



## CRICOS ENROLMENT PROCEDURE

### RELEVANT STANDARD(S):

<a href="#">Standards for Registered Training Organisations (RTOs) 2015</a>	<b>Chapter 2—Enrolment:</b> <ul style="list-style-type: none"> <li>▪ Clause 5.1 – 5.3</li> </ul> <b>Chapter 4 – Training and Assessment</b> <ul style="list-style-type: none"> <li>▪ Clause 1.7, 1.12</li> </ul>
<a href="#">National Code of Practice for Providers of Education and Training to Overseas Students 2018</a>	<b>Standard 2</b> Recruitment of an overseas student: <ul style="list-style-type: none"> <li>▪ Clause 2.2</li> </ul> <b>Standard 3</b> Formalisation of enrolment and written agreements: <ul style="list-style-type: none"> <li>▪ Clause 3.1 – 3.6</li> </ul>

### Enrolment Procedure

<b>PURPOSE</b>	<p>To ensure complete and accurate enrolment, according to the provisions of the Enrolment Policy.</p> <p>Changes to this procedure may only be made upon approval of the CEO.</p>
<b>ROLE UNDERTAKING TASK</b>	Admissions Team
<b>DOCUMENT UPDATE</b>	17/04/2021

### Handling Course Enquiries

No.	Person/s Responsible	Steps to take
1	Clients / Potential Students	(1) Make an enquiry via email, phone or in person
2	Sales / Admin staff	(1) Answer enquiry using most up-to-date references  (2) Provide reference to relevant information, particularly: <ol style="list-style-type: none"> <li>a. Website</li> <li>b. Course Information</li> <li>c. Fees and Terms and conditions</li> <li>d. Policies and Procedures</li> <li>e. Student Handbook</li> <li>f. Enrolment Application Form</li> </ol> <p>NOTE: The student handbook, policies and procedures, course information (brochures) and terms and conditions must be publicly accessible via the website. Direct the enquiry to the required information AND email relevant documents. In particular, send the student a copy of the following:</p> <ol style="list-style-type: none"> <li>a. Course brochure (or link to the course information on the website)</li> <li>b. Student handbook (or link to the student handbook)</li> </ol>



		<ul style="list-style-type: none"> <li>c. Policies and procedures (or link to the online version)</li> <li>d. Fees and terms and conditions (or link to the online version)</li> </ul> <p>(2) When student is ready to enrol, schedule the student for an interview with the enrolment coordinator. The interview will:</p> <ul style="list-style-type: none"> <li>a. assess if the student requires any additional support (in relation to LLN, disabilities and/or any chronic conditions that may affect the student's ability to undertake the course)</li> <li>b. determine if the student is eligible for RPL or credit recognition</li> <li>c. determine the most suitable delivery strategy for the student</li> </ul> <p><i>NOTE: if sales / admin staff is same as enrolment coordinator, proceed with the interview when student is ready to enrol.</i></p> <p>(3) Proceed to <u>Enrolment Procedures</u> for next steps.</p>
3	Sales / Admin staff	<p>(1) If you notice any inconsistencies or outdated information on any of the marketing resources available to potential students, report it to the Marketing Team immediately.</p> <p>(2) Send an email to the Marketing Team including details of the issues identified.</p> <ul style="list-style-type: none"> <li>a. Use subject title '<i>Marketing update required: xxx</i>'</li> <li>b. For example, '<i>Marketing update required: incorrect course dates for TAE40116</i>'</li> <li>c. Provide links and references, where relevant.</li> </ul> <p>(3) The Marketing Team must respond in writing to acknowledge your email.</p> <p>(4) Critical Issues</p> <ul style="list-style-type: none"> <li>a. If the issue is critical/urgent (e.g. providing incorrect information about the course, missing critical information, and/or causing confusion with students), follow up with the Marketing Team <u>daily</u> until you receive a written acknowledgement.</li> <li>b. Should you not receive a written acknowledgement within <u>2 business days</u>, notify the Marketing Manager immediately by forwarding the details to the Marketing Manager via email.</li> </ul> <p>(5) Minor / Non-Critical Issues</p> <ul style="list-style-type: none"> <li>a. If the issue is minor/non-critical/non-urgent (e.g. typographical error, aesthetic issues, etc.) follow up with the Marketing Team weekly until you receive the written acknowledgement</li> <li>b. Should you not receive a written acknowledgement within <u>2 weeks</u>, notify the Marketing Manager immediately by forwarding the details to the Marketing Manager via email.</li> </ul>



