

STUDENT ENROLMENT POLICY

(IN ACCORDANCE WITH h&h REGULATIONS)

Scope

This policy has been developed to protect the interests and reputation of h&h Accredited Training ('the business') and provide information on student enrolment. This policy applies to all staff, students, Trainers/Assessors and members of the h&h community.

Purpose

To enable compliant enrolments with all students at h&h Accredited Training. This is conducted by using a consistent approach with all enrolments at the college.

Guidelines

h&h's applicants are assessed and enrolled in courses using fair, equitable and transparent procedures based on clearly defined, consistent, and equitable criteria.

Each potential student is required to enrol at the Granville site or online via www.hnh.org.au (No enrolments completed on behalf of the potential student).

Information provided to the applicant prior to enrolment into a course includes but is not limited to:

- Qualifications, codes, titles
- Qualification content i.e. units of competency
- Entire course fees (including information on additional costs, ie. police checks)
- Identification/residency requirements
- Mandatory Work Experience/placement requirements
- Payment Plans / Refund Policy
- Available student support services
- Course Duration
- Information - if requested - on trainers' qualifications
- Concerns about any barriers the applicant may have
- Language, Literacy and Numeracy requirements
- Government funding, eligibility, and requirements
- Withdrawal, deferral, transfer, or cancellation of training.

Pre-enrolment

Students who apply for entry to the h&h College, do so by fair and open procedures. This includes published criteria outlining entry requirements for all courses. The principles upon which admission decisions are made are stated clearly in h&h brochures (sent to applicants or located at front reception) and on the website (www.hnh.org.au).

Throughout the pre-enrolment process, college staff is assessing the suitability of the potential student for admission and enrolment into a course. The student will be queried as to their reasons for undertaking the course and their educational and work history, previous qualifications, skills and knowledge. This communication allows staff to determine applicant's comprehension and level of English towards the

information provided or requested. This process includes a Language, Literacy and Numeracy assessment based on the qualification level to which the potential student wishes to enrol.

Student Eligibility:

- **Smart and Skilled Program:**

To be eligible for Smart and Skilled Entitlement Full Qualifications, Targeted Priorities Full Qualifications, and Targeted Priorities Prevocational Part Qualifications programs, the student must:

- Live or work in NSW **or**
- Aboriginal and Torres Strait Islander students who do not live or work in NSW but lived in specific defined interstate NSW border **and**
- Be an Australian citizen, a permanent Australian resident, New Zealand citizen, a humanitarian visa holder, or a partner visa holder whose sponsor is a humanitarian visa holder **and**
- Be aged 15 years or older **and**
- No longer at school or equivalent (Home schooled students are eligible) in adherence with the NSW School Leaving Age Policy and the NSW Education Act 1990.

- **Smart and Skilled Apprenticeship and Traineeship programs:**

To be eligible for, the trainee must:

- At the time of commencement is a NSW new entrant trainee and has an approved Training Contract in NSW **and**
- The qualification that is being undertaken is on the NSW skills list **and**
- The qualification that is being undertaken is shown on the Training Contract.
- Must have a Unique Student Identifier (USI)

- **VET Study Loan (VSL) program:**

To be eligible for VSL program, a student must:

- Be studying an approved course (Act s 10(1)(a); 7(1)(b))
- Be studying with an approved course provider
- Apply using the approved form (eCAF) to the government and include all relevant information
- Confirm his/her engagement and progression to continue to access the loan throughout the course, when required to do so by the Department
- Must have Tax File Number (TFN) or currently apply for a TFN
- Must have a valid Unique Student Identifier (USI)
- Has a FEE-HELP balance that is more than \$0
 - The college will check the enrolling person's FEE-HELP balance using HEIMS Online
- Where a student is under 18 years old, student must:
 - Have a parental consent form signed by a responsible parent of the student
 - Have evidence of the assessment of receipt of youth allowance on the basis that the student is independent within the meaning of Part 2.11 of the *Social Security Act 1991* (evidenced by the student receive Centrelink Income Statement noting this assessment)
- Meet the citizenship and residency requirements:
 - Be an Australian citizen
 - Be a qualifying New Zealand citizen that:
 - Has usually been resident in Australia for at least 10 years
 - Was a dependent child aged under 18 years of age when he or she first was usually resident in Australia
 - Has been in Australia for periods of totaling 8 years during the previous 10 years
 - Has been in Australia for periods totaling 18 months during previous 2 years
 - A permanent humanitarian visa holder, who is usually resident in Australia

- Meet the academic suitability requirement by:
 - Providing their Australian Year 12 Certificate
 - Providing evidence of successful completion of an AQF Certificate IV or higher qualification where the language of instruction is English
 - Displaying competence at or above Exit Level 3 in Australian Core Skills Framework (ACSF) in both reading and numeracy through an approved LLN test and h&h reasonably believes the student displays that competence (the enrolling person who fails LLN test, can only resit the test after 3 months have passed)
 - h&h must reasonably believe the student is academically suited to undertake the course and the student must meet any other specified entry requirement of the course.

Enrolment

Upon enrolling, each applicant must provide 2 forms of Identification. As part of this procedure, a photo of the applicant must be provided. If identification is not presented, enrolment cannot take place.

