



ENROLMENT POLICY

RELEVANT STANDARD(S):

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

PURPOSE

High Skilled Training and Education Australia Pty Ltd is committed to providing quality training and assessment in accordance with Standards for Registered Training Organisations (SRTOs 2015) and the National Code of Practice for Providers of Education and Training to Overseas Students 2018. This policy provides the framework and general principles for the selection and enrolment of High Skilled Training and Education Australia Pty Ltd's students.

The policy has been designed to ensure that High Skilled Training and Education Australia Pty Ltd abides to its enrolment approach of providing fair and equitable process for student enrolment and providing students with accurate and sufficient information to make an informed decision about their enrolment and training pathway.

POLICY PRINCIPLES

High Skilled Training and Education Australia Pty Ltd will use a systematic, non-discriminatory and transparent process to select and enrol its students. This selection and enrolment process ensures that all relevant legislation requirements are met. All High Skilled Training and Education Australia Pty Ltd prospective students are well informed and receives a high level of service and support throughout the selection and enrolment process.

To achieve this, High Skilled Training and Education Australia Pty Ltd will abide to the following principles:

Information to Students

1. Prior to enrolment, each student is provided with access to a Student Handbook, course information, and student policies. In order for prospective students to make informed decisions about their studies, High Skilled Training and Education Australia Pty Ltd provides students with information about the RTO's training products and services, information on training and assessment and access to student support.
2. Information provided to the prospective students include but is not limited to:
 - a. RTO information
 - i. Legal entity name
 - ii. Trading name
 - iii. Contact details and location addresses and delivery sites
 - iv. RTO Code
 - v. CRICOS Provider Number



- b. Campus information and locations with general description of facilities, equipment, and learning and support resources available to students
- c. Full training product information as published in the National Register / Course code(s) and title(s)
- d. Course(s) content, duration, qualification offered (if applicable), modes of study, assessment methods, possible course outcomes and pathways
- e. Course entry including any educational qualifications, English language proficiency, work experience required, licensing etc. and whether course credit may be applicable
- f. Process to assess student qualifications, experience, literacy and numeracy proficiency appropriate for the course for which enrolment is sought
- g. Training and assessment arrangement
- h. Any online and/or work-based training, placements, and/or other community-based learning and/or collaborative research training arrangements
- i. Enrolment and selection process, RPL, credit transfer and information about grounds on which the student's enrolment may be deferred, suspended or cancelled
- j. Course related fees including indicative tuition and non-tuition fees and advice on the
- k. potential for fees to change during the student's course
- l. Refund and cancellation policy and process
- m. Details of any third-party arrangements with another registered provider, person or business to provide a range of services on behalf or part of the RTO.
- n. Name and contact details of third-party providers and third-party obligations
- o. Information on issuance of Certification Documentation
- p. Additional support services and provisions of the RTO
- q. Flexible learning and assessment options
- r. Complaints and appeals policy and process
- s. Student responsibilities and expected behaviour
- t. Materials and resources to be provided by the student
- u. Privacy information
- v. Description of the ESOS framework and reference links online



- w. Accommodation options and information on Living in Australia (indicative cost of living, accommodation options, schooling obligations if applicable)
- x. Information on the RTO's policy and related procedures for approving accommodation, support and general welfare arrangements for younger overseas students (in accordance to Standard 5)

Enrolment of Individual Students

1. Enrolment into training programs will be conducted in an ethical and responsible manner, ensuring fairness and compliance with the High Skilled Training and Education Australia Pty Ltd's Access and Equity Policy at all times.
2. High Skilled Training and Education Australia Pty Ltd will ensure that there is a valid enrolment for each learner. A valid enrolment is a complete, signed and dated AVETMISS complaint enrolment form.
3. No enrolment shall be processed for students before they complete six months of their principal course except in certain circumstances outlined in Standard 7.1 of the National Code.
4. Enrolments are subject to availability of places on the training program, based on the maximum number of students who can be accommodated under the particular circumstances (e.g. safety, capacity of training venue, type of course, learning structures etc.) within program.
5. Students are only offered places in courses for which they have been assessed as having the appropriate skills and experience.
6. No new enrolments or commencements will be accepted into any training product that has been removed or deleted from the National Register.
7. Enrolments will be considered tentative until payment and the USI has been received.
8. Should enrolment numbers reach maximum, and another person wishes to enrol on a course where there is a tentative enrolment booked, the tentative booking will be contacted to confirm payment. If payment is not made the place will be given to the new student.
9. In order to protect consumers under 18 years of age, guardian consent will be required for enrolment.
10. All students are confirmed enrolled on courses and are advised in writing that their place on the course is confirmed once they have completely fulfilled the following:
 - a. Once student application is completed
 - b. Once the International Student Agreement Form is signed or otherwise accepted by the student
 - c. All required pre-enrolment documents and supporting evidence received
 - d. Fees paid in accordance with High Skilled Training and Education Australia Pty Ltd's Fee Administration and Refund Policy
 - e. Consent, acknowledgement and declarations read, understood and signed



