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Student Enrolment Procedure – BHI – Version 3.3

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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
2.0	29/12/2017	Registrar	Update to new template. Review and separation of refund items to separate refund procedure
	8/04/2019	Compliance Coordinator	Minor administrative changes to remove reference to 'BHIG' and 'CAE'
2.1	20/05/2019	Manager, Educational Quality	Overseas student enrolment
2.2	27/05/2019	GM International/PV & Registrar	Update the International processes/structure changes
3	23/09/2019	Registrar	Update the process changes and Final
3.1	11/10/2019	Registrar	Minor administrative changes on wordings
3.2	22/10/2019	Registrar	Minor administrative changes to include new ESOS requirement
	05/08/2021	Academic Quality Assurance Officer	Minor administrative change to update the Higher Education Standards Framework (Threshold Standards 2021 in 6.1
3.3	28/04/2022	Registrar	Inclusion of additional enrolment, Box Hill Institute cancellation, and appeals sections. Position and legislation updates, and minor administrative changes to wording.

2 Purpose

To ensure the correct process is followed for the enrolment of domestic and overseas students into any accredited program offered at Box Hill Institute, and all required documentation is collected and maintained.

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, unit additions and re-enrolment, cancellations to enrolment and replacement Student ID cards.



4 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).
ACER	Australian Council for Educational Research. ACER Testing is used for the identification of a student's foundation skill levels regarding language literacy and numeracy.
ACFE	Adult, Community and Further Education (pre-accredited courses subsidised by ACFE for eligible students)
ATO	Australian Taxation Office
BQS	Box Hill Quality Management System
CAE	Centre for Adult Education
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
EPSILON	Victorian Government Apprenticeship and Traineeship Administration Systems
DET	Department of Education and Training
eCAF	Electronic Commonwealth Assistance Form for HELP Loans and Commonwealth Supported Places
Enrolment	Completion of requirements of the Box Hill 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/subsidised, 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
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
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	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. Includes subjects, modules, units of study, units of competency.
USI	Unique Student Identifier (national student number)
VCE	Victorian Certificate of Education (senior secondary studies at Year 11 and 12 levels)

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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

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Process Area: **Student Experience**



Procedure	Responsibility
<ul style="list-style-type: none">• Students enrolling in a government-subsidised place and applying for a tuition fee concession (for eligible course levels) must submit relevant and valid concession evidence at enrolment to obtain the reduced tuition fee rate.• Students experiencing severe financial hardship should make an appointment with Student Life to further discuss options, along with providing any supporting evidence.• Students wishing to utilise a HELP Loan (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 VET Student Loan intention form to initiate their application, along with submission of citizenship evidence, a tax file number (TFN) and any required prior education completed evidence as part of the completion of this form.• Students under the age of 18 must also have a parent/guardian complete the VET Student Loan Parental Consent–Student Under 18 form or must supply evidence that they are independent by receipt of youth allowance on the basis that the student is independent. (within the meaning of the (within the meaning of Part 2.11 of the Social Security Act 1991);• VET Student Loan applicants must then submit an Electronic Commonwealth Assistance Form (eCAF) prior to course commencement via the government's eCAF system once the government e-mail with the pass-key to do so, is received. The eCAF invitation email will be issued no early than 2 days after a student's enrolment, by Student Administration.• Non-submission of e-CAF or non-provision of required evidence or non-provision of a student's TFN prior to course commencement 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 eligible for and 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 the age of 18 must also have a parent/guardian present to act as a 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.• Students wishing to apply for credit transfers for prior study achieved must supply their statement of attainment to initiate the credit transfer process. Please refer to Box Hill Institute's Recognition of Prior Learning, Current Competence and Credit Transfer Policy and Procedure.	
Student Recruitment or Faculty Teaching Managers and/or Coordinators (some courses only)	Student Recruitment or Faculty Teaching Managers and/or

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Process Area: **Student Experience**



Procedure	Responsibility
<ul style="list-style-type: none">• Undertake pre-training review including Language Literacy Numeracy (LLN) assessment of the student to determine suitability for the student in the course and incorporating a range of checks, including suitability for HELP Loan where applicable. This process must be conducted with honesty and integrity. The Language Literacy Numeracy (LLN) assessment tool utilised by Box Hill Institute is the ACER Test, as follows: Box Hill Institute utilises the VET Student Loans program approved Core Skills Profile for Adults (CSPA) administered by the Australian Council for Educational Research (ACER) for the determination of a prospective student's core skills. Students are allocated a unique user name and password upon application to study to access the core skills diagnostic tool. Students are required to complete the diagnostic tool in the domains of Reading, Writing and Numeracy to receive their core skills profile. The results of the student's completed core skills diagnostic tool are recorded in the pre-training review and communicated to the student when receiving a successful course offer.• Identify eligible students requiring support and notate them as part of the pre-training review assessment.• Compile all application documents including pre-training review and results of any LLN assessments and provide them to the student. Once enrolment terms and conditions have been agreed to by the student, this full set of documents is provided to Student Administration for enrolment processing• 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 Department of Education and Training (DET) referrals, are attached and/or verified where required. Where citizenship and/or age evidence was supplied remotely, ensure verification via document verification service is also completed and attached to the enrolment. All checks should be in line with the Guidelines About Determining Student Eligibility and supporting evidence (as released by DET annually), and Box Hill Institute's Work Instructions: Eligibility Assessment (for a government-subsidised VET/Senior Secondary place).• For apprentice/trainee students only, obtain a printout (electronically or in hardcopy) of the student's Training Agreement in that course from the government apprentice/trainee administration system, and check that it is current and matches the course in which the student is enrolling. Attach the government apprentice/trainee printout/copy to the enrolment form.• Verify concession fee eligibility where relevant and ensure a copy of evidence is attached to the enrolment. Where evidence was supplied remotely, ensure successful verification of evidence via document verification service is also attached to the enrolment.	Coordinators (some courses only)

