

Name: Student Selection and Enrolment Policy and Procedures

Endorsed by: Continuous Improvement and Management Committee

Date approved: 24 September 2019

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## **PURPOSE**

Benchmark College is committed to ensuring that its selection and enrolment processes are fair, equitable, consistent, and compliant with government, industry and/or legislative requirements.

The purpose of this policy is to outline the framework for the selection and enrolment of students to Benchmark College courses.

## **SCOPE**

This policy applies to student selection and enrolment into a Benchmark College training program. Students wanting to apply for a VET Student Loan (for Approved Diplomas qualifications only) must also refer to the VET Student Loans – Student Entry Procedure. It is relevant to all prospective students and their employers (where applicable), students transferring from another Registered Training Organisation, educators and administration staff.

## **RELATED DOCUMENTS**

- Course Application Form
- Student Handbook
- Enrolment Form
- Individualised Learning and Assessment Plan/Training Plan
- Pre-enrolment Information
- Access and Equity Policy
- Pre-Enrolment (Literacy, Language & Numeracy) Quiz
- Approved LLN Assessment<sup>1</sup> for VET Student Loans applicants
- Language Literacy and Numeracy Policy
- Consumer Protection Policy
- Fees and Charges Policy and Procedures
- Withdrawal and Deferment Policy and Procedures
- Credit Transfer Policy and Procedures
- Recognition Policy and Procedures
- VET Student Loans (VSL) – Student Entry Procedure
- Foundation Skills Assessment Tool (FSAT, VSL only)

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<sup>1</sup>VET Student Loans Rules 2016, Subdivision B—Student entry

**RELEVANT STANDARDS, GUIDELINES & REGULATIONS**

This policy addresses:

- Standard 5 of the Standards for Registered Training Organisations 2015
- Student Identifiers Act 2014
- Administration information for provider (AIP)
- Higher Education Support Act 2003 and Guidelines
- VET Student Loans Act 2016
- VET Student Loans Rules 2016
- Equal Opportunity Act 2010
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Age Discrimination Act 2004
- Disability Discrimination Act 1992
- Disability Education Standards 2005
- Freedom of Information Act 1982
- Privacy Act 1988

**POLICY**

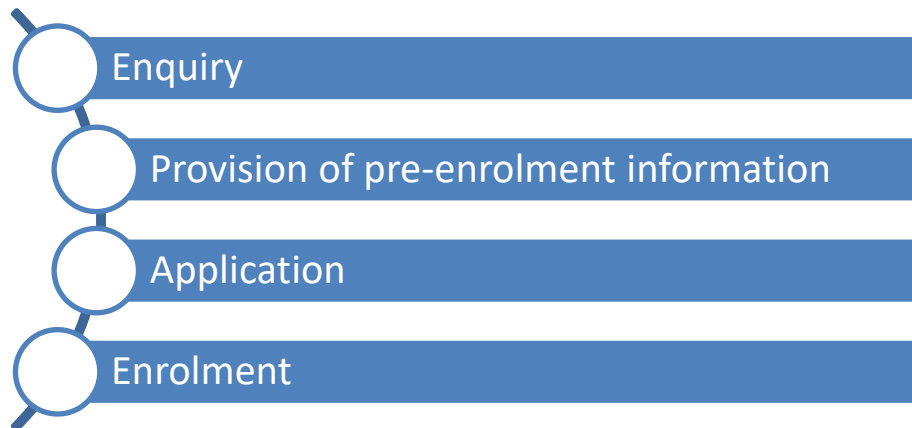
Benchmark College's student selection and enrolment process enables students to make informed decisions about their chosen course and training and assessment requirements and enter a training pathway that is suitable to their needs and free from discriminatory barriers.

Benchmark College will act honestly and fairly in accordance with the principles of this policy.

