



Student Enrolment Policy

Version 2.0



1 Document Control

Version	Date	Amended by	Changes Made
1.0	26/03/2012	Registrar	Initial document
1.1	5/07/2012	Registrar	Minor updates with approval
1.2	29/12/2017	Registrar	Update to new template. Review and separation of refund items to separate refund policy
	03/05/2019	Academic Quality Assurance Officer	Minor Administrative Changes to remove reference to 'BHIG & CAE'
2.0	20/05/2019	Manager, Educational Quality	Overseas student enrolment

2 Purpose

To ensure that students are enrolled correctly into Box Hill Institute courses.

AQTF/VQF Requirement

National VET Regulator standards interpret enrolment as a contract between the RTO and the learner/client organisation.

3 Scope

Applies to all Box Hill Institute staff who have any role in enrolling students, and to students enrolling into Box Hill Institute courses. Also encompasses changes of enrolment or personal details.

4 Policy Statement

The Institute enrolls students who have:

- Applied in the prescribed manner, either by direct application or, if appropriate through the Victorian Tertiary Admissions Centre (VTAC);
- Completed the selection requirements for the relevant course (where any apply);
- Met the pre-requisites and any selection criteria for the course (where any apply);
- Supplied accurate personal and academic information;
- Have satisfied the Institute of their ability to undertake the course within the requirements of the Student Code of Conduct;
- For onshore vocational education and training (VET) courses, senior secondary courses, or short courses comprising one or more accredited/national units of competency, supplied an accurate Unique Student Identifier (USI) - (students studying offshore excepted);
- For government subsidised places in a course, completed relevant information and declaration in regard to their eligibility for a government subsidised place;
- For government subsidised places in a course, supplied citizenship and age (where relevant) evidence, and any other documentation as required by the government under the VET Funding Contract in regard to their eligibility for a government subsidised place;

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- For Victorian apprentices and trainees, have a valid and current training contract in place as registered in the government's DELTA system;
- For government subsidised places in a course wishing to access a tuition fee concession under the VET Funding Contract, supplied relevant valid concession evidence;
- For students wishing to access a HELP loan for tuition fees (FEE-HELP for degrees or VET Student Loan for eligible VET courses), completed the relevant HELP Loan Intention form and supplied citizenship evidence, Tax File Number and any other documentation as required by the government or Institute in regard to their eligibility for a HELP Loan;
- For student's accessing a HELP loan for tuition fees, formally opted into the HELP Loan scheme via the government's eCAF system prior to course start
- For onshore higher education (HE) courses (post-graduate HE courses excepted), vocational education and training (VET) courses (VET in Schools excepted) and senior secondary courses, completed a Pre-training Review indicating their suitability for the intended course;
- Agreed to abide by the Box Hill Institute policies, procedures and standards of conduct;
- Acknowledged in writing responsibility for all fees associated with the enrolment, either through upfront payment, HELP loan application, Payment Plan application, provision of an Authorisation in Advance for Enrolment Payment (where applicable), provision of an Authority to Invoice to any organisation agreeing to sponsor the fees of a student, provision of an authorised internal sponsorship authority, or any combination of these methods (short courses excepted).
- For short courses, acknowledged in writing responsibility for all fees associated with the enrolment, either through upfront payment, or provision of an Authority to Invoice from any organisation agreeing to sponsor the student's fees. Authority to Invoices accepted for amounts of \$500 or greater only.

For enrolment to be completed successfully, the following requirements are essential:

- Be completed before course commencement for admission into a course, and before unit commencement for unit additions.
- Signatories complete with either electronic or hardcopy signatories acceptable;
- Admissions or Teaching Faculty Enrolment Officer approval complete; (except short courses)
- Required documentary evidence complete and submitted;
- Fee payment accounted for.

The Institute reserves the right to deny a student's enrolment into a course where an applicant's behaviour during the application, pre-enrolment or enrolment process is incongruent with the Institute's Student Code of Conduct.

