

**OFFICIAL**



# **Student Enrolment Policy**

## **Version 3.3**

**Authorised by:**

**OFFICIAL**

# 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.<br>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 the wording   |
| 3.2     | 22/10/2019 | Registrar                          | Minor reference inclusion with approval   |
|         | 05/08/2021 | Academic Quality Assurance Officer | Minor administrative change to update the Higher Education Standards Framework (Threshold Standards) 2021 in 11.2   |
| 3.3     | 28/04/2022 | Registrar                          | Inclusion of enrolment addition and more extensive cancellation sections. Position and legislation updates, and minor administrative changes to the wording |

## 2 Purpose

To ensure that Box Hill Institute enrolment administration practices comply with regulatory and legislative requirements is fair, accurate and consistent, and supports an excellent student experience.

## 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 in enrolment or personal details, unit additions, re-enrolment and cancellations to enrolment.

## 4 Policy Statement

Box Hill Institute enrolls students who have:

- applied in the prescribed manner, either by direct application or, if appropriate through the Victorian Tertiary Admissions Centre (VTAC);
- completed the selection requirements for the relevant course (where any apply);
- met the pre-requisites and any selection criteria for the course (where any apply);



- supplied true and accurate personal and academic information;
- satisfied Box Hill 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 nationally accredited 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 Exemption 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, or the student has received youth allowance (within the meaning of the Social Security Act 1991) on the basis that the student is independent (within the meaning of Part 2.11 of that Act);
- 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, parental consent if under 18, or supplied evidence that they are independent within the meaning of Part 2.11 of the Social Security Act if under 18) and supplied any other documentation as required by the government or BHI regarding their eligibility for a HELP Loan - for students wishing to access a HELP loan for tuition fees (FEE-HELP for degrees/higher education courses, HECS-HELP for any higher education courses approved for a Commonwealth Supported Place, VET Student Loan for eligible VET courses);
- for students accessing a HELP loan for tuition fees; formally submitted an electronic commonwealth assistance form (eCAF) for the HELP Loan scheme prior to the course start, and for VET Student Loans formally opted into the HELP Loan for required progression points throughout the course via the government's eCAF system;
- completed a Pre-training Review to provide information on their suitability for the intended course - for onshore Vocational Education and Training (VET) courses (VET Delivered in Secondary Schools excepted) and senior secondary courses (not applicable to Higher Education courses, pre-accredited courses or non-subsidised short courses);
- where a language, literacy and numeracy (LLN) assessment is required to be completed as part of the Pre-Training Review process, have completed this assessment with honesty and integrity;
- 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.

The following requirements are essential for a successfully completed enrolment:

- Enrolment is 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;
- Student Recruitment or Teaching Faculty staff approval complete; (except for short courses)
- Required documentary evidence complete and submitted;
- Fee payment accounted for;
- Relevant HELP Loan e-CAF submissions including progression opt-ins completed.

Box Hill 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 BHI'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 BHI's website for courses accepting applications via the online portal, or Registrar's site for enrolment forms.

#### Credit Transfers - Replacement Course or Replacement Provider

Students who are enrolling to study units in a course or replacement course, where fully equivalent units have been successfully completed under their original course with either Box Hill Institute or another provider, will be granted credit transfers upon completion and submission of an Application for Recognised Prior Learning and Credit Transfer Form (VET courses) or Degree Advanced Standing Application Form (Higher Education courses), together with the required proof/documentary evidence. Proof of a student's successful completion of the prior unit includes one of the following:

- Statement of Attainment; or
- Transcript of Results; or
- other Australian Qualifications Framework (AQF) certifying document issued in accordance with the AQF; or
- an authenticated VET Transcript prepared by the Registrar of the USI Registry (under the Student Identifiers Act 2014).

Credit Transfers are granted in line with Box Hill Institute's Recognition of Prior Learning, Current Competence and Credit Transfer Policy and Procedure.

Tuition fees do not apply for units for which credit transfers are granted.



