Student Enrolment and Completion Policy and Procedures

Purpose

This policy and procedures outline Australian Federation College approach to student enrolment and completion. This ensures that the College recruit qualified students for its courses including having the necessary English language proficiency, educational qualifications and work experience.

Students are also given sufficient information to enable them to make informed decisions about studying with Australian Federation College. This policy and procedures ensure that there are structured processes in place for the enrolment of students, issuing of credit transfer and recognition of prior learning, changes to services and the issuing of certification documents on completion.

This policy meets the requirements of Standard 1, 3, 4, 5 and 7 and associated clauses of the Standards for RTOs 2015, as well as Standards 2 and 3 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

Policy

Enrolment

Information about the enrolment process is provided in Course Brochures and the International Student Handbook.

All students will be assessed for entry, ensuring they meet the entry requirements of the college and of the course before an Offer Letter and Written Agreement is produced. The entry requirements are included in each Course Brochure.

Throughout this process, no guarantee will be given that entry or completion of a course at Australian Federation College provides a guaranteed automatic entry to a course, nor will any guarantees be given with respect to possible migration and/or employment outcomes.

Australian Federation College strive to identify a student's needs during the enrolment process (and on an ongoing basis) to ensure that our services to each individual student are appropriately adjusted to allow for their individual requirements.

To ensure this the College make sure that prior to enrolment, each student (whether enquire directly or through an agent) is made aware of:

- the CRICOS course code, course content, qualification offered, modes of study including any online and/or work-based training, placements, other community-based learning and collaborative research training arrangements and assessment methods;
- requirements for acceptance into a course, including the minimum level of English language proficiency, educational qualifications or work experience required and whether course credit may be applicable;
- duration of course and holiday breaks, course award or other outcomes;
- location of our campus and a general description of facilities, equipment, and learning and library resources available to students;
- tuition and non-tuition fees including advice on the potential for fees to change during the student's course and applicable refund policies;
- details of any arrangements with another registered provider, person or business to provide the course or part of the course;

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- relevant information about the grounds on which the student's enrolment may be deferred, suspended or cancelled;
- link to ESOS framework, including official Australian Government material or links to materials online;
- the policy and process the registered provider has in place for approving the accommodation, support and general welfare arrangements for younger overseas students, where relevant. At this stage, Australian Federation College does not enrol ender 18 students; and
- information on living in Australia, including indicative costs of living and accommodation options.

On receipt of an application, a course entry interview will be conducted and a decision made on whether the student is suitable for the course based on the course entry interview and the documentation provided by the student in support of their application. Apart from assessing suitability of the student for their intended course, course entry interview also identifies possible support and assistance the student may require to successfully complete their course.

Students are informed in writing of enrolment decisions within 5 days of receipt of the enrolment form.

Where a student is accepted into the course they are provided with an **Offer Letter and Student Agreement** for signing to indicate their acceptance of the offer. The **Offer Letter and Student Agreement** meets all of the requirements of Standard 3 of the National Code. Australian Federation College will also remain adhered to Standard 7 of the National Code 2018.

Fees are only accepted concurrently with or following acceptance of the **Offer Letter and Student Agreement**s as per Australian Federation College Fees and Refunds Policy and Procedure.

Australian Federation College uses an AVETMISS compliant Student Management System to record all student information.

Records of all enrolment records including the **Offer Letter and Student Agreement** and associated receipts of payment are retained for at least 2 years.

Course Credit (Credit Transfer and RPL)

Credit towards a student's course can be provided by credit transfer or RPL. This means that students do not have to repeat units (or equivalent) already achieved and can be recognised for formal and informal learning, skills and experience.

Australian Federation College will review all AQF certification and authenticate it as part of the process of awarding credit.

Students who wish to apply for Credit Transfer and/or RPL will be provided with a **Credit Transfer and RPL Form**. The RPL process will be followed as per the Training and Assessment Policy and Procedures.

Student's will be advised in writing of the outcome of their application for credit transfer and/or RPL. Where the credit provided results in a reduction of the duration of the course and fees, this will also be advised in writing.

Changes to Services

Students are informed within 3 working days of any changes to services as documented in the Student Agreement, including where there are new third-party arrangements, changes to existing third-party arrangements and changes in ownership.

