

## Policy & Procedure

### STUDENT ENROLMENT POLICY & PROCEDURE

Policy number:	6	Version:	9
Responsible Person:	CEO	Reviewed by:	CEO
NRCHI Area:	Operational / RTO	Review Date:	27/3/2025
Approved and adopted by:	Board of Governance	Next Review Date:	March 2028

#### 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 students enrolled in accredited training at NRCHI.

#### Objective

The North Ringwood Community House Inc will provide accredited course teachers and students information to ensure compliance with the AQTF & VRQA and Skills First requirements and ensure correct management of student records.

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##### 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 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
- Refund Policy & Procedure
- Statement of Fees

**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
- Answering any questions the student may have
- Students are advised of the possibility of being contacted to participate in a survey conducted by NCVER or a Department-endorsed project, audit or review relating to their training.

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If the applicant wishes to proceed, they will be asked to complete the information in the Enrolment Pack and participate in a pre-training review and Language & Literacy quiz. This includes:

- **Accredited Course Application Form & Handbook**
- **Accredited Pre-Training Review** - to enable us to ensure that the course the student is choosing is the most suitable one for them. See NRCHI Pre-Training Review Policy.
- **Literacy & numeracy Test (LLN Robot Online Quiz)** - the purpose of this is to ascertain any language, numeracy or literacy barriers the student may have which may need support and to ensure they have the best chance to successfully undertake this level of study. Results are sent directly to the Accredited Training Coordinator. See NRCHI Language, Literacy & Numeracy Policy.

Should a student require additional support:

- a plan of modifications and alternative assessment strategies will be discussed.
  - Every effort, within reason, will be made to assist the applicant to achieve the required learning outcomes.
- **RPL, CT & RCC Application** - to 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**

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.

NRCHI will assess the eligibility of the applicant for Victorian Government subsidised training using the Evidence of Eligibility and Student Declaration Form.

NRCH will refer to current Skills First Guidelines About Eligibility for Determining Eligibility for Skills Funding and Sighting and retaining evidence of eligibility.

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.

- **Eligibility Exemption to citizenship/permanent residence**

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NRCH will exempt an individual from the citizenship/permanent residence eligibility criterion (as set out in Clause 2.2(a) of Schedule 1 of the 2024-2025 Skills First VET Funding if they are an Asylum Seeker referred to training via the Asylum Seeker Resource Centre or the Australian Red Cross Victims of Human Trafficking Program and they present a 'referral to government subsidised training - asylum seekers' form; hold, or are a dependant of an individual who holds, a valid humanitarian protection or refugee visa; holds a bridging visa and have lodged an application for a humanitarian, or protection or refugee visa; or hold a bridging visa and have lodged an application under section 417 or section 48B of the Migration Act 1958 which is yet to be determined; and have study and if relevant, work rights.

### **Fees**

A deposit will be taken to process the enrolment & receipt issued.

Fees will be invoiced in accordance with NRCH Fees & Charges Policy and a payment plan can be implemented if requested by the student. See NRCH Fees & Charges Policy.

NRCH will refer to current Skills First Guidelines About Fees in regards to fee waivers and evidence of fee concession.

### **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 First.
- A Statement of Tuition Fees for every course must be published on the website.
- The Student Records Officer is responsible for this process.

### **Enrolment**

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

The student's details will be recorded onto Vettrak Student Management System.

### **Student's 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
- 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**

- 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

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- Training Methods by unit
- Tuition fee per hour charged in the client tuition fee field

### **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 NRCH 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 4<sup>th</sup> & 9<sup>th</sup> 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.

### **Training Plan**

Students will be provided with an individualised training plan at their first orientation class to ensure they are fully informed about the nature of their training and assessment and the respective obligations of NRCH and the student. The training plan will be issued no later than two weeks after training has commenced. The training plan may be provided as a generic plan for a group of individuals undertaking the same training in the same way and will include customised notes (where required) for each student.

