



## STUDENT ENROLMENT AND COMPLETION POLICY AND ASSOCIATED PROCEDURES

### PURPOSE OF THE POLICY

This policy and associated procedures outline National Property Education of Australia's approach to student enrolment and completion. This ensures that there are structured processes in place for the enrolment of students, issuing of credit transfer and recognition of prior learning, changes to services and the issuing of certificates on completion.

This policy and associated procedures meet the requirements of Standards 1.6, 1.7, and 2.2 of the Outcome Standards for RTOs, AQF certification documentation and student identifiers and nationally recognised training logo requirements in Compliance Requirements.

### POLICY STATEMENTS

#### ENROLMENT

- Information about the enrolment process is provided in Course Brochures and the International Student Handbook.
- Applicants must meet the entry requirements to be accepted into a course. The entry requirements are included in each Course Brochure and include language, literacy and numeracy and digital literacy requirements. For international students, the English Language proficiency requirements specified ensure that students have the required language and literacy skills. The requirement to have completed Year 12 or equivalent will ensure that students have the required numeracy skills.
- On receipt of an application, a course entry interview will be conducted and a decision made on whether the student is suitable for the course based on the course entry interview and the documentation provided by the student in support of their application. The course entry interview process will also include a LLN assessment for domestic students and all students will be required to be assessed for their digital literacy.
- Where a student is accepted into the course they are provided with an Offer Letter and Student Agreement for signing to indicate their acceptance of the offer. The Offer Letter and Student Agreement meets all of the requirements of Standard 3 of the National Code. Fees are only accepted concurrently with or following acceptance of the Offer Letter and Student Agreements as per National Property Education of Australia's Fees and Refunds Policy and Procedure.
- National Property Education of Australia uses an AVETMISS compliant Student Management System to record all student information.



- Records of all enrolment records including the Offer Letter and Student Agreement and associated receipts of payment are retained for at least 2 years.

## CREDIT TRANSFER AND RPL

- Students are able to seek recognition of prior learning (RPL) and credit transfer. This means that students do not have to repeat units (or equivalent) already achieved and can be recognised for formal and informal learning, skills and experience.
- Students will be offered the opportunity to seek credit transfer and RPL during the enrolment process and will be informed of National Property Education of Australia processes for this. Information about RPL and credit transfer is included in student handbooks.
- All decisions about credit transfer and RPL are fair, consistent and transparent and are documented. Decisions about RPL will maintain the integrity of the training product.
- National Property Education of Australia will review all AQF certification documentation or an authenticated VET transcript (unless prevented by licensing or regulatory requirements) and authenticate it as part of the process of awarding credit.
- Applicants who wish to apply for RPL will be provided with a RPL Kit. The RPL process will be followed as per the procedures included with this policy.
- Applicants will be advised in writing of the outcome of their application for credit transfer and/or RPL. Where the credit provided results in a reduction of the duration of the course and fees, this will also be advising in writing.

## CHANGES TO SERVICES

- Students are informed within 3 working days of any changes to services as documented in the Student Agreement, including where there are new third party arrangements, changes to existing third party arrangements and changes in ownership.
- Where National Property Education of Australia is unable to offer a course prior to or following commencement, refunds will be in accordance with the Fees and Refunds Policy and Associated Procedures.

## COMPLETION

- AQF certification documentation is issued to students who have met the requirement of the training product.
- AQF certification documentation is issued to students within 30 calendar days of successful completion of their course provided they have completed the AQF qualification or one or more units of the qualification and paid all agreed fees.



- All certificates issued are recorded in the Student Management System and are kept for a period of 30 years.
- All certification documentation complies with AQF certification documentation and Nationally Recognised Training logo requirements in the Compliance Requirements and includes a mechanism to ensure it cannot be fraudulently reproduced.
- Certification documentation will only be issued where the student's USI is on file (unless an exemption applies under the Student Identifiers Act 2014) and has been verified and where the student has paid their fees in full.
- Confirmation of the issuing of certificates will be provided to those who need to verify certificates.
- Certificates can be reissued on request.