Where Australian Federation College is unable to offer a course prior to or following commencement, refunds will be accordance with the Fees and Refunds Policy and Procedures.

Completion

Students are issued with certification documentation following completion of their course. All certification documentation complies with Schedule 5 of the Standards and includes a mechanism to ensure it cannot be fraudulently reproduced.

Certification documentation will only be issued where the student's USI is on file and has been verified and where the student has paid their fees in full.

Certification will be issued within 30 days of completion subject to the payment of all fees. All certification documents issued are recorded in the Student Management System and are kept for a period of 30 years.

Confirmation of the issuing of certification documents will be provided to those who need to verify these documents.

Certification documents can be re-issued on request for an additional fee.

Procedures

1. Enrolment

1.1 In case of direct students request for enrolment, email '**Pre-enrolment Pack'** to students.

1.2 In case of student enrolment application received through agent (where completed enrolment form and supporting documents has been received), email 'Pre-enrolment Application Pack' to student along with an acknowledgement of application receipt as soon as possible (usually within 24 hours).

1.3 In case of direct student enrolment application, send an acknowledgement that the enrolment application has been received as soon as possible (usually within 24hours).

1.4 On receipt of an enrolment application, check that the enrolment form has been completed in full and that all supporting information and/or evidences has been provided.

1.5 Request for additional information and/or evidence if required.

1.6 Enter the student's details into the secure Student Management System.

1.7 Where the USI has not been received, make a note on the student's file that is to be completed at the orientation.

1.8 Verify all USIs, if and when available. Verification and/or creation of students USI can be done at: https://www.usi.gov.au/training-organisations

2. Couse Entry

2.1 Contact the student to arrange a suitable date and time for the course entry interview. This interview shall be conducted 'in person' or via a call.

2.2 Conduct the course entry interview using the Course Entry Interview Form.

2.3 Record student responses as accurately and as details as possible in the Course Entry Interview Form.

2.4 Once completed, make an assessment of whether the student is suitable for the course and additional support and assistance the student may need to undertake and complete their intended course.
This should also include an assessment of the student's English language proficiency, prior qualification and work experience (where applies) to ensure evidence is provided that the student satisfied the entry requirements specified for the course/s.

Generally, students are required to demonstrate English language proficiency through evidence of:
- An IELTS score of 5.5 (test results must be no more than 2 years old); or
- Having been educated for at least 5 years in an English-speaking country where the medium of instructions was in English; or
- Having completed at least a Certificate IV course in an Australian RTO within the last 2 years (check the Course Brochure for the level); or
- Completion of another English Language Test such as PTE and TOEFL (results should also be no more than 2 years old).

2.5 Compare scores to check equivalence to IELTS 5.5 as required using ECT or the following web sites:
- https://www.mentoroverseas.com/training/score-comparison/
- https://www.cambridgeenglish.org/Images/461626-cambridge-english- qualifications-comparing-scores-to-ielts.pdf

2.6 Where applies, file students work credentials such as resume and work evidence and verify using WCC.

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3. Credit Transfer

3.1 Review the student's **Application for Enrolment Form** to check if they wish to apply for Credit Transfer or RPL.

3.2 Send the student the **Credit Transfer and RPL Form** or direct them to download it from AFC website.

3.3 If students applied for Credit Transfer and submitted supporting certificate and transcript, then contact the issuing RTO to verify that the certificate is authentic.

3.4 Where the certificate is authentic, update the student's details on the Student Management System and advise the student of the reduction to their course duration and fees. The reduction in course duration will be as per the amount of time allocated in the timetable to the unit that the student has received credit for. See Fees and Refund Policy and Procedures for calculation for reduction of fees.

3.5 If Credit Transfer is processed prior to issuing Offer Letter and Written Agreement, then customise Offer Letter and Written Agreement as per credit transfer application outcome and issue eCOE accordingly while Finalising Enrolment Process.

3.6 If Credit Transfer application is processed after issuance of eCOE then report the change of course duration in PRISMS.

4. Recognition of Prior Learning

4.1 Review the student's **Application for Enrolment Form** to check if they wish to apply for Credit Transfer or RPL.

4.2 Send the student the **Credit Transfer and RPL Form** or direct them to download it from AFC website.

4.3 RPL applications are conducted as per the procedure described in the **Training and Assessment Policy and Procedures.**

4.4 Update the student's details on the Student Management System following the outcome of the RPL process and advise the student of the reduction to their course duration and fees as applicable. The reduction in course duration will be as per the amount of time allocated in the timetable to the unit that the student has received credit for. See **Fees and Refund Policy and Procedures** for calculation for reduction of fees.