Benchmark College will;

- Provide current and accurate training, product and services information that enables prospective students to make informed decisions about undertaking training.
- Provide advice to the prospective student about the training product appropriate to meeting their needs, taking into account the individual's existing skills and competencies.
- Inform prospective students about the training and assessment and support services available.
- Inform prospective students about their rights and responsibilities.
- Inform prospective students about the requirement for a Unique Student Identifier.
- Within qualification and industry requirements, encourage the enrolment of all eligible students to available educational opportunities regardless of age, religion, gender, cultural, ethnic background, impairment, sexuality, language skills, literacy or numeracy level, unemployment, imprisonment or remote location.
- Objectively screen and inform students to identify eligibility requirements, identify special needs and opportunities for recognition of prior learning and credit transfer.
- Assess language, literacy and numeracy levels to ensure prospective students have the necessary skills to meet qualification requirements.
- Ensure prospective students meet specific eligibility criteria for various funding, loan and payment options.
- Determine the need for reasonable adjustment, assistance, support and/or referral.
- Inform students of their obligations:
  - in relation to the repayment of any debt to be incurred under the VET Student Loans scheme arising from the provision of services;
  - any requirements students need to meet to successfully complete their chosen training product; and
  - any materials and equipment that the student must provide.

In addition to the above, if a student is considering applying for a Commonwealth VET Student Loan, they will also need to be assessed for academic suitability to undertake a high-level VET qualification. This academic assessment is in addition to any other entry requirements that may be required for a course. Refer to VET Student Loans – Student Entry Procedure for more information.

**PROCEDURES****1. Enquiry**

When a prospective student, including employers and job active [JA] providers contacts Benchmark College for information regarding the courses available Staff will outline the enrolment process, evidence requirements, terms and conditions. The following guidelines are applied when engaging with an prospective student:

- Course information, locations and vocational outcomes are discussed and where relevant, possible courses are identified. If a person requires a training course not on Benchmark College's scope of registration they are referred to Training Services NSW, alternate organisations/websites or [www.myskills.gov.au](http://www.myskills.gov.au) or [www.training.gov.au](http://www.training.gov.au) for more information.
- Prospective students are informed about the training and assessment:
  - Code, title and currency of the training product to which the prospective student is to be enrolled, as published on the National Register.
  - Pre-requisites and eligibility and/or entry requirements.
  - Estimated course duration and locations available.
  - Where applicable, the name and contact details of any third party that will provide training and/or assessment, and related educational and support services to the learner on the RTO's behalf.
  - Any work experience arrangements.
  - Identification documents and background checks that may be required.
  - Smart and Skilled eligibility criteria where applicable.
  - All relevant information pertaining to fees and other charges, payment terms and funding or loan options relevant to the student's nominated training program.
  - Obligations to the learner, including that the College is responsible for the quality of the training and assessment, and for issuing AQF certification documents (i.e. certificates, statements of attainment).

1.1 Every application enquiry received is reviewed by the Business Development Manager and prospective students are invited and scheduled to attend an information session.

## 2. Pre-Enrolment Information and Information session

Prospective student are invited to attend scheduled information session either in a small group or one-one, prior to deciding to enrol in a course of study. Work-based students are visited at the workplace by relevant Benchmark College staff. Key information explained includes;

- Eligibility criterion
- Course pre-requisites and/ or entry requirements
- Unique Student Identifier
- Opportunities for recognition of prior learning (RPL) and/ or credit transfer
- Course duration including work-based (traineeships); self-paced (recognition pathway); classroom-based sessions of learning and assessment
- Training and assessment requirements
- Course availability and delivery details
- Information outlining the recognition process is provided and explained
- Fees and charges
- Student's rights and obligations
- Complaints and appeals process
- If Applicable to Smart and Skilled funded programs the following information is explained;
  - Smart and Skilled eligibility requirements;
  - Funding or employer incentive arrangements;
  - Specific program requirements, expectations and information;
  - Funding guideline requirements (fees, charges and payment terms)
- If Applicable to VET Student Loans arrangements
- All relevant information pertaining fees and charges, payment terms and funding or loan options relevant to the student's nominated training program.

All published course information contains eligibility criteria and course pre-requisite and/ or entry requirements.

2.1 Currently, the available funding/loan models are:

- Smart and Skilled – see 2.1a
- VET Student Loans – see 2.1b

Prospective students who do not meet the eligible criteria for funding or a loan, will informed of that they are ineligible and will be offered to pay the Fee for Service amount for their course.

2.1a Smart and Skilled eligibility criteria

- an Australian citizen, Australian permanent resident, humanitarian visa holder or New Zealand citizen.
- 15 years old or over.
- no longer at school.
- living or working in NSW.

