

Enrolment

Policies and associated procedures in this section:

- Student Enrolment and Completion Policy and Associated Procedures
- Fees and Refunds Policy and Procedure.

Supporting resources and checklists (not included in this document) that are associated with this phase of the student journey:

- Application for Enrolment Form – International Students
- Course Entry Interview Form
- Offer letter and International Student Agreement
- First Warning Letter for Non-Payment of Fees
- Second Warning Letter for Non-Payment of Fees
- Notice of Intention to Report for Non-Payment of Fees
- Refund Application Form.

The documents above can be found in the Enrolment Supporting Documents folder.

Student Enrolment and Completion Policy and Associated Procedures

Purpose of the policy

This policy and associated procedures outline Australian College of Vocational Education and Training's approach to student enrolment and completion. This ensures 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 certificates on completion.

This policy and associated procedures meet the requirements of Standard 1, 3, 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 statements

Enrolment

- Information about the enrolment process is provided in Course Brochures and the International Student Handbook.
- Applicants must meet the entry requirements in order to be accepted into a course. The entry requirements are included in each Course Brochure.
- 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.
- 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. Fees are only accepted concurrently with or following acceptance of the Offer Letter and Student Agreements as per Australian College of Vocational Education and Training Fees and Refunds Policy and Procedure.
- Australian College of Vocational Education and Training 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.

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 College of Vocational Education and Training will review all AQF certification and authenticate it as part of the process of awarding credit.
- Applicants who wish to apply for RPL will be provided with a Candidate Kit. The RPL process will be followed as per the Training and Assessment Policy and Associated Procedures.
- Applicants 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 advising 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 College of Vocational Education and Training is unable to offer a course prior to or following commencement, refunds will be in accordance with the Fees and Refunds Policy and Associated 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 certificates issued are recorded in the Student Management System and are kept for a period of 30 years.
- Confirmation of the issuing of certificates will be provided to those who need to verify certificates.
- Certificates can be reissued on request.

Procedures

1 Process enrolment

- 1.1 Provide application for enrolment forms to applicants on request.
- 1.2 On receipt of an enrolment, check that the enrolment form has been completed in full and that all supporting information has been provided.
- 1.3 Send an acknowledgement that the enrolment form has been received within 3 working days of receipt. Request additional information not provided as relevant.
- 1.4 Enter the applicant's details into the secure Student Management System.
- 1.5 Where the USI has not been received, make a note on the applicant's file that it is to be completed at the orientation.
- 1.6 Verify all USIs.

2 Conduct course entry interview

- 2.1 Contact the applicant to arrange a suitable date and time for the course entry interview. This should be within 4 working days of receipt of the application for enrolment.
- 2.2 Conduct the course entry interview using the Course Entry Interview form.
- 2.3 Complete the Course Entry Interview form including an assessment of whether the applicant is suitable for the course.

This should also include an assessment of the student's English language proficiency to ensure evidence is provided that the student satisfied the entry requirements specified for English language proficiency.

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; or
- having completed at least a Certificate III level or 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).

- 2.4 Compare scores to check equivalence to IELTS 5.5 as required using the following websites:

<https://www.mentoroverseas.com/training/score-comparison/>

<https://www.cambridgeenglish.org/Images/461626-cambridge-english-qualifications-comparing-scores-to-ielts.pdf>

3 Process credit transfer

- 3.1 Review the student's application for enrolment form to check if they wish to apply for credit.
- 3.2 If the applicant has not included the required evidence but has indicated they wish to apply for credit transfer, contact them to provide the certificate.
- 3.3 Contact the issuing Australian College of Vocational Education and Training 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 Refunds Policy and Associated Procedures for calculation for reduction of fees.
- 3.5 Issue the student's CoE with the reduced duration.
- 3.6 Report the change of course duration in PRISMS.

4 Process Recognition of Prior Learning

- 4.1 Review the student's application for enrolment form to check if they wish to apply for RPL.
- 4.2 Send the student the Candidate Kit.
- 4.3 RPL applications are conducted as per the procedure described in the Training and Assessment Policy and Associated 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 Refunds Policy and Associated Procedures for calculation for reduction of fees.
- 4.5 Report the change of course duration in PRISMS.