4.5 If RPL is processed prior to issuing **Offer Letter and Written Agreement**, then customise **Offer Letter and Written Agreement** as per RPL application outcome and issue eCOE accordingly while finalising enrolment process.

4.6 If RPL application is processed after issuance of eCOE then report the change of course duration in PRISMS.

5. Finalisation of Enrolment Process

5.1 If the student is suitable for the course, customise the **Offer Letter and Student Agreement** for the student and send out to the student for signing. The signing of the **Offer Letter and Student Agreement** indicates the student has accepted all terms and conditions.

5.2 On receipt of the signed **Offer Letter and Student Agreement** and the first payment receipt by the student, create an eCoE in PRISMS following the instructions in the PRISMS User Guide.

5.3 Email eCOE to the student.

5.4 Use the **Student File Checklist Form** to confirm all the information has been collected.

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5.5 Email orientation invitation along with the **Orientation Schedule** to the student at least one (1) week prior to the course commencement date.
5.6 Record student details on **Term Enrolment and Orientation Register**.
5.7 Complete **Student File Checklist Form**.

6. Orientation (Course Commencement)

6.1 Email orientation reminder to students as per **Term Enrolment and Orientation Register**, 1 week before the scheduled orientation.
6.2 Conduct orientation as per **Orientation Schedule**.
6.3 Update student details including current address, contact phone and email, emergency contact and/or next of kin, OSHC, individual support needs (where relevant) and USI.

7. Student File Management

7.1 Update student records on the Student Management System and/or hard copy file (where relevant) throughout the course according to relevant events such as course progress and attendance, support, course credit, course transfer, deferral, suspension and withdrawal and disciplinary action.
7.2 Details of all communications with students must be recorded on individual student file on the Student Management System. Refer to all of the relevant policies and procedures for student file management.
7.3 Update the agreement based on any changes that occur once the student has enrolled (this also includes changes to third party arrangements including new third-party agreements or changes in ownership). Send to the student for agreement within 3 working days and signing and adjust fees and the CoE as required.

8. Completion

Issuing Certification Documents

8.1 Immediately record student assessment outcomes on the Student Management System on receipt of assessed work from trainers/assessors.
8.2 Recognise when all units of competency have been completed by the student (or the student's enrolment has otherwise ended) and commence the process to produce certification documents.
8.3 Check whether the student has paid all fees and charges.
8.4 Check whether the student's verified USI is on file.
8.5 Contact the student immediately regarding unpaid fees and charges and/or outstanding USI, if applicable. As a matter of priority, student should be called first and advised the situation followed by an email to resolve this ungently. It should be noted however that active collection of the student's fees in accordance with the agreed fee schedule and early verification of the student's USI (at their enrolment) must occur in order to prevent these issues hindering the timely completion of the certification process.
8.6 Once all fee payment is confirmed and the student's USI is verified, populate the testamur and record of results or statement of attainment with the student and award details on parchment paper.
8.7 Check to ensure all details are correct on the printed testamur and record of results or statement of attainment.

8.8 Have the certification documents ready within **15 working days** of the student having been assessed as meeting all of the requirements of their course (and having paid all of their fees and charges) and provide to the CEO/PEO.

8.9 The CEO/PEO is to then retrieve the Australian Federation College seal and stamp on the certification documents. **Note.** The Australian Federation College seal is to remain in a secure place such as a locked desk drawer or locked office cabinet. This should only be accessible by the CEO/PEO and other authorised representatives. The seal along with the physical signing of the certification documents are key attributes which seek to prevent the fraudulent production of the certification documents issued by the College. The security of the seal and the restricting the authorisation to sign certification documents are important components to maintain the integrity of the Australian Federation College certification and compliance with the Standards for Registered Training Organisations.

