

VFH – Enrolment Procedure



Date first approved: 01/04/2016	Date of effect: 01/04/2016	Date last amended: (refer Version Control Table)	Date of Next Review: 01/04/2018
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Supporting documents, procedures & forms of this procedure:	VFH – Enrolment Policy VFH_Student Entry Procedure VFH_Census Requirements Procedure CSPA Policy & Procedure RGIT VFH Prospectus 2016 VFH Course Flyers VFH Brochure 2016 (Government issue) RGIT Student Factsheet - Essential Information about your course provider VFH_Pre-Enrolment Student Declaration Form VFH_Enrolment Form VFH_Pre-Training Review RGIT Credit Transfer Form RPL Application Form VFH_Pre-Enrolment Integrity Check VFH_Induction Day Invite VFH_Student Tracking Sheet VFH_Induction Day Sign In Sheet VFH_Studnet Induction Presentation Training Plan VFH_Course Induction Feedback and Course Acknowledgement LMS Guide		

VFH – Enrolment Procedure



	<p>VFH_RGIT Student Handbook 2016</p> <p>VET FEE HELP Booklet (Government issue)</p> <p>VFH_Confirmation of Enrolment</p> <p>VFH_Campus Tour Checklist</p> <p>VFH_Welcome Letter</p> <p>VFH_Course Sign In Sheet</p> <p>Request for VET FEE-HELP Assistance Form (Government issue)</p> <p>VFH_RGIT Integrity Check</p> <p>Census Check Spreadsheet</p> <p>VFH_Census Reminder Letter and Invoice Notice Email</p> <p>VFH_Census Reminder Letter and Invoice Notice</p> <p>VFH_Commonwealth Assistance Notice</p> <p>Permanent Humanitarian Visa subclass List</p>
Relevant Legislation & External Documents:	<p>Higher Education Support Act 2003 [C2016C00124]</p> <p>Higher Education Support (VET) Guidelines 2015 [F2015L02124]</p> <p>Standards for Registered Training Organisations (RTOs) 2015 [F2014L01377]</p>
Audience:	Public, Internal, TPP

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1 Introduction / Background

RGIT as a VET provider must take reasonable steps to ensure that prospective students are fully informed and eligible for RGIT courses under VFH. As such, RGIT must ensure that all RGIT or TPP students receive all information required under VET guidelines and that the information given is correct and accurate.

2 Scope / Purpose

6.1 The purpose of this procedure is to support the 'VFH – Enrolment Policy' and ensure that all RGIT students enrolling at RGIT directly or with TPP's, are fully informed and eligible for RGIT courses. This procedure relates to all RGIT students, RGIT staff, Marketing agents and TPPs.

