



Student Enrolment Procedure – BHI – Version 2



Contents

1	Document Control	1
2	Purpose	1
3	Scope	1
4	Definitions	2
5	Procedure	2
6	Related Documents	17
7	Process Flowcharts	17

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
2.0	29/12/2017	Registrar	Update to new template. Review and separation of refund items to separate refund procedure
	8/04/2019	Academic Quality Assurance Coordinator	Minor administrative changes to remove reference to 'BHIG' and 'CAE'

2 Purpose

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

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 and replacement Student ID cards.



4 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

5 Procedure



<ul style="list-style-type: none"> Students wishing to utilise a HELP Loan (FEE-HELP for degree courses or VET Student Loan for eligible VET Diploma or higher level courses) should check their eligibility for a HELP loan. If they believe they are eligible complete a FEE-HELP application or VET Student Loan intention form as relevant to initiate their application, along with submission of citizenship evidence and a tax file number (TFN) as part of completion of these forms. Students under age 18 must also have a parent/guardian complete the VET Student Loan Parental Consent–Student Under 18 form. VET Student Loan applicants must then opt-in prior to course commencement via the government’s eCAF system once government e-mail with pass-key to do so, is received. Non-opt-in or non-provision of required evidence or TFN prior to first census date will result in an invoice being raised directly to the student for the full cost of their fees, and a hold being placed on all records. Students wishing to utilise a payment plan to pay all/part of their fees via instalments must complete a payment plan contract with an Enrolment Cashier as part of enrolment. Students under age 18 must also have a parent/guardian present to act as guarantor for their payment plan. Students being sponsored by an employer or other sponsoring organisation must also present with a completed Authority to Invoice, authorising Box Hill Institute to raise the invoice to the sponsoring organization. 	<p>Student</p>
<p>Students must then present to an Enrolment Cashier to finalise their enrolment once relevant enrolment form has been completed, pre-training review attached (commencing students only) , and authorised Ticksheet/Statement of Fees attached, along with all required documentary evidence attached:</p> <ul style="list-style-type: none"> Students should proceed to an Enrolment Cashier to finalise their enrolment. Pay any upfront fees or establish a payment plan for amounts not covered by a HELP Loan, Authority to Invoice, Internal Sponsorship, Authority in Advance for Enrolment Fee Payment. Obtain or update their Student ID Card. 	<p>Student</p>
<p>Offer and Admissions or Teaching Faculty Enrolment Officers</p> <ul style="list-style-type: none"> Undertake pre-training review including Language Literacy Numeracy (LLN) with student to determine suitability for student in course and incorporating a range of checks. Administer to the student Learner Style Questionnaire (LSQ) to determine the student’s learning style. Attach the completed pre-training review to the student’s enrolment form. For students applying for a government-subsidised place in a course, check and verify eligibility and complete the staff eligibility declaration section on the enrolment form, and ensure all required eligibility documentation including citizenship and age evidence or any special scheme or DET referrals, are attached. 	<p>Offer and Admissions or Teaching Faculty Enrolment Officers</p>



