Procedure name:	EN2.1 Application and Enrolment Procedure	Version:	5.1
Procedure owner:	General Manager - Operations		
Approved by:	Chief Executive Officer		
Approved date:	February 2020	Review date:	February 2021

SECTION 1 - INTRODUCTION

PURPOSE

This procedure outlines the steps in which Selmar Institute of Education processes and enrols learners into its courses. This procedures is in line with the Standards for RTOs 2015 (SRTOs) and all other relevant Federal and State funding contracts.

SCOPE

This procedure applies to all employee, partners and associates of the Selmar Institute of Education (121531) in relation to all applications and learner enrolments. This procedure includes all regulatory requirements that fall under Selmar Institute of Education obligations as a registered training organisation.

The General Manager - Operations and Funding Contracts Manager are ultimately responsible to ensure that this business process is followed by all Sales and Administration staff as mentioned below in each line of Responsibility. Other departments involved in this procedure is the Sales and Marketing Department, involved in the Pre-Enrolment and Handover stage.

SECTION 2 – PROCEDURE

Pre enrolment

Responsibility	Activity
Client Relationship Managers and Course Advisors	1. Enquiries from potential learners reach the Client Relationship Managers, Regional Managers and Course Advisors through public contact, facility and workplace visits, online enquiries and phone enquiries. 2. The Client Relationship Managers, Regional Manager and Course Advisors contact the potential learner and discuss the course requirements, industry, delivery and assessment model to check the suitability and eligibility of potential learners to enrol into courses. This is a verbal conversation to establish the potential learner's genuine interest in the industry and career aspirations. 3. Once it is established that the potential learner would like to apply for the course, the Client Relationship Manager, Regional Manager or the Course Advisor emails the potential learner a link to the Student Application Form, or provides them with a hard copy, and Payment Authorisation Form. The Course Advisors, Regional Manager or Client

Responsibility	Activity
	Relationship Manager assists the learner to complete these forms either over the phone or face to face. 4. Applicants are required to present acceptable and relevant ID and evidence of eligibility. The original ID and evidence of eligibility is to be sighted and copies retained OR if the RTO representative is sighting a copy, the copy must be certified OR it is to be verified using the Green ID online verification system. If VSL application, confirm ID and evidence of eligibility meets the VSL Checklist requirements. Refer to the EN2 Application and Enrolment Policy to see acceptable and relevant ID and evidence of eligibility. 5. The Student Application Form, with copies of all ID and evidence of eligibility is handed to the Administration Team together with the *Sales Department Handover Log.* 6. The Course Advisor, Regional Manager or Client Relationship Manager emails the Trainer and Assessor the potential learner's information and contact details. 7. Within 2 business days, the Trainer and Assessor contacts the potential learner to book in a time to complete the Pre-Training Review and LLN. 8. The Pre-Training Interview occurs either over the phone or face to face. After satisfactorily completing the interview, the learner then completes the LLN assessment either online or face to face on a hard copy version. 9. Once the Pre-Training Interview and LLN assessment is completed by the potential learner, the Trainer and Assessor determines suitability and involves the LLN Student Support Coordinator if there is any requirement for additional support or uncertainty about assessment decision. 10. Applicants who are identified as having language, literacy and numeracy needs, are provided additional learning assistance throughout the program by the LLN Student Support Coordinator, if required. 11. Any LLN, disabilities or reasonable adjustments or additional support requirements are recorded on the Pre-Training Review and in the student's profile in Wisenet. 12. The LLN support Coordinator is involved in the final assessment decision for any learner who does not meet the required ACSF level for the course. The LLN Support Coordinator will contact and communicate this result to the applicant. 13. **QLD VET Investment Programs** - Conduct a search prior to enrolment using the Apprenticeships Info Self Service (known as AISS) search tool to help confirm whether prospective students:

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<tr><th>Responsibility</th><th>Activity</th></tr>
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have previously attained a Certificate III or higher-level qualification; and / or
are not already enrolled in a Certificate III or higher qualification relevant to the specific program under which training is being funded.