2.2b VET Student Loan

eligibility

To be eligible to apply for a VET Student Loan for Vocational Education and Training (VET) diploma level courses and higher, the student must meet the following requirements:

- Be studying an approved course delivered primarily at a campus in Australia.
- Be studying with an approved course provider.
- Apply to the government using the eCAF form and providing all relevant information.

- Is an Australian Citizen, Permanent Humanitarian Visa holder who is usually resident in Australia as defined in the Migration Regulations 1994, or a qualifying New Zealand Citizen.
- Has a FEE-HELP balance that is more than \$0.
- Meets academic suitability requirements.
- Meets the enrolment and loan application requirements.
- Confirm engagement and progression with the Department at stages throughout the course to continue access to the loan.

### 3. Application

At application, a Benchmark College representative confirms key information about the program. The student handbook is issued to students. The student handbook provides information on available student services, expectations and key information is available to prospective students at application.

New and existing VET students must have and produce their unique student identifier (USI). The USI is a requirement under Commonwealth legislation. The USI is a number that a student retains throughout their lifetime. The USI will give students a single contact point to access all their VET records. The USI will be available online and at no cost to the student.

Students are required to submit a completed '*Course Application*' form for the specific course they are seeking to enrol with accepted identification documents and government issued document prior to being enrolled into a course.

If upon reviewing the identification, a potential student is under the age of 18 years of age, the Business Development Manager will either request a face to face meeting, or will email the student to request their parent, carer or guardian review and sign the application form and return it to the Business Development Manager.

#### 3.1 Language, Literacy and Numeracy (LLN)

A Pre-enrolment (LLN) quiz is also completed on application to assess the students' language, literacy and numeracy levels. This quiz does not preclude entry, however, is used to identify students with additional needs.

A Benchmark College representative confirms the student's eligibility to enrol against general eligibility criteria and pre-requisites where applicable, as well as forwarding to the relevant manager any request for concessions, government or other funding applications etc. The representative collects a copy of appropriate identification documents and other necessary evidence, e.g. concession documents, and (if applicable) certified copies of any previous training records.

For certain programs, students may be requested to attend an application interview. This interview may be conducted either by phone or in person. This may also apply if initial screening indicates further information is required.

Where a student has self-identified, or been identified, as having a special need (e.g. physical disability or learning difficulty), the Training Manager reviews the student's application to ensure barriers to enrolment are minimised and sufficient support can be provided. This review may identify the need for additional resources, reasonable adjustment or other special considerations, for example, referral to services to provide reading and writing support.

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### 3.2 Credit Transfer

Students are encouraged to submit a copy of their transcripts previously awarded as part of the application process.

### 3.3 Payment of Fees

Application for funding may be confirmed depending upon eligibility. Applicants are informed of fees and payment options and are entered into the student management database.

Acceptance into a Benchmark College Training Program is considered 'confirmed' when the enrolling student has completed and submitted all required paperwork and paid the required fees (or a deposit of 20% and an agreed payment plan or approved VET Student Loan application). All applications are kept in the programs course file until enrolment. Where a student is not granted entry into a program they can apply for the decision to be reviewed by College Management.

### 3.4 VET Student Loan Application

For students who are seeking to apply for a VET Student Loan for Vocational Education and Training (VET) Diploma level courses the student must follow and meet the requirements covered in the following documents:

- VET Student Loans – Student Entry
- VET Student Loans – Application, Enrolment and Engagement Procedures

### 3.5 Finalise application

The prospective student will be required to complete and return the following documentation and payment (for upfront paying students) to proceed to enrolment:

- Course Application form.
- Valid Identification documents and evidence as required for Smart and skilled funding and course requirements.
- Course Declaration acknowledging student's understanding and agreement to abide by the terms and conditions outlined in the Student Handbook and Benchmark College's policies available on the website.
- Credit Transfer or RPL application (if relevant dependent on previous related study or work experience).
- Unique Student Identifier (USI) number.
- Valid personal email address and contact information
- Parental consent section signed
- Payment agreement/plan.

## 4. Enrolment

If the student meets the pre-requisite or other eligibility requirements for the training program they will complete an Enrolment Form which includes the student's unique student identifier and declarations by the student stating they understand and agree to the terms and conditions related to service delivery.

