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Student Enrolment Policy Version 3.2

Authorised by: CEO

Endorsed By: Executive Team

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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
2.1	27/05/2019	GM International	Minor administrative changes
2.2	28/05/2019	Registrar	Minor administrative changes
3	23/9/2019	Registrar	Update process - Final
3.1	11/10/2019	Registrar	Minor administrative changes to wording
3.2	22/10/2019	Registrar	Minor reference inclusion with approval
	05/08/2021	Academic Quality Assurance Officer	Minor administrative change to update Higher Education Standards Framework (Threshold Standards) 2021 in 11.2

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);

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Student Enrolment Policy - BHI

Document No.: **AAS-AA-POL027**

Process Area: **Academic Affairs**



- supplied true and accurate personal and academic information;
- satisfied the Institute of their ability to undertake the course within the requirements of the Student Code of Conduct;
- supplied an accurate Unique Student Identifier (USI) - for onshore vocational education and training (VET) courses, onshore higher education courses, senior secondary courses, and short courses comprising one or more accredited/national units of competency - (students studying offshore excepted);
- 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 - for government subsidised places in a course;
- have a valid and current training contract in place as registered in the government's apprenticeship/traineeship administration system - for Victorian apprentices and trainees;
- supplied a completed Transition from School form including required signatories – for students enrolling in a Senior Secondary or VET course who will be under age 17 at the date of course commencement;
- obtained parental/guardian consent – for students who will be under age 18 at the date of course commencement;
- supplied relevant valid concession evidence - for government subsidised places in a course wishing to access a tuition fee concession under the VET Funding Contract;
- completed the relevant HELP Loan Intention form and supplied citizenship evidence, Tax File Number and supplied any other documentation as required by the government or Institute in regard to their eligibility for a HELP Loan - for students wishing to access a HELP loan for tuition fees (FEE-HELP for degrees or VET Student Loan for eligible VET courses);
- formally opted into the HELP Loan scheme via the government's eCAF system prior to course start, and formally opted in to the HELP Loan for required progression points throughout the course - for student's accessing a HELP loan for tuition fees;
- completed a Pre-training Review indicating their suitability for the intended course - for onshore vocational education and training (VET) courses (VET in Schools excepted) and senior secondary courses (not applicable to Higher Education courses, pre-accredited courses or non-subsidised short courses);
- agreed to abide by the Box Hill Institute policies, procedures and standards of conduct;
- acknowledged (electronically or 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).
- acknowledged (electronically or in writing) in 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 - for short courses. **Note:** Authority to Invoice accepted for amounts of \$500 or greater only.

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The following requirements are essential for a successfully completed enrolment:

- Enrolment 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 staff approval complete; (except short courses)
- Required documentary evidence complete and submitted;
- Fee payment accounted for;
- Relevant HELP Loan opt-ins including progression opt-ins completed.

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 the government's apprentice/trainee administration system, please refer to the Student Enrolment Procedure or view the VET Funding Contract.

Inbound international students must be aged 18 by the date of their course commencement to be eligible to enrol in a Box Hill Institute course.

Inbound international students must attend the International Student Orientation on campus with Student Life after arriving in the country, and prior to enrolling.

Refer to Institute website for courses accepting applications via the online portal, or 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 and online template advice, 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; issuing replacement Student ID Cards, and reviewing Enrolment Form and related templates annually for compliance.

Offer and Admissions staff together with **Teaching Faculty staff** (for certain courses only), are responsible for: completing Pre-Training Reviews with students including administering Language, Literacy and Numeracy (LLN) profile assessment and Learner Styles Questionnaire (LSQ); assisting students with course applications; allocating and/or confirming student identification numbers; helping students complete enrolment forms/online templates; completing and authorising enrolment tick sheets/Statements of Fees; issuing copy of tick sheets/Statements of Fees to students; checking

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Student Enrolment Policy - BHI

Document No.: **AAS-AA-POL027**

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eligibility evidence for a government-subsidised place 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 apprentice/trainee administration system contract to apprentice/trainee enrolments; calculating fees payable, and directing students to enrolment cashiers, phone payment or online payment if available.

Faculty Teaching Managers and/or Coordinators (or their nominee) are responsible for: ensuring that 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; ensuring additional support requirements identified are incorporate in the student's training plan; authorising changes in student enrolment; authorising course exit and unit withdrawal forms, ensuring they have relevant staff in place to undertake regular apprentice/trainee administration system checks, helping new inbound international students with enrolment and authorising international student course enrolments in line with the student's registration on PRISMs.

International Student Office staff are responsible for undertaking all external reporting and notification requirements regarding the acceptance and enrolment of inbound international students in accordance with the ESOS Regulations, and reporting requirements via PRISMs.