For specific enrolment requirements relating to Apprentices and Trainees and recording of details on DELTA, please refer to the Student Enrolment Procedure or view the VET Funding Contract.

International students are required to visit the International Student Office prior to enrolling.

Refer to Registrar's site for enrolment forms.

Student Enrolment Procedure is linked below.



5 Responsibilities

The **Registrar** is responsible for implementation of the enrolment policy and procedure, the implementation of government-subsidised eligibility, fee and full-fee non-subsidised regulations, the implementation of HELP Loan eligibility and associated administrative processes, authorising financial hardship requests, and the setting of a range of student administrative charges annually.

Student Administration is responsible for enrolment form development, incorporating government and Institute requirements, processing student enrolments, processing cancellations of enrolment, the administration of HELP Loans and Payment Plans, allocating CHESSNs, issuing CANs and VSL Notices, issuing Enrolment Confirmations on request, allocating VSNs, verification of USIs, raising of invoices to sponsors, processing enrolment fee-related internal sponsorships, processing student personal details change requests, and issuing replacement Student ID Cards, reviewing Enrolment Form templates annually for compliance.

Offer and Admissions staff together with **Teaching Faculty enrolment officers** are responsible for under-taking Pre-Training Reviews with students including administering Language, Literacy and Numeracy (LLN) testing and Learner Styles Questionnaire (LQS), assisting students with course applications, allocating and/or confirming student identification numbers, helping students complete enrolment forms, completing and authorising enrolment form tick sheets/Statements of Fees, issuing copy of tick sheets/Statements of Fees to students, checking eligibility evidence for a government-subsidised places where relevant, attaching copies of any sighted evidence as part of eligibility requirements for a government-subsidised place under the VET Funding Contract, checking and attaching concession evidence where applicable, checking and attaching DELTA printouts to apprentice/trainee enrolments, calculating fees payable, directing students to enrolment cashiers.

Teaching Faculty Operations Managers (or their nominee) are responsible for and ensuring Training Plans are completed for relevant students within required timelines, and ensuring Training Plan templates in use within their centre are in line with regulatory requirements, authorising changes in student enrolment, authorising course exit and unit withdrawal forms, and ensuring they have relevant staff in place to undertake regular DELTA checks,

Offer and Admissions staff and International Student services are responsible for helping new international students with enrolment, and authorising their course enrolment in line with the student's registration on PRISMs.

Enrolment Cashiers are responsible for allocating and/or confirming student identification numbers (where not already allocated), checking and authorising a student's eligibility for a government-subsidised place where not already verified, verifying concession fee eligibility where relevant (and not already verified), verifying and accepting HELP Loan applications, establishing Payment Plans, accepting payment of enrolment fees in full unless in receipt of a HELP loan application, Payment Plan, Authorisation in Advance for Enrolment Payment form (where applicable), Authority to Invoice from any organisation agreeing to sponsor the fees of a student, internal sponsorship authority, or any combination of these methods are attached to the enrolment form to cover the remaining portion of the fees not being paid up-front, issuing/updating Student ID Cards, issuing Student Parking Permits and authorising travel concession card applications.

Students are responsible for obtaining and completing required forms for enrolment (or cancellation of enrolment), providing accurate information at enrolment, providing eligibility evidence and any other required evidence at enrolment where required for government-subsidised training, paying any enrolment fees and charges within required timelines, providing required evidence of eligibility for a concession fee where relevant, providing completed HELP Loan intention including TFN and citizenship eligibility evidence at enrolment, opting in via the Government's eCAF system to the VET Student Loan invitation prior to course commencement.

Student Life is responsible for reviewing applicant claims for assistance based on severe financial hardship and making a recommendation to the Registrar on the level of fee support needed.

Foundation Studies are responsible for identifying, enrolling and providing support to eligible students with Language, Literacy and Numeracy gaps via the LN Support program.