This identification is the basis by which the college verifies the information and identity of the enrolling person.

If the identification does not include an Australian form of Identification (ie. NSW driver's license, proof of age card etc) the other form of Identification accepted is a current passport or visa and green Medicare card.

To check for studying rights, the college staff must enter the applicant's information into <https://www.immi.gov.au> and verify any studying limitations.

Enrolling students under 18

Students need to have a guardian or parent present who is over the age of 18, to act as guarantor for their enrolment. Applicants under the age of 18 are not permitted to enrol in an h&h course without parent or guardian.

It is communicated at the time of enrolment that depending on the qualification type, some under 18-year-old applicants may be required to seek additional college support when completing work experience components of their course. This is to ensure the right facility will be chosen for the age group. School leavers must have a signed 'exit consent form' present at enrolment.

Smart and Skilled Fee

After the college verifies the **eligibility** of the enrolling person for Smart and Skilled funding, the college will verify the student contribution towards the fee of the qualification into which he or she is enrolling.

Based on the enrolling person's circumstances, the student contribution could be:

- **First qualification fee:** the enrolling person is not entitled to concession fee, fee exemption, or fee-free training and the qualification he or she is enrolling into is his or her first qualification after school.
- **Subsequent qualification fee:** the enrolling person is not entitled to concession fee, fee exemption, or fee-free training and the qualification he or she is enrolling into is not his or her first qualification after school.

- **Concession fee:** A concession fee is a discounted fee for a student if:
 - the enrolling person is receiving a specified Commonwealth Government benefit or allowance. The enrolling person is eligible for a concession fee for a qualification up to and including Certificate IV. (For details, See appendix 3 of the Fee Administration policy for Commonwealth benefits and allowances)
 - i. To be eligible for a concession, the enrolling student must be in receipt of the specified Commonwealth Government benefit or allowance at the time of enrolment.
 - The enrolling person is a dependant of a person who is receiving a specified Commonwealth Government benefit or allowance. (For details, See appendix 3 of the Fee Administration policy for Commonwealth benefits and allowances)
 - i. To be eligible for a concession, the status of the enrolling student must be confirmed/ratified at the time of enrolment.
 - There is no concession for a student enrolling in a Diploma or Advanced Diploma
- **Fee exemptions and fee-free training:** the enrolling person does not require to pay any fee if:
 - he or she is Aboriginal or Torres Strait Islander
 - a person with a disability. A student will be eligible for a fee exemption on the basis of disability if the student is:
 - i. in receipt of the Commonwealth Government Disability Support Pension, or
 - ii. documentary evidence that is assessed by the provider demonstrates a clear additional need as a result of the student disability.
 - a person who is a dependant, spouse or partner of a person who is receiving a Disability Support pension. Documentary evidence must be provided.
 - a person who is a refugee and asylum seeker. Documentary evidence must be provided such as ImmiCard where appropriate, which states that they and their partner- if applicable, hold one of the visas specified in the Smart and Skilled Eligibility Policy
 - a person who is a recipient of Fee-Free Scholarships. To be eligible for this if the enrolling person is:
 - i. a person aged 15 and 30 (inclusive) at the start date for training and eligible for a **concession fee** (i.e., a Commonwealth Government benefit recipient) or
 - ii. a person who meets the Out-of-Home-Care definition at the time of enrolment and are:
 - 1. aged 15 - 17 years and currently in out-of-home care, or
 - 2. aged 18 - 30 years and previously in out-of-home care or
 - iii. a person who is aged 15 and over and able to disclose (self-declare) at enrolment that they meet the domestic and family violence definition
 - iv. a person who is living in a social housing in NSW or on the NSW Housing Register (waiting list).
 - a person studying for a qualification under the Entitlement Foundation Skills Program

The college will verify and confirm the eligibility and fee (or no fee) using the STS online calculator and will print a quote for the enrolling person to inform his or her student contribution.

After the enrolling person accepts the student contribution, the college will process the enrolment through STS online and prints 'notification of enrolment – student copy' for enrolling person to keep and prints 'notification of enrolment – provider copy' for the college to keep with student file.

VET Student Loan (VSL) Enrolment

After the college verifies the eligibility of the enrolling person to the program, the college will upload the enrolling person information to the Electronic Commonwealth Assistance Form (eCAF) system.

