

STUDENT ENROLMENT POLICY AND PROCEDURE

PURPOSE

The Central Coast Community College (the College) is committed to ensuring its student selection processes are fair, transparent and non-discriminatory. Students are selected based on meeting core eligibility criteria in line with the training qualification requirements and the specific funding program (if applicable). These details are outlined in the Student Handbook and website course information. Students are selected regardless of religion, gender, disability, sexuality, sexual preference, culture and ethnic background.

The following policy and procedure outlines the organisation framework and general principles for the selection and enrolment of College students. This policy and procedure has been designed to ensure all students prior to their enrolment are fully informed and meet the requirements of the qualification or program.

APPLICATION OF THE POLICY

This policy and procedure applies to staff, students, employers, clients and potential consumers and is used across all products on the College's current scope of registration.

DEFINITIONS

Discrimination means where a person is treated with prejudice because of their beliefs, circumstances and characteristics

Training Plan means a training and assessment plan developed for each enrolled student that identifies specific goals and support measures

RTO means Registered Training Organisation

Third party is any party that provides services on behalf of the RTO but does not include staff members

USI means Unique Student Identifier

POLICY STATEMENT

The College enrolls students across many education and training programs and courses. They fall into two (2) broad categories:

- **Non-accredited courses**, including languages, health, some business short courses, etc.
- **Accredited courses**, which are nationally accredited training courses and qualifications.

The College uses an objective, non-discriminatory, transparent, and systematic process to select and enrol students into both accredited and non-accredited courses. Selection and enrolment processes are designed to ensure all relevant legislation and regulatory requirements are met, the prospective student is well informed and receives a high level of customer service and support throughout the entire enrolment process.

General principles that underpin selection and enrolment processes are:

- The College is compliant with consumer protection regulation/legislation and all federal and state discrimination acts
- Accurate and ethical marketing and advertising strategies ensure students are fully informed prior to application/enrolment e.g. program eligibility, pre-requisite requirements and language, literacy and numeracy skill levels
- In accordance with Australian Privacy Principles prospective students are informed of how their information will be collected, used, disclosed and stored
- Students are routinely screened to ensure eligibility requirements for relevant funding programs and entry requirements are met, special needs are identified and opportunities for recognition are provided
- Student selection is based on:
 - the prospective student's application being fully completed
 - program/course eligibility and pre-requisite requirements being met
 - fees paid in accordance with the Colleges Fees and Refunds Policy and Procedure
 - consent and declarations being read, understood and signed
- Where special needs or additional support requirements are identified, an Individualised training plan is developed, implemented, monitored and evaluated throughout the term of the student's enrolment
- Students are encouraged to provide feedback on their experience and through the College's continuous improvement process, opportunities for improvement are identified and actioned
- Students can make a complaint about or appeal an enrolment decision as per the College's Complaints Handling Policy and Procedure
- Refunds where required are provided to students in accordance with the Fees and Refunds Policy and Procedure

PROCEDURES

Pre-enrolment information

Throughout the enrolment process, the College provides prospective students with different ways to access relevant information required to make an informed decision about their course and to fully understand their rights and responsibilities. Enrolment and continuous improvement processes support the provision of information and closely monitor the students experience to ensure that consumer rights are always upheld.

To ensure prospective students are well informed, they are provided with a variety of generic information relevant to their enrolment e.g. student related policies and procedures, available support services, course and fee information, rights and responsibilities, feedback/complaints

and appeals mechanisms, the collection use, disclosure and storage of personal information and USI requirements. Information is accessible via a variety of different ways including but not limited to the College website, student handbook, applicant information sessions, student interviews and by speaking to College staff throughout the application and enrolment process. Students are referred to the Eligibility Checker on the Smart and Skilled website to give them an indication of the student fees and associated Smart and Skilled information.

Course information is provided/discussed throughout the enrolment process and includes:

- Course code, title and currency of the training product
- Estimated duration and study requirements
- Delivery location(s)
- Mode(s) of delivery
- Pre-requisite and/or eligibility requirements
- Work placement requirements and arrangements
- Recognition and credit transfer opportunities
- Rights and responsibilities of the student and the RTO
- Materials or equipment to be provided by the student
- Available support services
- Reasonable adjustment
- Fee information
- Name and contact details of any third party – if applicable

Enquiries

Where prospective students enquire by phone, online or in person, they are provided with possible training solutions to meet their individual needs and requirements. The College ensures that it provides prospective students with accurate, factual and accessible information about the RTO, its services and performance.