### Adding Units and Annual Re-enrolment

Students may apply to enrol in further units within their course via the Additional Unit Enrolment process after course commencement and during a calendar year. Unit additions will be subject to unit offering availability, and may be subject to whether students have met any required pre-requisites for the additional units:

- Enrolment must be completed before unit commencement for all unit additions, and includes payment of and/or accounting for fees for all additional units.
- For students enrolled in a VET government-subsidised place wishing to access the concession tuition fee rate in line with the VET Funding Contract, relevant valid concession evidence must be re-provided.
- For students with a VET Student Loan and wishing to utilise a VET Student Loan for the additional units, this will be subject to the students having a sufficient HELP Loan balance available for the course, having a sufficient available overall Combined HELP Loan Balance, and having formally opted into the HELP Loan for required progression points throughout the course via the government's eCAF system.
- For Higher Education students with a FEE-HELP loan, and wishing to utilise FEE-HELP for the additional units, this will be subject to the students having a sufficient overall Combined HELP Loan Balance available.
- For students wishing to utilise a payment plan for any portion of their fees for additional units, this will be subject to there being no overdue debts due on any prior payment plan/s already established.

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 years 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. Unit additions will be subject to unit offering availability, and may be subject to whether students have met any required pre-requisites for the additional units:

- The annual re-enrolment process must be completed before unit commencement for all unit additions, and includes payment of and/or accounting for fees for all units being added.
- For students enrolled in a VET government-subsidised place wishing to access the concession tuition fee rate in line with the VET Funding Contract, relevant valid concession evidence must be re-provided.
- For students with a VET Student Loan and wishing to utilise a VET Student Loan for the additional units, this will be subject to the students having a sufficient HELP Loan balance available for the course, having a sufficient available overall Combined HELP Loan Balance, and having formally opted into the HELP Loan for required progression points throughout the course via the government's eCAF system.
- For Higher Education students with a FEE-HELP loan, and wishing to utilise FEE-HELP for the additional units, this will be subject to the students having a sufficient overall Combined HELP Loan Balance available.
- For students wishing to utilise a payment plan for any portion of their fees for re-enrolment, this will be subject to there being no overdue debts due on any prior payment plan/s already established

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 Box Hill Institute's Leave of Absence Policy and Procedure. Re-enrolment will be in line with the Adding Units and Annual Re-enrolment policy section as stated above. However:

- Where the original course of study version has been superseded during the period of the student's absence and is no longer available for study or there is insufficient time left in the

Uncontrolled when printed or downloaded



course's accreditation period to enable the student's completion of the course on their return, the student will be required to enrol in the most current course version.

- Where a course offering has been cancelled during the period of the student's absence, a statement of attainment will be issued for all units of competency/subjects the student successfully completed prior to their withdrawal/absence. The student may wish to source and apply for an alternative offering of that course at another Registered Training Organisation, or pursue study in a different course offering with Box Hill Institute. Where a student wishes to pursue a different course of study with Box Hill Institute, the student must apply for the alternative course offering via standard course application methods.

#### Enrolment Cancellation – Student Initiated

Students may cancel their enrolment in a course at any time, and must formally notify BHI via completion and submission of a Course Exit form. This will result in both their course and all incomplete enrolled units being withdrawn.

Students may cancel their enrolment in the individual unit at any time, and must formally notify BHI via completion and submission of a Unit Withdrawal form. This will result in the enrolled unit being withdrawn, providing it is not already successfully completed.

For domestic students, all refunds will be in line with the Refunds for Domestic Students Policy and Procedure.

For students with HELP loans, HELP loan cancellation will be in line with Box Hill Institute's Refunds for Domestic Students Policy and Procedure, and the Commonwealth Entitlements Review of Decisions Policy and Re-crediting of HELP Balance and Review of Decisions Procedure.

For international students, all refunds will be in line with the International Inbound Students Refund Policy & Procedure.