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Process Area: **Student Experience**



Procedure	Responsibility
<ul style="list-style-type: none">Students wishing to apply for a Payment Plan for any portion of the fees may either present to an Enrolment cashier in person or complete the process remotely online.Student ID Cards can be obtained or updated from Student Administration.	
<p>Enrolment Cashiers</p> <ul style="list-style-type: none">Allocate and/or confirm student identification numbers.For government-subsidised students, undertake eligibility checks where not already completed.Ensure all relevant documents are attached to the enrolment, including pre-training review (for commencing students), Tick sheet, citizenship/age evidence, referrals for any special government schemes/initiatives, and any other documentation as required. For students presenting in person verify age and citizenship evidence in person.Verify enrolment fees are in line with relevant government fee regulations and BHI full-fee rates.Verify concession fee eligibility where relevant and ensure a copy of evidence or verification via document verification service is attached to the enrolment.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).Issue the student with a receipt for any upfront fees paid.Issue the student with a contract (via email) for any payment plans established.Accept and certify HELP Loan applications.Issue/update student ID Cards.Issue Student Parking Permits.Authorise travel concession card applications.	Enrolment Cashiers
<p>Student Administration</p> <ul style="list-style-type: none">Develop enrolment forms/online templates annually in line with government and BHI requirements.Process completed enrolment forms into the Student Management System (SMS).	Student Administration Manager Student Administration

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Process Area: **Student Experience**



Procedure	Responsibility
<ul style="list-style-type: none">• Raise invoices for external sponsorships.• Process internal sponsorship requests.• Certify and process any HELP Loan applications.• For HELP Loan students, ensure a valid USI is received.• For HELP Loan students, issue students with a CAN within 28 days of their first census date.• For VET Student Loan students, load the application into the government's eCAF system no less than 2 days after enrolment has occurred.• For VET Student Loan students issue VET Student Loan Notice within required timeframes• For HELP Loan students who have not provided a TFN by their first census date, initiate a Course Exit via the Teaching Faculty, and place a hold on their records in the Student Management System.• Issue Enrolment Confirmation upon request.• Allocate an authorised Victorian Student Number to relevant students.• Verify and pursue any 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 them to resolution as quickly as possible.• File any hard copy enrolment form and associated documentation in a central location to ensure it is quickly retrievable for audit. This includes filing any hard copy pre-training reviews and includes the retention of the results of assessing a student's competence in Reading, Writing and Numeracy/LLN within the pre-training review for at least 7 years as part of the retention of a student's enrolment record, to enable the provision of these results when required, including to the Secretary of the government department administering VET Student Loans, upon their request.• Issue weekly automated reports to teaching faculties listing students with additional support identified as part of the Pre-Training review process,	
<p>Faculty Teaching Managers and/or Coordinators (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 issued to students and any other relevant parties within 4 weeks of the student's course commencement date.	Faculty Teaching Managers and/or Coordinators

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Procedure	Responsibility
<ul style="list-style-type: none"> 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. Monitor the weekly report received listing students identified as having additional support needs, and ensure relevant support is incorporated in the student's training plan. Check the Training Plan template in use within their faculty annually, to ensure it is the current version in line with Box Hill Institute and regulatory requirements. The most current version of the Training Plan template can be accessed from the BQS. Undertake regular checks of the government apprentice/trainee administration system for students nearing their Training Contract for the nominal completion date, to identify students not already completed and who may therefore require a Training Contract extension. Where necessary, initiate relevant Training Contract extension with all relevant parties via completion of an Application for Approval to Vary a Training Contract Form. 	
<p>Educational 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"> Arrange the provision of LLN support in the classroom or via other methods. 	<p>Manager ACFE, Reconnect, LLN & Microcredentials</p>
<p>Student Life</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 Director, Alumni and Community Engagement of the level of fee support needed via a financial hardship scholarship. 	<p>Executive Manager, Student Life (or delegate)</p>
<p>Director, Alumni and Community Engagement</p> <ul style="list-style-type: none"> Reviews the Financial Hardship scholarship application and recommendation. 	<p>Director, Alumni and Community Engagement</p>



