

# Recruitment and Enrolment Policy and Procedure

## Purpose

This policy and procedure establishes a consistent method of recruitment and enrolment, allowing Ella Bache College of Skin and Beauty Therapy to provide appropriate processes for all student recruitment and enrolment into courses on scope as outlined on Ella Bache College of Skin and Beauty Therapy's scope of registration.

The Course and Careers Advisor is responsible for administering the eCOE and Enrolment Package to student applicants. The management of student details in the appropriate Student Management System, PRISIMS and all other systems and databases maintained by Ella Bache College of Skin and Beauty Therapy upon confirmation of enrolment post orientation and induction for students is via the Student Services Manager.

## Policy Detail

1.1 This policy outlines the approach that Ella Bache College of Skin and Beauty Therapy will take to:

- Recruit and enrol students into courses on their scope of registration
- Ensure the staff of Ella Bache College of Skin and Beauty Therapy are aware of the student recruitment and enrolment processes
- Ensure students are provided with adequate information about the services they are to receive
- Inform students of their rights and obligations, and
- Provide students with information on any third-party arrangements affecting the delivery of training and assessment prior to their commencement in a course.

1.2 Ella Bache College of Skin and Beauty Therapy takes a consistent, open, fair and transparent approach to the selection and admission of all students into its training programs and the students overall treatment.

1.3 Ella Bache College of Skin and Beauty Therapy will ensure that all applicants seeking admission will be treated fairly and equitably. Ella Bache College of Skin and Beauty Therapy maintains clearly defined entry criteria used for making decisions about the selection of students. These criteria are published on the Ella Bache College of Skin and Beauty Therapy website and the Student Handbook, which is also available on the college website.

1.4 Students are required to apply for enrolment and are accepted on merit, based on the published criteria, academic suitability and on an individual case by case basis.

1.5 Throughout the process of selection and admission, all applicants are treated courteously and expeditiously.

1.6 Information is provided to prospective students prior to their enrolment and commencement in a course, so that they;

- can make informed choices about studying with Ella Bache College of Skin and Beauty Therapy
- are aware of course entry and any pre-requisite requirements
- know who is delivering their training and who is issuing the Qualification or Statement of Attainment
- are aware of their rights and responsibilities when undertaking training

1.7 Entry criteria and application procedures are published in the Course Guide, Student Handbook and on the website.

1.8 Prospective students at Ella Bache College of Skin and Beauty Therapy who possess extensive life/work experiences in the relevant field of study or have attained competencies through the completion of prior studies will be provided with the option of attaining a Recognition of Prior Learning.

- Where applicable, those students who have completed previous study in the VET sector will be provided with Credit Transfers for the units of relevant competency completed.
- Ella Bache College of Skin and Beauty Therapy makes its policy and procedures for verifying applicants' credentials in relation to the granting of Recognition of Prior Learning, and Credit Transfer publicly available on its website.

1.9 Offers for admission to a specific VET course of study, are made on a conditional basis. If the applicant does not fulfil these condition(s), he/she may not be provided the opportunity to enter the VET course of study. These conditions may include language, literacy and numeracy skills, which are measured by the student completing an approved LLN tool at the time of enrolment, and/or achievement of an academic requirement, where evidence of attainment was not available at the time of application.

1.10 Ella Bache College of Skin and Beauty Therapy will retain all student records in accordance with the guidelines as specified in the AQF and Standards for RTOs 2015 and the VSL rules. Provision can be made for students who wish to access their personal records in accordance with privacy legislation.

## Procedures

### **2.1 MARKETING AND ADVERTISING**

Ella Bache College of Skin and Beauty Therapy (EBC) is committed to ensuring that all prospective students are well informed prior to applying to enter a course of study with EBC.

All prospective students will be required to contact the Course and Careers Advisor (through either interview, telephone and/or email contact), and will be provided with information regarding their possible study options, including:

- RTO Code and registered name of the training provider
- the requirements for acceptance into a VET course of study, educational qualifications or work experience required
- the course duration, modes of study and assessment methods
- tuition and incidental fees
- campus locations and a general description of facilities, equipment, and learning and supportive resources available to students
- eligibility of the applicant for funding under state and federal government initiatives which may include loan schemes and/or programs, information will include associated information such as repayment obligations where applicable
- requirements for satisfactory academic progress
- learners' obligations such as specialised resource requirements and
- complaints, grievances and appeals policies and procedures.