14. If AISS research indicates a qualification has been previously attained or enrolled in:

this is an indication that the student is ineligible; or
if there was a mistake, DIRECT the student back to the previous RTO to request the removal or amendment of data. However, if the RTO no longer exists DIRECT the student to the ASQA to request information about their training with the previous RTO.

GET:

Evidence that data has been removed / amended by the previous RTO (new AISS search)
Written notification form ASQA confirming that the student has not undertaken any training.
Written notification from ASQA advising the qualification issued by the previous RTO has been cancelled.

15. Take AISS screenshot and / or printout of the search conducted.
16. Applicants who are identified as having language, literacy and numeracy needs, will be provided additional learning assistance throughout the program by the LLN Student Support Coordinator, if required.
17. Any LLN, disabilities or reasonable adjustments to be applied is recorded on the Pre Training Review and in the Learners profile in Wisenet.
18. Once the LLN Student Support Coordinator has completed all discussions and the Pre Training Review and LLN results have been recorded, the Student Application Form and Pre Training Review (including LLN) is handed back to the Client Relationship Manager or Course Advisor.
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<tr><td>Client Relationship Managers and Course Advisors</td><td>
19. The Client Relationship Manager or Course Advisor reviews the outcomes of the Pre Training Review (including LLN) and Student Application Form to ensure that ALL details have been completed.
20. The Pre Training Review (including LLN) and Student Application Form, with copies of all ID and evidence of eligibility is handed to the Administration Team together with the Sales Department Handover Log.
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Handover

Responsibility	Activity
Client Relationship Managers and Course Advisors	1. The Client Relationship Managers complete the *Sales Department Handover Log* whilst out in the field meeting with potential Learners. This log is a running sheet of all Learners that have completed the Application forms. 2. The *Sales Department Handover Log* is provided to the Administration Team every Monday/Tuesday/Friday together with the Application forms. 3. The *Sales Department Handover Log* confirms that the following details and forms are being handed to the Administration Team: - Date of submission - Sales team member name - Name of the Administration staff the log has been handed to - Learner Name (First and Surname) - Application Form provided - Skills First Declaration Form (Vic only) - Vet Student Loans Declaration - Certified or verified copies or original sighted copies of Learner's ID - VSL Checklist - Sign off by Sales team member.
Trainer and Assessor	The Trainer and Assessor submits the Pre-Training Review documentation to administration. This occurs prior to commencement activity.
Administration Team	4. The Administration staff member checks the *Sales Department Handover Log* to confirm that all of the required details and forms are attached. **(VSL Checklist if VET Student Loans application)** 5. The Administration staff member signs off the *Sales Department Handover Log.*

Enrolment on Wisenet

Responsibility	Activity
Administration Team	1. All learner details are recorded on the Student Management System, Wisenet including Personal Details, USI, date of birth, email address, phone number/s and concession details. 2. **QLD VET Investment Programs** - If the date on the Enrolment Application form and the date of processing enrolment is greater than 30 days, conduct a new search prior to enrolment using the Apprenticeships Info Self Service (known as AISS) search tool to help confirm whether prospective students: • have previously attained a Certificate III or higher-level qualification; and / or • are not already enrolled in a Certificate III or higher qualification relevant to the specific program under which training is being funded.

	3. If AISS research indicates a qualification has been previously attained or enrolled in: • this is an indication that the student is ineligible; or • if there was a mistake, **DIRECT** the student back to the previous RTO to request the removal or amendment of data. However, if the RTO no longer exists **DIRECT** the student to the ASQA to request information about their training with the previous RTO. ○ **GET**: ▪ Evidence that data has been removed / amended by the previous RTO (new AISS search) ▪ Written notification form ASQA confirming that the student has not undertaken any training. ▪ Written notification from ASQA advising the qualification issued by the previous RTO has been cancelled. 4. Take AISS screenshot and / or printout of the search conducted. 5. In the Notes section, record any special requirements. This may be any missing paperwork that is being followed up with the Client Relationship Manager or Course Advisor or learner support services that has been arranged. 6. Complete all AVETMISS data on Wisenet. 7. Complete the Workplace details. Record the Learners 'position', this will either be a Workplace base Learner or Student Placement. 8. Once all learner details have been completed the learner ID will be generated.