#### Enrolment Cancellation – Box Hill Institute Initiated

Box Hill Institute reserves the right to cancel a course offering prior to course commencement in the event of either minimum enrolment numbers are not able to be met, course resourcing are not able to be met, or other internal or external factors impacting the course offers from being able to proceed. This will result in BHI initiated cancellation and withdrawal of a student's enrolment in the course and all enrolled units. Fee refunds and HELP Loan cancellations will be in line with the Refunds for Domestic students Policy and Procedure, the International Inbound Students Refund Policy & Procedure and the Commonwealth Entitlements Review of Decisions Policy and Re-crediting of HELP Balance and Review of Decisions Procedure.

Box Hill Institute reserves the right to cancel a student's enrolment in a course or part of a course/unit after course commencement, and for diploma or higher VET qualifications or any Higher Education qualification, this cancellation may also be after the census date.

For diploma or higher VET qualifications or any Higher Education qualification, where the census date has passed:

- Students will be informed at least 28 days prior to the proposed cancellation.
- Students will be provided with the opportunity to initiate grievance procedures under BHI's Student Complaints and Appeals Policy and Procedure before the cancellation takes final effect.
- The cancellation will take final effect only after any grievance procedures initiated by the student have been completed.
- The cancellation will result in a Box Hill Institute initiated withdrawal of a student's enrolment in the course or part of the course/affected units.
- Fee refunds and HELP Loan cancellations will be in line with Box Hill Institute's Refunds for Domestic students Policy and Procedure, International Inbound Students Refund Policy & Procedure and the Commonwealth Entitlements Review of Decisions Policy and Re-crediting of HELP Balance and Review of Decisions Procedure.



#### Enrolment Cancellation – Box Hill Institute Initiated where Replacement Course and/or Units Apply

Box Hill Institute will cancel a student's enrolment in a course and all enrolled units where a course's accreditation period has ended. Students will be informed in line with the Enrolment Cancellation – BHI Initiated notice periods as detailed above. A statement of attainment will be provided to students for all units they have successfully completed up to the course expiry date. Where the course has been superseded by a new course version (replacement course), 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 as evidenced by the statement of attainment issued in line with the AQF for the original course, and in line with Box Hill Institute's Recognition of Prior Learning, Current Competence and Credit Transfer Policy and Procedure:

- For units that were commenced and only partially studied at point of course expiry, where the course is a diploma or higher VET qualification or any Higher Education qualification, and where the unit census date has passed at point of course expiry, enrolment in the replacement unit/s under the replacement course (new course version) will be at no charge to the student, where tuition fees were paid for the affected units under the original course and not reversed/refunded. For students with HELP Loans, where there is no charge for the replacement unit, no HELP Loan will be incurred for replacement units under the replacement course.
- For units that were commenced and only partially studied at point of course expiry, where the course is a Certificate I-IV or Senior Secondary level qualification, and where the unit cancellation was after four weeks after course commencement, enrolment in the replacement unit/s under the replacement course (new course version) will be at no charge to the student where tuition fees were paid for the affected units under the original course and not reversed/refunded.
- Students will be required to enrol in the replacement course (new course version) and for non-commenced units will incur standard fees under the new course version. This is unless fees were incurred for the same units under the old course version that were not reversed/refunded.
- For HELP Loans, students will be required to submit a new eCAF for the replacement course (new course version) as part of their enrolment in the new course version.
- For VET students utilising a government-subsidised place as part of the VET Funding Contract under the old course version, in line with DET's Guidelines About Determining Student Eligibility and Supporting Evidence certain eligibility criteria are waived, when a student is transitioning from a superseded program to the current version of the same program, and accessing a government-subsidised place.
- For domestic students, all refunds will be in line the Refunds for Domestic Students Policy and Procedure.
- For students with HELP loans, HELP loan cancellation will be in line with Box Hill Institute's Refunds for Domestic students Policy and Procedure, and the Commonwealth Entitlements Review of Decisions Policy and Re-crediting of HELP Balance and Review of Decisions Procedure.
- For international students all refunds will be in line with the International Inbound Students Refund Policy & Procedure.

#### Units Marked as Withdrawn as Part of the Assessment Process

- Students may be marked with a withdrawn outcome by Box Hill Institute as part of the assessment process for a student in a unit, either due to the student's incompleteness of unit requirements by scheduled unit end date, or where the student has stopped attending or participating for two months without formal notification of their withdrawal to BHI.

