



Policy & Procedure

STUDENT ENROLMENT POLICY & PROCEDURE

Policy number:	6	Version:	8
Responsible Person:	CEO	Reviewed by:	CEO
NRCHI Area:	Operational / RTO	Review Date:	10/5/2022
Approved and adopted by:	Board of Governance	Next Review Date:	May 2025

Scope

This policy is for the CEO, Accredited Training Coordinator, Trainers & Assessors and any NRCHI Staff who are involved with students in accredited training.

This policy also applies to accredited training students of NRCHI.

Policy & Procedure

Initial enquiry

At the initial enquiry the applicant will be asked to attend an information session or an interview where they will be given a student enrolment pack. The information session or interview will be conducted by the Accredited Training Coordinator. (For online learning (should there be a Lockdown due to Covid-19) the interview will be held with the Accredited Training Coordinator via Zoom. Enrolment Packs will be sent to prospective students via email).

Student Enrolment Pack:

- Student Handbook detailing information about the course
- Accredited Pre-Training Review
- Accredited Course Application Form
- Skills First Program Evidence of Eligibility and Student Declaration
- Recognition of Prior Learning Application Form
- LLN information

Course Information - The Accredited Training Coordinator will provide further information at the interview about:

- Homework expectations
- Placement requirements
- Pathways to further education
- Complaints Policy
- Refund Policy
- Fees & Charges

- Students are advised of the possibility of receiving an NCVET survey and/or invitation to participate in a Department endorsed project and/or being contacted the Department (or authorised persons) for audit purposes
- Answering any questions, the applicant may have

If the applicant wishes to proceed, they will be asked to complete the information in the Enrolment Pack.

- **Accredited Course Application Form**

Policy & Procedure

- **Accredited Pre-Training Review** - provides background information & reasons for doing the Course. (For online learning (should there be a Lockdown due to Covid-19) the interview will be held with the Accredited Training Coordinator via Zoom).
- **Literacy & numeracy** - Assess the Literacy & Numeracy Test (LLN Robot Online Quiz) to ensure the applicant does not have additional language and literacy needs and ascertain if the applicant has special needs. Results are sent directly to the Accredited Training Coordinator. See NRCHI Language, Literacy & Numeracy Policy. Should a student require additional support:
 - I. a plan of modifications and alternative assessment strategies will be discussed.
 - II. Every effort, within reason, will be made to assist the applicant to achieve the required learning outcomes.
- **RPL, CT & RCC** - Ascertain if the applicant is interested in pursuing RPL, RCC or Credit Transfer and detailing what is involved in this process. The applicant will be:
 - Informed as to what evidence needs to be gathered and presented to make an application for RPL, CT & RCC
 - Given the Recognition of Prior Learning Kit
 - Given the timelines for the application
 - Told the costs involved & payment timelines
- **Evidence of Eligibility and Student Declaration Form**
 - I. NRCHI will assess the eligibility of the applicant for Victorian Government subsidised training using the Evidence of Eligibility and Student Declaration Form
 - II. An authorised representative from NRCHI and any student eligible for a subsidised training place must complete the “Evidence of Student Eligibility and Student Declaration Form” as prescribed by the Victorian Skills Commission. This declaration ensures that students are aware that enrolling in the qualification/s may affect their future training options and eligibility for further government subsidised training under the Victorian Training Guarantee. This signed declaration must be held in the student file for audit purposes. (For online learning (should there be a Lockdown due to Covid-19) students may have their documents certified by an authorised person on the list of currently licensed or registered to practice occupations. Original copies must be posted to NRCHI before course commencement. Electronic signatures are used for all documents that require signatures to meet a contract requirement using “Pleasesign”).

To be eligible, an individual must meet Victorian Training Guarantee requirements as follows:

An individual must be:

- an Australian citizen; or
- a holder of a permanent visa; or
- a New Zealand citizen;

and

- under 20 years of age (as at 1 January in the year of commencement) and seeking to enrol in nationally recognised training; **or**
- over 20 years of age (as at 1 January in the year of commencement) and seeking to enrol in nationally recognised training in an Approved Foundation Skills List course; **or**
- over 20 years of age (as at 1 January in the year of commencement) and seeking to enrol in nationally recognised training as an Apprentice (not Trainee); **or**
- over 20 years of age (as at 1 January in the year of commencement) and seeking to enrol in training in the Victorian Certificate of Education or the Victorian Certificate of Applied Learning (Intermediate or Senior); **or**

Policy & Procedure

- over 20 years of age (as at 1 January in the year of commencement) and seeking to enrol in nationally recognised training in a course that is at a higher qualification level than the highest qualification held at the time of the scheduled commencement of training.