5 Finalise enrolment process

- 5.1 If the applicant is suitable for the course, create a student file.
- 5.2 Verify the student's USI or create a USI for the student following the procedures for such at: <https://www.usi.gov.au/training-organisations>
- 5.3 Customise the Offer Letter and Student Agreement for the student and send out to the student for signing. This should occur within 5 working days of receipt of the application for enrolment. The signing of the Offer Letter and Student Agreement indicates the student has accepted all terms and conditions.

- 5.4 On receipt of the signed Offer Letter and Student Agreement, send out an invoice for the first payment.
- 5.5 Following receipt of the first payment by the student, create a CoE in PRISMS following the instructions in the PRISMS User Guide.
- 5.6 Use the student file checklist to confirm all the information has been collected.

6 Manage student files

- 6.1 Update student files throughout the course according to relevant events including but not limited to course progress and attendance, support, course credit, course transfer, deferral, suspension and withdrawal and disciplinary action. Refer to all of the relevant policies and procedures for student file management.
- 6.2 Update Student Agreements as relevant 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 of signing and adjust fees and the CoE as required.
- 6.3 Send out emails to students every 6 months requesting advice of any change of contact details (note students are also required to provide these within 7 days of any change).
- 6.4 Update student details as required based on changes to contact details.

7 Finalise certification

- 7.1 Immediately record student assessment outcomes on the Student Management System on receipt of marked work from trainers/assessors.
- 7.2 Once all units have been completed, check that the student has paid all fees and charges.
- 7.3 Contact the student in writing regarding unpaid fees and charges if applicable.
- 7.4 Check the student's USI is on file and contact the student in writing if this has not been received.
- 7.5 Populate the testamur and record of results or statement of attainment with the student and award details.
- 7.6 Sign certification (authorised signatory).
- 7.7 Have the certification ready within 10 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).

- 7.8 Retain the student's certification on file for a period of 30 years.
- 7.9 Advise the student via email that their certificate is ready for collection or email an electronic version or send via post.
- 7.10 Retain all student details including assessment outcomes for a minimum of 2 years.

Responsibilities

The Administration and Student Support Officer will be responsible for:

- checking all incoming applications for enrolment
- populating and sending out Offer Letters and Student Agreements
- invoicing
- using the student management system
- student file maintenance
- issuing certification.

The CEO/RTO Manager will be responsible for:

- conducting course entry interviews and approving student applications.
- reviewing and approving all applications for credit transfer.
- coordinating notification of changes to services and updating agreements.

Trainers and assessors are responsible for conducting RPL.

Fees and Refunds Policy and Associated Procedures

Purpose of the policy

This policy and associated procedures outline Australian College of Vocational Education and Training approach to the effective and fair management of fees, charges and refunds. This ensures that support is provided to students to assist them to complete their studies.

This policy and associated procedures meet the requirements of Clauses 5.3 and 7.3 and Schedule 6 of the Standards for RTOs 2015 and Standards 2 and 3 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018, as well as the ESOS Act 2000 and the ESOS (Calculation of Refund) Specification 2014.

Policy statements

Information about fees and charges

Australian College of Vocational Education and Training is committed to providing students with information about all fees and charges associated with a course, as well as its refund policy and processes.

Prospective students can access information about fees and charges and refunds in the International Student Handbook and Course Brochure.

Enrolling students are fully informed of all fees and charges and the refund policy in the Offer Letter and Student Agreement.

The Offer Letter and Student Agreement includes details of all applicable fees and charges, including the application fee, tuition and non-tuition fees and the payment schedule for such and payment options. It also describes the student's consumer rights, including the right to a cooling off period depending on the relevant state/territory requirements.

Students are advised of the potential for fees and charges to change over the duration of their course.

Students are advised of any statutory cooling off period in their Offer Letter and Student Agreement.

All fees and charges will be reviewed annually and all marketing material and student information will be updated accordingly. New fees and charges will generally only apply to incoming students.