Procedure	Responsibility
<ul style="list-style-type: none"> • Approves (or not) the level of fee support the Box Hill Institute is able to provide for the enrolling calendar year, within the annual budget available for this purpose. • Communicates the outcome to the student. • If approved, provides a copy of the approved internal sponsorship to both Student Recruitment and Student Administration to be retained with the student's enrolment. <p>5.2 Enrolling in a higher education (degree) course/qualification (Australian citizens, permanent residents or temporary residents)</p> <p>Students must complete an enrolment form per course (either online or in hard copy) each calendar year (pre-training review is not required, but literacy/numeracy profile assessment completion is required prior to course commencement):</p> <ul style="list-style-type: none"> • The enrolment form is completed via an approved applications portal online via the Institute's website or is obtained from Student Recruitment staff or Teaching Faculty enrolment staff. • Students must complete all sections as accurately as possible. • Students must obtain a Unique Student Identifier (USI) prior to enrolling, or as part of the enrolment process, and record this on the enrolment form. • Upon completion of the relevant enrolment form, students must agree to the conditions of enrolment (either electronically or in writing) to indicate their agreement with Box Hill Institute policies and procedures, the student code of conduct, and other government clauses. • Students wishing to utilise a HELP Loan (FEE-HELP) should check their eligibility for a HELP loan. If they believe they are eligible, complete a FEE-HELP eCAF form, along with submission of required citizenship evidence, a tax file number (TFN), USI and any other required evidence as part of the completion of this form. • Students offered a Commonwealth Support Place (CSP) in a course must also complete and submit the online CSP/HECS-HELP form once the invitation email is received, and prior to course commencement. • Students eligible for and wishing to utilise a payment plan to pay all/part of their non-tuition fees via instalments must complete a payment plan contract with an Enrolment Cashier, either in person or online. • Students under the age of 18 must also have a parent/guardian present to act as a 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. • Students must also complete a literacy/numeracy assessment prior to course commencement. 	<p>Student</p>

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Student Recruitment or Faculty Teaching Managers and/or Coordinators (some courses only)

- Locate and complete relevant Tick sheet for the student in the course, including ticking relevant units, completing the correct funding source, and finalising the fee calculation section. For any CSP places, students must meet specific CSP place eligibility requirements – check that required eligibility for CSP has been met.
- Sign and attach the completed Tick sheet/Statement of Fees to the student's enrolment form (either electronically or in hardcopy).
- Provide a second copy of the Tick sheet/Statement of Fees to the student for their records (either electronically or in hard copy).
- For any other non-upfront payment types (HELP Loans, Authority to Invoice) ensure relevant form/documentation attached to enrolment.
- Refer the record to the Enrolment Cashiers for payment processing and enrolment finalisation.

Payments will then be processed by the Enrolment Cashiers in line with payment instructions and methods provided by the student as part of the application and/or online application process. Alternatively, students may present to an Enrolment Cashier in person or via phone to finalise their enrolment once the relevant enrolment form has been completed, pre-training review finalised and attached (commencing students only), and authorised Tick sheet/Statement of Fees attached, along with all required documentary evidence also attached:

- Fees must be paid upfront or a payment plan established for amounts not covered by a HELP Loan, Authority to Invoice, Internal Sponsorship or Authority in Advance for Enrolment Fee Payment.
- Students must proceed to an Enrolment Cashier to finalise their enrolment where their enrolment was via a hard copy form.
- Students wishing to apply for a Payment Plan for any portion of the fees may either present to an Enrolment cashier in person or complete the process remotely online.

Student ID Cards can be obtained or updated from Student Administration

Enrolment Cashiers

- Allocate and/or confirm student identification numbers.
- Ensure all relevant documents are attached to the enrolment, including Tick sheet, citizenship/age evidence for HELP Loans, and documentation as required.
- 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).

Student Recruitment
or
Faculty Teaching
Managers and/or
Coordinators

Student

Enrolment Cashiers

Document: **Student Enrolment Procedure**

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

Process Area: **Student Experience**



Procedure	Responsibility
<ul style="list-style-type: none">• Issue the student with a receipt for any upfront fees paid.• Issue the student with a contract (via email) for any payment plans established.• Accept and certify HELP Loan applications.• Issue/update student ID Cards.• Issue Student Parking Permits.• Authorise travel concession card applications.	
<p>Student Administration</p> <ul style="list-style-type: none">• Develop enrolment forms/online templates annually in line with government and Institute requirements.• Process completed enrolment forms into the Student Management System (SMS)• Raise invoices for external sponsorships.• Process internal sponsorship requests.• Certify and process any HELP Loan applications.• For HELP Loan students, ensure a valid USI is received.• For HELP Loan students, issue students with a CAN within 28 days of their first census date.• For HELP Loan students who have not provided a TFN by their first census date, raise an invoice to the student for the full cost of their fees, and place a hold on their records in the Student Management System.• Issue Enrolment Confirmation upon request.• Allocate an authorised Victorian Student Number to relevant students.• Verify and pursue any 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 them to resolution as quickly as possible.• File any hard copy 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>Student Recruitment</p> <ul style="list-style-type: none">• Provide literacy/numeracy profile assessment results for degree students to Higher Education course coordinators by course start.	<p>Student Recruitment</p>

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5.3 Enrolling in a course - Inbound International students on a Student Visa

All commencing **international students** must be 18 years or above at the time of course commencement.

Prior to orientation, all commencing **international students** must register with International Student Recruitment to check the course for enrolment matches the student's registration in PRISMS.

- All **international** students must attend the Student Orientation session with Student Life Team.
- Once the students have completed their Student Orientation with Student Life, students to proceed to their respective Faculties to enrol into their course.

International Students

Enrolling

- Complete personal details and statistical information sections as accurately as possible, and sign the Conditions of Enrolment.
- Inbound international students enrolling in vocational education and training (VET) or senior secondary course must obtain a Unique Student Identifier (USI) prior to enrolling, or as part of the enrolment process, and record it on the enrolment form in the space provided
- Faculty to provide students with the relevant International Student Enrolment Form according to course level and new/continuing status including obtaining a Tick sheet and sign-off from the faculty.
- Signs enrolment form and Tick sheet, and attaches Tick sheet to the enrolment.
- Directs the student to the nearest Enrolment Cashier.
- Take the completed enrolment form, Tick sheet, with fee payment for Materials fees and Services and Amenities fees, to the Enrolment Cashier.
- Obtain their Student ID card.