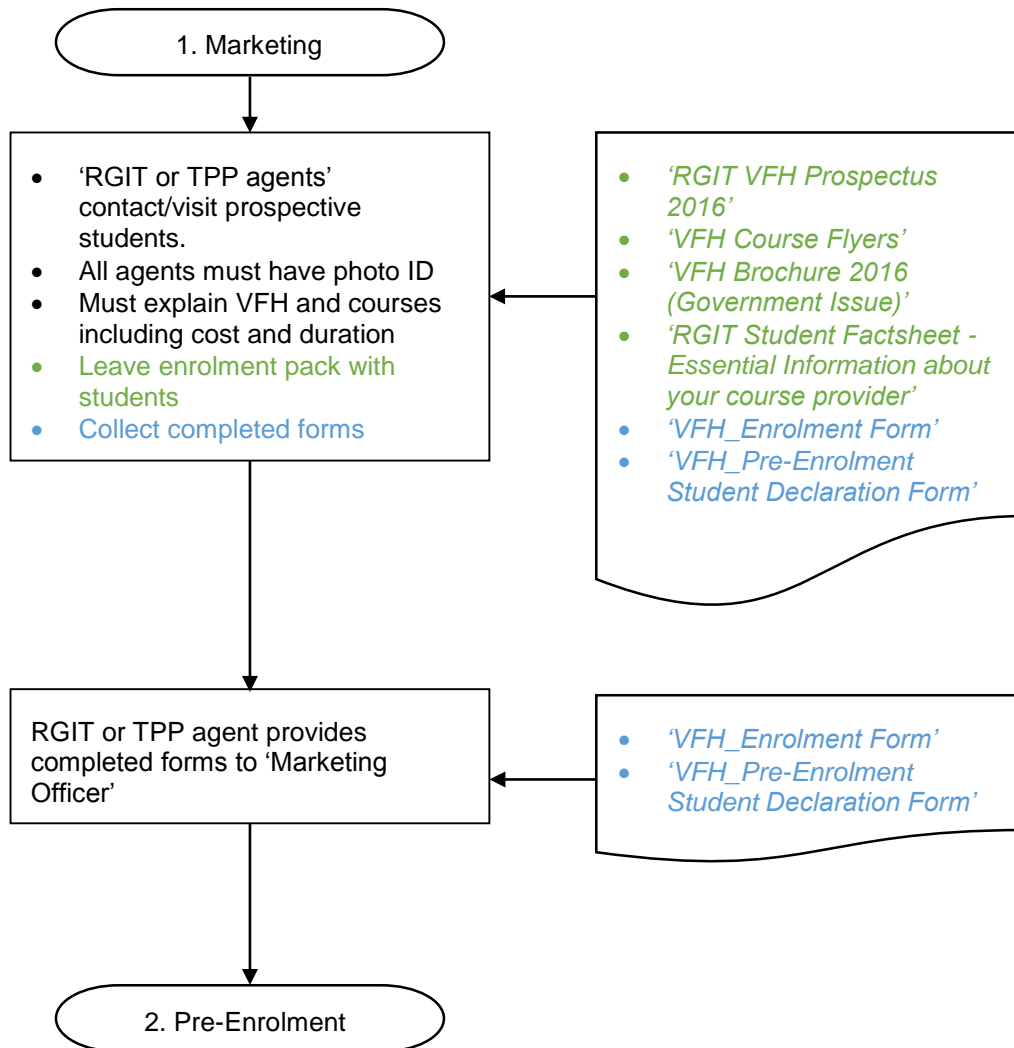
6.2 This procedure comply with:

- a. Standard 4 and 5 from the 'Standards for Registered Training Organisations (RTO's) 2015'
- b. Part 4.31-4.39 from the 'Higher Education Support (VET) Guidelines 2015'