Additional fees that may apply in addition to tuition and non-tuition fees include:

Additional fees that may apply	Amount
Deferral fee	Nil
Reassessment fee (students have a total of 2 attempts and any attempt thereafter will incur the stated fee).	\$100
Fees for late payment of course fees	\$100 per week for each week the payment for course fees is delayed
Credit transfer	Nil
RPL	Application fee of \$250

	Unit fee \$500
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Fee protection

Fees paid by students are protected as follows:

- Domestic students: students pay up to a maximum of \$1,500 in advance for services not yet provided.
- International students: international student fees are protected through the following mechanisms:
 - Maintaining a sufficient amount in the Australian College of Vocational Education and Training account so that so that it is able to repay all tuition fees already paid.
 - Through membership of the Tuition Protection Scheme (TPS). The role of the TPS is to assist international students where the Registered Training Organisation is unable to fully deliver their course of study. The TPS ensures that international students are able to either complete their studies in another course or with another education provider or receive a refund of their unspent tuition fees.
 - In addition, international students are not required to pay more than 50% of course fees prior to commencement, except where a course is less than 26 weeks. However, any international student may choose to pay their fees in full or a greater amount than 50%.

Payments

Payment options are specified in the Offer Letter and Student Agreement.

All fees and charges are to be paid by the date indicated on the invoice. However, where a student is unable to make a payment by the specified date, alternative arrangements may be made by contacting the office.

All payments are to be made by bank transfer into a specified account, the details of which are provided to students. Australian College of Vocational Education and Training will maintain a sufficient amount in the account so that it is able to repay all tuition fees already paid.

Where fees are overdue and the student has not made alternative arrangements, a first warning, second warning and notice of intention to report regarding non-payment of fees will be sent to the student as follows:

- First warning letter: failing to pay an invoice within 5 days of receipt or contacting RTO to make alternative arrangements.
- Second warning letter: failing to pay an invoice within 5 days of receipt of the first warning letter or contacting RTO to make alternative arrangements.
- Notice of intention to report: failing to pay an invoice within 5 days of receipt of the second warning letter or contacting RTO to make alternative arrangements.

Following cancellation of enrolment due to non-payment of fees, the debt will be referred to a debt collection agency.

All receipts of payments are kept for a minimum of 2 years following the student's completion of their course.

Credit transfer and RPL

A reduction of fees can apply for any units granted through credit transfer and RPL. The course tuition fees should be divided by the number of units and then the reduction applied per unit for the applicable number of units. This should be shown on the invoice.

Refunds

Refunds for international students are calculated in accordance with the ESOS framework.

All application fees are non-refundable except where Australian College of Vocational Education and Training cancels a course prior to commencement due to insufficient numbers or other unforeseen circumstances, including a sanction being imposed on the RTO.

Where the Australian College of Vocational Education and Training cancels a course either before or after commencement, students will receive an automatic refund and do not need to complete the Refund Application Form. This will be provided within 10 working days of the default.

In all other circumstances, students are required to complete a Refund Application Form which can be accessed from our office. This form must be submitted within 10 working days of the event that led to the request for the refund. The outcome of the refund assessment will be forwarded to the student in writing within 20 working days, as well as any applicable refund.

Refunds will be paid to the person or entity from whom the original payment was received and in Australian Dollars.

The refund policy does not remove the right of the student to take further action under Australian Consumer Law.

Domestic student refunds

In addition to the above circumstances, refunds for domestic students will be calculated as follows:

<i>Circumstance</i>	<i>Refund due</i>
Australian College of Vocational Education and Training cancels course before commencement due to insufficient numbers or other unforeseen circumstances, including a sanction being imposed on the RTO (known as provider default).	Full refund of all fees.
Australian College of Vocational Education and Training cancels course due to unforeseen circumstances, including a sanction being imposed on the Australian College of Vocational Education and Training (known as provider default).	Application fee not refunded. Full refund of all unspent fees calculated as follows: Weekly tuition fee multiplied by the weeks in the default period (calculated from the date of default).

<i>Circumstance</i>	<i>Refund due</i>
Student withdraws up to 4 weeks prior to course commencement.	Application fee not refunded. Refund of all other fees and charges.
Student withdraws less than 4 weeks prior to course commencement.	Application fee not refunded. Refund of 90% of all other fees and charges.
Student withdraws after commencement.	No refund. Fees for full study period (term) to be paid.
Student's enrolment is cancelled due to disciplinary action.	No refund. Fees for full study period (term) to be paid.
The student has supplied incorrect or incomplete information causing RTO to withdraw the offer of the course prior to commencement.	No refund. Fees for full study period (term) to be paid.

