Procedure name:	EN2.1 Application and Enrolment Procedure	Version:	8
Procedure owner:	Support Services Manager		
Approved by:	Chief Executive Officer		
Approved date:	December 2018	Review date:	November 2023

SECTION 1 - INTRODUCTION

PURPOSE

This procedure outlines the steps in which the RTO processes and enrols learners into its courses. This procedure is in line with the SRTOs, VSL requirements and all other relevant Federal and State funding contracts.

SCOPE

This procedure applies to all employees, partners and associates of the RTO in relation to all applications and learner enrolments. This procedure includes all regulatory, contractual and legislative requirements that fall under the RTOs obligations.

The Chief Operating Officer and Funding Contracts Manager are ultimately responsible to ensure this process is followed by the Sales and Administration Teams as mentioned below in each line of responsibility.

DEFINITIONS

ACSF – Australian Core Skills Framework.

AQF – Australian Qualification Framework.

AVETMISS data – stands for the Australian Vocational Education and Training Management Information Statistical Standard data required to be collected for ALL learners who are undertaking a Nationally Accredited Course or Unit of Competency. This data is reported to the Federal and State Departments for statistical purposes.

CHESSN – stands for Commonwealth Higher Education Student Support Number, used for VSL.

eCAF – electronic Commonwealth Assistance Form, part of the VSL process.

TCSI – Tertiary Collection of Student Information is a framework for the collection of data from higher education and VSL providers, which is used to inform policy and manage programs.

USI – stands for Unique Student Identifier.

PTR – stands for Pre-Training Review.

RPL – stands for Recognition of Prior Learning.

CT – stands for Credit Transfer.

Pre-Training Review – means the process undertaken by the RTO and the learner to determine the most suitable and appropriate training to undertake.

LMS – stands for Learner Management System.

LLN – stands for Language, Literacy and Numeracy.

Language, Literacy and Numeracy – an assessment to determine the ACSF level that learner is to undertake the relevant AQF level qualification.

NCVER – stands for National Centre for Vocational Education Research.

RTO – stands for Registered Training Organisation and in this case means the Selmar Institute of Education (#121531).

SMS – stands for Student Management System, in this case aXcelerate.

SRTOs – Stands for Standards for Registered Training Organisations (RTOs) 2015.

The Department – dependent on context, refers to the Department of Education and Training Victoria, the NSW Department of Education or relevant Commonwealth Department of VSL.

VSL – stands for VET Student Loans.

SECTION 2 – PROCEDURE

PRE-ENROLMENT PROCESS

Responsibility	Activity
Business Development Consultants and Course Advisors	1. Enquiries from potential learners reach the Business Development Consultants, Regional Managers and Course Advisors through public contact, facility and workplace visits, online enquiries and phone enquiries. 2. The Business Development Consultants, 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 Business Development Consultant, Regional Manager or the Course Advisor emails the potential learner a link to the Student Application Form. The Course Advisors, Regional Manager or Business Development Consultant 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 document verification system. If VSL application, confirm ID and evidence of eligibility meets the VSL Checklist requirements.

Responsibility	Activity
	Refer to the *EN2 Application and Enrolment Policy* to see acceptable and relevant ID and evidence of eligibility. 5. The Course Advisor or Business Development Consultant emails the Regional Manager the potential learner's information and contact details for trainer allocation. 6. After the trainer is assigned, the Student Application Form, with copies of all ID and evidence of eligibility is emailed to Administration Inbox for auditing. 7. If required, applicants who are identified as having LLN needs, will be provided additional learning assistance throughout the program by the LLN Student Support Coordinator. 8. Any LLN, disabilities or reasonable adjustments to be applied is recorded on the PTR and in the learners profile in the SMS.

HANDOVER

Responsibility	Activity
Business Development Consultants and Course Advisors	1. The Course Advisor/Business Development Consultant emails student Application Form, with copies of all ID and evidence of eligibility to Administration Inbox.
Trainer and Assessor	2. The trainer completes PTR with the learner and notifies administration team by assigning a task on student management system
Administration Team	3. An Administration Audit Officer reviews the application form and relevant documents. If any non-compliances are found, the documents are returned to the relevant Sales Team member for follow up. 4. If compliant, the Administration Audit Officer emails the learner's enrolment documents to the Admin Team Leader and cc's in the sales team member. 5. The Admin Team Leader distributes application forms to admin officers for processing.

LEARNER ENROLMENT ON THE SMS

Responsibility	Activity
Administration Team	1. All learner details are recorded on the SMS including Personal Details, USI, date of birth, email address, phone number/s and relevant concession details. 2. In the Notes section, record any special requirements. This may be any learner support services that has been arranged. 3. Enter all AVETMISS data.

	4. Complete the Workplace details for workplace-based learners. Once all learner details have been completed the learner ID will be generated. 5. Save all documentation related to the enrolment and application in the student portfolio of the SMS.

LEARNER FILE (PAPER-BASED LEARNERS ONLY)

Responsibility	Activity
Administration Team	1. Make a label with the learner ID, learner surname, learner first name and qualification. 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 and relevant documents in a plastic pocket and file this in the manila folder.

COURSE OFFER ENROLMENT ON THE SMS

Responsibility	Activity
Administration Team	1. Enter ***Enrolment Status*** as Pending and in ***Enrolment Status Reason*** record any awaiting paperwork (i.e., awaiting PTR, EOP etc). 2. Enter the ***Study Mode*** as Full Time for 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 of the course for **VIC learners only**. Refer to the *PUSH Credit Transfer and Cancellation Calculator.* **Note:** if the Learner has Credit Transfers granted, please adjust the PUSH hours according to the calculations. 7. For **VSL learners only** - Enter the first *Census date*. This can be accessed via the RTO website. 8. Enter the ***Enrolment date***. This will be the date in which the data is being entered. 9. Enter the ***Code1 date***. This will be the date in which the ***Enrolment Status*** is changed to Code1. 10. Enter the ***Study Reason***. This will be recorded on the *Student Application Form*. *11.* For **short courses only** - Enter the ***Course commencing identifier***. This will be ***8| Short course***. 12. For **STS NSW funded learners only** - Enter the ***Commitment ID*** and the ***Expiry date***. 13. For **VSL Learners only** - Enter any required VSL data and complete the *VSL Admin Checklist*.