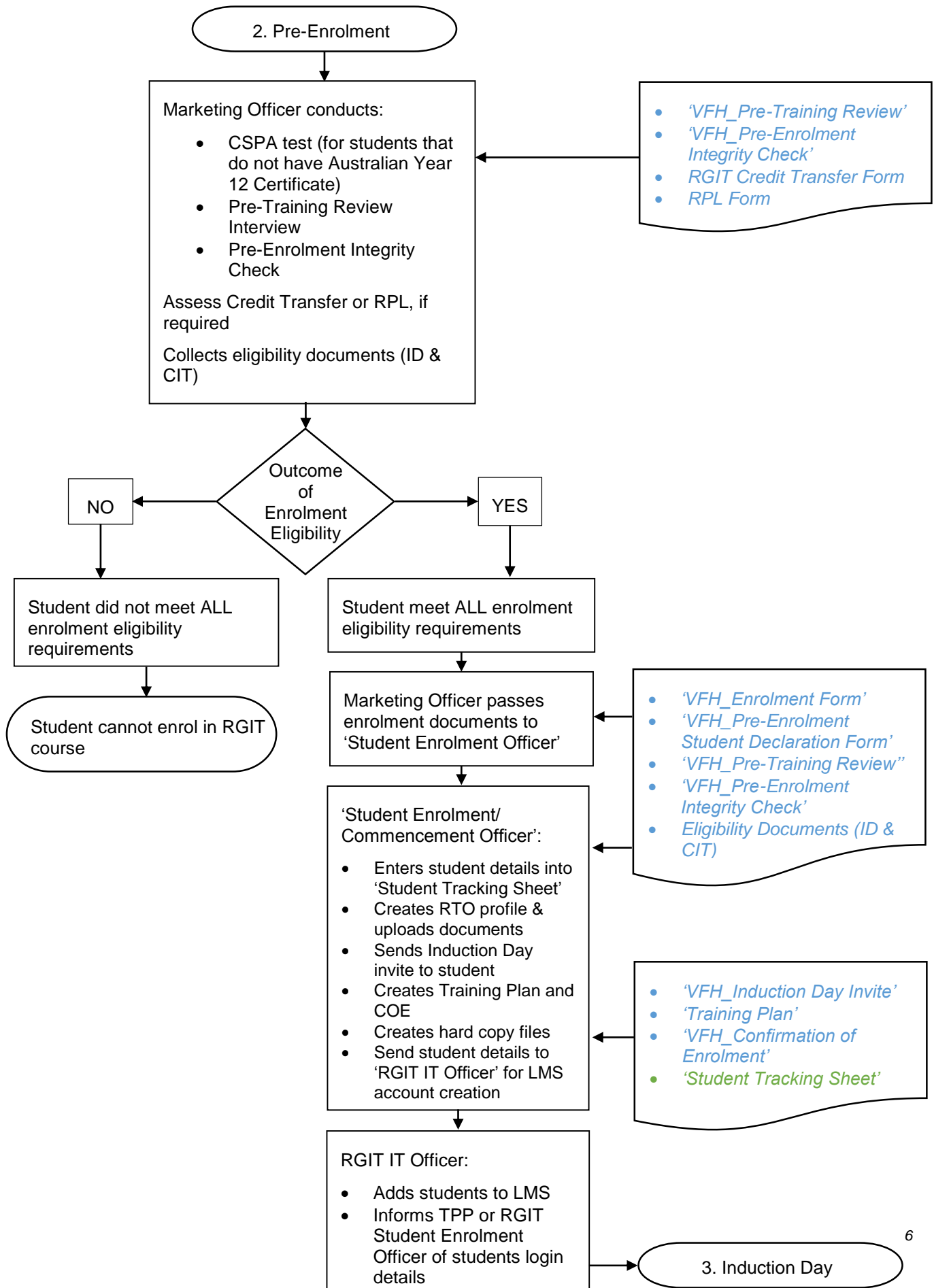
3 Definitions

Word/Term	Definition (with examples if required)
TPP	Third Party Provider
VFH	VET FEE-HELP
Intake Date	First day of class according to the published schedules, also known as start date or commencement date
Census Date	Is a date published in the schedules that 20% of the course duration for a unit of study, last day a student can apply for VFH loan (submit form), last day a student can withdraw without incurring a debt and the last day to meet the census requirements.
Pass Census	To have the tuition fee reported against their TFN for a unit of study

