish the learning support needs of the individual and provide advice to the student about the training product appropriate to their needs.

ONCALL Training College provides details of its obligations to the student, including their responsibility for the quality of the Training and Assessment in compliance with the Standards for RTO's 2015 and the issuance of the AQF Certification documentation.

ONCALL Training College provides to prospective students access to current and accurate information to enable the student to make an informed decision when undertaking training with us.

ONCALL Training College provides details to the student outlining their obligations when enrolling in a training program.

Where there are any changes to the agreed services, ONCALL Training College advises the student as soon as practicable.

### Context

ONCALL Training College, as a Registered Training Organisation must comply with the NVR Standards for Registered Training Organisations 2015; 5.1 – 5.4. The following policy states the principles and rules that ensures each potential student is properly informed and protected about the services they are to receive, govern application, enrolment and cancellation of enrolment at ONCALL Training College accordance with the VET Quality Framework.

## Scope

This policy provides information for domestic students (which include Australian citizens and permanent residents, including permanent humanitarian visa holders) about admission to VET courses of study offered by ONCALL Training College.

## Eligibility for course enrolment

- a. There is a formal application process for a person seeking enrolment in an Accredited VET and or Accredited Short course with ONCALL Training College
- b. A person is eligible to enroll as a student in a course at ONCALL Training College if they:
  - have met the criteria for admission as specified by the course requirements (e.g. course pre-requisites, work experience, eligibility requirements and signed enrolment form)
- c. Where a person is seeking enrolment into an AQF Qualification with ONCALL Training College they are required to undertake a formal application process into the course which involves a Pretraining Review and a Language, Literacy and Numeracy Assessment, this is to ensure the student is equipped with the necessary knowledge and skills to undertake the identified course of study, and if rejected on any grounds, ONCALL Training College will allow the person access to the appeals process
- d. Refer to PnP – Complaint and Appeal Policy & Procedure for further detail.

## Unique Student Identifier (USI)

- a. All students enrolled in an AQF qualification or nationally accredited Unit of Competency, must provide their USI number at the time of enrolment or provide the USI number to ONCALL Training College prior to issuance of a certificate or statement of attainment
- b. When an applicant provides us with their USI, we MUST at the same time sight and retain a copy of an approved identity document with a photograph e.g. Drivers License or any other approved photo ID to be retained on the students file for audit purposes
- c. Where the applicant is unable to create their own USI, ONCALL Training College can create a USI on their behalf. The student must complete ONCALL Training College Enrolment form and provide the required documentation outlined in the USI – personal identification document section
- d. Entitlements and attendance responsibilities of students enrolled in a course of study at ONCALL Training College. A student enrolled in a course of study is entitled to gain access to student welfare support offered by ONCALL Training College if training is undertaken on ONCALL Training College's premises.

- e. Subject to ONCALL Training College rules, a student enrolled in a course of study at ONCALL Training College is entitled to:
- attend and participate in training sessions and other scheduled activities
  - assessment(s) of their learning (where applicable)
  - receive results (where applicable).

## Completion of course requirements

Where a student enrolled in a course of study is deemed by ONCALL Training College to have completed the requirements for that course is then eligible for the relevant Testamur, Record of Results or Statement of Attainment. Refer to PnP – Certification Policy and Procedure for further details.

## Withdrawal of enrolment by the student

- a. A student may withdraw from their enrolment in a course of study prior to their course commencing or at any time during their course
- b. Students who wish to withdraw from their enrolment in a course of study should notify ONCALL Training College accordingly
- c. A student who withdraws from their enrolment in a course cease to be a student of ONCALL Training College. Such a person must reapply for admission should they wish to resume study at ONCALL Training College
- d. Where a student has withdrawn from their enrolment, they may be eligible for a partial or full refund of course fees paid. Refer to the PnP – Fees and Refund Policy & Procedure for further details.

## Cancellation of enrolment by ONCALL Training College

- a. ONCALL Training College may cancel a student's enrolment prior to course commencement or at any time during their course where the student has:
  - failed to pay the prescribed course fees by the payment date
  - ceased being an employee of an employer where an apprenticeship or traineeship is being delivered under contract with that employer and has not resumed employment in the same role for which that apprenticeship/ traineeship was for
  - failed to attend classes for an extended duration without reason, and the allocated duration to complete the course has expired
  - serious misbehaviour or any other behaviour, criminal or otherwise, that places ONCALL Training College, or other persons or property at risk of physical, mental, financial or reputational damage