International Students

Faculty Teaching Managers and/or Coordinators

International Students

Enrolment Cashiers

- Allocate and/or confirm the Student ID number.
- Ensure all relevant documents are attached to the enrolment form, including the Tick sheet or any other documentation as required.
- Accept payment of fees, unless a provision of an International student payment plan is already in place.
- Issue the student with a receipt for any upfront fees paid.
- Issue/update student ID Cards.
- Issue Student Parking Permits.

Enrolment Cashiers

Student Administration



Procedure	Responsibility
<ul style="list-style-type: none"> • 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 Confirmation upon request. • Allocate an authorised Victorian Student Number to relevant students. • Verify and pursue any 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 them to resolution as quickly as possible. • File hard copy enrolment form and associated documentation in a central location to ensure it is quickly retrievable for audit. 	<p>Student Administration Manager Student Administration</p>
<p>International Student Office</p> <ul style="list-style-type: none"> • Undertake all external reporting and notification requirements regarding the acceptance and enrolment of inbound international students in accordance with the ESOS Regulations. These include but are not limited to: • All required notifications needed via PRISMS • Notification of a student’s residential address, phone number and email address • Notification regarding English language proficiency concerning student visas. 	<p>Manager International Student Recruitment, & Manager International Student Policy and Monitoring</p>
<p>5.4 Enrolling in an ACFE Pre-Accredited Course</p> <p>Students must complete an enrolment form per program:</p> <ul style="list-style-type: none"> • The enrolment form is obtained from the Enrolments and Customer Service counter (City), the Teaching Faculty staff or via an approved applications portal online via BHI website. • Students must attempt to complete all sections as accurately as possible. • Upon completion of the relevant enrolment form, students must sign the conditions of enrolment to indicate their agreement with Box Hill Institute policies and procedures, the student code of conduct, and other government clauses. 	<p>Students</p>



Procedure	Responsibility
<ul style="list-style-type: none"> Students enrolling in an ACFE government-subsidised place and applying for a tuition fee concession must present relevant and valid concession evidence at enrolment to obtain the reduced tuition fee rate. Students experiencing severe financial hardship should make an appointment with ACFE Leadership team to further discuss options, along with any supporting evidence. A fee waiver may then be considered and applied for. 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. If the student is under State Trustees, contact must be made either by the student or BHI enrolment staff to confirm with the State Trustee the program, the cost and how it is to be paid or invoiced. 	
<p>Teaching Department or City Enrolments and Customer Service staff</p> <ul style="list-style-type: none"> Review the student enrolment form. Check and verify eligibility and complete the staff eligibility declaration section on the enrolment form, Locate and complete relevant Tick sheet for the student in the program, including ticking relevant units, completing the correct funding source based on the student's eligibility for a ACFE government-subsidised place (or not), finalising the fee calculation section. Print, sign and attach the completed Tick sheet/Statement of Fees to the student's enrolment form. Provide a second copy of the Tick sheet/Statement of Fees to the student for their 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 (Authority to Invoice) ensure relevant form/documentation is attached to the enrolment form. Direct the student to the Enrolment Cashiers for enrolment finalisation. 	<p>Teaching Department or City Enrolments and Customer Service staff</p>
<p>Students must then present to an Enrolment Cashier to finalise their enrolment once the relevant enrolment form has been completed, authorised Tick sheet/Statement of Fees attached and all required documentary evidence attached.</p>	<p>Student</p>
<p>Enrolment Cashiers</p> <ul style="list-style-type: none"> Allocate and/or confirm student identification numbers. For ACFE government-subsidised students, undertake eligibility checks where not already completed. 	<p>Enrolment Cashier</p>

Document: **Student Enrolment Procedure**

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

Process Area: **Student Experience**



Procedure	Responsibility
<ul style="list-style-type: none">• Ensure all relevant documents are attached to the enrolment form, Tick sheet, and any other documentation as required.• Verify enrolment fees are in line with relevant ACFE government fee regulations and Institute full-fee rates.• Verify concession fee eligibility where relevant and ensure a copy of evidence attached to the enrolment form.• Accept payment of fees in full, unless acknowledgement received in writing of responsibility for all fees associated with the enrolment, via the 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.• Issue the student with a receipt for any upfront fees paid.• Note – Student ID Cards are not issued to pre-accredited students	
<p>Student Administration</p> <ul style="list-style-type: none">• Develop enrolment forms annually in line with ACFE and Institute requirements.• Process the completed enrolment forms into the Student Management System (SMS).• Raise invoices for external sponsorships.• Process internal sponsorship requests.• 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 them to resolution as quickly as possible.• File enrolment form and associated documentation in a central location to ensure it is quickly retrievable for audit.	<p>Student Administration Manager Enrolments & Customer Service (City)</p>
<p>Manager ACFE, Reconnect, LLN & Microcredentials (or delegate)</p> <ul style="list-style-type: none">• Prepare the tick sheets in a timely manner.• Review ACFE fee waiver applications and approve (or not).	<p>Manager ACFE, Reconnect, LLN & Microcredentials (or delegate)</p>
<p>5.5 Enrolling in a Short Course</p> <p>Students must complete a short course enrolment form either online via authorised Box Hill Institute website/s, by phone, electronically or in hard copy:</p>	<p>Students</p>