Create learner file

Responsibility	**Activity**
Administration Team	1. Make a label with the learner ID, learner surname, learner first name and qualification (for paper based learners only). E.g. {SURNAME}, {FIRST NAME}, {Learner ID} {Qualification code and title} 2. Place the label on the top of the open edge of a manila folder and place all hardcopy application form documents and Pre Training Review (including LLN) in a plastic pocket and file this in the manila folder. 3. For all learners, create an electronic learner file in the Student Drive on the server. Scan each page of the Application form, copies of ID, Pre Training Review, LLN Assessment and save this in the electronic file. **Note: After 30 days discard the hard copy paperwork for once it has been scanned and saved.**

Enrolment into a course offer on Wisenet

Responsibility	Activity
Administration Team	1. Enter the 'Enrolment Status' as Pending and in the 'Status Reason' and record any missing paperwork required e.g. Training Plan and Visit Report. This may be if the paperwork has not reach the office yet. 2. Enter the 'Student Mode' as Full Time for classroom based, workplace based and Traineeship learners and External for distance learners. 3. Enter the 'Target Group' as the delivery mode the Learner will be undertaking and the funding source. 4. Enter the name of the Trainer/Assessor. 5. Enter the Start date, the duration of the course e.g. 52 weeks. This will automatically calculate the Nominal end date. 6. Enter the PUSH hours for the course. Refer to the *PUSH Credit Transfer and Cancellation Calculator* **(Vic only).** **Note:** if the Learner has Credit Transfers granted please adjust the PUSH hours according to the calculations. 7. Enter the first 'Census date'. This can be accessed via the Selmar website http://selmar.edu.au/course-fees-funding/vet-student-loans/ **(VET Student Loan only)** 8. Enter the 'Enquiry date'. This will be the date in which the data is being entered. 9. Enter the 'Enrolment date'. This will be the date in which the 'Enrolment Status' is changed to Current. 10. Enter the 'Study Reason'. This will be recorded on the *Student Application Form*. 11. Enter the 'Course commencing identifier'. This will be either: - 3| Commencing (for all new enrolments) - 4| Continuing - 8| Short course 12. Enter the 'Commencement ID' and the 'Expiry date' **(for STS NSW funded Learners only).** 13. Enter the required VSL data **(VET Student Loan only).** 14. Complete the *VSL Admin Checklist* **(VET Student Loan only).** 15. After two business days tick 'Send to eCAF'. 16. If the Learner is a Trainee, enter the Australian Apprenticeship Centre (AAC) details. 17. Enter the 'Payment type'. This will either be: - Student - Employer - Agent (for Job Active referrals) - MOU (for fee exemptions) 18. Enter the 'Deposit'. This will be the entire fee payable. 19. Click 'Save and select units' 20. Select all of the units. 21. Enter the 'Fees & Funding' e.g. concession rate and unit fee.

Responsibility	Activity
	22. Enter the 'Delivery Mode'. 23. Enter the 'Funding Source'. 24. Enter the 'Trainer/Assessor'.

eCAF progression report (VET Student Loan)

Responsibility	Activity
Administration Team	1. The delegated Administration Officer accesses the learners CHESSN via HEIMS Online and enters it into Wisenet along with all of the other learner profile information. 2. The delegated Administration Officer follows up VSL Learner commencements and the eCAF that have (or have not) been processed. 3. In the VSL section on Wisenet, click 'eCAF progression reports' 'Process all'. 4. The learners that have not yet had an eCAF completed and processed will need to be followed up. 5. Send an email to the State Manager, Training Managers, State Sales Managers, General Manager - Operations and Funding Contracts Manager informing them of the list of Learners who require to complete an eCAF. This is usually to prompt a follow up with the learner as the course start date is approaching. 6. This process is to occur three (3) days per week.