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- For online delivery students where no evidence has been submitted for a period of 8 weeks after the course start date.
- b. Where ONCALL Training College has advised the student intent to cancel their enrolment, ONCALL Training College must allow the student access to the appeals process before cancelling their enrolment. Refer to PnP – Complaints, Grievances & Appeals Policy for further details
- c. Where ONCALL Training College has cancelled a student's enrolment, the student will be notified accordingly. The student may not be eligible for refund of course fees paid. Refer to PnP – Fees and Refund Policy and Procedure for further details
- d. ONCALL Training College may cancel a student's enrolment prior to course commencement where it has been identified that there are insufficient numbers to commence a course, the student will be notified accordingly and offered an alternative arrangement or refund (if applicable). In the case of refunds, refer to PnP – Fees and Refund Policy and Procedure for further details; And
- e. If ONCALL Training College is unable to fulfil its obligations to a student enrolled in a funded training contract, it will abide by the relevant Department's ruling to transfer students to another registered training organisation that has the same funding arrangements in place e.g. Skills First (VIC).

## Responsibilities

Responsibility for the Orientation Procedure is delegated to Account Manager & Student Welfare Officer by the Chief Executive Officer. All staff and clients must adhere to ONCALL Training College Policies and Procedures

## Definitions

**Admission** to students for an award.

**Admission prerequisite** a requirement that must be met by an applicant in order to be eligible for consideration for admission to the course.

**Course** an approved/accredited training program of study

**Cut-off** the last date of enrolment to be enrolled in a course/program

**Tuition fee** means the cost that is required to run the course.

**Course fee** is the total cost of the course which in most cases includes but not limited to the tuition fee, services and amenities fees, enrolment fee, administration fee, equipment, and resources fee.

**Equipment and resources fee** means items such as uniform for clinical placement, dressing packs, materials used in nursing labs, practical experience placement book and other learning materials given out in class.

**Enrolment fee** is the fee payable when an application is made to ONCALL Training College for an enrolment to a course or qualification. This fee is normally non-refundable.

**Prepaid fee** is the fee collected in advance before the relevant services have been provided

**Full fee-paying student** means a student enrolled in a VET course of study for which ONCALL Training College does not receive any funding from a State, Territory, or the Commonwealth in relation to the VET student's enrolment in that VET course of study.

**Recognition of prior learning (RPL)** is defined in the Australian Qualification Framework as follows:

“Recognition of prior learning is an assessment process that involves assessment of an individual's relevant prior learning (including formal, informal and non-formal learning) to determine the credit outcomes of an individual application for credit.”

**Credit transfer** is defined in the Australian Qualification Framework as follows:

“Credit transfer is a process that provides students with agreed and consistent credit outcomes for components of a qualification based on identified equivalence in content and learning outcomes between matched qualifications.”.

## Admission Process

### Initial Inquiry stage

- a. Student enquires about the courses through website, walk in, ONCALL Group Australia and any external provider
- b. Course information is provided to the applicants along with Pre-Training Review criteria.

### Pre-Training Review

- a. The Pre-Training Review is conducted with each student. During the Pre-Enrolment assessment/Interview, ONCALL Training College staff will ensure the training product is appropriate to their needs.
- b. The ONCALL Training College staff conducts the Pre-Training Review for each student. This task encourages students to talk about their current skills and their expectation of the course. This pre training review also considers the current skills level and competency of each student. The pre-training review will ensure the student:
  - Understands the objectives of the course they are undertaking
  - Explores the students' current competencies and provides them with the opportunity for these to be assessed through Recognition of Prior Learning (RPL) or Credit if you have achieved a unit/s in the past
  - Identifies the support the student may require to successfully undertake the course

- Student enrolling in the course can also refer to the Student Handbook and the website for details of the additional support services available.
- c. During Pre-Training Review stage, if we identify that a student is still attending school and is under the age of 17 years old,
  - Review Training & Assessment Strategy (TAS) on SharePoint to ensure program is appropriate for this age group.
  - If appropriate request for them to submit a copy of their Transition from School Form.
    - If a student does not submit this, then they are not able to progress into the course.
- d. During the PTR session the following course information is provided a course overview that includes:
  - Training and Assessment information, and related educational and support services provided by ONCALL Training College
  - The estimated duration
  - The expected locations at which it will be provided
  - The expected modes of delivery
  - The support services available for the student
  - Any work placement arrangements
  - Current competency is discussed
  - Fees, charges and concessions
  - Any entry requirements required to enrol in the qualification
- e. Student's learning strategy is identified and RPL/CT is offered and all the required documents for application is collected and student is required to complete a Credit transfer form (if applicable).