## PROCEDURES

### 1. PROCESS ENROLMENT

- 1.1 Provide Application for Enrolment Forms to applicants on request.
- 1.2 On receipt of an enrolment, check that the enrolment form has been completed in full and that all supporting information has been provided.
- 1.3 Send an acknowledgement that the enrolment form has been received within 3 working days of receipt. Request additional information not provided as relevant.
- 1.4 Enter the applicant's details into the secure Student Management System.
- 1.5 Where the USI has not been received, make a note on the applicant's file that it is to be completed at the orientation.
- 1.6 Verify all USIs.
- 1.7 Where an applicant indicates they have a USI exemption, they will be informed in writing prior to the completion of the enrolment process that the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the Registrar.

### 2. CONDUCT COURSE ENTRY INTERVIEW

- 2.1 Contact the applicant to arrange a suitable date and time for the course entry interview. This should be within 10 working days of receipt of the application for enrolment (Processing time depend upon number of applications).



- 2.2 Conduct the course entry interview using the Course Entry Interview Form.
- 2.3 Complete the course entry interview to determine whether the applicant is suitable for their chosen course and the applicant's support needs.

Provide the language, literacy and numeracy assessment to determine LLND level and access accordingly.

- 2.5 Document the outcomes of the course entry interview process, including LLND in the Course Entry Interview Form.
- 2.6 Note that for students participating in courses with work placement requirements, it is important to discuss the requirements of the work placement including identity checks and immunisations. A prompt is included in the course entry interview form. Delete if not applicable.
- 2.7 Communicate the outcomes of the course entry interview process by either confirming the student's enrolment or advising in writing that they have not been accepted into the course and the reasons why. Note where the student's enrolment is confirmed and they require support, ensure the student support policy and associated procedures is followed and a student support plan is documented.

### 3. PROCESS CREDIT TRANSFER

- 3.1 Check if the student wishes to apply for credit transfer – this will be through a review of the Application for Enrolment Form and/or through the course entry interview process. The student must provide their AQF certification documentation or authenticated VET transcript.
- 3.2 Review the student's AQF certification documentation or authenticated VET transcript to assess whether they have completed an equivalent training product. Note that credit transfer cannot be provided if this is not allowed as per licensing or regulatory requirements or the training product.
- 3.3 Where the student has provided AQF certification documentation, contact the issuing RTO to verify that the certificate is authentic. Where the AQF certification documentation is not confirmed as authentic, contact the student to discuss.
- 3.4 Where the assessment confirms that the student has completed an equivalent training product as demonstrated by AQF certification documentation or authenticated VET transcript, record this on the student's record on their Student Management System.
- 3.5 Inform the student of the outcome of the credit transfer assessment, including whether the application has been successful or not. If credit transfer will not be awarded, explain to the student why. If credit transfer will be awarded, advise the student of any reduction to their course duration and fees. The reduction in course duration will be as per the amount of time allocated in the timetable to the unit that the student has received credit for. See Fees and Refunds Policy and Associated Procedures for calculation for reduction of fees.



- 3.6 Issue the Offer Letter and Student Agreement with the relevant fees and duration considering the credit transfer awarded.
- 3.7 For international students, issue the COE including the duration considering the credit transfer awarded.
- 3.8 Where a student applies for credit transfer once they have commenced their course, this credit transfer process must be followed and the Offer Letter and Student Agreement updated. For international students, their change of course duration will need to be reported in PRISMS. Any fee reductions will be processed as per the Fees and Refunds Policy and Associated Procedures.