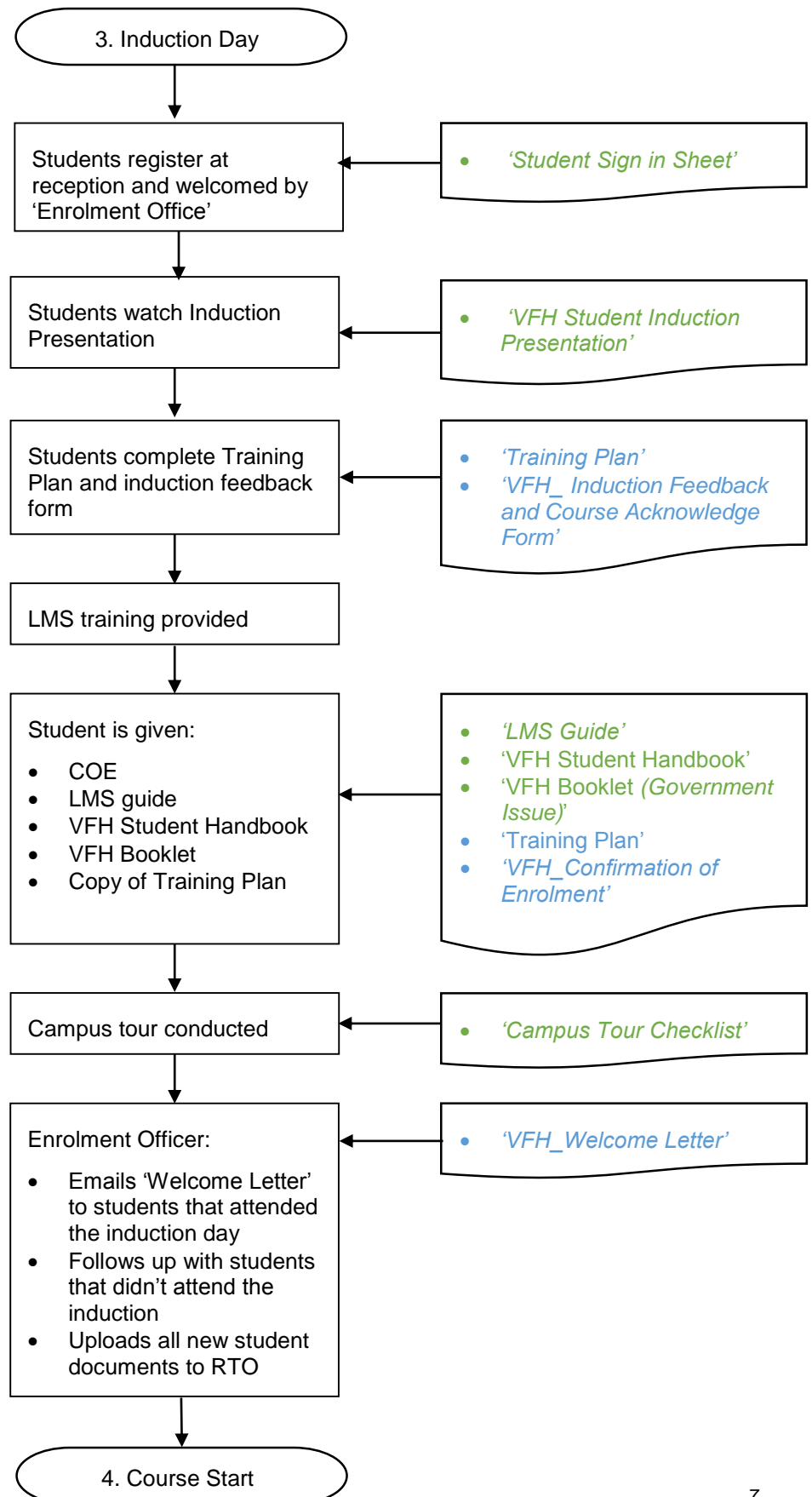
4 Flowchart (Enrolment Procedure)