## **Determining the ACSF levels**

- a. The enrolment officer will ensure the student can complete the training course by identifying their Language Literacy and Numeracy (LLN) levels according to the ACSF.
- b. The enrolment officer assesses an LLN Assessment with the student allowing the officer to make a judgment on the students' core skills.
  - The LLN Assessment is administered following the procedure outlined in the Language Literacy and Numeracy Procedure
  - The student completes the LLN assessment
  - The enrolment officer reviews the outcome of the assessment and if appropriate will develop an Individual Learning Plan



- If the students' performance indicates they are not operating at the required ACSF level to complete the proposed training successfully. The enrolment officer will recommend the student complete a Pre-level LLN Bridging Course prior to enrolment.
- If the student identifies as having a disability and / or learning disorder, ONCALL Training College and the student will develop an Individual Learning Plan to maximise learning outcomes (Equity Adjustment).

## Appeal

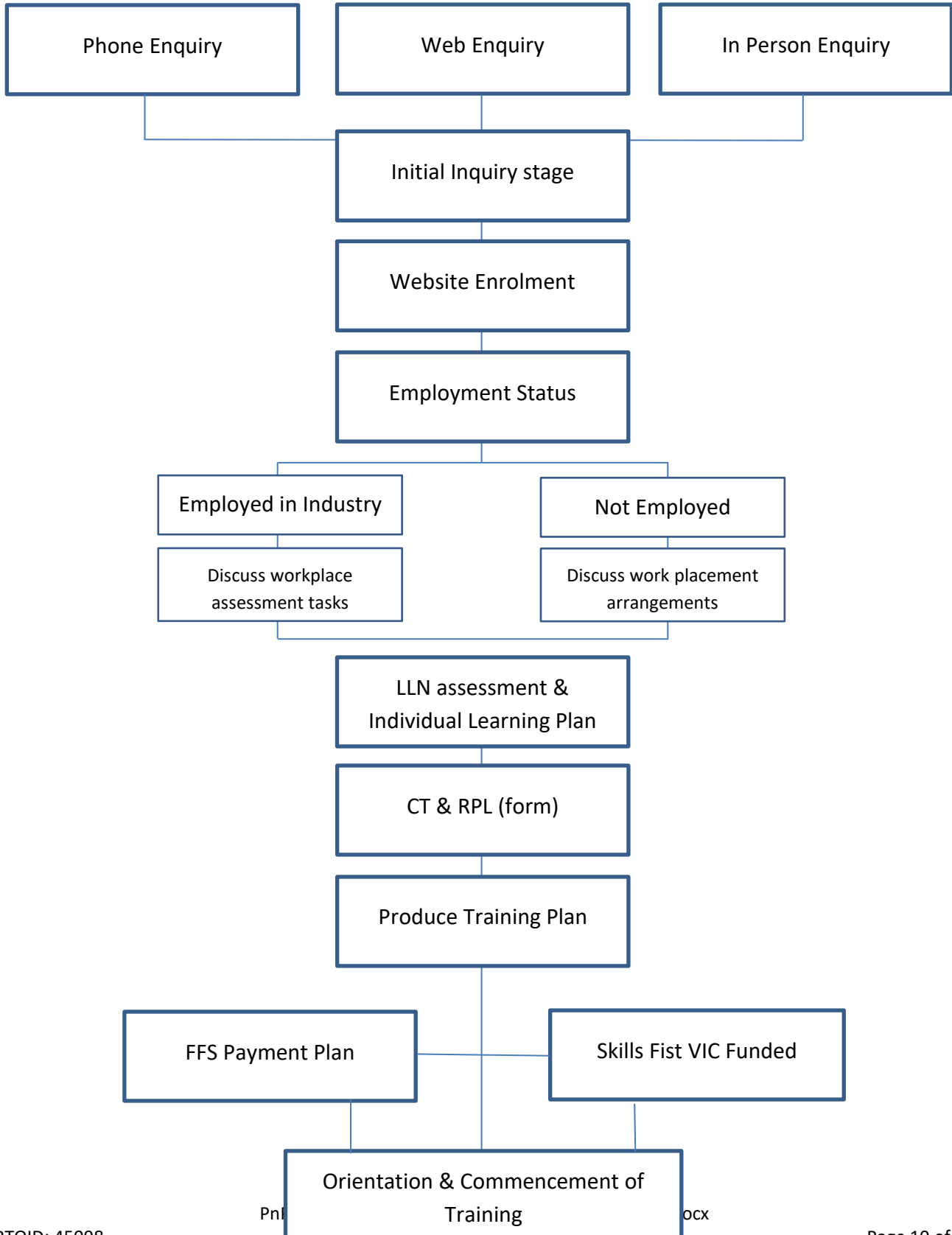
A student may appeal against a decision made with respect to admission or enrolment process/outcome and the appeal must be lodged in writing according to the processes for appeals as detailed in the Complaints and Appeals Policy and Procedure.