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Procedure	Responsibility
<ul style="list-style-type: none"> • Obtain the appropriate enrolment form from either Short Courses, an Enrolment Cashier, the relevant Teaching Faculty 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 must also obtain a Unique Student Identifier (USI) prior to enrolling, or as part of the enrolment process, and record it on the enrolment form in the space provided. • Students or the parent/ guardian of a student wishing to enrol in a CAE Short Course who is under the age of 18 must contact the CAE Enrolments & Customer Service staff first to discuss their enrolment intention prior to enrolment either via phone, email or in person. If they wish to proceed a Short Course Under 18 Enrolment Enquiry Form must be completed for an initial assessment. If the enrolment is subsequently approved to proceed, a Consent for Enrolment of Learner form must also be completed in conjunction with the Short Course Enrolment form. • 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. 	<p>Student/Parent, Guardian</p>
<p>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:</p> <ul style="list-style-type: none"> • Pay fees online via the Institute’s online short course enrolment facility (credit card payments only). • Present to an Enrolment Cashier with the completed Short Course Enrolment form and fee payment to pay fees. • Pay fees by phone (credit card payments only). 	<p>Students</p>

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Procedure	Responsibility
<ul style="list-style-type: none"> • 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 enrollees. 	
<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. • For students enrolling online via the website, a receipt is emailed automatically as part of the process. 	<p>Enrolment Cashiers</p>
<p>Enrolments and Customer Service & Student Administration</p> <ul style="list-style-type: none"> • Provide students with an appropriate Short Course enrolment form or direct them to the website for online application. • For CAE Short Courses for applicants under 18, provide applicant/parent/guardian with the Under 18 Enquiry Form, and Consent for Enrolment of Learner Form. • For CAE Short Courses for applicants under 18, provide an outcome of Under 18 course suitability assessment to the applicant, as recommended by Short Course Program Leader (CAE), and as approved (or not) by the Executive Manager of Short Courses. • 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. • For students where an Authority to Invoice is received by their sponsor/employer, raise an invoice to the sponsor/employer. 	<p>Enrolments and Customer Service & Student Administration</p>
<p>Short Course Program Leader (CAE Short Courses)</p> <ul style="list-style-type: none"> • Assesses the Under 18 Enquiry Form for applicants under age18 wishing to enrol in a CAE Short Course. Assessment takes into account the suitability of the course including OH&S requirements. 	<p>Short Course Program Leader (CAE Short Courses)</p>



Procedure	Responsibility
<ul style="list-style-type: none"> • Advises Enrolments & Customer Service staff (CAE) of the course suitability assessment recommendation for an under 18 applicant. • Advises the CAE Short Course tutor regarding the attendance of a person under age 18 for an upcoming short course. <p>Executive Manager, Short Courses & Languages Centre of Excellence (CAE Short Courses)</p> <ul style="list-style-type: none"> • Reviews all documentation for applicants under age 18 wishing to enrol in a CAE Short Course and provides final approval (or not) for the applicant's enrolment to proceed in the short course. • Advises Enrolments & Customer Service staff (CAE) of the course suitability assessment outcome for an under 18 applicant. 	<p>Executive Manager, Short Courses & Languages Centre of Excellence (CAE Short Courses)</p>
<p>5.6 Enrolling in an Offshore Course (for Transnational Delivery)</p> <p>For Transnational students 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 package (including Tick sheet; PTR; and Enrolment Form) from the Box Hill Institute offshore representative – usually supplied to the representative by the Transnational Education Support Officer. 	<p>Students/Offshore Partner</p>
<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. • Provide the completed enrolment forms to the Box Hill institute Offshore representative, who will supply them to the Transnational Education Support Officer 	<p>Students/Offshore Partner</p>
<p>The International Student Officer Transnational Delivery:</p> <ul style="list-style-type: none"> • Receives enrolment forms from offshore sites. • Obtains and prints the relevant Tick sheet for the student's enrolment. • Signs Tick sheet, and attaches to the enrolment form. • Allocates new students with a student identification (ID) number • 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. 	<p>Transnational Education Support Officer</p> <p>Student Administration</p>



Procedure	Responsibility
<ul style="list-style-type: none"> Files the enrolment form and any associated documentation in a central location to ensure it is quickly retrievable for audit. 	
<p>5.7 Cancelling Enrolment in a Course (student-initiated)</p>	
<p>Students:</p>	
<ul style="list-style-type: none"> Obtain a Course Exit Form from the teaching faculty, Student Administration, or download it from the Student Web or Institute website Complete the Course Exit Form and attach the Student ID Card (if issued). Submit the Course Exit Form to the relevant Teaching Faculty Manager for authorisation. 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. 	<p>Students</p>
<p>Faculty Teaching Manager and/or Coordinator (or nominee):</p>	
<ul style="list-style-type: none"> Provide students with a Course Exit Form. 	
<p>Indicate on the Course Exit Form:</p>	<p>Faculty Teaching Managers and/or Coordinators</p>
<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 point of exit, and the student's last date of participation per unit Insert the reason for exit (if not already provided by the student). Insert the starting date of the 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. For Victorian apprentices/trainees, advises the relevant the Australian Apprenticeship Support Network (ASSN) within 10 days of the student's course exit. 	
<p>Student Administration:</p>	
<ul style="list-style-type: none"> Provides students and/or faculties with Course Exit Forms. Processes completed Course Exit Forms. For domestic students processes any refund entitlements in line with the Refunds for domestic students policy and procedure. 	<p>Student Administration</p>