An individual is eligible to commence a maximum of two government subsidised courses in each calendar year. Where an individual is enrolled in a course(s) that is scheduled to commence at a later date in the same year, this course(s) must be counted for the purpose of this clause when assessing eligibility.

NRCHI will ensure the applicant is eligible under these conditions by sighting hard copy originals or certified copies of supporting documents.

If ineligible for subsidised training the applicant will be charged fee for service.

Certified copies

Are to be signed by an authorised person - see Victorian Training Guarantee Evidence of Student Eligibility Form. An authorised person is a member of staff who has been nominated and authorised by the Organisational Secretary. (For online learning, students may have their documents certified by a person on the list of currently licenced or registered to practice occupations, as per the Guidelines about Determining Student Eligibility and Supporting Evidence) An original or certified copy of birth certificate, passport, concession card, Medicare care or Citizenship papers, Permanent Resident documentation, Temporary Protection Visa etc must be sighted, copied and certified and placed in student file - if the Citizenship detail is correct then:

- I. If aged under 20 years - eligible for subsidised Government funded training - proof of age required (an original or certified copy - of birth certificate, passport, drivers licence, Key pass, proof of age card etc must be sighted, copied and certified and placed in student file)
- II. Over age 20 years then the Level of course applied for is taken into consideration
Eligible if:
 - the applicant is seeking entry into a Foundation skills course - eligible
 - the applicant is an apprentice
 - the applicant will be training at a higher qualification level than previously obtained (signed Self Declaration)

Applicant Self Declaration Form

Student must complete the Applicant Self Declaration Form stating that they have been informed of the eligibility requirements for government subsidised training under the Victorian Training Guarantee, and that they are aware of the consequences from a false, misleading or incomplete declaration, including withdrawal of any government subsidised training offer and/or cancellation of enrolment.

An authorised representative from NRCHI must also complete the declaration confirming they have provided all the information to the applicant regarding the eligibility requirements.

Enrolment

Student will then complete & sign an Accredited Course Application Form including the **Privacy Statement**

- A deposit will be taken to process the enrolment & receipt issued
 - a. The Tuition Fee (as directed by Skills Victoria) will be paid prior to course commencement
 - b. The student's details are recorded onto Vettrak (see below) and they are enrolled in the appropriate course.
 - I. Course set up in the Vettrak System
 - II. Set up individual files



Policy & Procedure

- III. Individual Training plan details recorded including expected completion dates, CT's or RPL's are noted.
- IV. Calculate fees and charges with/without concession (Fee for Service fees are paid in instalments over the term of the course).
- V. An individual Statement of Fees is provided

Privacy Notice - USI

All students will need a Unique Student Identifier (USI) to obtain their certificate or qualification when studying nationally recognised training in Australia. A USI will allow an individual's USI account to be linked to the National Vocational Education and Training (VET) Data Collection. Students can obtain their own USI or can authorise NRCHI to obtain one for them. Student Records Officer is responsible for this process.

Victorian Student Number (VSN)

If a student is under the age of 25 years they will have or will be assigned a Victorian Student Number (VSN).

- Once per month a VSN transfer is uploaded to the Department of Education & Early Childhood Development (DEECD) via Vettrak to capture the details of students under 25 years.
- Transfer must be done between 4th & 9th of each month
- DEECD will then upload VSN's which must be downloaded into Vettrak to allow VSN's to be included into the data.
- Should a student request a copy of their VSN a Vettrak report is available to print
- The Student Records Officer is responsible for this process.

Commencement & Orientation (see NRCHI Information Distributed to Students Policy)

Students are reminded of the course commencement date (timetable issued) & orientation to the course. On the first day of the course all students will be orientated to the House, meet and get to know other students and staff and ensure they have the following:

- A Return to Study book
- Individual Training Plan which will be signed by the RTO and the student. A copy will be held in the student files.
- A student contract which is discussed and signed by the student
- A timetable
- Assessment requirements
- Copies of assessment cover sheets
- Extension request forms
- Explanation of attendance requirements
- Explanation of NRCHI grievance procedure
- Overview of the course
- Placement information
- Statement of Fees
- Copies of appropriate NRCHI policies
- Code of Conduct
- LMS Moodle (if required)