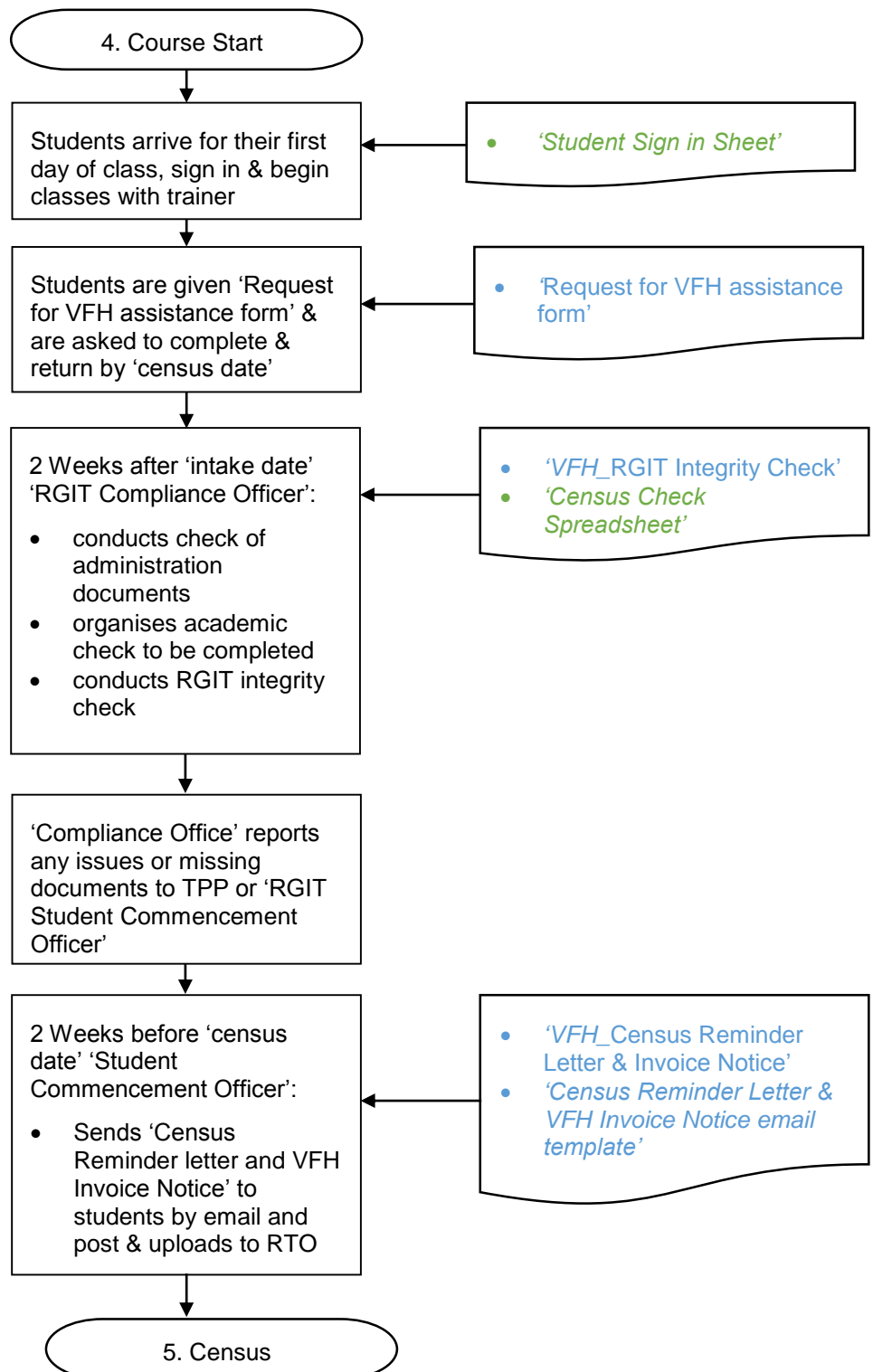
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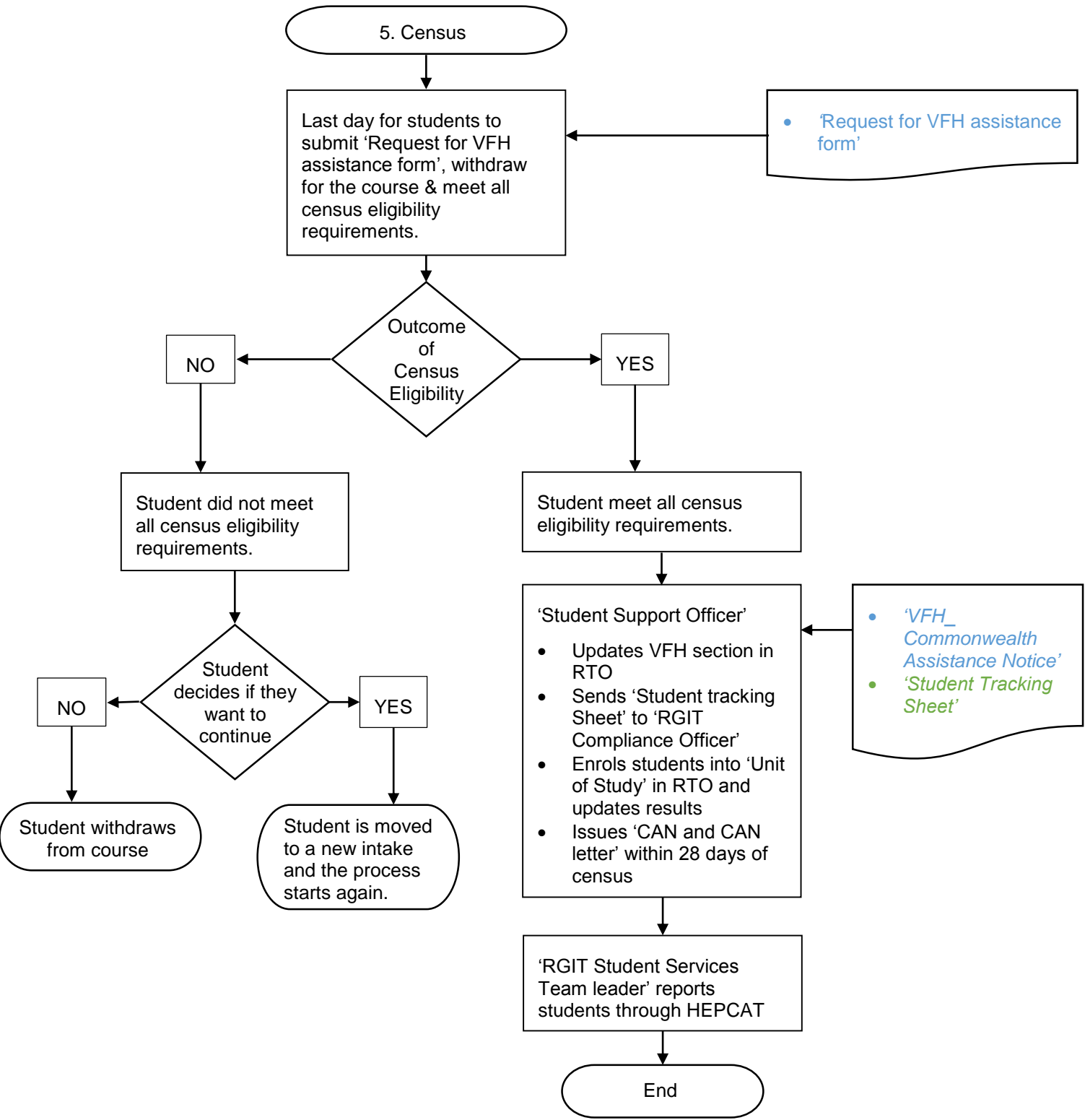
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5 Marketing