<ul style="list-style-type: none"> For apprentice/trainee students only, obtain a DELTA printout of the student's Training Agreement in that course, and check that it is current and matches the course in which the student is enrolling. Attach the DELTA printout to the enrolment form. Locate and complete relevant Ticksheet for the student in the course, including ticking relevant units, completing the correct funding source based on the student's eligibility for a government-subsidised place (or not), finalising the fee calculation section. Print, sign and attach the completed Ticksheet/Statement of Fees to the student's enrolment form. Provide a second copy of the Ticksheet/Statement of Fees to the student for their own records. For any special fee concessions or waivers, ensure the appropriate authorization is attached to the enrolment form. For any other non-upfront payment types (HELP Loans, Authority to Invoice) ensure relevant form/documentation attached to enrolment form. Enter the outcome of pre-training review and LSQ onto the StudentOne. Direct the student to the Enrolment Cashiers for enrolment finalisation. 	<p>Offer and Admissions or Teaching Faculty Enrolment Officers</p>
<p>For Victorian apprentices and trainees, Offer and Admissions must:</p> <ul style="list-style-type: none"> Undertake a weekly check of DELTA to identify new apprentices and trainees who have nominated Box Hill Institute as their preferred place of learning. Remove Box Hill Institute as a prospective apprentice/trainee's place of learning in DELTA, where the student fails to present to enrol within 3 months of their Training Contract date. 	<p>Offer and Admissions</p>
<p>Enrolment Cashiers</p> <ul style="list-style-type: none"> Allocate and/or confirm student identification numbers. For government-subsidised students, undertake eligibility check where not already completed. Ensure all relevant documents attached to enrolment form, including pre-training review (for commencing students), Ticksheet, citizenship/age evidence, referrals for any special government schemes/initiatives, any other documentation as required. Verify enrolment fees in line with relevant government fee regulations and Institute full-fee rates. Verify concession fee eligibility where relevant and ensure copy of evidence attached to enrolment form. Accept payment of fees in full or via a payment plan or both, unless acknowledgement received in writing of responsibility for all fees associated with the enrolment, either via a HELP loan application, provision of an Authorisation in Advance for Enrolment Payment (where applicable), provision of an Authority to Invoice from 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). 	<p>Enrolment Cashiers</p>



<p>Teaching Faculty Operations Managers (or nominee)</p> <ul style="list-style-type: none"> For non-apprentice/non-trainee students, ensure a Training Plan relevant to the qualification is prepared and signed by all relevant parties within 4 weeks of the student's course commencement date. For apprentice/trainee students who are not secondary school-based, ensure a Training Plan relevant to the qualification is prepared and signed by all relevant parties within 3 months of the date of commencement of the Apprentice/Trainee's Training Contract. For school-based apprentice/trainee students only, ensure a Training Plan relevant to the qualification is prepared and signed by all relevant parties within 2 months of the date of commencement of the school-based apprentice/trainee's Training Contract. Check Training Plan template in use within their faculty annually, to ensure it is the current version in line with Institute and regulatory requirements. Most current version of the training plan template can be accessed from the BQS. Undertake regular checks of DELTA for students nearing their Training Contract nominal completion date, to identify students not already completed and who may therefore require a Training Contract extension, and, initiate relevant Training Contract extension with all relevant parties where necessary, via completion of an Application for Approval to Vary a Training Contract Form. 	<p>Teaching Faculty Operations Managers</p>
<p>Quality Unit</p> <ul style="list-style-type: none"> Review training plan templates annually to ensure compliance with regulatory requirements. 	<p>Manager, Educational Quality</p>
<p>Literacy Numeracy Support</p> <p>Where an LLN Gap has been identified, and in line with the Language Literacy Numeracy Policy and Procedure:</p> <ul style="list-style-type: none"> Identify eligible students requiring additional support. If eligible, complete extra LN Support enrolment form with student and enrol into LN Support program. 	<p>Foundation Studies - Language Literacy & Numeracy Program Administrator</p>
<p>Student Life – Welfare Officer</p> <ul style="list-style-type: none"> Meet with a student to discuss their financial hardship situation. Review and document the request and any supporting evidence. Make a recommendation to the Registrar of the level of support needed. Upon receipt of decision of Registrar communicates the outcome to the student. Arranges copies of approved form to be retained with enrolment form. 	<p>Welfare Officer</p>



Enrolment Cashiers

- Allocate and/or confirm Student ID number.
- Ensure all relevant documents are attached to enrolment form, including Ticksheet or any other documentation as required.
- Verify enrolment fees in line with relevant Institute fee regulations.
- Accept payment of fees in full, unless acknowledgement received in writing of responsibility for all fees associated with the enrolment, either via provision of an Authorisation in Advance for Enrolment Payment (where applicable), provision of an Authority to Invoice from any organisation agreeing to sponsor the fees of a student, provision of an authorised Internal Sponsorship Authority, provision of an International student payment plan already in place, or any combination of these methods.
- Issue the student with a receipt for any upfront fees paid.
- Issue/update student ID Cards.
- Issue Student Parking Permits.