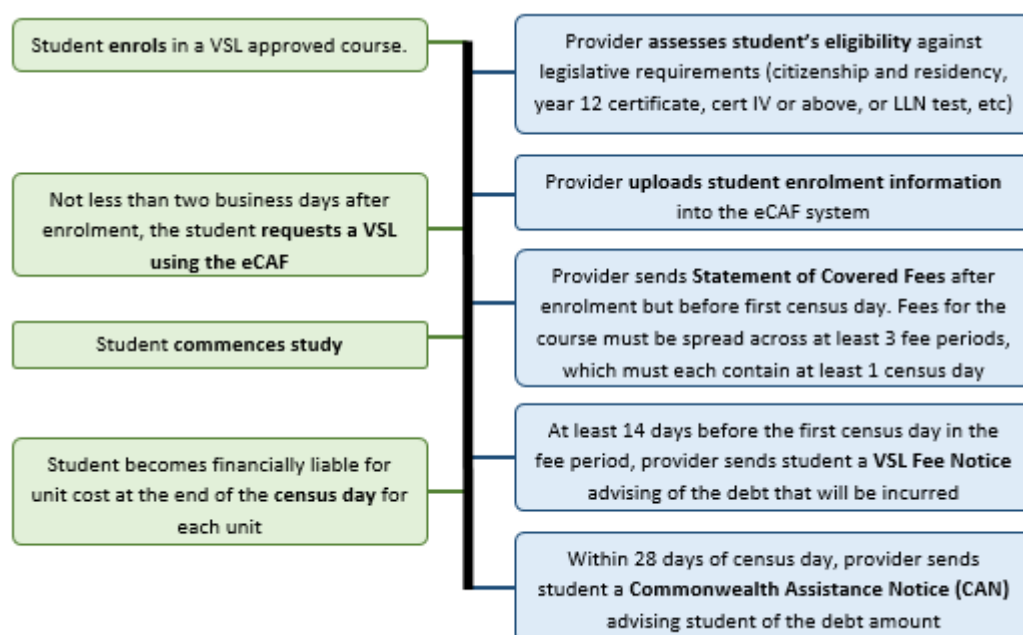
Not less than 2 business days after enrolment, the enrolling person must request a VSL using the eCAF.

After the enrolling person confirm their enrolment through the eCAF system, the college will send a 'Statement of Covered Fees' before the first census day. The statement of covered fees will outline the amounts of the tuition fees that will and will not be covered by the VET Study Loan.

At least 14 days before the first census day, the college will send a VSL fee notice advising the debt amount for the first fee period. The enrolling person will become financially liable at the end of the census day and will be provided with a Commonwealth Assistance Notice (CAN) on the day after census day, setting out the loan and the loan fee for each unit of study.

Should a student find that any information on their CAN is incorrect, they should notify h&h immediately to request a correction. h&h will email the CAN to the student's personal email address.

VSL Enrolment Flowchart



Ref: VSL Manual for Provider page 9

Enrol to h&h from another training organisation (VSL)

To continue a course with h&h, students will only be able to access VSL, up to the amount of the remainder of the total course cap. The students will need to provide the college with copies of the 'Commonwealth

Assistance Notice (CAN)' from their previous training organisation, which the students should receive throughout the course to check their remaining course cap. Students could also view their 'MyUniAssist' record to access this information.

Recognition of Prior Learning/Credit Transfer

A student who has completed, or partly completed, another qualification from a Registered Training Organisation (for verification of provider status see www.training.gov.au) may apply for a credit transfer, for their previous study towards a qualification or units of competency within a qualification.

The applicant must provide clear and legible copies of original documents (ie. Testamur and transcript of results) to an authorised staff member. Copies of the original documents provided by the applicant must have been either authenticated via:

- A Justice of the Peace or their equivalent authority in the country of origin; or
- Verified as a true and correct copy by a college staff member. (refer to the RPL and CT policies and procedures)

See h&h Recognition of Prior Learning Policy and Credit Transfer Policies

If a student withdraws from an approved course, or part of an approved course for Vet Student Loan (VSL) program, h&h will not re-enrol the student without the written permission of the student. (VSL Rules s 86(3))

Deferring studies

Should a student require the deferral of their studies, it must be approved by Management (evidence required e.g. medical certificate). Deferral may occur for numerous reasons, including personal emergencies, travel overseas and medical issues. Information on the discussion between the General Manager and student must be documented on Axcelerate student profile for future reference. *Deferral timeframes should not exceed a period of 12 months.*

Inactive Students

h&h acknowledges that some students may enrol in a course and not attend classes to commence studies or not return after a break. Students who have not attended for a period of 1 month of any study period, or who have not attended class for a 5 consecutive day period (at the start of a study period, or after a break without approval) will be considered inactive.

Co-ordinators and trainers must have evidence of contact attempts with the students. Phone calls, emails and SMS are appropriate. If there is still no contact, the emergency contact may be phoned or emailed to see if contact details have changed etc.

A '7-day letter' is sent to the student to contact the college within the 7-day timeframe to explain the absences. Axcelerate student profile must have notations made, reason if known and all applicable dates.

For VSL students, The Commonwealth requires each student to re-engage with its online system during the duration of study, this is done to confirm that they are a genuine student and are still engaged with their study.

h&h will advise each student when these periods occur. The student must comply with all requests from the Commonwealth, otherwise their loan will be cancelled; the student will be responsible for payment of the remaining fees, in order to continue to study. *Ref: Commonwealth Assistance Notice (CAN) (VSL Manual page 85 - 88).*

Related Legislation/Guidelines:

- Standards for Registered Training Organisations (RTOs)
- VET Quality Framework
- Smart and Skilled Operating Guidelines
- Smart and Skilled Contract terms and conditions
- Smart and Skilled Student Eligibility Policy
- Smart and Skilled Fee administration policy
- VET Student Loans Rule 2016