International student refunds

In addition to the above circumstances, refunds for international students will be calculated as follows:

<i>Circumstance</i>	<i>Refund due</i>
Australian College of Vocational Education and Training cancels course before commencement	Full refund of all fees.
Australian College of Vocational Education and Training cancels course following commencement	Full refund of all unspent fees calculated as follows: Weekly tuition fee multiplied by the weeks in the default period (calculated from the date of default).
Australian College of Vocational Education and Training has not provided an Offer Letter and Student Agreement that meets the requirements of the National Code 2018.	Full refund of all unspent fees calculated as follows: Weekly tuition fee multiplied by the weeks in the default period (calculated from the date of default).
Student withdraws up to 4 weeks prior to course commencement.	Application fee not refunded. Refund of all other fees and charges.
Student withdraws less than 4 weeks prior to course commencement.	Application fee not refunded.

<i>Circumstance</i>	<i>Refund due</i>
	Refund of 90% of all other fees and charges.
The student does not commence on the agreed start date and has not previously withdrawn.	No refund. Fees for full study period (term) to be paid.
Student withdraws after commencement.	No refund. Fees for full study period (term) to be paid.
Student's enrolment is cancelled due to disciplinary action.	No refund. Fees for full study period (term) to be paid.
Student breaches a visa condition.	No refund. Fees for full study period (term) to be paid.
The student has supplied incorrect or incomplete information causing Australian College of Vocational Education and Training to withdraw the offer of the course prior to commencement.	No refund. Fees for full study period (term) to be paid.
The student is refused a visa because they did not pay start their course at the agreed location on the agreed starting day or they withdrew from their course with Australian College of Vocational Education and Training or they did not pay an amount due.	No refund. Fees for full study period (term) to be paid.
The student is refused a visa and therefore does not commence their course on the agreed starting day or withdraws from the course on or before the agreed starting day because of the visa refusal.	The total amount of all course fees (tuition and any non-tuition fees) received or less whichever is the lower amount of 5% of the total amount of the fees or the sum of \$500.
The student is refused a visa and has already commenced their course.	The total amount of all course fees (tuition and any non-tuition fees) received for less whichever is the lower amount of 5% of the total amount of the fees or the sum of \$500.

Procedures

1 Process invoices

- 1.1 Set up invoices in the accounting system as per the payment schedule in the signed Offer Letter and Student Agreement.
- 1.2 Send out invoices to students according to the payment schedule.
- 1.3 Once the invoice has been paid, send out a receipt of payment from the accounting system.
- 1.4 Record payment in PRISMS following recording payment instructions included in the PRISMS user guide.
- 1.5 Keep all receipts of payments for a minimum of 2 years after the student has completed their course.

2 Manage overdue fees

- 2.1 Check accounting system for overdue payments.
- 2.2 Send out a payment reminder through the accounting system for overdue fees. Give a further 5 days for payment.
- 2.3 Where invoices remain unpaid following the reminder, send out a First Warning Letter for non-payment of fees.
- 2.4 If fees remain unpaid after a further 5 days, follow up with a Second Warning Letter for non-payment of fees.
- 2.5 If fees remain unpaid after a further 5 days, follow up with a Notice of Intention to Report for non-payment of fees.
- 2.6 Where the student does not pay their fees and does not appeal the decision, report provider decision to cease enrolment for non-payment of fees on PRISMS within 31 days of the withdrawal being processed and according to the instructions provided in the PRISMS user guide.

3 Process refunds

- 3.1 For provider default notify students in writing using the Student Notice of Default Form within 3 working days of the default occurring.
- 3.2 Transfer the refund to the person who made the payment.
- 3.3 Process all other refunds according to the refund table and on receipt of a request for refund from a student on Application for Refund form.
- 3.4 Update the accounting system with details of payments made.

4 Notify of provider default

- 4.1 In relation to provider default, notify in writing ASQA and the TPS of the default within 3 working days of it occurring using the Notice of Provider default form.
- 4.2 Submit a Notice of Discharge of Obligations to ASQA and the TPS advising of the actions taking and within 7 days of completing all required actions.
- 4.3 In relation to provider default, notify in writing to ASQA and the TPS of the default within 3 working days of it occurring using the Notice of Provider default form.

Responsibilities

The Administration and Student Support Officer is responsible for issuing invoices, following up on overdue fees and issuing warning letters and a cancellation notice for non-payment of fees and issuing refunds.

The CEO/RTO Manager is responsible for:

- discussing and adjusting student financial arrangements if required, assessing refund applications and approving refund payments.
- for provider default notification.