

ENROLMENT POLICY AND PROCEDURE

Introduction

This Policy and its Procedures applies to all future student of NCLC and is to set out how students are enrolled into units, courses, skill sets and qualifications.

This policy does not cover applications for Recognition of Prior Learning or Credit Transfer on the basis of having undertaken Victorian Certificate of Education (VCE) studies.

This Enrolment Policy and Procedures document is guided by the following:

- Entry requirements as outlined in the Australian Qualifications Framework (AQF) levels of study.
- Evidence-based admissions requirements;
- Eliminating unfair or unnecessary barriers for student access to AQF qualifications
- Facilitating recognition and/or credit for entry into AQF qualifications;
- Fair and timely consideration of applications;
- Clear and timely communication about the outcome of applications;
- Enabling flexible qualification pathways; and
- Regular review, monitoring and continuous improvement processes.

Policy

Entry Methods

- NCLC accepts students into units, courses and qualifications using the following methods, but not limited to.
 - Direct applications.
 - Applications submitted by a third party (e.g. Job Service Agency).

Entry Requirements

- Minimum entry requirements are specified in the Training Package as delivered by NCLC.

Language, Literacy and Numeracy (LLN) requirements

- All students are required to sit a LLN test as part of the pre-enrolment process.
 - a course in LLN is offered to all students who require additional assistance to gain the required skills for their training.
- All course materials and delivery is conducted in written and spoken English.

Application

- Applications/enrolment forms must be submitted in the required format by any applicable published due date/s.
- All application/enrolment forms will contain the mandatory standard enrolment questions as described in the *Vocation Education and Training (VET) Student Statistical Collection Guidelines*.
- A standard privacy notice will be on all enrolment forms advising the students how their information may be supplied to and used by the Victorian Government, through the Higher Education and Skills Group (HESG).

Privacy

- When dealing with personal or health information about individuals, NCLC Incorporated is obliged to comply with the Information Privacy Act 2000 and the Health Records Act 2001

*See *Privacy Policy*

National Recognition

- All applicants are informed in either print or electronic form of the opportunity and process required to apply for National Recognition
- National Recognition will only apply to the units of competency in the current training package(s) on NCLCs scope.

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- Any student applying for a National Recognition for any unit of competency in the current training package(s) on NCLC's scope from units not in the current training package on NCLCs scope should be considered for Recognition of Prior Learning (RPL).
- All National Recognition requests must be submitted on a Credit Transfer/National Recognition Application Form and be accompanied by a certified copy transcript.
- There is no fee for National Recognition.

Credit Transfer

- All applicants are informed in either print or electronic form of the opportunity and process required to apply for Credit Transfer
- Credit Transfer will only apply to the units of competency in the current training package(s) on NCLCs scope.
 - Any student applying for a Credit Transfer for any unit of competency in the current training package(s) on NCLCs scope from units not in the current training package on NCLCs scope should be considered for Recognition of Prior Learning (RPL).
- All Credit Transfer requests must be submitted on a Credit Transfer/National Recognition Application Form and be accompanied by a certified copy transcript.
- Students are required to pay a fee which will be determined based on the gap assessment required to upgrade to the current unit. Students will be notified of any fees prior to commencement.

Recognition of Prior Learning (RPL)

- Students must give notice that they are seeking RPL at the time of enrolment. Students will be provided with an RPL Application Kit upon this notice.
- An RPL application form must be completed by the student and lodged with Administration prior to course commencement.
- Processing of applications must be completed prior to course commencement.
- An application for RPL must be accompanied by supporting documents.
- Processing of RPL applications will vary according to the unit and nature of the evidence provided. Processing may involve assessment by interview, examination of documentary evidence, written examination or demonstration. Documents submitted should be checked for authenticity, currency and verification sought from sources such as previous employers where appropriate.
- Students must be given written notice of the decision to grant or not to grant RPL. This notice must be signed by the student and assessor, and placed on the students file.
- As RPL is a form of assessment, the policies and procedures applying to re-assessment and appeals apply.
- Students are required to pay \$100 for the RPL application fee and \$2.00 per credit hour (as per the Victorian Purchasing Guide) to a maximum of \$250.00 per Unit of Competency per Qualification. Additional fees apply for practical challenge tests.
- Students have the right of appeal if they are dissatisfied with the assessment outcome for RPL. This appeal process must follow the procedure that is in place for all assessment matters.

Enrolment

- Students are required to complete enrolment by the specified date.
- NCLC will ensure that the enrolment form contains questions as detailed in the Victorian VET Student Statistical Collection Guidelines.
- NCLC will provide all information required for students to complete the enrolment process and will advise students promptly if there are any errors or unforeseen issues with their enrolment.
- Students are required to inform NCLC immediately of any errors on their enrolment or change in details.
- Students are required to submit all information on enrolment form.
- Where relevant, students are to complete and sign the Victorian Training Guarantee Declaration and provide original or certified copies of required Identification as evidence of their eligibility.
- Students referred to training under the following initiatives must present the relevant original referral form as evidence in order to receive the concession on fees.
 - Referred Job Seekers; or
 - Workers in Transition Program; or
 - Single and Teenage Parents Training Initiative;

The original is to be given back to the student, a copy is to be given to the referring agency and a copy is to be attached to the student enrolment form for our record.