The marketing stage involves providing prospective students with all required information about RGIT course so that they can make an informed decision to study.

5.1 RGIT or TTP agents contact prospective students (must have photo ID badge)

- a. Declares the purpose of their visit and shows ID, if asked to leave they must do so immediately
- b. Explains the different course that RGIT offer:
 - i. Course overview & course structure
 - ii. Fees and charges
 - iii. Pathways and Credit Transfers
 - iv. Study mode and duration of courses
 - v. Assessment information
 - vi. Course deliver location
- c. Explains VFH:
 - i. That it is a loan scheme and that the student will need to repay the debt in the future
 - ii. Repayments commence only once the student meet the compulsory threshold for that income year.
 - iii. That they can withdraw from the course on or before census and not incur a debt.
 - iv. Information about census and its importance
- d. Student completes and agent collects:
 - i. VFH_Pre-Enrolment Student Declaration
 - ii. VFH_Enrolment Form
- e. Provide the student an enrolment pack which includes:
 - i. VFH_Student Prospectus
 - ii. Course flyers
 - iii. 'Thinking about a VET Qualification?' VET FEE-HELP flyer
 - iv. RGIT Student Factsheet - Essential Information about your course provider

5.2 RGIT or TPP agent provides completed forms to the 'Marketing Officer'

6 Pre-Enrolment

The Pre-Enrolment stage involves assessing prospective student's academic capabilities, determining eligibility, creating administrative files and organising 'Induction Day'

6.1 Assessing Prospective Student

- a. Marketing Officer conducts:
 - i. CSPA test, if student is unable to provide an Australian year 12 certificate
 - ii. VFH_Pre-Training Review
 - iii. VFH_Pre-Enrolment Integrity Check, either in person or in a recorded phone call
- b. Collects eligibility documents:

- i. Photo ID (drivers license, proof of aged card)
- ii. Australian Citizenship or Humanitarian Visa Holder or NZ SCV Holder
 1. Australian Citizen:
 - a. Australian passport
 - b. Australian Birth Certificate
 - c. Enrolment in Australian Federal Election
 2. Humanitarian VISA Holder:
 - a. Humanitarian VISA (see 'Permanent Humanitarian VISA Subclass List')
 3. NZ SCV Holders **ONLY**:
 - a. Special Category VISA (SCV)
 - b. 'International Movement Record' from department of immigration (proof of time of residency **MUST** have been residing in Australia for a total of at least 8 of the last 10 years and 18 months of the last 2 years)
 - c. NZ birth certificate
 - d. Stamped Passport Entry Date (proof of when began residing in Australia, **MUST** be under 18 years of age and have been residing in Australia for at least 10 years)
 - e. If, aged between 16-18 when first began residing in Australia, statutory declaration declaring that student was NOT married or in a de facto relationship.
- c. Assesses if the student can receive any Credit Transfer or RPL:
 - i. Completes RGIT Credit Transfer form, if required
 - ii. Completes RGIT RPL Form, if required

6.2 Determining Eligibility

To determine the student's eligibility into a RGIT VFH course, student must:

- a. Be 18 years of age or over
- b. Be an Australian Citizen, Permanent Humanitarian VISA holder or NZ SCV holder (and meet all other requirements mentioned above 6.1:b.ii.3)) and who is a resident in Australia for the duration of the course
- c. Provide an Australian year 12 certificate OR complete the CSPA test and receive an exit level 3 or above in reading and numeracy.
- d. Complete the 'VFH_Pre-Training Review' & 'VFH_Pre-Enrolment Integrity Check' with the 'Marketing Officer'
- e. Provide a valid TFN; OR If they don't have a TFN they may provide a "Certificate of application for a TFN", this certificate is available from the Australian Tax Office (ATO) once the applicant has applied for a TFN.
- f. Have not exceeded their FEE-HELP limit.

6.3 Creating Administrative Files

For all students that meet **all** eligibility requirements, the 'Marketing Officer' passes student documents to the 'Enrolment/Commencement Officer'.

Enrolment/Commencement Officer:

- a. Enters the student details into the 'VFH_Student Tracking Sheet'
- b. Creates RTO profile for each student and uploads documents received from 'Marketing Officer'
- c. Creates a hard copy file for each student
- d. Sends student details to 'RGIT IT Officer' for LMS account creation

RGIT IT Officer:

- a. Adds students to LMS
- b. Informs TPP or RGIT 'Student Enrolment Officer' of student login details

6.4 Organising 'Induction Day'

Enrolment /Commencement Officer needs to organise an 'Induction Day'

- a. Send 'Induction Day Invite' to students with details of when and where and what to bring
- b. Creates training plan and COE ready for 'Induction Day'
- c. Organise staff and room requirements

7 Induction Day (at least 2 days before Intake Date)

The Induction Day stage involves student attending the campus for an induction.

7.1 Induction Day Process

- a. Student signs in at reception (VFH_Induction Day Sign In Sheet) and is welcomed by the Enrolment Officer.
- b. Student watches the VFH_Student Induction Video or is presented the VFH_Student Induction by the Enrolment Officer
- c. Students complete the training plan and VFH_Induction Feedback and Course Acknowledgement Form
- d. LMS training is provided for students
- e. Student is given:
 - i. LMS Guide
 - ii. VFH Student Handbook
 - iii. VFH Booklet (government issue)
 - iv. Copy of Training Plan
 - v. VFH_Confirmation of Enrolment
- f. Campus tour is conducted using the 'VFH_Campus tour Checklist'
- g. Students leave
- h. Enrolment Officer:

- i. Emails 'VFH_Welcome Letter' to students that attended 'Induction Day'
- ii. Follows up with students that didn't attend induction
- iii. Uploads all new student documents to RTO (must be completed at the latest - 2 days after intake date)

8 Course Start

The Course Start stage involves students attending classes, 'RGIT Compliance Officer' conducts 'census checks', and Census Reminder

9.1 Students:

- a. Students arrive on their first day and sign in (VFH_Course Sign In Sheet)
- b. Students receive 'Request of VET FEE-HELP Assistance Form (Blue Form) and is informed that they will need to complete and return on or before census date.
- c. Trainer begins to train and assess.