Procedure	Responsibility
<ul style="list-style-type: none"> For domestic students reverses HELP loan where course exit has occurred prior to census date in line with Refunds for domestic students policy and procedure or where a HELP loan cancellation has been approved in line with Commonwealth Entitlements Review of Decisions Policy and Re-crediting of HELP Balance and Review of Decisions Procedure. For international students on a student visa forwards the form to International Office for further authorisation and refund assessment in line with International Student Refund Policy and Procedure. Provides the student with a Statement of Attainment for any units successfully completed prior to their course exit. 	
<p>International Student Office</p> <ul style="list-style-type: none"> Undertake all external reporting and notification requirements regarding the course exit of inbound international students in accordance with the ESOS Regulations. This includes but is not limited to: All required notifications needed via PRISMS Assesses the exit for a refund in line with the International Student Refund Policy and Procedure. 	<p>Manager International Student Policy and Monitoring</p>
<p>5.8 Cancelling Enrolment in a Unit (student-initiated)</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 Faculty Teaching Managers and/or Coordinators for clearance and authorisation. <p>Faculty Teaching Manager and/or Coordinator (or nominee):</p> <ul style="list-style-type: none"> Provide students with a Unit Withdrawal Form. Indicate on the Unit Withdrawal 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 the point of withdrawal and the student's last date of participation per unit. Insert the starting date of the course. 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>Faculty Teaching Managers and/or Coordinators</p>

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Procedure	Responsibility
<p>Student Administration:</p> <ul style="list-style-type: none"> • Provides faculties and/or students with Unit Withdrawal Forms. • Processes completed Unit Withdrawal Forms. • For domestic students processes any refund entitlements in line with the Refunds for domestic students policy and procedure. • For domestic students reverses HELP loan where unit withdrawal has occurred prior to census date in line with Refunds for domestic students policy and procedure or where a HELP loan cancellation has been approved in line with Commonwealth Entitlements Review of Decisions Policy and Re-crediting of HELP Balance and Review of Decisions Procedure. • For international students on a student visa forwards the form to International Office for further authorisation and refund assessment in line with International Student Refund Policy and Procedure. 	<p>Student Administration</p>
<p>International Student Office Undertake all external reporting and notification requirements regarding the variation of an inbound international student's enrolment in accordance with the ESOS Regulations. This includes but is not limited to:</p> <ul style="list-style-type: none"> • All required notifications needed via PRISMS • Assesses the withdrawal for a refund in line with the International Student Refund Policy and Procedure. 	<p>Manager International Student Policy and Monitoring</p>
<p>5.9 Cancelling Enrolment in a Short Course (student-initiated)</p>	
<p>Students:</p> <ul style="list-style-type: none"> • Advice Box Hill Institute (either Short Courses, Student Administration, Enrolments & Customer Service or relevant Teaching Faculty) either in writing via post, email or via phone of their intention to withdraw from the short course. 	<p>Student</p>
<p>Short Courses, Student Administration, Enrolments & Customer Service or relevant Teaching Faculty:</p> <ul style="list-style-type: none"> • Receives the short course withdrawal request. • Processes the short course withdrawal in the Student Management System. • Submits to Student Administration or Enrolments & Customer Service for processing of any refund entitlements, depending on the date of withdrawal in relation to the course start date via completion and submission of a Short Course Withdrawal Notification. 	<p>Short Courses, Student Administration, Enrolments & Customer Service or relevant Teaching Faculty</p>
<p>Student Administration or Enrolments & Customer Service</p>	<p>Student Administration,</p>



Procedure	Responsibility
<p>(Note that students must be provided with the opportunity to initiate grievance procedures under the Institute's Student Complaints and Appeals Policy and Procedure before the cancellation takes final effect).</p> <ul style="list-style-type: none"> • Once any grievance procedures initiated by student/s have been completed, obtain a Course Exit Form or Unit Withdrawal form and complete withdrawal details as relevant. • For course exits, insert the course exit reason as either: <ul style="list-style-type: none"> ○ 'course cancelled' and sign space provided; or ○ For course exits as a result of a course's accreditation expiry where there is no replacement course, insert the course exit reason as 'WD by BHI as course scope no longer active'; ○ For course exits as a result of a course's accreditation expiry where there is a replacement course, insert the course exit reason 'course superseded – switching to latest course version' and sign space provided; ○ For unit withdrawals insert the words 'unit cancelled by BHI' in the 'Other' section above the staff signature and sign in the space provided. • Where participation in any units has occurred and for which participation evidence exists, record the amount of hours for which the student has participated up to point of cancellation, and the student's last date of participation per unit in the space provided. • Indicate on the Course Exit Form or Unit Withdrawal form whether there should be any refund of material fees and camp/excursion fees. • Forward the Course Exit Form or Unit Withdrawal Form to Student Administration. • For course exits for Victorian apprentices/trainees, advises the relevant the Australian Apprenticeship Support Network (ASSN) within 10 days of the student's course exit. <p>Student Administration:</p> <ul style="list-style-type: none"> • Provides students and/or faculties with Course Exit Forms. • Processes completed Course Exit or Unit Withdrawal Form. • For domestic students processes any refund entitlements in line with the Refunds for domestic students policy and procedure. • For domestic students reverses HELP loan in line with Refunds for domestic students policy and procedure or where a HELP loan cancellation has been approved in line with Commonwealth Entitlements Review of Decisions Policy and Re-crediting of HELP Balance and Review of Decisions Procedure. • For international students on a student visa forwards the form to International Office for further authorisation and refund assessment in line with International Student Refund Policy and Procedure. 	<p>Student Administration</p>