All training plans will align with the relevant TAS or document and justify any variation. Training Plans will include:

- Name and contact details of NRCH
- Title and code of program
- Expected duration of the course
- Title and code for each unit to be completed as part of the program
- Scheduled hours for each unit
- Timeframe for each unit, including start and end dates
- Delivery modes for each unit
- Method of assessment for each unit
- Teacher responsible for delivery and/or assessment of each unit
- Record RPL and credit transfer hours granted, as relevant.

NRCH will update the training plan for each student according to any changes that occur during the delivery of training and/or assessment and ensure each individual receives the updated information as soon as is reasonably practicable.

### **Statement of Fees**

Prior to the commencement of training students will be provided with a Statement of Fees which includes:

- The code, title and currency of the program

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- The total cost to them for their program taking into account any fee concession or fee waiver entitlement
- The approximate value of the government contribution expressed in dollars
- Any other applicable fees, such as student services, amenities, goods or materials.

### **Attendance Book**

At the commencement of each class an Attendance Book will be provided to Trainers with the following:

- Trainer Sign On Sheet which must be completed by the Trainer at each class
- Class attendance sheet, which contains each students' name and they must sign on and off to indicate their attendance at each class. Trainers must sign this form at the completion of the unit.
- Students who have RPL and CT competencies
- Extension Forms

### **Commencement & Orientation**

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
- Individual Statement of Fees
- Code of Conduct
- Orientation Checklist
- Complaints & Appeals Policy
- Moodle information (where applicable)
- Assessment Overview
- Sample of Assessment coversheet
- Media Photo Consent Form
- Plagiarism Policy & Procedure

### **Moodle**

Students will be given password access to NRCHI Moodle LMS site (where applicable).

### **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. A Statement of Results will be provided to each student at least once per term or on request. A Statement of Results will indicate to students what units are satisfactory or not yet satisfactory.

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### **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.

CEO checks that all data submitted to SVTS is approved and certified. Before submitting a Student Statistical Report under clauses 10.1 and 10.2 of Schedule 1, the CEO or the Accredited Training Coordinator (in the CEO's absence) confirms through the SVTS submission screen that : all data submitted, to the best of their knowledge is accurate and complete and all reasonably necessary inquiries as to accuracy and completeness of data have been made.