### Pre-Enrolment Procedure – International Students

No.	Person/s Responsible	Steps to take
1	Admissions Officer	<p>(1) When student is ready to enrol, collect and assess completed pre-enrolment documents and pre-requisite requirements (if applicable):</p> <ol style="list-style-type: none"> <li>Necessary course requirements / pre-requisite requirements</li> <li>ID and supporting documents for processing and filing</li> <li>USI Number</li> </ol> <p>(2) Ensure all forms are filled out correctly, signed and dated.</p>
2	Enrolment coordinator	<p>LLN Assessment</p> <p>(1) Where the learner has prior learning and/or professional experience that demonstrate his/her learning, literacy and numeracy skills to be sufficient for the intended course:</p> <ol style="list-style-type: none"> <li>document findings and reasons in the Pre-Enrolment Assessment Form</li> <li>advise the learner to inform his/her trainer should he/she require LLN support at any point within the duration of the course, in which case, refer to <u>Additional Support Policy and Procedure</u> for more details.</li> <li>defer LLN assessment</li> </ol> <p>(2) Where the learner does not have any relevant prior learning and/or professional experience:</p> <ol style="list-style-type: none"> <li>Ask the learner if he/she foresees any potential challenges related to learning, literacy and numeracy <ol style="list-style-type: none"> <li>If learner answers yes, send the learner the LLN assessment. Explain to the learner: <ol style="list-style-type: none"> <li>that the LLN assessment is used to determine the level of LLN support required by the student</li> <li>that students will not be recommended to proceed with the course if they do not meet the minimum LLN skills required to undertake the course</li> <li>that students who are unable to complete the course due to LLN issues will not be given a refund if they proceed with the course against recommendation</li> </ol> </li> <li>If the learner answers no: <ol style="list-style-type: none"> <li>explain to the learner that he/she may waive the LLN assessment,</li> <li>if at any point during the course he/she requires LLN support, the learner must inform his/her trainer to receive support available,</li> </ol> </li> </ol> </li> </ol>

3. if the learner is unable to complete the course due to LLN issues, no refund will be given if student has deferred LLN assessment

NOTE: refund may be given to students who are unable to undertake the course due to LLN challenges not identified by High Skilled Training and Education Australia, unless student decides to enrol against the RTO's recommendation.

**Additional Requirements – International Students**

- (1) In addition to the LLN requirements outlined above, international students are also required to submit evidence of any one of the following:

English language tests			
Item	Column 1: Test name	Column 2: Acronym/ also known as	Column 3: Minimum test score
1	International English Language Testing system	IELTS Test	<ul style="list-style-type: none"> <li>▪ Overall band score 5.5; or</li> <li>▪ Overall band score 5 if packaged with at least 10 weeks' ELICOS; or</li> <li>▪ Overall band score of 4.5 if packaged with at least 20 weeks' ELICOS.</li> </ul>
2	Test of English as a Foreign Language internet-based test	TOEFL iBT	<ul style="list-style-type: none"> <li>▪ 46; or</li> <li>▪ 35, if packaged with at least 10 weeks' ELICOS ; or</li> <li>▪ 32, if packaged with at least 20 weeks' ELICOS.</li> </ul>
3	Cambridge English: Advanced (CAE) test	Certificate in Advanced English	<ul style="list-style-type: none"> <li>▪ 162; or</li> <li>▪ 154, if packaged with at least 10 weeks' ELICOS; or</li> <li>▪ 147, if packaged with at least 20 weeks' ELICOS.</li> </ul>
4	Pearson Test of English Academic	PTE	<ul style="list-style-type: none"> <li>▪ 42; or</li> <li>▪ 36, if packaged with at least 10 weeks' ELICOS; or</li> <li>▪ 30, if packaged with at least 20 weeks' ELICOS.</li> </ul>
5	Occupational English Test	OET	<ul style="list-style-type: none"> <li>▪ a score of at least B for each test component of the OET.</li> </ul>