9.2 Census Check: (2 weeks **after** Intake Date)

- a. RGIT Compliance Officer:
 - i. Conducts check on administration documents using 'Census Check Spreadsheet'
 - ii. Organises academic checks to be completed
 - iii. Conducts 'VFH_RGIT Integrity Check' by phone and records conversation
 - iv. Reports any issues or missing documents to TPP or RGIT Student Commencement Officer'

9.3 Census Reminder: (2 weeks (14 days) **before** Census Date)

- a. 'Student Commencement Officer' sends 'VFH_Census Reminder Letter & Invoice Notice' to students.
 - i. Email through RTO, using 'VFH_Census Reminder Letter & Invoice Notice Email' and attach 'VFH_Census Reminder Letter & Invoice Notice'
 - ii. Post hardcopy to students that are not in class on day that Census Reminder Letter & Invoice Notice is to be issued or hand to students that are in class.
 - iii. Uploads a copy of Census Reminder Letter & Invoice Notice to RTO

9 Census

The Census stage involves census eligibility requirements & outcome, administration process for census and reporting to the Government.

9.1 Census Eligibility Requirements & Outcome

(First Census ONLY – see 'VFH_Census Eligibility Procedure' for all census eligibility requirements)

For students to successfully 'pass census' a student must meet the following requirements:

- a. Meet all eligibility requirements in section 5.6 of this procedure
- b. Sign a training plan agreement
- c. Submit a 'Request for VFH assistance form' on or before the census date

- d. Submit at least 1 assessment task, if the unit runs longer than 4 weeks or the end date of the unit is after the census date **or** submit all assessments for ALL units where the unit completion date is before the census date, as per training plan by the census date.

9.2 Administration Process for Census

'Student Support Officer' needs to make the final decision on students eligible to 'pass census', to do this they must:

- a. Make sure all administration documentation is uploaded to RTO
- b. Update the VFH section in RTO
- c. Enrol student into 'Unit of Study' in RTO and update results
- d. Send 'student tracking sheet' to 'RGIT Compliance Officer'
- e. Issue CAN within 28 days of census

9.3 Reporting to the Government

'RGIT Compliance Office' conducts final check of both administration documents and academic requirements to make sure that all census requirements have been met before sending report to 'RGIT Student Services Team Leader' for reporting. RGIT Student Services Team Leader' then proceeds to report students to Government through HEPCAT.

10 Roles & Responsibilities

10.1 RGIT or TPP agent

- a. Makes first contact with prospective students
- b. Explains VFH and Courses
- c. Provide prospective students with enrolment pack
- d. Provides 'Marketing Officer' with completed forms

10.2 Marketing Officer

- a. Conducts pre-enrolment testing and collect eligibility documents
- b. Determines students eligibility into RGIT course
- c. Passes documentation to Enrolment/Commencement Officer

10.3 Enrolment/ Commencement Officer

- a. Creates administrative files (RTO, hardcopy and student tracking sheet)
- b. Send student details to RGIT IT Officer
- c. Creates all required documentation for students (COE, Training Plan etc)
- d. Organise and runs 'Induction Day'
- e. Uploads all student documentation to RTO

- 10.4 RGIT IT Officer
 - a. Adds students to LMS
 - b. Reports student login details to required parties
- 10.5 RGIT Compliance Officer
 - a. Conducts 'Census Check' and reports findings to relevant parties
 - b. Conducts 'RGIT integrity check'
 - c. Organises academic check to be completed
 - d. Reports students for census to 'RGIT Student Services Team Leader' after census
- 10.6 Student Support Officer
 - a. Checks to make sure all administration documentation are uploaded to RTO
 - b. Updates VFH section, enrolls students into the 'Unit of Study' and updates results in RTO
 - c. Sends 'student tracking sheet' to RGIT Compliance Officer'
 - d. Issues CAN's
- 10.7 RGIT Student Services Team Leader
 - a. Reports students that pass census to Government through HEPCAT

11 RGIT Version Control and Change History

Version Control	Date Effective	Approved By	Amendment
1	01/04/2016	Compliance Manager	First Version
1.1	31/05/2016		Updated to include NZ citizen requirements