Enrolment Cashiers

Student Administration

- Develop Inbound International student enrolment forms annually in line with government and Institute requirements.
- Process the completed enrolment forms into the Student Management System (SMS).
- Raise invoices for external sponsorships.
- Process internal sponsorship requests.
- Issue Enrolment Confirmations upon request.
- Allocate an authorised Victorian Student Number to relevant students.
- Verify and pursue and missing or incorrect USIs provided.
- For students where an invoice was raised and where the invoice remains unpaid within the prescribed period as notified by Finance, place a hold on the student's record until advice is received from Finance that the invoice has been paid.
- Investigate any fee or other enrolment-related discrepancies to bring to resolution as quickly as possible.
- File enrolment form and associated documentation in a central location to ensure it is quickly retrievable for audit.

Student Administration Manager
Student Administration



5.3 Enrolling in a Short Course

Students must complete a short course enrolment form either online via the Box Hill Institute website, by phone, electronically or in hard copy:

- Obtain the appropriate enrolment form from either Short Courses, an Enrolment Cashier, the relevant Teaching Faculty Short Course Administrator, download the form from the Institute website, or, complete the form online via the Institute's web enrolment facility.
- Complete the personal details section, employer details section where relevant, course and course date section for hard copy forms, payment details section, and read any general and/or important information sections. For web-based online enrolment, tick for agreement of Box Hill Institute conditions of enrolment.
- Students must attempt to complete all information as accurately as possible.
- For students enrolling by phone, provide all requested personal details to the enrolling officer by phone, along with credit card payment details.
- Students enrolling in a short course containing accredited VET units of more than one day in duration must also obtain a Unique Student Identifier (USI) prior to enrolling, or as part of the enrolment process, and record on the enrolment form in the space provided.
- By submitting the relevant enrolment form together with fee payment, students are agreeing to the conditions of enrolment and agreement with Box Hill Institute policies and procedures, the student code of conduct, and any other government clauses.
- Students applying for a short course fee concession (where available) must include required valid concession evidence to obtain the reduced fee rate.
- For fee amounts of \$500 or more, students being sponsored by an employer or other sponsoring organisation must also present with a completed Authority to Invoice, authorising Box Hill Institute to raise an invoice to the sponsoring organization.

Students must then pay fees upfront either online, in person, by phone or by mail as follows, unless an Authority to Invoice has been supplied:

- Present to an Enrolment Cashier in person with the completed Short Course Enrolment form and fee payment to pay fees.
- Pay fees by phone (credit card payments only).
- Pay fees online via the Institute's online short course enrolment facility (credit card payments only).
- Pay fees by mailing the completed enrolment form together with fee payment (credit card details, cheques or mail orders) via surface post to the Enrolment Cashier.
- Student ID Cards are not issued to short course enrolees.

Students

Students



<p>Enrolment Cashiers</p> <p>For short course enrolments and payment made by phone, mail or in person:</p> <ul style="list-style-type: none"> • Check/allocate student identification numbers. • Check short course availability. • Apply discounted fee rate on receipt of fee concession details (for short courses where fee concession is available). • Accept the payment of fees in full (part-payment not accepted). • Issue the student with a receipt. <p>For students enrolling online via the website a receipt is emailed automatically as part of the process.</p>	<p>Enrolment Cashiers</p>
<p>Enrolments and Customer Service & Student Administration</p> <ul style="list-style-type: none"> • Provide students with appropriate Short Course enrolment form. • Check/Allocate student identification numbers (if not already done). • Check short course availability. • Process the completed form into the Student Management System. • Apply discounted fee rate on receipt of fee concession details (for short courses where fee concession is available). • Issue students with a Short Course Enrolment Confirmation. <p>For students where an Authority to Invoice is received by their sponsor/employer, raise an invoice to the sponsor/employer.</p>	<p>Enrolments and Customer Service & Student Administration</p>
<p>5.4 Enrolling in an Offshore Course (for Transnational Delivery)</p> <p>For extended campuses offshore, or international projects offshore, students must complete an Offshore course enrolment form either electronically or in hard copy:</p> <ul style="list-style-type: none"> • Obtain the appropriate enrolment form from the Box Hill Institute offshore representative – usually supplied to the representative by the International Student Officer Transnational Delivery. <p>Offshore students:</p> <ul style="list-style-type: none"> • Complete personal details, statistical information and site detail sections as accurately as possible, and sign the Conditions of Enrolment. • Students studying Australian qualifications offshore are exempted from requiring a USI. No USI needs to be supplied. • Give the completed enrolment form to the Box Hill institute Offshore representative, who will supply to the International Student Officer Transnational Delivery. 	<p>Students</p> <p>Students</p>



