

Enrolment Policy and Procedure

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Enrolment Policy and Procedure

1 PURPOSE

- 1.1 This policy outlines the conditions under which students will be considered to have a valid Enrolment.

2 SCOPE

- 2.1 This policy applies to students who are intending to enrol or who are currently enrolled at Lennox College.

3 POLICY STATEMENT

Applications

- 3.1 All applications are required to be accompanied by certified copies of supporting documents that meet the course entry requirements and any academic qualifications and results. Alternatively, students may provide the original copies to the Admission Officer for sighting and copying.

Pre-requisites

- 3.2 A pre-requisite subject is a unit of competency that must be completed, before another specified unit of competency can be started. Pre-requisites are in the course description.

Academic Load

- 3.3 A full-time student is one who is enrolled in a course and must study 20 hours per week.

Principles of Enrolment

- 3.4 Offers are made to applicants who have the background and abilities to have a reasonable expectation of success in the course for which they have applied. Lennox College aims to provide access to all persons. The Access and Equity Policy can be found at www.lennoxcollege.edu.au

Enrolment

- 3.5 A student's enrolment into a course consists of a selection of units of competency which defines a qualification, the amount of study required and associated fees and charges;
- 3.6 In order for an enrolment to be confirmed the following is required:
- 3.6.1 Completed application form and necessary supporting documentation required for the chosen qualification/s by all overseas students or intending overseas students;
- 3.6.2 Satisfaction of any course pre-requisites where applicable;
- 3.6.3 Be at least 18 years of age;

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- 3.6.4 Demonstrate an adequate level of English, as indicated in the course entry requirements;
- 3.6.5 A letter of offer issued to the student;
- 3.6.6 A signed and submitted acceptance and agreement returned to Lennox by the student with appropriate payment, confirming acceptance to the offer and terms and conditions of enrolment at Lennox.

Written Agreement

- 3.7 The written agreement, in addition to all other requirements in the ESOS Act, will, in plain English:
 - 3.7.1 Outline the course or courses in which the student is to be enrolled, the expected course start date, the location(s) at which the course will be delivered, the offered modes of study for the course, work based training required to undertake as part of the course (work placement);
 - 3.7.2 Outline any pre-requisites necessary to enter the course or courses, or including English language requirements;
 - 3.7.3 List any conditions imposed on the student's enrolment;
 - 3.7.4 List all tuition fees payable by the student for the course, the periods to which those tuition fees relate and payment options (including, if permitted under the ESOS Act, that the student may choose to pay more than 50 per cent of their tuition fees before their course commences);
 - 3.7.5 Provide details of any non-tuition fees the student may incur, including as a result of having their study outcomes reassessed, deferral of study, fees for late payment of tuition fees, or other circumstances in which additional fees may apply;
 - 3.7.6 Set out the circumstances in which personal information about the student may be disclosed by the registered provider, the Commonwealth including the TPS, or state or territory agencies, in accordance with Privacy Act 1988;
 - 3.7.7 Outline the registered provider's internal and external complaints and appeals processes, in accordance with Standard 10 (Complaints and appeals);
 - 3.7.8 State that the student is responsible for keeping a copy of the written agreement as supplied by the registered provider, and receipts of any payments of tuition fees or non-tuition fees
 - 3.7.9 Only use links to provide supplementary material;
- 4 Lennox will retain records of all written agreements as well as receipts of payments made by students under the written agreement for at least 2 years after the person ceases to be an accepted student.

Continuity of Enrolment

- 5 A student is deemed to be currently enrolled from the date on which the student has undertaken the enrolment unless:
 - 5.1 The student has an approved cancelled or suspension;
 - 5.2 Lennox cancels or suspends the student's enrolment in accordance with Lennox's Deferment, Suspension and Cancellation policy;
 - 5.3 The student has successfully completed all requirements of a course within the course duration and is awaiting his/her testamur.

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Completion within Course Duration

- 6 International students are required to complete their course within the duration specified on their Confirmation of Enrolment (CoE) unless:
- 6.1 Lennox has an intervention strategy in place for a student;
 - 6.2 The student has compassionate or compelling circumstances that warrant the extension of their CoE; or
 - 6.3 An approved deferral of study has been granted;
 - 6.4 Lennox has suspended a student for a period of their course of study.
- Note:** *Students who feel that will be unable to complete their course within the expected duration on their CoE are encouraged to contact the Student Support Officer.*

Refusal and/or Cancellation of Enrolment

- 7 Lennox College has the right to refuse and/or cancel a student's enrolment if:
- 7.1 A student has supplied incorrect, incomplete falsified or fraudulent information at the time of applying for or confirming enrolment;
 - 7.2 The requirements for admission or enrolment have not been fulfilled;
 - 7.3 Enrolment has not been completed by the course commencement date;
 - 7.4 The required tuition fees have not been paid by the specified date;
 - 7.5 The student has engaged in misconduct;
 - 7.6 The student has failed to maintain satisfactory course progress;
 - 7.7 Where the student has failed to appeal the notice of intention;
 - 7.8 The Department of Home Affairs has cancelled the student's visa; or
 - 7.9 For any other reason determined by Lennox's CEO*.
- Note:** *If a student's enrolment is to be cancelled for any of the above mentioned reasons, the student has the right to access the complaints and appeal policy and procedure.*