Student's statistical data included on Vettrak:

- Name
- Address
- Date of Birth
- Country of Birth (if not born in Australia, proof of residency required)
- Aboriginal or Torres Strait Islander
- Disability

Policy & Procedure

- Employment Category
- High school level completed
- If aged under 24, a Victorian Student Number is required
- Any further education undertaken
- Reason for Study
- Concession card holder
- Unique Student Identifier (USI)

Course data included on Vettrak (see Skills Vic Data Collection Manual for codes)

- Dates the course commences and finishes and nominal hours for each unit of delivery
- Course name and codes & unit names and codes
- Dates each unit starts and expected end date including placement assessment
- Assessment Methods by unit
- Teacher by unit
- Training Methods by unit
- Tuition fee per hour charged in the client tuition fee field

Tuition fee per hour charged

- For each enrolment in a course a tuition fee must be calculated for each scheduled hour of training. A concession fee of 20% of the standard hourly fee will be charged.
- Fees will be recorded in Vettrak and included in monthly uploads to Skills Victoria.
- A Statement of Tuition Fees for every course must be published on the website.

The Student Records Officer is responsible for this process.

Results

Results are recorded for each student by module in Vettrak, see NRCHI Outcomes Recording Policy

Uploads to Skills Victoria

- Once all information has been checked data is uploaded to Skills Victoria using Vettrak upload on a monthly basis (mid-month). The final statistical collection for the year must be uploaded by 15th of January of the next year).
- Once uploaded checks for errors are made. If errors occur, they are resolved to ensure 100% validation is received each time we upload.

Student Progress

Students will be issued with updated Individual Learning Plans and Vettrak generated reports which include updates of progress at regular intervals to enable them to track their progress through the course.

Individual Student Training Plans

Student's training plans include:

- Name and contact details of North Ringwood Community House
- Title of qualification
- Competencies/modules to be obtained
- Nominal hours for competencies to be obtained
- Timeframe for achieving competencies including the start date and expected end date of each unit
- Delivery modes to be used
- Assessment details and arrangements
- Party or parties responsible for the delivery and or assessment of each competency
- Record of RPL and Credit Transfer hours granted, as relevant.