All students, regardless of their referral pathway, are required to submit a completed and signed enrolment form. The enrolment form also asks the student to self-identify if they have any special needs or if they require more detailed information on the recognition process.

If a special need has been identified or the student wishes to apply for recognition, the Trainer/Assessor will note this on the individual's Training Plan and notes are made on the student management system. Training and assessment materials applicable to the enrolled training program are issued on the first day of training and throughout the course.

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**5. Access and Equity**

All prospective students, employers and visitors are treated fairly and with respect, regardless of their background, nationality, disability or sexuality.

**6. Privacy**

Benchmark College will only request student information for the purposes of training and assessment and meeting the mandatory requirements of information for National and State Regulatory Bodies.



## Course Enquiry & Application Process

<b>Step 1</b>	<b>Pre-enrolment information</b> - Applicant has access to the pre-enrolment information listed below:
	<p><b>Pre-enrolment Flyer</b> Contains important information to help applicants make an informed decision about their training and outlines how to find Benchmark College Policies and Procedures.</p> <p><b>Course Information Flyer</b> Contains information about the relevant course, including how the course will be delivered and fee information.</p> <p><b>Unique Student Identifier Fact Sheet</b> All students enrolled in Nationally Recognised Training must have a Unique Student Identifier (USI).</p> <p><b>Recognition of Prior Learning (RPL) and Credit Transfer</b> Applicants who want to apply for RPL should contact Benchmark College. If they are applying for Credit Transfer, applicants complete the Credit Transfer form enclosed and Consent &amp; Verification Form. They will need to provide a copy of their Qualification or Statement of Attainment and Transcript (Record of Results) with their application.</p> <p><b>VET Student Loans information</b> If applying for a Diploma course, students can apply for VET Student Loans. Please refer to Benchmark College's VET Student Loans – Student Entry Procedure for more information (entry requirements apply, in addition, applicants must have a Tax File Number to apply for VET Student Loans).</p>
	<b>Application</b>
	<ul style="list-style-type: none"> <li>Apply online for the Unique Student Identifier <a href="http://www.usi.gov.au">http://www.usi.gov.au</a> or complete consent form for Benchmark College to apply for the USI on the student's behalf or obtain it.</li> <li>Applicants complete the Course Application Form and submit it to the Benchmark College representative they have met with or bring it into the College with a copy of their Photo Identification and other documentation as required to support their application (e.g. Concession and/ or Citizenship evidence, Visa). If they are applying for credit transfer or recognition, they also need to include relevant evidence as necessary, e.g. copies of relevant qualifications/statements of attainment and transcripts and verification consent form.</li> <li>For VET Student Loans, separate application requirements apply (refer to VET Student Loans – Student Entry Procedure)</li> </ul>
	<b>Language, literacy and numeracy skills (LLN)</b>
<b>Step 2</b>	<p>Applicants complete a Pre-enrolment (LLN) quiz – this occurs at the time of application. The Pre-Enrolment Quiz has been developed to provide students, trainer/assessors and the training organisation with an understanding of the literacy, numeracy, problem-solving and contextualised knowledge and skills required when undertaking entry level training. For VET Student Loans, students may also be asked to complete the Foundation Skills Assessment Tool (FSAT).</p>
	<b>Benchmark College Administration</b>
<b>Step 3</b>	<p>Benchmark College will process the application. Applicants are notified of acceptance into the course prior to course commencement. (Allow 3-5 business days for processing).</p> <p>A Notification of Enrolment will be issued to the student (expires four months from date of issue), for Smart and Skilled funded students.</p>
	<b>Payment of Fees</b>
<b>Step 4</b>	<p>An invoice will be issued to the student for payment of fees (with the exception of VET Student Loans and fee exemptions). Applicants must pay the required fee prior to commencement of training or can pay a 20% deposit and enter into a payment plan. VET Student Loans is available to eligible Diploma applicants for approved courses only. (refer to the Fees and Charges Policy and Procedures for more information).</p>
	<b>Enrolment</b>
<b>Step 5</b>	<p>Once the application has been processed and accepted, students complete the Enrolment form. The student will then be inducted into their training course. Students will be provided with further course information and learning resources for their course. Learning needs may also be identified and noted on the training plan at this stage.</p>
	<b>Enrolment</b>