4 ENROLMENT PROCEDURE

	Action	Details	Responsibility
1.	Receive application form and documentation.	1.1. Application Forms may be received by post or email. Documentation may be attached to the application in support of the application. 1.2. Applications for enrolment are to be processed at least every two days. 1.3. Upon receipt of the form, date documents and ensure all attachments listed on the form have been provided.	Admissions Officer
2.	Check entry requirements and pre-requisites.	1.1. Check that the student meets the entry requirements and has all required pre-requisites (where applicable). 1.2. Pre-requisites may be demonstrated by matching units from current or previous training package/s 1.3. Conduct a pre-training review and internal assessment to assess the suitability of the	Admissions Officer Student Support Officer

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		<p>qualification and any prior existing skills and knowledge. This can be done upon application or prior to the commencement of the course.</p> <p>1.4. The Internal Assessment is to assess the student learning style.</p>	
3.	Determining Suitability Assessment	<p>3.1. The Determining Suitability Assessment is conducted by the Student Support Officer. Where skills and knowledge are identified as some or extensive, the student must be referred to the Compliance Officer to establish if CT or RPL is relevant to the student and if a customised delivery plan will be required.</p> <p>3.2. Once the Determining Suitability Assessment has been completed, the results are sent to the trainers to ensure that the trainer is aware of the students' learning styles, where the trainers requires additional support in the development of learning strategies they are to consult with the CEO/.</p>	<p>Student Support officer</p> <p>Compliance Officer</p>
4.	Process Credit Transfer request (if applicable).	<p>4.1. Check the application of enrolment and student's past academic record for:</p> <p>4.1.1. Any possible credit transfers which includes completion of a similar qualification or unit of competency completed by the enrolling student; and</p> <p>4.1.2. Completion of a similar qualification in which the student is enrolling. In such cases, advise the student, that Lennox will not be able to enrol him/her in the same qualification but they may enrol in a different qualification or at a higher level as per Lennox's scope of registration.</p> <p>4.2. If applicable, conduct the Credit Transfer process using only original copies of statements and testamurs from Nationally Recognised Training in Australia. <i>Refer to Credit Transfer Procedure.</i></p>	<p>Admissions Officer</p> <p>Compliance Officer</p>
5.	Offer Letter	<p>5.1. Issue the offer letter alongside the student and acceptance and agreement form.</p> <p>5.2. Upon receipt of the student acceptance and agreement form, issue the CoE for the chosen course.</p>	Admissions Officer
6.	Enter details into student management system.	<p>6.1. Enter the details of the student and their course enrolment into the student management system.</p> <p>6.2. Ensure the student has been enrolled into the correct qualification, and all personal details have been correctly entered.</p>	Admissions Officer

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7.	Issue invoice.	Raise an invoice for the students.	Admissions Officer
8.	Create student file.	8.1. Create the student's physical file. Ensure a copy of the invoice, application form and accompanying documents are completed. 8.2. Ensure the student file checklist is completed and attached to the file.	Admissions Officer
9.	Notify the trainer/assessor.	Provide details of the arrangements for course commencement, including timeframes to be met by the trainer/assessor.	Admissions Officer
10.	File student file	Student files are to be kept in the current student filing cabinet.	Admissions Officer

Unique Student Identifier

4.1 A Unique Student Identifier (USI) is a reference number made up of numbers and letters that gives students access to their USI account. A USI will allow an individual's USI account to be linked to the National Vocational Education and Training (VET) Data Collection allowing an individual to see all of their training results from all providers including all completed training units and qualifications. The USI will make it easier for students to find and collate their VET achievements into a single authenticated transcript. It will also ensure that students' VET records are not lost. The USI will be available online and at no cost to the student. This USI will stay with the student for life and be recorded with any nationally recognised VET course that is completed from when the USI comes into effect on 1 January 2015.

The USI initiative will:

- 4.2 Seamlessly link information about a student's VET achievements, regardless of where they studied.
- 4.3 Enable students to easily access secure digital transcripts of their achievements.
- 4.4 Give students access to, and more control over, their educational information.

Collecting the student's USI

Step 1	Collect the USI The process to collect a USI from a student who has created their own USI is as follows: Ask the student for their: <ol style="list-style-type: none"> 1. USI number 2. First name 3. Last name 4. Date of birth
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	<p>5. Important: The details provided by the student MUST match the details shown on the form of ID used to create a USI.</p>
Step 2	<p>Verify the USI</p> <p>Verify that this information is correct. This part is very important as the student may have made a mistake when they gave the USI to you or simply has the wrong USI number. You should also make sure the student is giving you the exact information they used when they created their USI. This may be different to previous details you have recorded.</p> <p>To verify the information either:</p> <ol style="list-style-type: none"> 1. Enter this information into the USI website <p style="text-align: center;">Or</p> <ol style="list-style-type: none"> 2. Enter this information into your USI integrated software. <p>Note: Both methods of verifying USIs indicated above can achieve the same result. Take a screen shot that this process has been completed and attach it to the USI Application form</p>
Step 3	<p>Report the USI</p> <p>Once you have verified the USI as valid, you will then use this USI when reporting to the National Data Collection.</p> <p>Note: If the student's USI could not be verified, you will receive a 'USI invalid' and the first name, last name and date of birth will be a 'no match'. If the USI is valid the system checks the first name, last name and date of birth and presents with 'match' or 'no match'. You will then need to check with the student that the information they provided is correct and an exact match to the details they used from their form of ID when creating their USI.</p>