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Work Placement

- Students who undertake work placement/s as part of their course with NCLC may be required to obtain a Police Check and/or Working with Children Check
 - It is the responsibility of the student to arrange and pay for these checks.
 - All parties are required to maintain complete confidentiality of any information disclosed during the process of these checks, including any discussions where a check discloses a record.
 - If a student advises they do not wish to obtain the required check/s all parties ensure all discussions are confidential.
- NCLC is not required to organise Work Placement/s for any students who fail to obtain a favourable Police Check or Working with Children Check where one is required.

Fees and Charges

- Any fees and charges associated with enrolment are in accordance with NCLC's policies.
- NCLC reserves the right to take appropriate action where fees or charges are not paid by specified due dates in accordance with NCLC's policies.
- Miscellaneous Fees
 - There is a fee for replacement course materials
 - There is a fee for a replacement qualification Certificate
 - There is a fee for a replacement Statement of Attainment
 - There is a fee for a replacement USB

*See Fees and Refunds Policy for further details

Citizenship/Residency Status

NCLC will make all reasonable efforts to assist students to demonstrate their citizenship/residency status by searching the *Department of Immigration and Border Protection VEO Database*. If this cannot be demonstrated, NCLC will, in exceptional and specific circumstances, use a Proxy Declaration. Should the situation arise where a Proxy Declaration is the only method in which citizenship/residency status can be demonstrated, NCLC will seek the approval of the Department (via SVTS) for each individual for whom a proxy declaration is being proposed.

NCLC will ensure the Proxy Declaration and any associated decision making processes will be made available in the event of an audit.

Procedures

Student enquiry – received as follows:

- Reception
- Contact email from website, brochure, marketing etc.
- Job Service Agency (JSA)

The enquiry will then be referred to the Administration Officer or Coordinator who will contact the potential student to gather information on background, experience etc. and set a date and time for a pre course interview

In this interview, basic information is discussed and students will be advised on Pathways, Assessment Methods, Recognition of Prior Learning (RPL), Eligibility, Refund Policy etc.

Students will be advised of the Victorian Training Guarantee and their eligibility established (see 2014-16 VET Funding Contract - Schedule 1 – Victorian Training Guarantee Program Specifications – Section 2; Pages 2 to 4 and the 2014 Guidelines about Determining Student Eligibility and Supporting Evidence). They will also be advised that their enrolment in this course will affect future eligibility for funded courses.

A) Once a student is accepted for pre-enrolment interview and a date/time is set the Coordinator and Trainer/Assessor will conduct Pre-enrolment interview including:

- LLN test
- Supply Student Handbook
- Information explained including:
 - Course description
 - Possible job outcomes
 - Duration of course

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- Course fees
- Course Pre-requisites
- LLN entry requirements
- Workplace requirements
- Units of Competency
- Refund Policy
- Student Grievance, Complaints and Appeals Policy and Procedure
- Victorian Training Guarantee

LLN test is assessed by relevant assessor. Once assessed, LLN is then returned to coordinator for reviewing, and to provide feedback to student via telephone or email. This information is used in conjunction with enrolment details to establish a student profile

Enrolment and Induction session will be conducted by Trainer including:

- Timetable and Trainer details to be provided to student
- NCLC contact information
- Course overview
- Training Plans explained
- Pathways
- Plagiarism, resources, policies and procedures etc.
- Feedback and Surveys
- Student rights and responsibilities
- Student Grievance, Complaints and Appeals Policy and Procedure
- Submission, re-submission of Assessment and re-assessment
- Privacy statement
- Victorian Student Number (VSN)
- Conditions of acceptance
- Evacuation procedure
- Student Induction Conducted and signed by student
- Enrolment form to be explained to student
- Enrolment form filled in by student ensuring they sign Privacy Statement
 - Establish if they are registered with a Job Service agency (JSA). If so, student will need to provide JSA referral form (copy retained by NCLC and original to go back to student)
- Explain Victorian Training Guarantee (VTG) section on enrolment form with student. Student to fill out, sign and provide officer with required identification.
 - Officer to sight ID and sign on enrolment form to say they have sighted original ID or certified copy of ID (only Authorised RTO delegates can sign)
 - Photo permission form given to student for signature (if agreed)

All above enrolment documentation is distributed Administration Officer to:

- Check all information has been completed and accurately fill out
- Raise invoice to student using Reckon
- Give Payment Plan (if negotiated) to Student to fill out and sign
 - Student to make deposit payment
- Organise Centrepay payments and ask student to fill out and sign form.
- Create student academic file (both hard copy and electronic), and enter all information from enrolment form in to Student Management System (VetTrak)
- Produce Training Plan and distribute to relevant trainer*
 - Trainer to ensure Training Plan is filled out and signed on first class date and returned back to Administration Officer for filing into student academic files.

B) Mutual decision may be made to explore alternative options better suited to student. This may include alternative course options or defer study option at this time.

Relating Documents

- RPL Application Kit
- Enrolment Form
- Credit Transfer/National Recognition Application Form
- Fees and Refund Policy
- Proxy Declaration Form

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