Procedure	Responsibility
<ul style="list-style-type: none"> Provides the student with a Statement of Attainment for any units successfully completed prior to the course cancellation and exit. 	Student Administration
<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. 	Student Administration
<p>International Student Office</p> <ul style="list-style-type: none"> Undertake all external reporting and notification requirements regarding the course exit of inbound international students in accordance with the ESOS Regulations. This includes but is not limited to: All required notifications needed via PRISMS Assesses the exit for a refund in line with the International Student Refund Policy and Procedure. 	Manager International Student Policy and Monitoring
<p>5.11 Adding extra units to student's course enrolment</p> <p>Students may apply to enrol in further units within their course as follows:</p> <ul style="list-style-type: none"> Via the Additional Unit Enrolment process to add units after course commencement and during a calendar year. Via the Annual Enrolment Process to add units for study in a subsequent calendar year. Where a course duration exceeds a calendar year, for units not enrolled and commenced in the calendar year of the student's commencement in the course, students will be required to enrol in any further units to be studied in subsequent calendar year/s at the commencement of each subsequent calendar year (or at an appropriate point in the year as determined by the Teaching Faculty), as part of the annual re-enrolment process. All unit additions as part of the Additional Unit Enrolment process or the Annual Course Enrolment process will be subject to unit offering availability and may be subject to whether students have met any required pre-requisites for the additional units. Where a student has had a break in their studies via a prior withdrawal, leave of absence or for some other reason, the student may return to re-enrol in the original version of their course, providing the original version of the course is still available for study, and in line with the Box Hill Institute's Leave of Absence Policy and Procedure. Re-enrolment will be in line with the adding units and annual re-enrolment process below. 	

Document: **Student Enrolment Procedure**

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

Process Area: **Student Experience**



Procedure	Responsibility
<p>Students:</p> <ul style="list-style-type: none">• Obtain an Additional Unit Enrolment Form or Annual Course Enrolment Form from Student Recruitment or their Teaching faculty.• Complete personal details and any required declarations.• Students adding units to their government-subsidised course enrolment and applying for a tuition fee concession (for eligible course levels) must re-supply relevant and valid concession evidence at enrolment to obtain the reduced tuition fee rate.• Submit to Faculty Teaching Manager and/or Coordinators (or nominee) to have the relevant Tick sheet completed, authorised and attached.• Pay any upfront fees or establish a payment plan for amounts not covered by a HELP Loan, Authority to Invoice or Internal Sponsorship.• For students with a VET Student Loan, ensure they have formally opted into the HELP Loan for required progression points throughout the course via the government's eCAF system. <p>Faculty Teaching Managers and/or Coordinators (or nominee), or Student Recruitment:</p> <ul style="list-style-type: none">• Provide students with relevant Additional Unit Enrolment Form or Annual Course Enrolment Form.• Locate and complete relevant Tick sheet for the additional units, including ticking relevant units, completing the correct funding source, and finalising the fee calculation section.• Print, sign and attach the completed Tick sheet/Statement of Fees to the student's Additional Unit Enrolment Form.• Provide a second copy of the Tick sheet/Statement of Fees to the student for their 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 is attached to the enrolment form. <p>Enrolment Cashiers:</p> <ul style="list-style-type: none">• Processes Additional Unit Enrolment Form and Annual Course Enrolment Forms and any prescribed fees.• Verify concession fee eligibility where relevant.	<p>Students</p> <p>Faculty Teaching Managers and/or Coordinators (or nominee), or Student Recruitment</p> <p>Enrolment Cashiers</p>



Procedure	Responsibility
<ul style="list-style-type: none"> 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 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). Issues the student with a receipt for any upfront fees paid. Issues the student with a contract for any payment plans established. 	
<p>Student Administration</p> <ul style="list-style-type: none"> Develop Additional Unit Enrolment forms and Annual Course Enrolment Forms annually in line with government and Institute requirements. Process the completed Additional Unit Enrolment or Annual Course Enrolment Form into the Student Management System (SMS). Raise invoices for external sponsorships. Process internal sponsorship requests. Certify and process any HELP Loans for additional units. This will include checking that a student has a sufficient Combined HELP Loan balance available and for VET Student Loans sufficient available HELP Loan balance available for the specific course. For students with a VET Student Loan, initiate progression invitation via e-CAF for required progression points throughout the course. Investigate any fee or other additional unit enrolment-related discrepancies to bring them to resolution as quickly as possible. File hard copy Additional Unit Enrolment form and associated documentation in a central location to ensure it is quickly retrievable for audit. 	<p>Student Administration Manager Student Administration</p> <p>HELP Loans Administrators, Student Administration</p> <p>Student Administration</p>
<p>5.12 Enrolment in a Replacement Course (new course version) where Course is superseded</p> <p>Where a course has been superseded by a replacement course (new course version), to continue their study in the course students are required to enrol in the replacement course, and will receive credit transfers for all successfully completed fully equivalent units in line with Box Hill Institute’s Recognition of Prior Learning, Current Competence and Credit Transfer Policy and Procedure.</p> <p>The steps for enrolment into the replacement course will be in line with sections 5.1-5.6 of this procedure.</p> <ul style="list-style-type: none"> For HELP Loans, Student Administration to initiate a new eCAF invitation to students who have indicated they intend to utilise a HELP Loan for tuition fees as part of their replacement course enrolment process. For Diploma and higher VET courses, this also includes: 	<p>Students</p> <p>Student Administration</p>