Creating a USI for a student

4.5 Most students will be able to create a USI for themselves, however Lennox staff can assist students to create a USI.

Steps to create a USI for a student:

4.6 The following steps show you how to create a USI on behalf of a student:

Step 1	<p>Ask the student for one valid form of ID from the list below:</p> <ol style="list-style-type: none"> 1. Driver's Licence 2. Medicare Card 3. Australian Passport
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	<ol style="list-style-type: none"> 4. Visa (with Non-Australian Passport) for international students 5. Birth Certificate (Australian) *please note a Birth Certificate extract is not sufficient 6. Certificate Of Registration By Descent 7. Citizenship Certificate 8. ImmiCard <p>Important: The student's details you enter when you create their USI must match exactly with the details displayed on the student's chosen form of ID.</p>
Step 2	Click on 'Create USI' and agree to the terms and conditions.
Step 3	Click on 'Create USI'.
Step 4	Fill in the personal and contact details of the student.
Step 5	The student will be required to nominate their preferred contact method for receiving information from the USI Office, including their USI activation notice, when it is created by you. The student can choose between either email, phone or by mailing address. You will enter this information when setting up the student's USI.
Step 6	<p>You will now be asked to enter the details from the students chosen form of ID from the list above.</p> <p>Important: The details the student gives you MUST match the details shown on their form of ID</p>
Step 7	The student's USI will now be displayed on the screen.
Step 8	The student will also receive their USI sent to them by either email, phone or by mailing address, whichever the student has chosen as their preferred contact method.
Step 9	<p>If you like, or the student asks, you can advise the student that their USI has been created and that:</p> <ol style="list-style-type: none"> 1. The student should write down their USI somewhere safe or enter it into their phone for safe keeping. 2. They should activate their USI account at some stage in the near future. 3. If they do not activate their account, their USI still works. 4. When they do activate their account, they will be required to add some security questions and choose a password. 5. In accordance with section 11 of the Student Identifiers Act 2014, Lennox will securely destroy personal information which it collects from individuals solely for the purpose of applying for a USI on their behalf as soon as practicable after we have made the application or the information is no longer needed for that purpose, unless we are required by or under any law to retain it.

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Duplicate USIs

4.7 When creating a USI the system will check existing accounts and advise if there is a USI account already established. If a training provider organisation and/or student become aware of the possibility of a student having two USIs, they should report the issue to the Student Identifiers Registrar. The Student Identifiers Registrar will work with the relevant parties to resolve the issue and advise the outcome.

Records Management

4.8 Staff must maintain all records relevant to administering this policy and procedure in the college's recordkeeping system.

5 RELEVANT LEGISLATION AND DOCUMENTS

Documents

Enrolment Application Form
Student Written Agreement
Student File Checklist
Student Request Form
Student Change of Details Form
Student Request to Finish Early Checklist
Student Request to Finish Early Form
CoE Extension Request Application Form
Complaints and Appeals Form
Complaints and Appeals Outcome Letters
Orientation Checklist
Orientation Feedback Form
USI Application Form
Student Consent for Marketing Materials Form
Student Feedback of Agent Form
Admission Feedback Form
Determining Suitability Assessment (per qualification)
RPL Application Form
CT Application Form
Student Refund Request Form
Student Transfer Request Form
Confirmation of Course Completion Letter
Enrolment Verification Letter
Confirmation of Study Letter
Academic Warning Letters 1, 2 and 3
NOIC- CoE - Non-Payment of Fees Letter
Completion Letter for Superseded Courses
Confirmation of non-Teaching Period Letter
Reduced Duration of Study Letter
Student Payment Plan Agreement Form

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Legislation

5.1 Standard 3 of National Code 2018.

5.2 Clauses 5.1-5.3, 7.3, 3.5 1.7, 6.1-6.6, 1.1-1.4, 1.5-1.6, 1.17-1.20, 1.22-1.27, 3.1-3.4, 3.6 of the Standards for Registered Training Organisations 2015.

5.3 *Privacy Act 1988*

6. FEEDBACK

College staff and students may provide feedback about this document by emailing: compliance@lennoxcollege.edu.au

7. APPROVAL DETAILS

Approval	Details
Approval Authority	CEO
Administrator	Compliance Officer
Version	2.0

Approval and Amendment History	Details of Approving Authority	Date of Approval
Original Approval Authority and Date	CEO	20/09/2021
Amendment Authority and Date	Compliance Officer	23/04/2024

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8. FLOWCHART