Enrolment

All prospective students are required to complete an online enrolment and/or application and eligibility checklist to determine their eligibility for the training program and/or the funding program, with their USI and supporting evidence supplied to justify their eligibility claim. These include:

- Consent to Use and Disclosure of Personal Information
- Prospective Student Declaration
- Privacy approval if a provider is applying for USI on the student's behalf

College staff will review the enrolment information to ensure it is accurate, ensuring that the prospective student is eligible and meets pre-requisite requirements and has submitted relevant supporting evidence. If the application appears to be inaccurate or additional documentation is required, staff will discuss with the prospective student actions required for finalising their application. If the student is ineligible or does not meet pre-requisite requirements they are

notified and alternate solutions discussed. In some instances, an enrolment interview maybe required for the prospective student to see the training facilities and assess whether program is suitable. In these instances, an online LLN assessment may also be required prior to student's enrolment acceptance into the training, see Student Interview Policy.

For Smart and Skilled enrolments, staff will commence the Notification of Enrolment Process on State Training Services (STS) Online to notify Department of the student enrolment. This process must be completed in advance of a student commencing their training. The process will:

- Validate eligibility of student
- Add details of Credit Transfer or RPL
- Generate details of the fee chargeable, subsidies and loadings

Staff will complete an enquiry and obtain a Quote ID. Additional information required for the Notification of Enrolment is also supplied (this step cannot be completed if the enquiry is not successful.). A Notification of Enrolment Form is issued by the Department and copy will be kept on file and a copy given to the student where requested.

The student will then be informed of the course fee and if accepted and paid, their enrolment will be confirmed in (STS) Online when a Commitment Id will be issued. A copy of the Student and Provider Fee Report must be retained, and the Commitment ID entered against the student record for that qualification for later reporting of progress through the qualification.

Student information is updated in the student management system and confirmation of enrolment including an invoice is sent to the student. Once the student has paid the invoiced amount the following occurs:

- Student file is created
- Program specific information is sent to the student
- Resources are provided
- Credit transfer applications are processed
- Individualised Training plans are developed
- Student commences their training

Determining and Supporting Students' Needs

Through the completion of the enrolment form eligibility check, students with special needs and additional support requirements are identified and supported. In these instances, the relevant training Coordinator is notified, and a discussion is undertaken with the student to identify how to best meet their needs.

To ensure the prospective student is given the opportunity to make an informed decision, the Coordinator will discuss what services are available internally or externally to support their learning. The use of available support services, assistive technology, equipment, resources and reasonable adjustment are discussed and their applicability in meeting the student's individual

need explored. Where the student requires specialised support, and provides consent, referral to relevant specialised service(s) are organised.

To optimise the student's ability to complete their program/qualification, a training plan (plan) is developed by the trainer/assessor in partnership with the student. Whilst ideally the Plan is completed prior to the student's commencement it can be developed and implemented at any point throughout their enrolment, depending on the students' needs.

As part of the Plan and where the integrity of the assessment is maintained, reasonable adjustment may be made to the assessment procedure. Examples of reasonable adjustment may include but are not limited to; the printing of materials on coloured paper or in larger print, scribed responses to questions asked or videos submitted to demonstrate the student's skills in the work environment.

The Individualised Training Plan is closely monitored, reviewed and evaluated by the RTO Manager and/or their delegate throughout the student's enrolment to ensure its effectiveness and the optimisation of learning outcomes. The student is an active participant in the development, review and evaluation of their Plan.

Record Management

Student personal information, documentation and supporting evidence is collected and stored in accordance with the College's Records Management Policy and Procedure.

RELATED DOCUMENTS

Fees and Refunds Policy and Procedure

Skills Recognition and Credit Policy and Procedure

Confirming and Cancelling Courses Policy and Procedure

Access and Equity Policy and Procedure

Record Management Policy and Procedure

Student Interview Policy and Procedure