Educational Quality are responsible for reviewing Training Plan and Pre-Training Review templates annually for compliance.

6 Code of Conduct

All applicants are expected to conduct themselves in a manner consistent with the Box Hill Institute Student Code of Conduct.

All employees are expected to conduct themselves in a manner consistent with the Box Hill Institute Staff Code of Conduct.

7 Definitions

Term	Definition
BQS	Box Hill Quality Management System
Enrolment	Completion of requirements of the Institute by which a student is admitted to pursue a course of one or more units
Unit (subject/module)	Any area of study, which is part of a course, has a title and code number in the subject register on the Student Management System maintained by the Registrar
Course	One or more units comprising a course of study, which has a title, and a code in the Student Management System maintained by the Registrar and leads to an award
ATO	Australian Taxation Office
CAN	Commonwealth Assistance Notice (for FEE-HELP & VET FEE-HELP)
CHESSN	Commonwealth Higher Education Student Support Number (for FEEHELP or VET Student Loan)
DELTA	Victorian Apprenticeship and Traineeship Student System
DET	Department of Education and Training
eCAF	Electronic Commonwealth Assistance Form for HELP Loans
Funding type/source	The main source of funds that cover the cost of a student's study in a course (i.e. government-funded, full-fee paying/fee-for-service)
HE	Higher Education (usually Degree courses)
HELP	Higher Education Loan Program (FEE-HELP or VET Student Loan)
LLN	Language, Literacy and Numeracy
LSQ	Learner Styles Questionnaire
PRISMS	Provider Registration and International Students Management System
TFN	Tax File Number
USI	Unique Student Identifier (national student number)
VET	Vocational Education and Training (Cert. I to VET Graduate Diploma courses)
VSN	Victorian Student Number
VTAC	Victorian Tertiary Admission Centre



8 Related Policies & Procedures

- Student Enrolment Procedure
- Student Pre-enrolment Information Policy & Procedure
- Language Literacy and Numeracy Policy and Procedure
- Inbound International Students Refund Policy & Procedure
- Student Deferment of Offer Policy and Procedure
- Students – Leave of Absence Policy and Procedure
- Inbound International Student Deferment, Suspension or Cancellation of Enrolment Policy
- Fees Policy
- Student Selection Policy and Procedure
- Refunds for Domestic Students Policy and Procedure
- Student Code of Conduct

9 Related Operating Guidelines

- Work Instruction: Student Pre-Training Review Information
- Box Hill Institute Welcome Booklet

10 Related Forms

- Enrolment Forms (a range of enrolment and re-enrolment forms available on the Registrar's site)
- Enrolment Variation Forms (a range of withdrawal/variation forms available on the Registrar's site)
- Student Enrolment Pre-Training Review Template

11 Related Legislation and Registration

11.1 Box Hill Institute

- Nil

11.2 External

- VET Funding Contract
- Higher Education Support Act (2003) (HESA)
- Unique Student Identifier's Act 2014
- Australian Skills Quality Authority Standards for RTOs 2015
- Higher Education Standards Framework (HESF) 2015
- Education Services for Overseas Students Act 2000 (ESOS Act)
- Education and Training Reform Act 2006 (ERT Act)

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- VRQA - Guidelines for Enrolment of Overseas Students Aged Under 18 Years

12 Records

Records will be maintained in accordance with the requirements of Box Hill Institute's Records Management Policy and Procedures.

Where the privacy of individuals may otherwise be compromised, records will be kept secure and confidential.

Where the privacy of individuals may otherwise be compromised, records will be maintained as confidential.

Review

This policy must be reviewed no later than three (3) years from the date of CEO Approval. The policy will remain in force until such time as it has been reviewed and re-approved or rescinded. The policy may be withdrawn or amended as part of continuous improvement prior to the scheduled review date.

13 Approval Body

The CEO is the approval body.

Owner	Author
Executive Director, Academic Affairs (VET & Higher Education)	Registrar