Offer and Admissions staff together with **Customer Experience staff** are responsible for providing literacy and numeracy profile assessment results to faculty higher education teaching managers and/or coordinators for all higher education students by course commencement.

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, 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 that are attached to the enrolment 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 completing required online process or obtaining forms for application and 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. New inbound international students are also responsible for ensuring they attend the on-campus International Student orientation session prior to their enrolment.

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 and the provision of on-campus Inbound International Student Orientation sessions for new international students.

Foundation Studies are responsible for providing support to students with Language, Literacy and Numeracy gaps.

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

Short Course Program Leaders (CAE) are responsible for recommending short courses run at CAE for suitability for applicants under the age of 18 prior to enrolment.

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Executive Manager Short Courses (CAE) is responsible for approving short courses run at CAE for suitability for applicants under the age of 18 prior to enrolment.

6 Code of Conduct

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

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

7 Definitions

Term	Definition
Accredited	Courses approved for national recognition. (Includes individual accredited courses approved by the government for national recognition, and Training Package qualifications approved in a group as part of a broader industry training package under a government framework for national recognition).
ACFE	Adult, Community and Further Education (pre-accredited courses subsidized by ACFE for eligible students)
ATO	Australian Taxation Office
BQS	Box Hill Quality Management System
CAN	Commonwealth Assistance Notice (for FEE-HELP & VET Student Loan)
CHESSN	Commonwealth Higher Education Student Support Number (for FEEHELP or VET Student Loan)
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
CRICOS	Commonwealth Register of Institutions and Courses for Overseas Students
DELTA / EPSILON	Victorian Government Apprenticeship and Traineeship Administration Systems
DET	Department of Education and Training
eCAF	Electronic Commonwealth Assistance Form for HELP Loans
Enrolment	Completion of requirements of the Institute by which a student is admitted to pursue a course of one or more units
ESOS	Education Services for Overseas Students Act 2000 (ESOS Act) - the legal framework for the quality assurance of education and training institutions offering courses to international students (students studying in Australia on student visas).
Funding type/source	The main source of funds that cover the cost of a student's study in a course (i.e. government-funded/subsidized, full-fee paying/fee-for-service)
HE	Higher Education (includes Higher Education Diploma courses, and all degree level courses as follows: Associate Degree, Bachelor Degree, Graduate Certificate, Graduate Diploma, Masters)
HELP	Higher Education Loan Program (FEE-HELP or VET Student Loan)
LLN	Language, Literacy and Numeracy
LSQ	Learner Styles Questionnaire
Pre-accredited	Pre-accredited training and programs - short modular courses designed for learners to gain confidence and skills, and that focus on creating pathways to further education and training or a step to employment, as prescribed by ACFE Board.
PRISMS	Provider Registration and International Students Management System

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Senior Secondary	All senior secondary level courses including Victorian Certificate of Education (VCE) and Victorian Certificates of Applied Learning (VCAL) at all levels.
TFN	Tax File Number
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
USI	Unique Student Identifier (national student number)
VCE	Victorian Certificate of Education (senior secondary studies at Year 11 and 12 levels)
VCAL	Victorian Certificates of Applied Learning (senior secondary studies at either Foundation, Intermediate or Senior levels)
VET	Vocational Education and Training (Course in..., Certificates I-IV, Diploma, Advanced Diploma, Vocational Graduate Certificate and Vocational Graduate Diploma courses). Includes individual accredited courses approved by the government for national recognition, and Training Package qualifications approved in a group as part of a broader industry training package under a government framework for national recognition.
VSN	Victorian Student Number (Victorian state student ID number issued to primary, secondary and tertiary VET students aged under 25)
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

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10 Related Forms

- Enrolment Forms (a range of enrolment and re-enrolment forms available on the Registrar's site) and also embedded in the online application process
- 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)
- VET Student Loans Act (2016)
- Unique Student Identifier's Act 2014
- Australian Skills Quality Authority Standards for RTOs 2015
- Higher Education Standards Framework (Threshold Standards) 2021
- Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS)
- Education Services for Overseas Students Act 2000 (ESOS Act)
- Education Services for Overseas Students Regulations 2019 (ESOS Regulations)
- Education and Training Reform Act 2006 (ERT Act)
- National Code 2018
- ELICOS Standards 2018
- VRQA - Guidelines for Enrolment of Overseas Students Aged Under 18 Years
- Victorian Curriculum and Assessment Authority (VCAA)
- Adult, Community and Further Education (ACFE) Board
- VTAC System Rules for VTAC and Tertiary Institutions

12 Records

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

Where the privacy of an individual 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.



13 Policy 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.

14 Approval Body

The CEO is the approval body.

Owner	Author
Deputy CEO	Registrar

15 Approval Body

The CEO is the approval body.

Signature	Date of Approval
Deputy Chief Executive Officer	8 October 2019