



TC VSL Enrollments Policy

1. Purpose

TrEd College is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (SRTOs 2015). As such, TrEd College is required to comply with relevant Commonwealth, State and Territory laws regarding and including anti-discrimination and equal opportunity. TrEd College is committed to providing the best practice, professional products and services to its students and acknowledges it can only succeed in this with effective and efficient quality processes.

The purpose of this policy is to provide a fair and equitable process for Student enrolment and ensure Students are provided with accurate and sufficient information to make an informed choice about their enrolment and chosen course.

2. Policy Statement

TrEd College is committed to ensuring all Students enrolling on courses are treated fairly and equitably, and are clearly informed of the enrolment process, conditions, details regarding their chosen course, rights and obligations.

TrEd College will provide prospective and current Students with advice regarding relevant training products to meet their needs, taking into account the individual existing skills and competencies. TrEd College acknowledges that that this policy was referenced from Move Academy and benchmarked in the development of this policy

3. Definitions

3.1 The following words and expressions have the following specific meaning, as in the Standards for Registered Training Organisations (RTOs) 2015.

Educational and support services may include, but are not limited to:

- a) Pre enrolment materials;
- b) Study support and study skills program;
- c) Language, literacy and numeracy (LLN) programs or referrals to these programs;
- d) Equipment, resources and/or programs to increase access for learners with disabilities and other learners in accordance with access and equity;
- e) Learning resource centres;
- f) Mediation services or referrals to these services;
- g) Flexible scheduling and delivery of training and assessment;
- h) Counselling services or referrals to these services;
- i) Information and communications technology (ICT) support;
- j) Learning materials in alternative formats, for example, in large print;
- k) Learning and assessment programs contextualised to the workplace; and
- l) Any other services that the RTO considers necessary to support learners to achieve competency.

Student Identifier has the meaning given in the *Student Identifiers Act 2014*.

4 Policy Principles

4.1 Information to Students

Prior to enrolment each student attends an interview with the College which can be done face to face, via teleconference or videoconference. Applicants are provided with relevant course information to enable the student to make an informed decision.

This includes:

- Course Information
- Tuition fees & any other fees payable for the course
- Options for paying tuition fees including:
 - Payment by the student as fees become due
 - A VET student loan
- Information about the VET student Loan including:
 - It is a loan from the commonwealth government;
 - The loan will remain a personal debt until it is repaid to the Commonwealth;
 - The loan may, until the debt is repaid, reduce a student's take-home (after tax) wage or salary and may reduce the student's borrowing capacity;
 - A student may wish to seek independent financial advice before applying for a loan:
- The criteria for being an eligible student for a VET Student Loan
- An explanation that the student may be required during the course to communicate his or her agreement that the Secretary continue to use the VET Student Loan to pay tuition fees for the course (student progression and engagement requirements).
- The maximum amount of a VET Student Loan that may be available for the course, and an explanation that the amount of the loan cannot be greater than the student's remaining HELP balance.
- The total VET Student Loan debt (VETSL debt) a student may incur if the student receives the maximum VET Student Loan referred to above (including specifying the loan fee if applicable to the student).
- An explanation that the tuition fees will be reasonably apportioned across a specified number of sequential fee periods and that each fee period will contain at least one census day.
- Information about census days, including:
 - The meaning of a census day; and
 - That a student may cancel the student's enrolment in the course or part of the course using the provider's procedures for withdrawal; and
 - If a student withdraws on or before the census day for a course or part of a course, the student will not incur a VETSL debt for the course or part of the course and will receive a refund for any tuition fees already paid for the course or part of the course.
- How to access the following on TrEd College's website:
 - The tuition fees for the course
 - The census days for the course
 - The provider's procedures for withdrawal from the course and cancellation of enrolment
 - Other procedures the provider is required to have under the Rules.

- Advice that it is important for an enrolled student to notify the provider of any change of contact details
- Advice that the department will contact the student to verify the student's enrolment in the course.

4.2 VET Student Loan Enrollments

TrEd College enrolment processes provide for equal and fair treatment of all students seeking to enrol in an approved course and is based on merit.

To obtain a VET Student Loan applicants must meet eligibility requirements:

- Be in an approved course
- Meet the academic suitability requirements
- Meet the citizen/residency requirements
- Have not exceeded the VETSL debt (VET Student Loan Debt) limit
- Have not exceeded the course cap (where applicable)
- Meet the Tax File Number (TFN) requirements, noting that the information provided must exactly match the details held at the Australian Taxation Office (ATO).
- Have a valid Unique Student Identifier (USI) or otherwise be exempt, noting that the information provided must exactly match the details recorded on the USI database
- Confirm engagement and progression to continue to access the loan throughout the course.