Information will be provided to the student prior to enrolment through the marketing materials and/or the website. EBC will include information about the course, the pre-enrolment process and student rights and obligations throughout their course of study.

Information will include:

***Training and assessment information including***

- Estimated duration
- Expected locations at which training will be provided
- Available modes of delivery
- The course qualification requirements comprising of core and elective units
- Whether RPL and Credit Transfer are available
- Information and contact details of third-party arrangements (if any)
- Information in relation to the issuance of the AQF certification documentation

***Educational and support services that EBC will provide, including the following***

- Training and Assessment
- Student Support
- Reasonable Adjustment
- Fees and Refunds
- Protection of Tuition Fees (if applicable)

***The student's rights, including***

- Details of the complaints and appeals process
- The student's rights as a consumer and
- The student's right to obtain a refund
- The student's right to obtain a refund or re-credit of FEE-HELP Balance

***The student's obligations in relation to***

- The payment of fees for the provision of services, including payment terms, deposits and refunds (if applicable)
- Any requirements the student must meet to enter and successfully complete their chosen course
- Any materials and equipment that the student must provide during their course

**2.2 RECRUITMENT**

The Course and Careers Advisor manages all student enquiries in relation to their application and enrolment into EBC courses. Enquiries may be received via phone call, online enquiry, walk in, email, etc.

Information to be provided to the student at this stage will include:

- Reference to the EBC website for more information about their chosen course
- Course guide
- Reference to all documentation relating to studying with EBC, such as the Student Handbook, Policies and Procedures, Fees and Charges Policy, etc.
- Details of the Application for Enrolment process and
- Explanations on the pre-enrolment suitability review process and the completion of the Student Enrolment Form

The Course and Careers Advisor will then either provide the student with an application form or will direct the student to apply through the EBC website via on-line enrolment platform. Entry criteria and application procedures are published on the website, advertising, and marketing material for EBC.

All applicants are required to complete an Application Form, either online or in hard copy.

Applicants then submit their application to the Course and Careers Advisor, along with the supporting evidence relating to the eligibility for enrolment and copies of their qualifications and statements of attainment.

These may include certified copies (where appropriate) of Birth Certificates, Passports, Certificates of Citizenship, Marriage Certificate, pre-requisite qualifications, High School Completion Certificates or Academic Transcripts, etc.

In order to validly and reliably verify the student's competence in reading and numeracy, for the student to be deemed academically suited, a prospective student must:

- Supply a Senior Secondary Certificate of Education for the completion of year 12 OR
- supply a copy of a certificate that evidences that a student has successfully completed a qualification at level 4 or above in the AQF framework and that course was delivered in English AND/OR
- Be assessed as displaying competence in an approved Literacy, Language and Numeracy (LLN) tool.

The Course and Careers Advisor, with assistance of the Education Manager where required, assesses applications based on the published entry requirements for the relevant VET course and identifies the level of education already attained by the applicant.

The Course and Careers Advisor liaises with student to answer any initial questions. Applicants are also questioned regarding the reason(s) they are seeking admission into their desired course of study. Prior study and work experience are also considered.

### **2.3 PRE-ENROLMENT**

At pre-enrolment, based on the information gathered at the recruitment stage the Course and Careers Advisor will initiate the pre-enrolment interview which involves the conduct of a discovery conversation with the student to identify their learning needs, and establish:

- The reason for the student's chosen course
- The student's future aspirations/goals
- Their preferred learning style/s
- Any support the student may require
- The student's prior experience in the industry (if any)
- The level of education already attained by the student
- Their interests and abilities
- Their reason(s) for seeking admission into the VET course of study
- Their educational and work history

The Course and Careers Advisor may record relevant student responses from the pre-enrolment review into the CRM. This information is used to assist in assessment of the suitability of the potential student for admission into a VET course of study.

If the student is deemed suitable to undertake their course of choice, the Course and Careers Advisor will present the student with all possible study options and advise the student of the entry requirements for their chosen course, including the payment of fees and any available payment options.