Students have the right to appeal any decision made by ONCALL Training College's administration under this policy. Students must lodge their appeal within 14 days of the decision being made.

The affected parties will have access to ONCALL Training College's Complaints and Appeals processes if they think that the decisions made by appropriate authorities are not just and fair in their opinion.

## Flow Chart

### Standard enrolment process



## Procedures

Entry and admissions	
Procedures	Responsibility
<p><b>A. Assessment of suitability</b></p> <ul style="list-style-type: none"> <li>▪ Upon receipt of an application/enrolment form, review the documentation for suitability of enrolment. This includes checking:                             <ul style="list-style-type: none"> <li>○ All required information has been provided.</li> <li>○ The applicant meets entry requirements and has required pre-requisites</li> <li>○ Suitability of delivery model for the applicant</li> </ul> </li> <li>▪ As per the Training and Assessment Procedure, check if the student has identified that they have any additional support needs on the form. If some have been identified discuss with Account Manager and Training Coordinator about ability to provide this support</li> <li>▪ If suitability has not been confirmed through documentation, follow up with applicant to provide further information or provide reasons for the course being unsuitable; Follow up in writing</li> <li>▪ Once it has been confirmed from documentation that applicant may be suitable, conduct verbal interview with applicant. Document discussion. Ensure the applicant receives information about the course and its suitability to their needs during the interview</li> <li>▪ Ensure applicant has received the Student Handbook, Course Outline and Student Agreement letter.</li> </ul>	<p>Enrolment &amp; Admission Officer</p>
<p><b>B. Add to student management system</b></p> <ul style="list-style-type: none"> <li>▪ If suitability has been determined after interview, process enrolment by adding student to student management system                             <ul style="list-style-type: none"> <li>○ Add personal details</li> <li>○ Add statistical data from enrolment form (if available)</li> <li>○ Add to relevant course</li> <li>○ Add to timetable (if applicable)</li> <li>○ Give student access to online portal (if applicable)</li> <li>○ Provide student with access to online learning (if applicable)</li> </ul> </li> </ul>	<p>Admission &amp; Enrolment Officer</p>
<p><b>C. Student identifier</b></p> <ul style="list-style-type: none"> <li>▪ Ensure student has provided a verified USI. This may be provided by the student providing their number on the form or by the student giving permission for ONCALL TRAINING COLLEGE to create a USI on their behalf. Where no information on the USI has been provided by the student, the student should be notified that their enrolment is on hold until this has been provided</li> <li>▪ Where the student has provided approval for the RTO to generate the USI, follow the online process for generation of a USI for the student.</li> </ul>	<p>Admission &amp; Enrolment Officer</p>

<p><b>D. Credit application</b></p> <ul style="list-style-type: none"> <li>▪ If Credit Transfers are applicable, conduct Credit Transfers assessment in accordance with the Credit Transfers Policy and Procedure.</li> <li>▪ Submit CT assessment review to Training Coordinator for approval</li> </ul>	<p>Admission &amp; Enrolment Officer  Training Coordinator</p>
<p><b>E. Student Agreement letter, followed by Enrolment Confirmation letter</b></p> <ul style="list-style-type: none"> <li>▪ Issue Student Agreement letter contains student’s enrolment information, student’s details, demography and other information related to the student’s learning requirements. The student Agreement letter also specify contains information of course fees and payment plan when applied</li> <li>▪ Issue Enrolment Confirmation letter</li> <li>▪ Issue Payment deposit invoice</li> <li>▪ Notify the applicant via email</li> <li>▪ Keep copies of all documents and file in student file – refer next section.</li> </ul>	<p>Admission &amp; Enrolment Officer  Administration Manager</p>