11. High Skilled Training and Education Australia Pty Ltd takes reasonable steps to check whether a student is enrolled with another provider before finalising enrolment. These steps may include:
 - a. Asking the students if they are enrolled with another provider via the Enrolment Form
 - b. Checking the student Visa
 - c. Checking PRISMS

Assessment of English Language Proficiency, Qualification and Individual Student Needs

1. High Skilled Training and Education Australia Pty Ltd will assess whether the student's English language proficiency and qualification is appropriate for the course for which enrolment is sought. This assessment is done prior enrolment of the student.
2. Conditional CoE may be issued to students with on-shore English score that does not meet the requirement of the VET course and requires them to enrol in additional English course to meet the entry requirements for the VET course. The conditional CoE can be used by student to enrol with their chosen English provider.
3. For courses with no minimum entry level of English required High Skilled Training and Education Australia Pty Ltd may accept students and offer English language support if needed. Fees involved with additional English language support or any support needs shall be provided to the student prior enrolment.
4. High Skilled Training and Education Australia Pty Ltd will conduct assessment of needs before commencement of training or after High Skilled Training and Education Australia Pty Ltd confirms the student's eligibility (if applicable). In such cases High Skilled Training and Education Australia Pty Ltd will ensure that the assessment of need is undertaken at the earliest possible opportunity and any identified support needs issues are managed. Upfront assessment of need is done by conducting the following:
 - a. ***Special Needs and Disability***
Students intending to enrol for training are requested to advice of any physical or other impairments and needs (e.g. English language difficulties, dyslexia) which may adversely affect their ability to successfully undertake the training. (See High Skilled Training and Education Australia Pty Ltd Additional Support Policy)
 - b. ***Language, Literacy and Numeracy Abilities of Students***
Students intending to enrol for training are assessed on their language, literacy and numeracy abilities to determine their capability to successfully undertake the training and determine whether any additional support is needed. This is done by conducting LLN assessment as part of the enrolment process (See High Skilled Training and Education Australia Pty Ltd's Additional Support Policy for more information)
 - c. ***Recognition of Prior Learning (RPL), Credit Transfer and Amount of Learning***
Mutual Recognition, Credit Transfer and Recognition of Prior Learning are acknowledged and accepted as a standard practice of High Skilled Training and Education Australia Pty Ltd. Each



student's skills and experiences relevant to respective vocational competencies are considered in the development of their learning plans.

5. High Skilled Training and Education Australia Pty Ltd determines how the student's existing skills, knowledge and experience impacts the amount and level of training they will provide to each student prior enrolment.
6. High Skilled Training and Education Australia Pty Ltd ensures that students are made aware of opportunities for recognition prior to enrolment or commencing training and that adequate information, support and opportunities are provided to students to engage in Recognition of Prior Learning process.
7. High Skilled Training and Education Australia Pty Ltd will issue a Confirmation of Enrolment (CoE) to the student for the reduced duration of the course in the event that and RPL or course credit is granted. Likewise, if RPL or course credits are granted after the overseas student's visa is granted High Skilled Training and Education Australia Pty Ltd will report any changes in the course duration in the Provider and International Student Management System (PRISMS).