Information will include:

- The requirements for acceptance into a VET course of study, the educational qualifications or work experience required and whether RPL or CT may be applicable
- Industry expectations/requirements
- The VET course of study content and duration, modes of study, assessment methods, fees applicable and payment terms
- Eligibility of the applicant for funding under government schemes or programs and ensure that the student is aware of the impact their enrolment into a funded course may have in further funded study (where applicable)
- Campus locations and a general description of facilities, equipment, and learning and supportive resources available to students

- Requirements for satisfactory academic progress and for attendance, and
- Complaints, grievances and appeals policies and procedures.

The student at this stage, will also be provided with:

- EBC's Schedule of Fees
- The eligibility criteria for VET Student Loans and process to apply for a VET Student Loan (if applicable)
- Opportunity to apply for Recognition of Prior Learning (RPL) and Credit Transfer (CT)

## **2.4 ENROLMENT (DOMESTIC STUDENT)**

Students who are deemed suitable will be provided with an Enrolment Package to complete for their course of choice.

This enrolment pack typically includes:

- Enrolment Agreement which will need to be signed by the student and will become the written agreement showing details of the campus location, VET course, course fees, additional/incidental costs, confirmation of Terms and Conditions and links to Policy and Procedures, including the Cancellation and Refund Policy and Procedure, and a plain English explanation of what happens in the event of a VET course of study not being delivered
- confirming course name and course code, study start dates, end dates, and date of orientation
- any other information documents that may apply to the course enrolment including attendance days and class times
- Direct Debit Form (where applicable)
- Letter of Offer
- Student to be notified of Orientation Session via Email

All enrolment documentation and checklists will be passed on to Student Services Manager who will:

- Check completed forms for accuracy and completeness of information
- Collate application information and confirms that the student meets the pre-requisites for the desired course.
- Request from the Student Identifiers Registrar to verify the Unique Student Identifier (USI) submitted by the student ensuring that this is in fact the USI of that student.
- Upload all relevant forms and student information to the student's record in the Student Management System (Wisenet)
- Record all student AVETMISS details and enrol students into the relevant course in the SMS (Wisenet) and LMS (Totara)
- Where individual students require additional support, the required information will be provided to the relevant trainer assessor(s)

## **RECOGNITION OF PRIOR LEARNING**

If the applicant has requested for Recognition of Prior Learning (RPL), the application will be forwarded to the student for completion in accordance with the RPL Policy and Procedure.

## **2.5 APPLICATION FOR VET STUDENT LOAN (Eligible Students Only)**

Process for the application of VET Student Loans is provided to Eligible Students through the VET Student Loans Enrolment Information document which is located in the resources section of the college website.

1. To establish student eligibility for VET Student Loans the student must supply proof of either:

### **Australian Citizenship**

- a) Australian Passport. *If the student does not have an Australian Passport, then*
- b) Australian Citizenship Certificate. *If the student does not have an Australian Citizenship Certificate, then* c) Australian Birth Certificate. If a student was born after 20 August 1986:
  - The student's Australian birth certificate must evidence that at least one parent was born in Australia
- c) If neither parent was born in Australia, then the student must provide:
  - Australian Citizenship Certificate of at least one parent that evidence that the parent was an Australian Citizen at the date of birth of the student.
- d) If the student cannot provide any of the above evidence the student may apply for evidence of Australian Citizenship from the Department of Home Affairs (DHA).

### **Holder of a Permanent Humanitarian Visa who is usually resident in Australia**

- a) A copy of their Permanent Humanitarian Visa EBC will check with DHA via VEVO to confirm the class of visa held by the student and to make a determination as to whether the student is usually a resident of Australia and will be a resident of Australia for the duration for their course. Any time spent outside of Australia will be disregarded if the student cannot be reasonably regarded as indicating an intent to reside outside Australia for the duration of the course or the student is required to leave Australia to complete the requirements of the course.

### **Qualifying New Zealand Resident**

A copy of their Special Category Visa EBC will check with DHA via VEVO to confirm the class of visa held by the student and to decide as to whether the student:

- Has usually been resident in Australia for at least 10 years
- Was a dependent child under 18 years of age when they first were usually resident in Australia
- Has been in Australia for periods totalling 8 years during the previous 10 years and
- Has been in Australia for periods totalling 18 months during the previous 2 years.

2. **An Electronic Commonwealth Assistance Form (eCAF)** for VET Student Loan is sent to the student no earlier than 48 hours after receiving signed contract.