#### 4. PROCESS RECOGNITION OF PRIOR LEARNING (RPL)

- 4.1 Check if the student wishes to apply for RPL – this will be through a review of the Application for Enrolment Form and/or through the course entry interview process.
- 4.2 Provide the student with the relevant RPL Kit and follow the instructions for processing an RPL application as set out in the assessor version of the RPL kit. The RPL assessment process as documented in the RPL kit ensure that decision are fair and consistent and maintain the integrity of the training product.
- 4.3 Record the outcome of the RPL assessment process on the student's record in the Student Management System.
- 4.4 Inform the student of the outcome of the RPL assessment, including whether the application has been successful or not. If RPL will not be awarded, explain to the student why. If RPL will be awarded, advise the student of any reduction to their course duration and fees. The reduction in course duration will be as per the amount of time allocated in the timetable to the unit that the student has received credit for. See Fees and Refunds Policy and Associated Procedures for calculation for reduction of fees.
- 4.5 Issue the Offer Letter and Student Agreement with the relevant fees and duration considering the RPL provided.

#### 5. FINALISE ENROLMENT PROCESS

- 5.1 If the applicant is suitable for the course, create a student file.
- 5.2 Verify the student's USI or create a USI for the student following the procedures for such at: <https://www.usi.gov.au/providers/verify-student-usi> Note this does not need to occur if the student has provided a USI exemption letter.
- 5.3 Customise the Offer Letter and Student Agreement for the student and send out to the student for signing. This should occur within 5 working days of receipt of the application for enrolment. The signing of the Offer Letter and Student Agreement indicates the student has accepted all terms and conditions.



- 5.4 On receipt of the signed Offer Letter and Student Agreement, send out an invoice for the first payment.
- 5.5 Following receipt of the first payment by the student, create a Confirmation of enrolment and sent it to student.
- 5.6 Use the student file checklist to confirm all the information has been collected.

## 6. MANAGE STUDENT FILES

- 6.1 Update student files throughout the course according to relevant events including but not limited to course progress and attendance, support, course credit, course transfer, deferral, suspension and withdrawal and disciplinary action. Refer to all of the relevant policies and procedures for student file management.
- 6.2 Update Student Agreements as relevant based on any changes that occur once the student has enrolled (this also includes changes to third party arrangements including new third party agreements or changes in ownership). Send to the student for agreement within 3 working days of signing and adjust fees and the enrolment as required.
- 6.3 Send out emails to students every 6 months requesting advice of any change of contact details (note students are also required to provide these within 7 days of any change).
- 6.4 Update student details as required based on changes to contact details.

## 7. FINALISE CERTIFICATION

- 7.1 Immediately record student assessment outcomes on the Student Management System on receipt of marked work from trainers/assessors.
- 7.2 Once all units have been completed, check that the student has paid all agreed fees. If the student withdraws before completing a qualification in full, they must also pay all agreed fees and will be eligible to receive a statement of attainment.
- 7.3 Contact the student in writing regarding unpaid fees if applicable, indicating these must be paid before they can receive their AQF certification.
- 7.4 Check the student's USI is on file and contact the student in writing if this has not been received.
- 7.5 Populate the testamur and record of results or statement of attainment with the student and award details.
- 7.6 Sign certification (authorised signatory).
- 7.7 Have the certification ready within 10 working days of the student having been assessed as meeting all the requirements of their course (and having paid all of their fees).



- 7.8 Retain the student's certification on file for a period of 30 years.
- 7.9 Advise the student via email that their certificate is ready for collection or email an electronic version or send via post.
- 7.10 Reissue AQF documentation certification as required by students on request. Fees for such are included in the Fees and Refunds Policy and Associated Procedures and International Student Handbook.
- 7.11 Retain all student details including assessment outcomes for a minimum of 2 years.
- 7.12 Provide reports to ASQA as required of records of qualifications and statements of attainment issued.

## RESPONSIBILITIES

The Administration and Student Support Officer will be responsible for:

- checking all incoming applications for enrolment
- populating and sending out Offer Letters and Student Agreements
- invoicing
- using the student management system
- drafting Confirmation of enrolment
- student file maintenance.

The RTO Manager will be responsible for:

- conducting course entry interviews and approving student applications
- reviewing and approving all applications for credit transfer
- coordinating notification of changes to services and updating agreements
- approving Confirmation of enrolment
- issuing certification.

Trainers and assessors are responsible for conducting RPL.