Results, attendance and other progresses	
Procedures	Responsibility
<p><b>F. Record results</b></p> <ul style="list-style-type: none"> <li>▪ As training and assessment activities are completed, trainers will complete assessment grading (marking) in MOODLE, attendance record, visit reports, documentation of course progressions and records of student conducts. These must be reflected in the student management system (VETtrak) as relevant</li> <li>▪ Documents showing an assessment outcome should trigger an update to the result for the relevant unit against the student’s enrolment in VETtrak.</li> <li>▪ Training events may also need to be stored in the VETTRAK in another section</li> <li>▪ Record as relevant (e.g. Workplace Visit and its date etc recorded as an Event, Checklist etc)</li> <li>▪ Keep an electronic copy of the documents against student’s enrolment details in VT Doc and VETtrak.</li> </ul>	<p>Administration staff</p>
<p><b>G. Record Attendance</b></p> <ul style="list-style-type: none"> <li>▪ For attendance rolls of each class, mark whether each student in the class was present or absent in the Trainer’s Portal Attendance Tab</li> <li>▪ In some cases, an attendance roll may trigger an update to the outcome code for a particular unit for students who attended. In this case, update unit outcome codes as relevant for units covered during the class.</li> <li>▪ File attendance rolls in the VT Doc or VETtrak against the Class Schedule (Occurrences).</li> </ul>	<p>Trainer / Assessor  Administration Staff</p>
<p><b>H. Record other progress as relevant</b></p> <ul style="list-style-type: none"> <li>▪ Other records of progress, events or activities may be provided that require an update in the student management system – e.g. record contacts as an event, checklist etc.</li> </ul>	<p>Administration staff</p>

<ul style="list-style-type: none"> <li>Keep records against the student's enrolment profile in VT Doc and VETtrak, of all documents.</li> </ul>	
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Correspondence and fees	
Procedures	Responsibility
<p><b>I. Keep copies of correspondence and fees</b></p> <ul style="list-style-type: none"> <li>Keep copies of any correspondence sent to a student via Trainer's Portal notification tab. This may also be stored electronically against the student's record in VETtrak. This might include letters about progress, attendance reminders, emails to the student etc.</li> <li>Keep copies of invoices sent to the student in the VT Doc against the student enrolment details.</li> </ul>	Administration staff
<p><b>J. Changes to agreement</b></p> <ul style="list-style-type: none"> <li>If there are any changes to agreement with students during their course, such as changes to training arrangements, assessment arrangements, changes to agreements with third parties, the student must be advised in writing in accordance with Clause 5.4 of the Standards.</li> </ul>	Administration Staff

Withdrawal	
Procedures	Responsibility
<p><b>K. Process withdrawals</b></p> <ul style="list-style-type: none"> <li>To withdraw from a course, a student must fill in and return a <i>Withdrawal Form</i>.</li> <li>Upon receipt, withdraw the student from the course on VETtrak. This includes:                             <ul style="list-style-type: none"> <li>Changing enrolment status to Withdrawn/Cancelled</li> <li>Adding an end date to the enrolment</li> <li>Changing any commenced units to a withdrawn outcome code and changing unit end date to date of withdrawal</li> <li>Removing the student from any classes they were booked into</li> <li>Removing the student from portal or online learning access MOODLE (if applicable)</li> <li>Advising trainer/assessor</li> </ul> </li> <li>Ensure all fees have been charged. Notify accounts team to follow up outstanding amounts. Assess refund eligibility if applicable in line with PnP - <i>Fees &amp; Refund</i></li> <li>Identify eligibility for a Statement of Attainment. Issue in accordance with <i>AQF Certification P&amp;P</i> if eligible</li> <li>Conduct a Student Enrolment Audit and follow up any issues identified or make recommendations for improvement if systemic issues have been identified</li> <li>Archive student file as per section above.</li> </ul>	Administration staff

Completions	
Procedures	Responsibility
<p>L. Process completions</p> <ul style="list-style-type: none"> <li>▪ Completions must be processed within 28 calendar days of the date of completion, or the date of all final fees being paid, whichever is latest</li> <li>▪ First check that all required units for the qualification/course have been completed and recorded on VETtrak</li> <li>▪ Check whether all fees have been paid by the student to give an indication of timeframes required. Follow up outstanding fees if applicable</li> <li>▪ Check that the records held in VETtrak match the records in the student file</li> <li>▪ Conduct a Student Enrolment details Audit and follow up any issues identified or make recommendations for improvement if systemic issues have been identified</li> <li>▪ Updates must be made in VETtrak. This includes:                             <ul style="list-style-type: none"> <li>○ Changing enrolment status to Completed.</li> <li>○ Adding an end date to the enrolment – this should be the date of the final assessment</li> <li>○ Removing the student from portal or online learning access (if applicable)</li> </ul> </li> <li>▪ Ensure the student’s USI is recorded</li> <li>▪ Issue testamur, statement of attainment and/or record of results in accordance with <i>AQF Certification P&amp;P</i> (as long as all fees have been paid)</li> <li>▪ Record all evidence on VETtrak against student’s details and archive completions as per section above.</li> </ul>	<p>Administration staff</p>

## Major Version History

Date	Reason for change	Modified / Approved By (Role & initials)
6/1/2019	Policy review & update to new format	CEO / AW
19/1/2021	Review & Flow chart added	CEO / AW
17/03/2022	Updated policy statement, content, and incorporated procedures	Q&D - AJ