Unique Student Identifier (USI)

1. All prospective students are required to provide their unique Student Identifier, in accordance with requirements of Student Identifier Act.
2. High Skilled Training and Education Australia Pty Ltd will advise prospective students with no Student Identifiers on how to obtain one and refer them to USI website: <http://www.usi.gov.au/Pages/default.aspx>
3. High Skilled Training and Education Australia Pty Ltd will apply for a Student Identifier through the Student Identifiers Registrar on behalf of the student who have provided authorisation to High Skilled Training and Education Australia Pty Ltd.
4. High Skilled Training and Education Australia Pty Ltd will verify and maintain all Student Identifier provided by the student through its Student Management System (SMS).

Notification of Enrolment

1. Upon acceptance of enrolment High Skilled Training and Education Australia Pty Ltd provides students with a written confirmation of enrolment and all necessary enrolment documents needed by the student to start their training. This includes:
 - a. USI details (if applied for the client)
 - b. Student log in
 - c. Training resources and how to access them
 - d. Any online and/or work-based training, placements, and/or other community-based learning and/or collaborative research training arrangements
 - e. Trainer and assessor information
 - f. Details of the fee chargeable



- g. Information on how to access support
2. Each client receives a copy of the Student Handbook which outlines key information including their rights and responsibilities as a learner.
3. All clients sign an acknowledgment that they have received, read and understood High Skilled Training and Education Australia Pty Ltd policies and details within the Student Handbook.

Cancellation of Courses

1. It is NOT High Skilled Training and Education Australia Pty Ltd's normal policy to cancel scheduled training programs.
2. High Skilled Training and Education Australia Pty Ltd will ascertain the reason if an enrolled student indicates that they wish to discontinue training. If High Skilled Training and Education Australia Pty Ltd finds that the reason for such is related to the performance and delivery and assessment of its training, High Skilled Training and Education Australia Pty Ltd will make reasonable efforts to address the student concerns related to the delivery and assessment of training.
3. If for some unforeseen reason (provided by the student) the student decides to cancel training, High Skilled Training and Education Australia Pty Ltd will offer the student an opportunity to attend the training program on another date, at another location (if available) or in another delivery mode.

Deferral, Suspension or Cancellation of Enrolment

1. High Skilled Training and Education Australia Pty Ltd ensures that it properly assesses, approves, and records student deferrals, suspensions, and/or cancellations and adheres to the provisions set out in its Student Deferral, Suspension or Cancellation of Enrolment Policy.

Client Records of Enrolment

1. High Skilled Training and Education Australia Pty Ltd is obligated to report all enrolments, in compliance with national reporting requirements. (See High Skilled Training and Education Australia Pty Ltd's Reporting and Records Management Policy)
2. Individual client records are created for each enrolment and maintained for a period of 30 years.
3. Records of written agreements as well as receipts of payment made under the written agreement will be retained for at least two (2) years after the overseas student ceases to be an accepted student of High Skilled Training and Education Australia Pty Ltd.
4. High Skilled Training and Education Australia Pty Ltd will ensure that all individual clients have access to their own records, and the progress of their learning.
5. High Skilled Training and Education Australia Pty Ltd will only create student records when there is evidence of a valid student enrolment.

Fees and Written Agreement

1. It is mandatory for the International Student Agreement Form to be entered with the overseas student or intending overseas student first (signed or otherwise accepted by the student) prior or at the same time as accepting course tuition fees or non-tuition fees from the students. If



the student is under 18 years of age, this agreement must be entered into (signed or otherwise accepted by the student) with his/her parent or legal guardian.

2. The International Student Agreement Form shall clearly set out the obligations and rights of both High Skilled Training and Education Australia Pty Ltd and the overseas students. The written agreement includes but is not limited to:
 - a. The course or courses in which the student is to be enrolled
 - b. The expected course start date
 - c. The location(s) at which the course will be delivered
 - d. The offered modes of study for the course, including compulsory online and/or work-based training, placements, and/or other community-based learning and/or collaborative research training arrangements
 - e. Prerequisites necessary to enter the course or courses, including English language requirements Conditions of enrolment
 - f. Any conditions imposed on the student's enrolment
 - g. Itemised tuition fees payable by the student for the course, the periods to which those tuition fees relate and payment options (including, if permitted under the ESOS Act, that the student may choose to pay more than 50 per cent of their tuition fees before their course commences)
 - h. Details of any non-tuition fees the student may incur, including as a result of having their study outcomes reassessed, deferral of study, fees for late payment of tuition fees, or other circumstances in which additional fees may apply
 - i. The refund policy and procedure including when students and providers default
 - j. Privacy information that includes the circumstances in which personal information about the student may be disclosed by the registered provider, the Commonwealth including the TPS, or state or territory agencies, in accordance with the Privacy Act 1988
 - k. The student's obligation to notify the provider of a change of contact details and/or address while enrolled in the course
 - l. Emergency contact while studying in Australia
 - m. Explanation of what happens in the event of a course not being delivered
 - n. Internal and external complaints and appeals processes in accordance with Standard 10 (Complaints and appeals)
 - o. Statement of the student's responsibility for keeping a copy of the written agreement as supplied by the RTO, and receipts of any payments of tuition fees or non-tuition fees