In order to be eligible, the student must supply the required supporting documents:

- VET Student Loan (VSL) request form
- Evidence of meeting the academic suitability requirements.
- Evidence of meeting the citizenship/residency requirements.

In relation to loan applications, the Electronic Commonwealth Assistance Form – eCAF is used for all students as the student application form.

The eCAF must be submitted by 11:59 pm AEST on or before the first census day for which they student wished to access the loan.

4.3 Academic Suitability – evidence of meeting the requirements

All students must meet the requirements as set out in Section 4.7 of this document.

4.4 Citizenship or residency – evidence of meeting requirements

All students must meet the requirements as set out in Section 4.8 of this document.

4.5 Enrolment of Individual Students

- a) Enrolment into training programs will be conducted at all times in an ethical and responsible manner, ensuring fairness and compliance with the TrEd College Access and Equity Policy.
- b) Enrolments are subject to availability of places on the training program, based on the maximum number of students who can be accommodated under the particular circumstances (e.g. safety, capacity of training venue, type of course, learning structures etc. within program).
- c) All prospective students will be provided with information regarding the RTO and its course, in accordance with TrEd College Student Information Policy.

- d) TrEd College will review the individual needs of each prospective student, considering their existing skills and competencies, advising them of the most appropriate training product to meet their needs.
- e) If a training program is fully booked at the time a student enquires about enrolment into that particular training program they will either be placed on a 'Wait List' or offered a place on another date that the program has been scheduled, which is not fully booked.
- f) Students on the 'Wait List' are given priority should a place become available. This is strictly on a first-in, first-served basis.
- g) Enrolments will be considered tentative until payment and the student identifier has been received. Should enrolment numbers reach maximum, and another person wishes to enrol in a course where there is a tentative enrolment. The tentative booking will be contacted to confirm payment. If payment is not made the place will be given to the new Student.
- h) All students enrolled in courses are advised in writing, upon receipt of their enrolment form and payment, that their place in the course is confirmed.
- i) Course fees are payable in advance (subject to financial management policy – Course fees).

4.6 Special Needs of Students

- a) Students intending to enrol for training are requested, to advise of any physical or other impairments/ needs (e.g. English language difficulties, dyslexia) which may adversely affect their ability to successfully undertake the training. (See Access & Equity Policy)

4.7 Language, Literacy and Numeracy Abilities of Students

Students intending to enrol for training are assessed on their language, literacy and numeracy abilities to determine their capability to successfully undertake the training and determine whether any additional support is needed.

All students are required to meet the academic suitability as defined by the VSL Manual for Providers to ensure they have been assessed as being suitable to undertake the approved course on the basis of either (Rules s 80).

- Providing their Australian Year 12 Certificate: OR
- Providing their international Baccalaureate Diploma Programme (IB) diploma: OR
- Providing evidence of successful completion of a qualification that has been delivered in English
- AND
 - o Was at a level 4 or above in the Australian Qualifications Framework (that is a Certificate IV or higher qualification), or at a level in a framework that preceded the AQF that is equivalent to level 4 or above in the AQF, OR
 - o Has been assessed by a federal, state or territory government agency which assesses overseas qualifications (or any organisation contracted by such an agency to undertake such assessments) as equivalent or comparable to: a qualification at level 4 or above in the Australian Qualifications Framework, or
a qualification at a level in a framework that preceded the AQF that is equivalent to level 4 or above in the AQF, or

- o Displaying competency at or above Exit Level 3 in the Australian Core Skills Framework in both reading and numeracy through an approved Language, Literacy and Numeracy test (and the provider reasonably believes the student displays that competence, and
- o In addition, the approved course provider must reasonably believe the student is academically suited to undertake the course; and the student must meet any other specified entry requirements for the course.

4.8 Citizenship or residency – evidence of meeting requirements

The VET Student Loans program is only available to Australian citizens, qualifying New Zealand citizens, or permanent humanitarian visa holders who are residing in Australia.

To meet the citizenship and residency requirements you need to provide evidence that you meet one of the following categories:

- an Australian citizen
- a New Zealand citizen who hold a special visa category and meet certain qualifying requirements
- a permanent humanitarian visa holder.

Other permanent residents/permanent visa holders are not eligible for a VSL.

The following documents are accepted as evidence of citizenship/residency requirements, depending on your citizenship status.

AUSTRALIAN CITIZEN

- Current Australian passport (expired passports are not accepted)
- Australian full birth certificate*
- Australian citizenship certificate.

Please note: There are different rules applied at different times regarding proof of Australian Citizenship.

The department will accept a current Australian Passport as suitable evidence of Australian Citizenship.

In the case with the applicant does not have a current Australian passports, evidence required to demonstrate an applicant is an Australian citizen may differ will depend on:

- Born in Australia before 20 August 1986
- Born in Australian on or after 20 August 1986
- Born overseas

First Nations applicants not registered at birth by the relevant state/territory authority

Applicants in these circumstances **without** a current Australian passport may submit a [Statutory Declaration Form - citizenship - First Nations student - birth not registered](#).