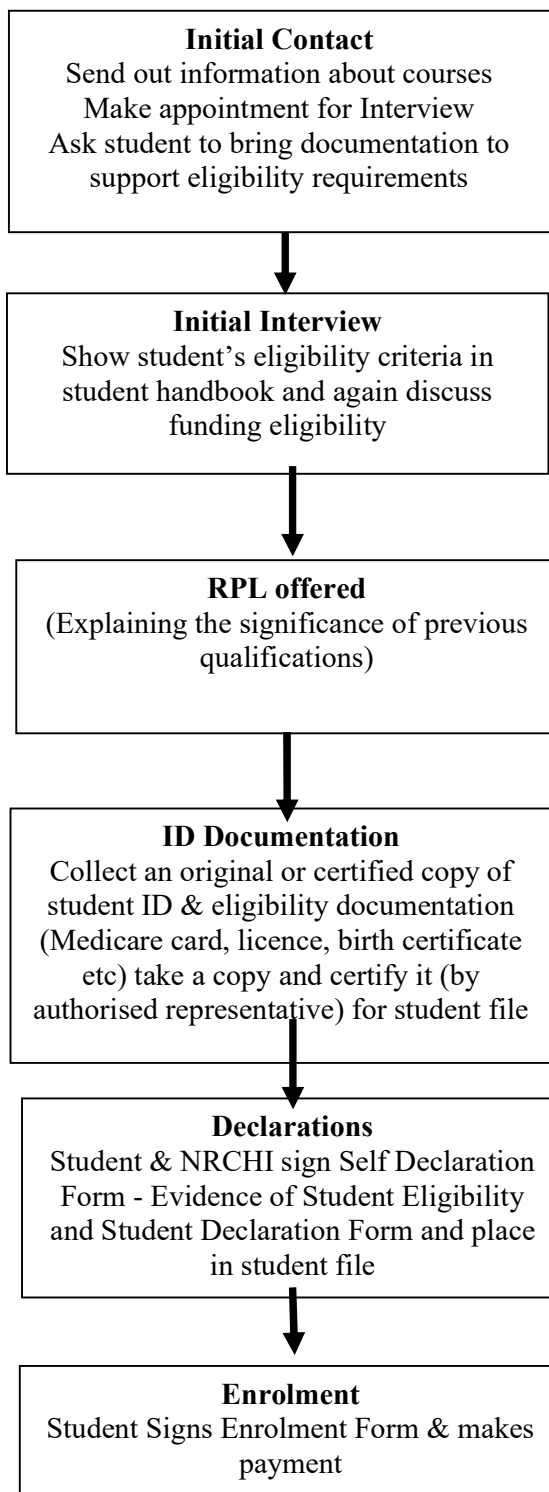
### **Certified copies**

An authorised representative is a member of staff who has been nominated and authorised by the NRCH Chairperson. (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, Medicare card or Citizenship papers, Permanent Resident documentation, Temporary Protection Visa etc must be sighted, copied and certified and placed in student files.

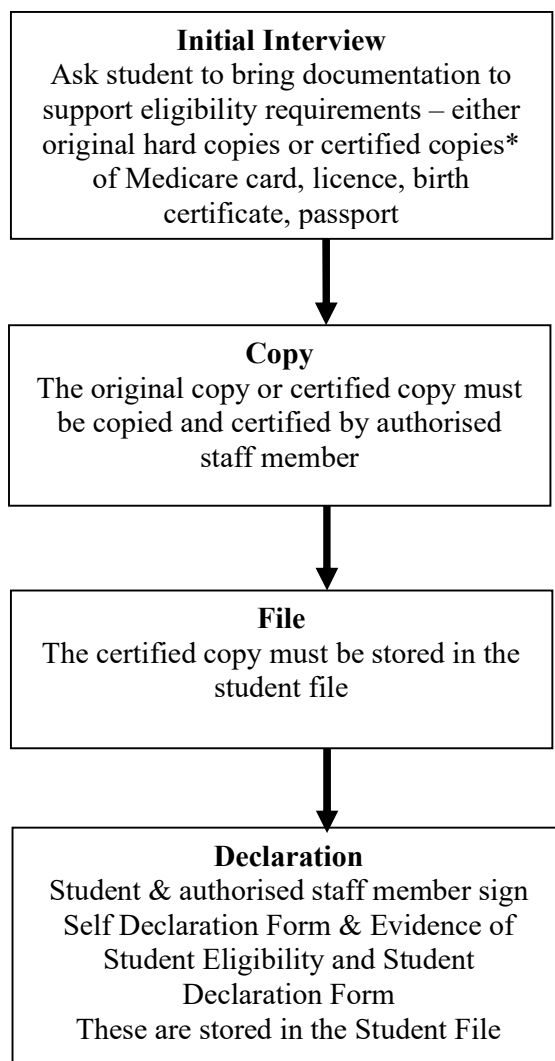
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### Checking Eligibility for Funding



### Procedures for garnering certification of photocopies



\*Certified copies are to be signed by an authorised person



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### 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  
 Student Enrolment Form  
 Refund Policy  
 Complaints and Appeals Policy  
 Outcomes Recording Policy  
 Pre-training Review Policy  
 Online Service Standards  
 Skills First Guidelines About Fees  
 Skills First Guidelines About Eligibility

### 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

### 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  
 VET Funding Contract *Skills First* Program Clause 4.1, 4.2

Student	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
30/11/23	9	Information Distributed to Students Policy and Enrolment Policy combined  Part C VET 2024-2025 Funding contract (Asylum Seekers) added	November 2025