8.10 With the certification documents now authorised, it is to be issued to the student. The Administration (accounts) officer is to make a note in the student notes that the certification document was dispatched to the student (Registered Post) or alternatively handed to the student directly if this opportunity is available. **Note.** At no time is the certification documents to be handed to any third party unless the student has provided written and signed instructions for this to occur and these instructions are confirmed with the student via a telephone conversation. In such instances, these details are to be recorded within the Student Management System and any written instructions received from the student are to be retained on their student file. At no time are certification documents to be issued electronically. There are no exceptions to this requirement. For further details, see the following instructions.

8.11 Certification documents must be handed or mailed to students within **20 working days** of the student having been assessed as meeting all of the requirements of their course.

8.12 Retain the student's certification on file for a **period of 30 years**.

8.13 Retain all students' details for a **minimum of 2 years.**

8.14 Retain all students' assessment evidence for a **minimum of 6 months.**

Giving-out/ Handing-out Certification Documents

8.15 Issued *Certificate Documentation* must be scanned and kept in the SMS and in the student folder. This should be done once the Certificate Documentation is issued (signed by the PEO and/or delegate).

8.16 Ensure that the completed and signed "*Request for Record of Results and Testamur*" form is *available in the student folder and in SMS*.

8.17 If the *Certificate Documentation* is *collected by a third-party* then their *details are recorded* in the "Request for Record of Results and Testamur" from and authorised by the student. A copy of the authorised *third-party's identity must be kept* in the student folder and in the SMS.

8.18 The student should complete the AQTF survey prior to picking up their Certificate Documentation.

8.19 The "*Certificate Issuance Register*" must be *correctly updated*.

8.20 The student or their authorised representative *must sign* in the *Certificate Collection Register*.

8.21 An *SMS entry must* be recorded in the SMS under the note type "Certificate Issuance".

Re-issue of Certification Documents

8.22 Re-issues will only be produced for the individual to whom the testamur and record of results or statement of attainment was originally issued. The individual must make a written request to Australian Federation College for a re-issue and must verify their identity by providing a license, birth certificate, passport or another formal identity document in support of the request.

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8.23 All reissues are to be authorised only by the CEO/PEO. No other staff member of the college is authorised to re-issue certification documents.

8.24 All re-issues issued by Australian Federation College will be replicas of the original documents.

8.25 Australian Federation College will cross-check the information for the relevant certification document with the photocopy or scan of the original which has been retained in the student file.

8.26 Once authorised, the re-issue is to be issued to the student. A photocopy or scanned copy is to be retained by Australian Federation College on the student's file and will be clearly labelled as being a re-issue. The written request from the student for re-issue will also be retained alongside the photocopy of the reissue.

8.27 Certification documents being issued via the post are to be sent only by registered mail.

Cancellation of Certification Documents

8.28 Australian Federation College may cancel an award if it was issued in error or it was found that the award was based on false or misleading representations. If the College cancels the student's award, the student will be advised in writing. The student must return the cancelled award to Australian Federation College within 21 days of receiving written notice from the College. The student has the right to appeal this decision. We may also inform Law Enforcement agencies in case of serious fraud after management meeting.

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Responsibilities

Student Admission/Support/Reception/Administration Officer will be responsible for:

- checking all incoming applications for enrolment.
- sending '**Pre-enrolment Pack'**, eCOE, OSHC information, **Orientation Schedule** etc. to students.
- populating and sending out **Offer Letters and Student Agreement**.
- updating **Term Enrolment and Orientation Register**.
- using the student management system and updating student records.
- student file maintenance.
- conducting Course Entry Interview and assessing outcome, as required.
- issue eCOE, as required.
- conducting orientation.
- undertake Giving-out/Handing-out Certificate Documentation activities.

Accounts Officer will be responsible for:

- accurately managing, recording and reporting financial activities.
- accurately update financial records in Xero.

Student Wellbeing/Academic Coordinator will be responsible for:

- provide general counselling and support to students as required.

Trainers and assessors are responsible for:

- accurately recording student attendance on Attendance Sheet.
- promptly assessing students' assessments and giving outcome and evidence to Administration Officer for processing.
- conducting and assessing RPL.

The Academic Coordinator (or a delegate) will be responsible for:

- conducting Course Entry Interview and assessing outcome, as required.
- issue eCOE, as required.
- conducting orientation, as required.
- process Credit Transfer Application and RPL applications and Certification Documents.
- issuing notices of intention to report.

The CEO/PEO (or a delegate) will be responsible for:

- issuing Certification Documents.
- oversee overall student enrolment and completion activities.