Responsibility	Activity
	14. **For VSL Learners only -** After two business days tick ***Send to eCAF.*** 15. If the Learner is a Trainee, tick the traineeship box and enter the Australian Apprenticeship Centre (AAC) details. 16. Enter the ***Deposit***. This will be the entire fee payable. 17. Enter the ***Fees & Funding*** e.g. concession rate and unit fee. 18. Enter the ***Delivery Mode***. 19. Once everything is completed, click ***Update Enrolment*** to finalise. 20. Add ***Location*** as **workplace address** for workplace-based learner or **default** for distance learner.

ACKNOWLEDGEMENT OF LEARNER ENROLMENT

Responsibility	Activity
Administration Team	1. Generate the ***Acknowledgement Letter*** containing information for the learner including: - Learner details - Course code and title - Course fees and additional charges - Funding information - Links to enrolment relevant policies 2. The ***Acknowledgment Letter*** is generated from the SMS when the learner AVETMISS details are entered in the SMS. 3. For **VIC learners only** - Statement of Fees must be included if learner is applying to enrol in a course funded by **Skills First.**
Responsibility	**Activity**
Administration Team	**The following processes are for VSL learners –** 1. The delegated Administration Officer for VSL accesses the learners CHESSN via TCSI Online and enters it into the SMS along with all relevant learner information. 2. The delegated Administration Officer for VSL follows up VSL Learner commencements and the eCAF that have/have not been processed. 3. Run ***Progression Report*** on SMS to obtain details of learners. 4. Go to eCAF provider website and look up the learners and send progression forms. 5. The learners that have not yet had an eCAF completed and processed will need to be followed up. 6. Send an email to the Business Development Consultants/Course Advisors informing them of the list of Learners who require to complete an eCAF. This is a prompt a follow up with the learner when the course start date is approaching. 7. This process is to occur three (3) days per week.

LEARNER ENROLMENT INTO THE LMS

Responsibility	Activity
Administration Team **and** **Trainer and Assessor**	1. Invitation email will be sent to the learner through the SMS with a link to the LMS with instructions for them to set up a unique, secure, username and password giving them access to their course. 2. Once the learner has completed this step, the LMS pushes an email notification to the assigned trainer indicating the learner has set up their secure access and is ready to undertake LLN test. 3. Once PTR and LLN is completed, the learner is booked for an induction which can be either a group session online or one on one session online or in person. 4. Training commencement occurs, unless: 5. **For trainee learners only** - If the learner is enrolled as a trainee, the training commences after receiving the learners **EPSILON**.

PTR and LLN PROCESS

Responsibility	Activity
LMS, Trainer and Assessor, LLN Support Coordinator	1. The learner sets up a secure username and password to access LMS. 2. The learner completes LLN on LMS and a notification is sent to Trainer. Trainer conducts Pre-Training Interview either over the phone or face to face. 3. 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. 4. If required, applicants who are identified as having LLN needs, are provided additional learning assistance throughout the program by the LLN Student Support Coordinator. 5. Any LLN, disabilities, reasonable adjustments or additional support requirements are recorded on the PTR and in the student's profile in the SMS. 6. The LLN Student 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 Student Support Coordinator will contact and communicate this result to the trainer/assessor and the applicant.

TRAINING PLAN PROCESS

Responsibility	Activity
Administration Team	1. Trainer notifies administration team that PTR is completed. 2. An Administration Team member audits the PTR to ensure compliancy. 3. If PTR is compliant, Administration team issues a training plan.

	4. Admin Team will choose relevant template (trainee or non-trainee) and delivery mode (workplace or distance) from the SMS template list and generate a training plan. 5. Training plan is sent to all relevant parties for signing. 4. If the PTR is non-compliant, Administration team member returns to the relevant trainer and assessor for follow up.

CONFIRMATION OF ENROLMENT

Responsibility	Activity
Administration Team	1. Generate the ***Confirmation of Enrolment*** letter from the SMS once the learner has commenced training. 2. The letter must include the following information: • Learner details • Course code and title • Course duration • Delivery mode • Trainer details • Funding information • Links to enrolment relevant policies. 3. For **VSL learners only** - Generate the ***Statement of Covered Fees*** letter from the SMS and send to the learner.

INVOICING

Responsibility	Activity
Administration Team	1. Assign a task on SMS to send notification to Finance team for an invoice to be raised.

SECTION 4 - RELATED MATERIALS

Name	Document Type
Student Application Form	Form
PUSH Credit Transfer and Cancellation Calculator	Form
VSL Checklist (Sales)	Checklist
VSL Admin Checklist (Admin)	Checklist
Acknowledgement Letter	Letter
Training Plan	Form
Confirmation of Enrolment Letter	Letter
Statement of Covered Fees	Letter
Statement of Fees	Letter
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
6.0	November 2020	Julie van Belkom	Minor update
6.1	March 2021	Julie van Belkom	Updated to reflect current practice
7	May 2022	Aruna Joshi	Updated admin processes Updates LMS and SMS processes Updated PTR process Updated job titles Added Acknowledgement letter process Updated Policy Owner title
8	August 2022	Aruna Joshi	Removed reference to QLD, updated processes to align with current processes