Course Withdrawal by BHI where student has stopped attending or participating without formal notification of their withdrawal to BHI.



- Students may be withdrawn/exited by Box Hill Institute from their course and all enrolled units where the student has stopped attending or participating for at least two months without formal notification of their withdrawal to BHI.

Student Enrolment Procedure is linked below.

## 5 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.

## 6 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  |
| 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 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/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   |
| 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)   |
| 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  |

## 7 Related Policies & Procedures

- Student Enrolment Procedure
- Work Instructions - Eligibility Assessment (for Government subsidized VET/Senior Secondary place) – Work Instructions
- Student Pre-enrolment Information Policy & Procedure
- Work Instruction: Student Pre-Training Review Information
- Learning Support Policy and Procedure
- International Inbound Students Refund Policy & Procedure
- Student Deferral of Offer Policy and Procedure
- Students – Leave of Absence Policy and Procedure
- International Inbound Student Deferral, Suspension or Cancellation of Enrolment Policy
- Fees and Charges Policy and Procedure
- Student Selection Policy and 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



- Recognition of Prior Learning, Current Competence and Credit Transfer Policy and Procedure
- Student Code of Conduct

## **8 Related Operating Guidelines**

- Box Hill Institute Welcome Booklet

## **9 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, 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)

## **10 Related Legislation and Regulations**

- VET Funding Contract
- Guidelines About Determining Student Eligibility and Supporting Evidence
- Higher Education Support Act (2003) (HESA)
- VET Student Loans Act (2016)
- VET Student Loan Rules 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
- Social Security Act (1991)
- VRQA - Guidelines for Enrolment of Overseas Students Aged Under 18 Years
- VRQA – Guidelines for Non-school Senior Secondary Education Providers: Minimum Standards for Registration to Provide and Accredited Senior Secondary Course
- Victorian Curriculum and Assessment Authority (VCAA)
- Adult, Community and Further Education (ACFE) Board
- VTAC System Rules for VTAC and Tertiary Institutions



## 11 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.

## 12 Review

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

## 13 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 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 BHI requirements; processing student enrolments; processing cancellations of enrolment; the administration of HELP Loans and Payment Plans; 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.

**Student Recruitment 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; 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 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, and authorising additional unit enrolments and annual course re-enrolments.

**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, initiating course exit/unit withdrawal forms in the event of Box Hill Institute initiated course or unit cancellation including informing students within required timeframes, 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 Recruitment 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.

**Student Recruitment 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, submitting an eCAF prior to course commencement where they intend to access HELP Loans or Commonwealth Supported Places for their course enrolment, opting in via the Government's eCAF system for required progression points throughout the course where a VET Student Loan is being utilised.

New inbound international students are 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 Director, Alumni and Community Engagement on the level of fee support needed via a financial hardship scholarship, and the provision of on-campus Inbound International Student Orientation sessions for new international students.

**Director, Alumni and Community Engagement** is responsible for assessing financial hardship scholarship applications and providing advice to the student on the scholarship application outcome.

**Manager ACFE, Reconnect, LLN & Microcredentials** is responsible for arranging the provision of learning 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.

**Executive Manager, Short Courses and Languages Centre for Excellence** is responsible for approving short courses run at Centre for Adult Education (CAE) for suitability for applicants under the age of 18 prior to enrolment.

## 14 Policy Owner

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

Document: **Student Enrolment Policy**

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

Process Area: **Student Experience**



| Executive Director Signature | Date Endorsed | Name/Title  |
|------------------------------|---------------|---|
|                              |               | Alison Scobie<br>Executive Director, Student Experience<br>(Acting) |

| Author/s  | Name             |
|-----------|------------------|
| Registrar | Carolyn Luscombe |

## 15 Approval Body

The CEO is the approval body.

| Signature | Date Endorsed | Name/Title  |
|-----------|---------------|---|
|           |               | Laura MacPherson<br>Interim CEO & Managing Director |