The International Student Officer Transnational Delivery:

- Receives enrolment forms from offshore sites.
- Allocates new students with a student identification (ID) number.
- Obtains and prints the relevant Ticksheet for the student's enrolment.
- Signs Ticksheet, and attaches to the enrolment form.
- Individual fees are not payable by students but are rather invoiced at an Institute level according to the contract in place, to the offshore provider directly via the Institute's Financial system. No fees are recorded in the institute's Student Management System for Offshore students.
- Processes the enrolment into the Institute's Student Management System.
- Files the enrolment form and any associated documentation in a central location to ensure it is quickly retrievable for audit.

International Student Officer Transnational Delivery

5.5 Cancelling Enrolment in a Course

Students:

- Obtain a Course Exit Form from the teaching faculty, Student Administration, or download from the Student Web or Institute website
- Complete the Course Exit Form and attach Student ID Card (if issued).
- Take the Course Exit Form to a campus Library for clearance.
- Submit the Course Exit Form to the relevant Teaching Faculty Operations Manager for authorisation.

Students

Students exiting from a course cannot re-enrol in the course until the start of the semester following the exit, unless there are exceptional circumstances.

Teaching Faculty Operations Manager (or nominee):

- Provide students with a Course Exit Form.
- Indicate on the Course Exit Form:
 - where participation in any units has occurred and for which participation evidence exists, the amount of hours for which the student has participated up to point of exit, and the student's last date of participation per unit
 - insert the reason for exit.
 - insert the starting date of course.
- Authorise completed Course Exit Form.
- Indicate on the Course Exit Form whether there should be any refund of material fees and camp/excursion fees.
- Forward the Course Exit Form to Student Administration via Internal Mail.

Teaching Faculty Operations Manager



<p>Student Administration:</p> <ul style="list-style-type: none"> • Provides students with Course Exit Forms. • Processes completed Course Exit Forms. • Processes any refund entitlements. • Reverses HELP loan where course exit has occurred prior to census date. • For Victorian apprentices/trainees, records the course exit in DELTA. <p>Where course cancellation is being undertaken due to the death of a student</p> <ul style="list-style-type: none"> • Make relevant notations against the student's record in the Institute's Student Management System, including ticking the deceased flag. • Place a deceased sanction on the student's record. • De-active the student's address record. • In the case of the death of a Victorian apprentice or trainee, also notify the relevant VRQA Apprenticeship Administration branch within 24 hours of being notified. 	<p>Student Administration</p>
<p>5.6 Cancelling Enrolment in a Unit</p> <p>Students:</p> <ul style="list-style-type: none"> • Obtain a Unit Withdrawal Form from the teaching faculty or Student Administration. • Complete the Unit Withdrawal Form. • Submit the Unit Withdrawal Form to the Manager for clearance and authorisation. <p>Teaching Faculty Operations Manager (or nominee):</p> <ul style="list-style-type: none"> • Provide students with a Unit Withdrawal Form. • Indicate on the Unit Withdrawal Form: <ul style="list-style-type: none"> • where participation in any units has occurred and for which participation evidence exists, the amount of hours for which the student has participated up to the point of withdrawal and the student's last date of participation per unit. • insert the starting date of course. • Provide clearance and authorise completed Unit Withdrawal Form. • Indicate on the Unit Withdrawal Form whether there should be any refund of material fees and camp/excursion fees. • Forward the Unit Withdrawal Form to Student Administration. 	<p>Students</p> <p>Teaching Faculty Operations Manager</p>