Where a student is under 18 years of age:

- the student is provided with a Request for a VET Student Loan Parental Consent form. Their 'responsible parent' must agree to and sign the student's request for VET Student Loan. OR
- The student has received youth allowance (within the meaning of the Social Security Act 1991) on the basis that the student is independent (within the meaning of Part 2.11 of that Act). Student meets the requirements of Section 11 of the VSL Act and all Eligibility Criteria for a VET Student Loan.

The eCAF assists in capturing evidence of a student's tax file number. If the student has applied for, but has not received, a tax file number, the student must attach a certificate from the Commissioner stating that the student has applied for a tax file number.

**EBC will collect and verify all evidence, documents and information supplied by the student to support their application for a VET Student Loan including:**

- Student's identity
- Student's date of birth

#### **INVOICING / VET STUDENT LOAN**

- Once payment is received; or payment plan is set up; or VET Student Loan established, enrolments can be finalised.
- Once the student's enrolment is finalised, the student is provided with online access to the student portal or class.

#### **2.6 ENROLING STUDENTS AS A REPLACEMENT PROVIDER**

Tuition assurance protects students in the event a course provided by an approved VSL provider ceases to be provided after it starts but before it is completed. Affected students are offered a replacement course with another provider and where this is not possible, the students' FEE-HELP balance for the affected part of the course will be re-credited.

Where EBC enrolls students as the replacement provider, EBC will

- grant course credits for parts of the original course successfully completed by the student, as evidenced by a statement of attainment issued in accordance with the Australian Qualifications Framework provided by the original provider
- will not charge tuition fees for a replacement component of the replacement course.

#### **2.7 ENROLMENT (INTERNATIONAL STUDENT)**

The Enrolment of Overseas or CRICOS students and requires the following modifications to the above processes.

#### **RECRUITMENT**

The Course and Careers Advisor will provide overseas students with the following additional documents

- Overseas Student Application Form
- International Student Handbook
- Conditions of Enrolment
- Code of Conduct / Student Handbook
- Student Withdrawal and Refund Policy (International Students)
- ESOS Framework

Student must supply with Application

- All prerequisites for courses
- Expression of Interest

#### **PRE-ENROLMENT**

Course and Careers Advisor will provide

- International Enrolment Agreement
- International Student Handbook
- Direct Debit Agreement (where applicable)
- Letter of Offer

#### **ENROLMENT**

Student must provide

- Signed International Enrolment Agreement
- International Student Handbook
- Signed Direct Debit Agreement (where applicable)

- Advise the CEO of all signed documents for non-refundable enrolment fee invoice to be issued to student
- Upon receipt of the documents and non-refundable enrolment fee, a Confirmation of Enrolment (CoE) can be issued through PRISMS and a copy of CoE is provided to student to apply for their student visa
- IELTS 5.5 or equivalent

### **RE-ENROLLING INTO PART OF A COURSE**

A student may apply to re-enrol into a course or part of a course that they had previously withdrawn from by emailing the Student Services Manager and completing an Enrolment Form. The Course and Career Advisor will:

- review the application and the original enrolment documents
- request any new information (if required)
- organise for the student to attend another re-enrolment interview if required with the Education Manager
- The Course and Career Advisor may require the student to execute a new enrolment contract dependent on the time since the student originally withdrew from their studies
- If successful, organise for the student to start in the next available intake (in consultation with the student) and organise the payment of any further tuition fees.

### **ORIENTATION**

An orientation session is held prior to or in the first week for all students, either via Zoom or on Campus. The orientation session will include information on:

- Class schedule
- Personal Presentation requirements
- Code of Conduct
- Uniform
- Student Portal Access
- LMS use

### **ASSOCIATED DOCUMENTATION**

VET Student Loans Enrolment Information

Application Form

Letter of Offer

Enrolment Agreement and Terms and Conditions of Enrolment

Direct Debit Agreement

Student Handbook

LLN Policy and Procedure

Marketing and Advertising Policy and Procedure

Monitoring Academic Progress Policy and Procedure (Domestic and International)

### **LEGISLATIVE AUTHORITY**

[Standards for RTO's 2015](#)

[National Vocational Education and Training Regulator Act 2011](#)

[Privacy Act \(1988\)](#)

[Australian Consumer Law \(ACL\)](#)

[VET Student Loans Act 2016](#)

[VET Student Loans Rules 2016](#)

[Education Services for Overseas Students Act 2000 National Code 2018](#)