Note: The Statutory Declaration has been pre-populated and must only be used by applicants to whom these circumstances apply. The Statutory Declaration must be witnessed by a person included in the List of Occupations or the List of Persons provided in the template on the department's website mentioned above.

Statutory Declarations are not acceptable forms of proof of Australian citizenship for any applicants other than First Nations people whose birth was not registered by the relevant state/territory authority.

For more information on how to prove your citizenship and other documentation that can be accepted to confirm your Australian citizenship, please refer to the [Department of Foreign Affairs and Trade website\(external link\)](#).

4.9 Student Identifier

- a) All Students are required to provide their unique Student Identifier, in accordance with requirements of Student Identifier Act.
- b) Students will be advised on the process of obtaining a Student Identifier if they do not already have one, via <http://www.usi.gov.au/Pages/default.aspx>
- c) TrEd College will verify and maintain all Student Identifier numbers in its Student Management System (SMS).

4.10 Group Enrolments (Corporate Student / Employer)

- a) The Director negotiates course requirements with relevant company Student representative.
- b) Written confirmation is required to confirm course booking with names of individual Students included.
- c) Individual enrolment forms are required for all individual Students to secure a place and all are subject to eligibility criteria.

4.11 Recognition

Mutual Recognition, Credit Transfer and Recognition of Prior Learning are acknowledged and accepted as a standard practice of TrEd College. (See Recognition policy)

4.12 Confirmation of Enrolment

Upon acceptance of enrolment the student is provided with written confirmation of their enrolment, including a schedule for training and assessment dates, times and location of training (as relevant to mode of learning).

Any changes to a training program, services or third-party provider will be advised to Students, as soon as possible prior to the date the change is to occur.

4.14 Cancellation of Courses

- a) It is NOT TrEd College normal policy to cancel scheduled training programs.
- b) However, if for some unforeseen reason a course is cancelled or postponed, all Students will be offered the opportunity to attend the training program on another date, at another location (if available) or in another delivery mode.
- c) If, in the event that the Student does not accept the offer, or for some reason the offer cannot be made, the course fees will be refunded in full within one week of the date of the cancellation of the course. (See Refund Policy)

4.15 Refund for Cancellation of Enrolment by Student

Refunds can be provided, in accordance with TrEd College Refund Policy (VSL, International students, non-funded students)

4.16 Transfer of Enrolment

- a) **Transfer to another “Course date”** – Students is able to transfer to another course date, providing they make a request in writing a minimum of one week in advance.
The transfer is subject to course availability.
- b) **Transfer to another “Course”** – Should a student wish to transfer to another course, they need to make the request in writing a minimum of one week in advance.
The transfer is subject to course availability.

4.17 Student Records of Enrolment

- a) TrEd College is obligated to report all enrolments, in compliance with national reporting requirements. (See Management of RTO Policy)
- b) Individual Student records are created for each enrolment and maintained for a period of 30 years. (See Records Policy)
- c) All individual Students have access to their own records, and the progress of their learning. This is enabled through the student management system. (See Records Policy)

4.18 Fees

Fees are collected in accordance with the Fees processes. (See Financial Management Policy)

4.19 Student Induction

- a) TrEd College provides Students with induction/orientation to ensure they have appropriate information to facilitate their interactions with TrEd College and their learning.
- b) Each Student receives a copy of the TrEd College Student Handbook which outlines key information including their rights and responsibilities as a learner.
- c) All Students sign an acknowledgment that they have received, read and understood TrEd College policies and details within the Student Handbook.



5 TrEd College Responsibilities

The National Training Manager at TrEd College is responsible for ensuring compliance with enrolments processes.

Administration staff are responsible for correct and accurate enrolments in accordance with this policy and procedures.

6 Access & Equity

The TrEd College Access & Equity Policy applies. (See Access & Equity Policy)

7 Records Management

All documentation from Enrolment processes are maintained in accordance with Records Management Policy. (See Records Management Policy).

8 Monitoring and Improvement

All enrolment practices are monitored by the Director TrEd College and areas for improvement identified and acted upon. (See Continuous Improvement Policy)

9 Marketing

TrEd College marketing materials are monitored and approved by the Director TrEd College prior to publishing and meet the requirements of the relevant legislation, regulations and guidelines. (See VSL Marketing Policy).

10 Withdrawals and Deferment

TrEd College has a withdrawals and Refunds policy that outlines the circumstances under which a student can withdraw (cancel, defer or suspend) from a course and how to claim a refund of any fees, where applicable or charges incurred. (See VSL Student withdrawals and refunds policy and procedure).