<ul style="list-style-type: none"> • Certify and process any HELP Loans for additional units. • Investigate any fee or other additional unit enrolment-related discrepancies to bring to resolution as quickly as possible. • File Additional Unit Enrolment form and associated documentation in a central location to ensure it is quickly retrievable for audit. 	<p>Student Administration Manager</p> <p>Student Administration</p>
<p>5.9 Changing Personal Details</p> <p>Students, within seven (7) days of change of details, must:</p> <ul style="list-style-type: none"> • Obtain a Personal Details Variation Form from Student Administration, Teaching faculty staff, or download from the Student Web or Institute website. • Complete relevant section/s on Personal Details Variation Form. • Return Personal Details Variation Form to Student Administration. • Include certified documentary evidence if there has been a change of name. <p>Student Administration:</p> <ul style="list-style-type: none"> • Provides students with Personal Details Variation Forms. • Processes Personal Details Variation Forms. • For Victorian Apprentices and Trainees, also processes Personal Details Variation Forms in DELTA. 	<p>Students</p> <p>Student Administration</p>
<p>5.10 Student ID Cards</p> <ul style="list-style-type: none"> • Enrolment Cashiers issue Student ID Cards to commencing students who have successfully enrolled in their first course with Box Hill Institute as the final part of their initial course enrolment process (excluding short courses). • Enrolment Cashiers update a student's existing Student ID Card for any further re-enrolment or enrolments in courses with Box Hill Institute in subsequent calendar years (excluding short courses). • Enrolment Cashiers do not issue Student Id Cards to Short Course enrollees. 	<p>Enrolment Cashiers</p>
<p>5.11 Replacing lost ID cards</p> <p>Registrar:</p> <ul style="list-style-type: none"> • Determines the Student ID Card replacement fee rate annually. <p>Enrolment Cashier:</p> <ul style="list-style-type: none"> • Replace student ID cards upon request to enrolled students upon: <ul style="list-style-type: none"> • The student providing appropriate evidence as to their identity; and • Receipt of payment of the Student ID Card replacement fee; or • Waives the Student ID Card replacement fee where a Police Report or Statutory Declaration is supplied, indicating the student's ID card was stolen. 	<p>Registrar</p> <p>Enrolment Cashier</p>

Document: **Student Enrolment Procedure - BHI**

Document No.: **ACA-AA-PRO027**

Process Area: **Academic Affairs**



Students who have lost or had stolen ID cards must:

- Bring a Police Report or Statutory Declaration where their ID card was stolen.
- Provide appropriate evidence as to their identity (where unable to provide photo identification, teacher verification in person, is required).
- Will have the Student ID Card replacement fee waived in this circumstance.

Students

5.12 Review

Enrolment processes will be reviewed regularly to ensure they remain current and valid in light of changing government policy and regulatory requirements, changing Institute structures and increasing systems capability such as expansion of student management system capability and student self-service.

Registrar

6 Related Documents

Student Enrolment Policy - BHI

Student Pre-enrolment Information Policy & Procedure – BHI

Language Literacy and Numeracy Policy & Procedure

Refunds for Domestic Students Policy and Procedure

BHI Welcome Booklet

6.1 Documents

Term	Definition
VET Funding Contract	Annual contract between Box Hill Institute, and the Victorian State Government for the receipt of government funding for accredited qualifications.
Higher Education Standards	Higher Education Standards Framework (Threshold Standards) 2015
ASQA Standards	Australian Skills Quality Authority (ASQA) Standards for RTOs 2015

6.2 Risk/Opportunity Assessment

Opportunity	Likelihood	Severity	Assessment Method (if applicable)	Mitigation
Increased compliance	Likely			

7 Process Flowcharts

Nil