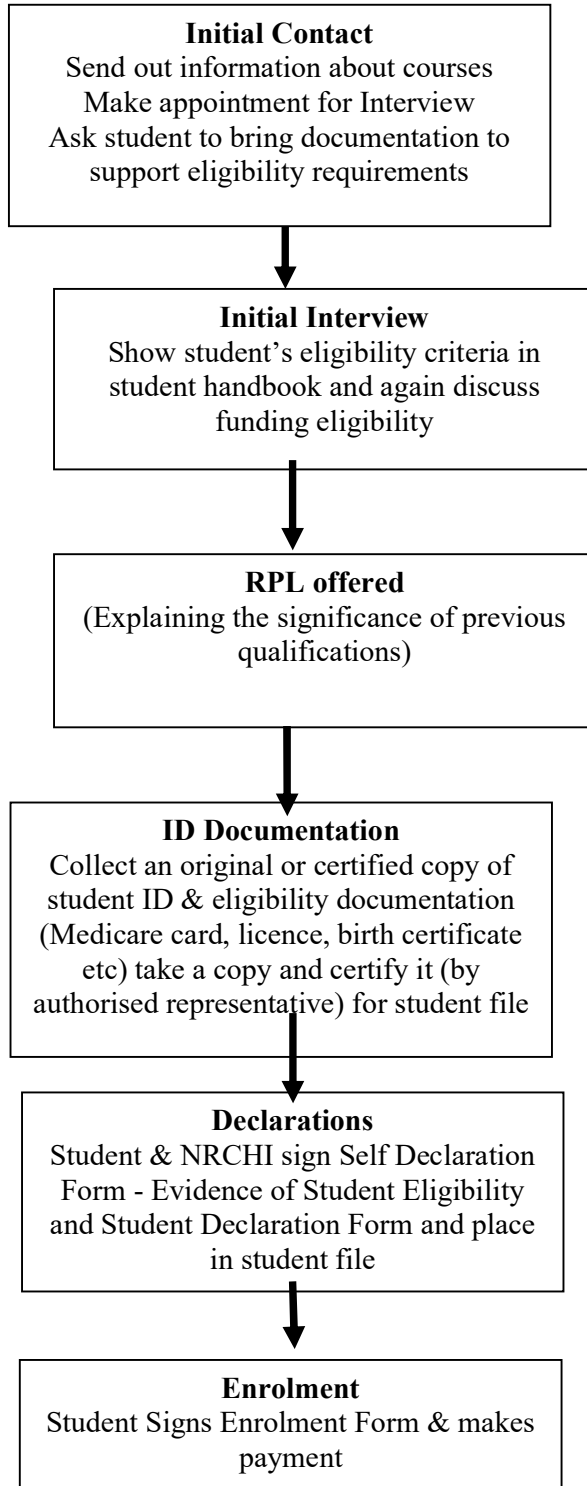
Policy & Procedure

All changes to individual training plans are done through Vettrak to reflect all relevant elements of the student's training plan are accurately reported in both SMS and SVTS.

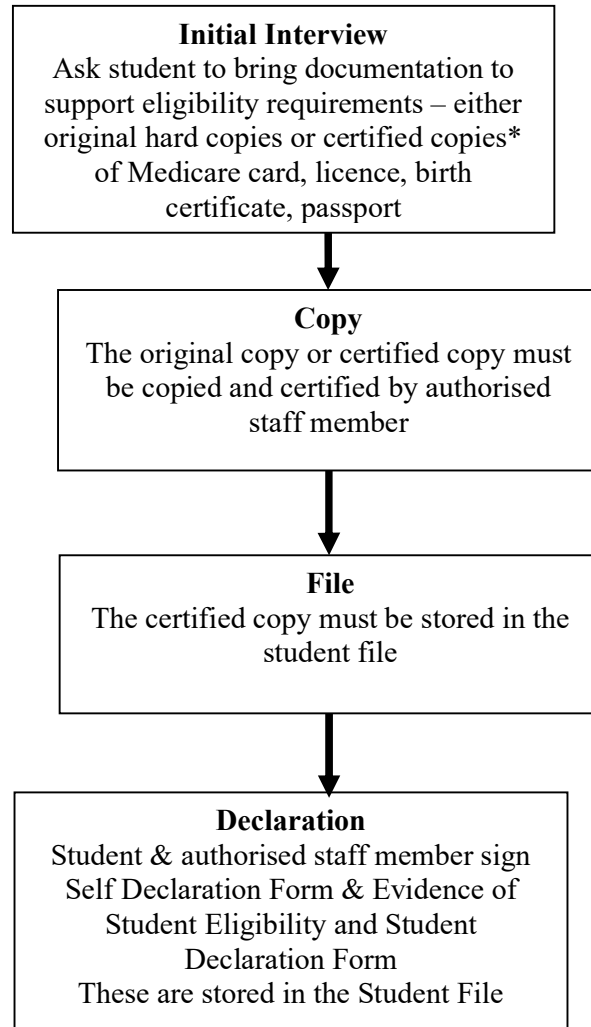
Checks

Appropriate checks by the Training Coordinator or the CEO will be performed on student files to establish each individual's eligibility. These files will be made available to the Commission or Department (or persons authorised by the Commission or Department) for audit or review purposes.

Checking Eligibility for Funding



Procedures for garnering certification of photocopies



*Certified copies are to be signed by an authorised person

Related Documents

Credit Transfer Policy

Recognition of Prior Learning Policy

Language Literacy and Numeracy Policy

Fees and Charges Policy

Information Distribution to Students Policy

Student Handbook

Recognition of Australian Quality Framework Qualifications (Credit Transfer) Application

Student Enrolment Checklist



Policy & Procedure

Student Enrolment Form
Refund Policy
Complaints and Appeals Policy
Outcomes Recording Policy
Pre-training Review Policy
Online Service Standards

Document Locations

Website
Electronic file folders accessible by NRCH Administration staff
Policy and Procedure Manual

Related Legislation

Australian Quality Standards Framework (AQTF) 2010
Victorian Registration and Qualifications Authority (VRQA) Guidelines for VET Providers (2018)

Area of Compliance

AQTF Condition 7 Standards 1.5, 2.1, 2.3
VRQA Guidelines for VET Providers Guideline 4.1, 4.2
Skills First Quality Charter
DE&T VET Funding Contract *Skills First* Program Clause 4.1, 4.2



Policy & Procedure

Date reviewed	Version	Details of changes (if any)	Date of next review
30/9/20	7	Electronic signatures and document certification added	30/9/2023
10/5/22	8	Clearer wording for online learning during Covid-19 Lockdowns Updated Related Documents	May 2025