- p. Information consistent with the requirements of the ESOS Act, in relation to refunds of tuition fees and non-tuition fees in the case of student default and provider default:
 - i. amounts that may or may not be repaid to the overseas student (including any tuition and non-tuition fees collected by education agents on behalf of the registered provider)
 - ii. process for claiming refund
 - iii. the specified person(s), other than the overseas student, who can receive a refund in respect of the overseas student identified in the written agreement, consistent with the ESOS Act
 - iv. a plain English explanation of what happens in the event of a course not being delivered, including the role of the TPS
 - v. the statement “This written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies”
 - q. The requirement for overseas student or intending overseas student to notify the registered provider of his/her contact details while in Australia and studying with the provider including:
 - i. the student’s current residential address, mobile number (if any) and email address (if any)
 - ii. emergency contact person
 - iii. any changes in the details above, within 7 days of change
3. Online acceptance by the student of the written agreement will be verified and authenticated by the admissions officer of High Skilled Training and Education Australia Pty Ltd. This is done via conducting a phone call to the student once the acceptance has been received.
 4. Fees are collected in accordance with fees processing. (See High Skilled Training and Education Australia Pty Ltd’s Fee Administration and Refund Policy)
 5. High Skilled Training and Education Australia Pty Ltd will publish and make available to the student and/or employer all tuition and non-tuition fees and charges and its refund policy.
 6. High Skilled Training and Education Australia Pty Ltd will only charge the published tuition fee.
 7. Course fee payment or course money will only be collected and accepted upon student or parent (if student is below 18) acceptance and signing of the International Student Agreement Form.
 8. In such cases where High Skilled Training and Education Australia Pty Ltd receives course money sent by mail or bank transfer before receiving the accepted written agreement, the college shall not use the money. It will immediately contact the student or agent to inform them that the payment cannot be processed (and the enrolment cannot progress) until the college receives the accepted International Student Agreement Form.



MONITORING AND IMPROVEMENT

High Skilled Training and Education Australia Pty Ltd Administration Manager will be responsible for ensuring compliance with the Student Enrolment Policy and Processes. All Administration Staff are responsible for the correct and accurate enrolment in accordance with this policy and relevant procedural documents.

All enrolment practices will be monitored by High Skilled Training and Education Australia Pty Ltd's Administration Manager. Areas for improvement will be identified and discussed during the Continuous Improvement Meetings. (See Continuous Improvement Policy)

Students are encouraged to provide feedback on their experience and through High Skilled Training and Education Australia Pty Ltd's continuous improvement process.

Students are able to make a compliant or appeal an enrolment decision as per High Skilled Training and Education Australia Pty Ltd's Complaints and Appeals Policy.



ANNEX

Description of the ESOS Framework

The Australian Government wants international students to have a rewarding, enjoyable and safe experience when they come to Australia to study. Australia's education and training system offers high quality services and protection for international students to ensure they make the most of their time here.

The laws that protect international students form the Education Services for Overseas Students (ESOS) framework. They include the Education Services for Overseas Students Act 2000 and the ESOS National Code.

Please read a summary of the ESOS Framework including your rights, responsibilities, requirements, support services, and other information about studying in Australia on the AEI website here: [ESOS Framework](#).



VERSION CONTROL

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30/04/2021	Document creation	360RTO Solutions	v. 1.0	4/07/2022	03/07/2023
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RTO INFORMATION

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