Procedure	Responsibility
<ul style="list-style-type: none"> uploading the student's enrolment information for the replacement course into the eCAF system; and monitoring the eCAF system and ensure the student submits the eCAF for the replacement course prior to the first census day in the replacement course for which they wish the loan to apply; and updating and reissuing Statement of Covered Fees, Fee Notices and Commonwealth Assistance Notices (CAN) applicable to the census days in the replacement course. 	<p>Student Administration</p>
<p>For students with HELP Loans, students must submit a new eCAF for the replacement course (new course version) as part of their enrolment process into the new course version. This must be completed before the before the first census day of the replacement course if they wish to access a loan</p>	<p>Students</p>
<p>5.13 Changing Personal Details</p>	
<p>Students, within seven (7) days of a change of details, must:</p>	<p>Students</p>
<ul style="list-style-type: none"> Obtain a Personal Details Variation Form from Student Administration, Teaching faculty staff, or download it from the Student Web or Institute website. Complete relevant section/s on the 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, follows required processes for change of student details as specified by the government in the VET Funding Contract. 	<p>Student Administration</p>
<p>5.14 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 and pre-accredited 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 or pre-accredited course enrollees. 	<p>Enrolment Cashiers</p>



Procedure	Responsibility
<p>5.15 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> <p>Replace student ID cards upon request to enrolled students upon:</p> <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>Students who have lost or had stolen ID cards must:</p> <ul style="list-style-type: none"> 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. 	<p>Registrar</p> <p>Enrolment Cashier</p> <p>Students</p>
<p>5.16 Right of Complaint and Appeal</p> <p>Under Box Hill Institute's Student Complaints and Appeals Policy and Procedure:</p> <ul style="list-style-type: none"> Students have the right to lodge a complaint where they are dissatisfied with an aspect of BHI's decision-making, or the services provided under Box Hill Institute's Student Enrolment Policy and Procedure. Students have the right to lodge an appeal where they are not satisfied with the outcome of a formal complaint or administrative review in relation to the Student Enrolment Policy or Procedure and believe that procedural fairness has not been applied, or there are extenuating circumstances that have not been considered, or additional information is available that should be considered regarding the original complaint. <p>Students should refer to the Box Hill Institute's Student Complaints and Appeals Procedure for complaint and appeal lodgement steps.</p>	<p>Student</p>
<p>5.17 Policy and Procedure Review</p> <p>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 an expansion of student management system capability and student self-service.</p>	<p>Registrar</p>

Document: **Student Enrolment Procedure**

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

Process Area: **Student Experience**



6 Related Documents

- Student Enrolment Policy
- Work Instructions: Eligibility Assessment (for Government-subsidised VET/Senior Secondary place)
- Student Pre-enrolment Information Policy & Procedure
- Work Instruction: Student Pre-Training Review Information
- Language Literacy and Numeracy Policy & Procedure
- Refunds for Domestic Students Policy and Procedure
- Commonwealth Entitlements Review of Decisions Policy and Re-crediting of HELP Balance and
- Review of Decisions Procedure
- Box Hill Institute Welcome Booklet
- International Inbound Students Deferment, Suspension or Cancellation of Enrolment Policy
- International Inbound Students Refund Policy and Procedure
- International Inbound Students Transfer Between Providers Policy

6.1 Documents

Term	Definition
VET Funding Contract	The annual contract between Box Hill Institute, and the Victorian State Government for the receipt of government funding for accredited qualifications.
Guidelines About Determining Student Eligibility and Supporting Evidence	Guidelines About Determining Student Eligibility and Supporting Evidence (as released by DET annually, as an attachment to the VET Funding Contract)
Higher Education Standards	Higher Education Standards Framework (Threshold Standards) 2021
ASQA Standards	Australian Skills Quality Authority (ASQA) Standards for RTOs 2015
National Code 2018	The National Code of Practice for Providers of Education and Training to Overseas Students 2018
ESOS Regulations 2019	The Education Services for Overseas Students Regulations 2019 (ESOS Regulations)
VET Student Loan Rules	VET Student Loan Rules 2016

6.2 Risk/Opportunity Assessment

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

7 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

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Document: **Student Enrolment Procedure**

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

Process Area: **Student Experience**



- Enrolment Variation Forms (a range of withdrawal/variation forms available on the Registrar's site, including Course Exit Forms, Unit Withdrawal forms, Personal Details Variation form)
- Student Enrolment Pre-Training Review Template
- VET Student Loan Intention Form
- FEE-HELP eCAF Form
- Electronic Commonwealth assistance form (eCAF)

8 Procedure Owner

The Executive Director of Student Experience is the owner of this procedure.

Executive Director Signature	Date Endorsed	Name/Title
		Alison Scobie Executive Director, Student Experience (Acting)

Author/s	Name
Registrar	Carolyn Luscombe

9 Approval Body

The CEO is the approval body.

Signature	Date Endorsed	Name/Title
		Laura MacPherson Interim CEO & Managing Director