LMS Enrolment into Go1

Responsibility	Activity
Administration Team, Go1, Trainer and Assessor	1. Select the Practical Outcome Go1 portal 2. Click "administer" 3. Click on "users" then "create" 4. Copy and paste learner detail from Wisenet. - Email, first name, last name, Regional Manager 5. Tick "send a welcome email to this user" 6. Click on "My Learning " 7. Select course for the learner 8. Click "reports" 9. Click "enrol user" 10. Select the user name (learner name) 11. Click "enrol" 12. Once enrolled, click "view Course Enrolments" and search for learner 13. Edit enrolment to "Not Started" and select Trainer name, then "update" 14. Add learner to group: Click on "groups" 15. Select Virtual Campus distance or Virtual Campus workplace 16. Click "members" 17. Click "add" 18. Type students name, click on it, select "add"

	19. ***Welcome email will be sent to the learner from Go1 with a link to the system with instructions for them to set up a unique, secure, username and password giving them access to their course*** 20. Once the learner has completed this step, Go1 pushes an email notification to the assigned trainer indicating the learner has set up their secure access and is ready to commence training 21. Trainer contacts learner to organise Go1 induction and commencement of training 22. Training commencement occurs.

Confirmation of enrolment and Training Plan

Responsibility	Activity
Administration Team	1. Generate the *Confirmation of Enrolment* letter containing information for the learner including: - Learner details - Course code and title - Course fees and additional charges - Funding information 2. The *Confirmation of Enrolment* letter is generated from Wisenet automatically when the Learner has been enrolled into the system. 3. Generate the *Statement of Covered Fees* letter from Wisenet for all learners including VSL. 4. Generate the *Statement of Fees* from Wisenet for all eligible learners for Skills First funding 5. To generate the *Training Plan* from Wisenet, go to the 'Learner Tab' and choose 'Enrolment Logbook'. 6. Go to 'Actions' and 'Generate Year Report – Training Plan'. 7. To send the electronic Training Plan go to the relevant URL. Selmar Non Traineeship - https://www.webmerge.me/capture/8331/5xbujm Selmar Traineeship - https://www.webmerge.me/capture/8842/tyvsb7 Once the electronic *Training Plan* has been generated send a copy to the Student, Trainer and Workplace (if applicable).

Invoice

Responsibility	Activity
Administration Team	1. Check that the Payment Authorisation Form has been completed in full and signed by the Learner (or payer). 2. Send this to the Credit Controller, Finance Department for an invoice to be raised, payment plan or direct debit to be arranged.

SECTION 4 - RELATED MATERIALS

Name	Document Type
Sales Department Handover Log	Form
Student Application Form	Form
Pre Training Review (LLN)	Form
Payment Authorisation Form	Form
PUSH Credit Transfer and Cancellation Calculator	Form
VSL Admin Checklist	Checklist
Acknowledgement Letter	Letter
Statement of Covered Fees	Letter
Electronic Training Plan	Form
EN2 Application and Enrolment Policy	Policy

SECTION 5 - VERSION CONTROL

Version #	Approval Date	Approved by	Details
1	December 2018	Marcus Sellen	Document creation.
2	December 2018	Marcus Sellen	Document review. Added VSL and State specific policies. Added Evidence of Eligibility and Fee Free for Year 12 Graduates.
3	February 2019	Marcus Sellen	Changed Document Owner.
4	March 2019	Marcus Sellen	Changed Document owner position title.
5	August 2019	Marcus Sellen	Updated address
5.1	February 2020	Julie van Belkom	Updated sections to reflect change in process