		<p>(2) International Students must meet the language proficiency requirements in accordance with <a href="https://www.legislation.gov.au/Details/F2018C00474">https://www.legislation.gov.au/Details/F2018C00474</a> .</p> <p>(3) International Students must submit the required language proficiency evidence along with the completed enrolment form. Proceed to <u>Enrolment Procedure</u> for more details.</p> <p>Eligibility for Recognition</p> <p>(1) Where the student declares he/she holds units of competency that may be credited towards the completion of the course, refer to RPL and Credit Transfer Procedure.</p> <p>(2) Where student has declared he/she holds relevant prior training and/or professional experience that may be credited towards the completion of the course, AND meets eligibility requirements, refer to RPL and Credit Transfer Procedure.</p>
3	Enrolment coordinator	<p>(1) Check availability of slots, where relevant, e.g. F2F classes.</p> <p>(2) Where relevant, send the student:</p> <ol style="list-style-type: none"> <li>Enrolment form</li> <li>LLN assessment (see step 2 for details)</li> <li>RPL application form</li> <li>Credit transfer form</li> </ol>
4	Student	<p>(1) Student to complete all required forms:</p> <ol style="list-style-type: none"> <li>Enrolment form</li> <li>LLN assessment (where relevant)</li> <li>RPL application form (where relevant)</li> <li>Credit recognition form (where relevant)</li> <li>Supporting evidence requirements (where relevant, see corresponding Enrolment Checklist)</li> </ol>
5	Enrolment coordinator	<p>(1) Ensure all forms are filled out correctly, signed and dated.</p> <p>Enrolment form</p> <p>(2) Ensure all details are filled out correctly</p> <p>(3) For students enrolling to a non-CRICOS course, ensure the student is NOT on student visa</p> <p>(4) For students enrolling to a CRICOS course, see <u>Enrolment Procedure – International Students</u> for complete details.</p> <p>(5) Ensure student provides USI number</p> <p>LLN Assessment</p> <p>(6) Using the LLN Marking Guide, mark the student’s LLN assessment:</p>



		<ol style="list-style-type: none"> <li>a. Where the student meets the minimum LLN score required, proceed with enrolment</li> <li>b. Where student does not meet the minimum LLN score required, advise student accordingly:             <ol style="list-style-type: none"> <li>i. Provide student LLN score and explain the minimum score requirement for the course</li> <li>ii. Provide student list of LLN support available</li> <li>iii. Provide student option to defer enrolment until minimum LLN requirement is met</li> <li>iv. Provide student option to proceed with enrolment under the following conditions:                 <ol style="list-style-type: none"> <li>1. The learner will meet with his/her trainer/assessor to discuss any additional support and/or reasonable adjustments to the course delivery that may be required (If the student selects this option, refer student to the Trainer.</li> <li>2. The learner will sign an agreement stating that he/she has been advised in relation to his/her LLN scores and potential challenges that he/she may encounter should he/she decide to proceed with the enrolment</li> <li>3. The learner will not receive any refunds should the learner be unable to complete the course due to LLN issues</li> </ol> </li> </ol> </li> </ol> <p>RPL Application and Credit Recognition (7) Proceed to RPL and Credit Transfer for more details</p>
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### Pre-Enrolment Procedure – Domestic Students

No.	Person/s Responsible	Steps to take
1	Admissions Officer	<ol style="list-style-type: none"> <li>(1) When student is ready to enrol, collect and assess completed pre-enrolment documents and pre-requisite requirements (if applicable):             <ol style="list-style-type: none"> <li>a. Necessary course requirements / pre-requisite requirements</li> <li>b. ID and supporting documents for processing and filing</li> <li>c. USI Number</li> </ol> </li> <li>(2) Ensure all forms are filled out correctly, signed and dated.</li> <li>(3) Ensure the student is NOT on student visa</li> </ol>
2	Trainer/ Assessor	<ol style="list-style-type: none"> <li>(1) As part of the pre-enrolment assessment, students are required to go through an initial pre-enrolment interview with one of High Skilled Training and Education Australia's trainers and assessors*. This pre-enrolment interview will be done via online platforms such as Zoom and Microsoft Teams, where</li> </ol>



	Admissions Officer	<p>they will be asked to do tasks and answer questions to confirm sufficient computer skills, including knowledge to operate video-communication services.</p> <p>*This part of the process will only be done by High Skilled Training and Education Australia's trainers and assessors (not the admissions officer) to ensure that the students' computer skills are assessed thoroughly, and students are at a level required by the courses, or further support will be recommended.</p> <p>(2) After the review of the pre-enrolment documents including the pre-enrolment assessment form, advise student (in consultation with the Trainer / Training Manager and according to the student's pre-enrolment assessment form) through phone and/or email on the following:</p> <ol style="list-style-type: none"> <li>Eligibility for RPL and/or Credit Transfer (if applicable)</li> <li>Support Services / LLN Support</li> <li>Recommended Pathway and Amount of Training</li> </ol> <p>(3) Document the student responses and address student enquiries</p> <p>Eligibility for Recognition</p> <p>(3) Where the student declares he/she holds units of competency that may be credited towards the completion of the course, refer to RPL and Credit Transfer Procedure.</p> <p>Where student has declared he/she holds relevant prior training and/or professional experience that may be credited towards the completion of the course, AND meets eligibility requirements, refer to RPL and Credit Transfer Procedure.</p>
3	Admissions Officer	<p>(3) Check availability of slots, where relevant, e.g. F2F classes.</p> <p>(4) Where relevant, send the student:</p> <ol style="list-style-type: none"> <li>RPL application form</li> <li>Credit transfer form</li> </ol> <p>Proceed to the Enrolment Procedure</p>

### Enrolment Procedure – International Students

No.	Person/s Responsible	Steps to take
1	Enrolment coordinator	<p>(1) Check that all pre-enrolment documents for CRICOS have been submitted.</p> <p>(2) Check PRISMS to ensure student is not currently enrolled with another provider. If the student is enrolled with another provider, see <u>Student</u></p>



		<p><u>Transfers – International Students</u> for more details. See the <u>PRISMS user guide</u> for more guidance on how to use PRISMS.</p> <p>(3) Forward the following documents/information to the student:</p> <ol style="list-style-type: none"> <li>Letter of offer email</li> <li>Written agreement</li> <li>Invoice</li> </ol> <p>(4) Advise student that payment should only be made after the written agreement has been signed and returned.</p>
2	Student	<p>(1) Reviews and confirms with the Enrolment Coordinator any clarifications required in relation to the Letter of Offer, Written Agreement and Invoice.</p> <p>(2) Responds to the Letter of Offer Email, attaches the signed Written Agreement and sends it back to the Enrolment Coordinator.</p> <p>(3) Pays the Invoice.</p>
3	Accounts	<p>Process Payment</p> <p>(1) Check that the student has not paid more than 50% of the tuition fee.</p> <p>(2) If the student has paid more than 50% of the tuition fee, make sure that the corresponding waiver on the Enrolment Form for CRICOS stating that the <i>student is paying more than 50% of the tuition fee voluntarily</i> has been ticked and signed. If not, contact the student and provide the following options:</p> <ol style="list-style-type: none"> <li>Have the student sign the waiver and return the form</li> <li>Refund the excess to the student (chargers for the refund will be paid for by the student)</li> </ol> <p>(3) Notify Enrolment Coordinator of payment received.</p>
4	Student	<p>(1) Process Visa application and inform Enrolment Coordinator once visa is confirmed.</p> <p>(2) Create a USI (information is provided on the Student Handbook)</p> <p>(3) Organise and communicate with the Enrolment Coordinator information about USI, arrival, accommodation (if applicable), etc.</p>
5	Enrolment coordinator	<p>(1) Prepare the Certificate of Enrolment (CoE) and send to the student after.</p> <p>(2) Certificate of Enrolment (CoE) must be completed within 5 working days from receiving confirmation of payment.</p>





		<p>(3) If student is below 18 years of age, and High Skilled Training and Education Australia accepts responsibility for the welfare arrangements of the overseas student, create the Confirmation of Appropriate Accommodation and Welfare (CAAW) in PRISMS.</p> <p>(4) If the student's acceptance was facilitated by an education agent lodge the report to PRISMS.</p>
6	Enrolment coordinator	<p>Verify USI</p> <p>(1) IF THE STUDENT PROVIDED USI, Verify student USI via:</p> <ol style="list-style-type: none"> <li><a href="https://portal.usi.gov.au/org/">https://portal.usi.gov.au/org/</a> OR</li> <li><a href="https://www.usi.gov.au/">https://www.usi.gov.au/</a></li> </ol> <p>(2) IF THE STUDENT DID NOT PROVIDE USI, send a reminder with the welcome email to request student to send his/her USI information. The reminder must include:</p> <ol style="list-style-type: none"> <li>Statement that the RTO will not issue certificates without a verified USI</li> <li>Information how to get a USI</li> </ol> <p>Confirm Schedule</p> <p>(3) Confirm the student's date of arrival</p> <p>(4) Provide student details about intake schedule. The intake schedule must be within two weeks of the student's confirmed arrival dates, if arriving from another country.</p> <p>(5) Update the contact information and details of the student in PRISMS.</p> <p>(6) Create or update the learner record in the Student Management System, Student Portal (where applicable) and other learner record filing system required for the course.</p> <p>(7) Prepare the welcome email for student. Use the Welcome Email Template. The welcome email must include all the course resources, or links to where they can be accessed.</p> <p>(8) Determine and organise resources required for the course—refer to the Training and Assessment Strategy to check resources required. Typically:</p> <ol style="list-style-type: none"> <li>Account details for the Student Portal, if relevant.</li> <li>Learner guides / Text books / Reading materials</li> <li>Assessment workbooks / Assessment templates</li> <li>Vocational placement pack, if relevant</li> <li>Schedule of orientation</li> </ol>



		<p>f. Class schedules / Session schedules, if relevant, e.g. courses with F2F or webinar components</p> <p>(9) All these items are outlined in the Pre-enrolment Checklist. Complete the checklist and file it with the student's records.</p> <p>(10) Endorse new student to trainer/s.</p> <p>(11) File all pre-enrolment forms and supporting documents in the learner record folder.</p>
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### Enrolment Procedure – Domestic Students

No.	Person/s Responsible	Steps to take
1	Enrolment coordinator	(1) Check that all pre-enrolment documents have been submitted, forward the invoice to the student.
2	Accounts	<p>Process Payment</p> <p>(1) IF PAYMENT IS MADE IN PERSON, e.g. via EFTPOS, credit card or cash, record payment and issue receipt. Receipt is also sent via email.</p> <p>(2) IF PAYMENT IS DONE ONLINE, e.g. via the website, payment is processed automatically and receipt is sent via email.</p> <p>(3) Notify Enrolment Coordinator of payment received.</p> <p><i>NOTE: Do not accept advanced payment over \$1500. Payments over \$1500 must be returned to the customer. Refer to Fees and Payments Policy for more guidance.</i></p>
3	Enrolment coordinator	<p>Verify USI</p> <p>(1) IF THE STUDENT PROVIDED USI, Verify student USI via:</p> <ol style="list-style-type: none"> <li><a href="https://portal.usi.gov.au/org/">https://portal.usi.gov.au/org/</a> OR</li> <li><a href="https://www.usi.gov.au/">https://www.usi.gov.au/</a></li> </ol> <p>(2) IF THE STUDENT DID NOT PROVIDE USI,</p> <ol style="list-style-type: none"> <li>refer the student to the Student Handbook where information on how to get USI is provided, and</li> <li>have the student sign a waiver indicating that he/she understands that the RTO will not issue certificates without a verified USI number. The waiver may be sent via email (with acknowledgement receipt), or as a hard copy signed by the</li> </ol>



		student in person. File the signed/acknowledged waiver with the student's enrolment documents.
4	Enrolment coordinator	<p>(1) Once payment is confirmed, enrol student into the Student Management System and Student Portal (where applicable).</p> <p>(2) Prepare the welcome email for student. The welcome email must include all the course resources, or links to where they can be accessed.</p> <p>(3) Determine and organise resources required for the course—refer to the Training and Assessment Strategy to check resources required. Typically:</p> <ol style="list-style-type: none"> <li>a. Account details for the Student Portal, if relevant.</li> <li>b. Learner guides / Text books / Reading materials</li> <li>c. Assessment workbooks / Assessment templates</li> <li>d. Vocational placement pack, if relevant</li> <li>e. Class schedules / Session schedules, if relevant, e.g. courses with F2F or webinar components</li> </ol> <p>(4) Endorse new student to trainer/s.</p>



## VERSION CONTROL

Version Control Table					
Date	Summary of Modifications	Modified by	Version	Date of Implementation	Next Review Date
4/05/2021	Document creation	360RTO Solutions	v. 1.0	Date	Date
13/06/2022	Separated domestic and international pre-enrolment processes	360RTO Solutions	v. 1.1	Date	Date

## RTO INFORMATION

Document Name	CRICOS Enrolment Procedure v1.1
RTO/Company Name	High Skilled Training and Education Australia
RTO Code	45857
CRICOS Code	04022F
Manager	Admissions Officer