

Policy and Procedure

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SECTION 1 – INTRODUCTION

PURPOSE

To inform students and staff of the Australian Institute of Management Education and Training's (AIMET) policies and processes relating to student enrolments.

SCOPE

This Enrolments Policy and Procedure applies to all Vocational Education and Training students as well as all staff involved either directly or indirectly with administering student enrolment.

SECTION 2 – POLICY

PRINCIPLES

The Enrolment Policy and Procedure is guided by the principles of access, equity, fairness and timeliness.

Australian Institute of Management Education and Training (AIMET) is committed to:

- ensuring students that apply for enrolment to a course are not victimised or discriminated against in any way
- ensuring that the decision making process is based on merit and treats all students fairly
- ensuring that the enrolment process will be conducted with honesty and integrity.
- ensuring students with identified special needs that apply for enrolment to a course are offered the appropriate level of assistance
- ensuring all relevant pre-enrolment information is accessible to prospective students and is accurate
- considering applications for enrolment in a consistent, transparent, objective and unbiased manner
- making all details of the procedures publicly available
- specifying reasonable timelines for responses and payment of monies at each stage of the process and monitoring of these timelines
- providing reasons and full explanation in writing for decisions and actions taken as part of the procedures
- keeping appropriate records of enrolment and maintaining confidentiality and adhering to privacy policies
- allowing students access to their records
- ensuring that such records are treated as confidential
- reviewing the enrolment process regularly

AIMET enrolment code of conduct

All persons employed to enrol students into AIMET courses and qualifications must:

1. Give prospective students honest and accurate information at all times about AIMET's services and the range of training products on its scope of registration, tuition fees and options for payment
2. Clearly identify that they are acting on AIMET's behalf and receiving a commission from AIMET
3. Communicate with prospective students in a transparent, open and responsible manner including using clear language to explain our services to prospective students in a way that is easily understood
4. Take reasonable steps to assist prospective students in making their own decisions independently and without coercion
5. Operate within all applicable laws at both state and federal level and in accordance with the guidelines of the VET and Higher Education Regulators
6. Contact prospective students whose details have been collected in accordance with Australian privacy laws. Likewise, follow processes to ensure they do not contact any person who has indicated they do not wish to be contacted.
7. Make themselves available to answer any questions prospective students have about our services

8. Require prospective students to undertake a screening process to ensure they are suited to their chosen qualification and have the appropriate literacy and numeracy skills to complete it
9. If the student wishes to access VET FEE-HELP, provide access to the VET Fee Help booklet with adequate time to review as well as providing detailed advice on fee schedules, census dates and withdrawal, and requesting a VET FEE-HELP loan
10. Advise students that active engagement in their course, particularly prior to census date (e.g. engaging with learning material on the learning management system and responding to progress checks) is a requirement for continuing enrolment and that AIMET may cancel their enrolment if a student does not show progression in their course.

PROCESS

1. Applications to study a course must be submitted by the student on a current Application for Enrolment form which is completed online.
2. Prior to acceptance of an Application for Enrolment, Australian Institute of Management (AIMET) will:
 - a. provide access to information to prospective students on the enrolment process and entry requirements
 - i. For VET-FEE HELP students:
 - confirming cooling off period for requests,
 - course fees and payment schedules,
 - Withdrawals and Refund Policy and Complaints,
 - Grievances and Appeals Policy,
 - census dates and
 - other associated course information, as published in the student handbook and on the website
 - b. provide access to information on Recognition of Prior Learning (RPL) and credit transfer opportunities within the student handbook and on the website
 - c. ensure sales staff / course advisors confirm both a) and b) above directly with prospective students, and employers where necessary
 - d. ensure sales / course advising staff check the suitability of prospective students by discussing the following with the student:
 - i. Career goals and suitability of the intended qualification towards fulfilling those career goals
 - ii. Prior education and readiness to undertake further study at the level of the intended qualification
 - iii. Any potential language, literacy and numeracy issues, and disability and subsequent support available to address these
3. Applications for Enrolment are assessed by suitably trained staff to ascertain the applicant's eligibility for entry to the desired course. Checking for eligibility for entry includes:
 - a. Checking that the student has provided an Australian year 12 certificate or has successfully undertaken the Diploma Entry Test (DET) – (eg. ACER)
 - Success defined as achieving an exit level 3 in ACSF
 - b. Confirming that the student is over 18 years of age
 - c. Confirming access to a computer and internet
 - d. Contacting the student to:
 - i. Provide information on the RPL and/or credit transfer process
 - ii. Instigate any assistance or advice the student might require in relation to special needs
 - iii. Obtain any missing or incomplete information
 - iv. Collect the students Tax File Number and Unique Student Identifier (USI) if not already provided
 - v. Where the student is seeking a VET FEE-HELP (VFH) loan to pay for their tuition fees the student is provided with a copy of the current VFH Student Information Booklet, a link to commonwealth's Study Assist website

www.studyassist.gov.au, information about eligibility criteria and associated obligations of taking out a VFH loan, AIMET's Schedule of Fees, and after a 2 day cooling off period has signed the electronic Commonwealth Assistance Form (eCAF)

Note: USI Exemptions:

- unless exempt, a USI is required for all nationally recognised training courses
- an exemption from the USI means that an RTO can issue a VET qualification or statement of attainment to a student without collecting and verifying a USI from them
- For a list of USI Exemptions refer <https://www.usi.gov.au/training-organisations/training-organisation-requirements/exemptions-reporting-usi>

4. Enrolments are deemed provisional until such time as all requisite information has been provided by the student and validated by AIMET.
5. A welcome email is sent to the student containing login details to the LMS, and contact point for technical issues. Delivery method of study determines the timeframe of this email being sent.
6. Commencement date:

Online: The date that the student receives access to the online learning platform is considered the qualification commencement date for students studying online.

On-campus: The date that the student attends their first registered training course for the qualification is considered the qualification commencement date for students studying on-campus.

7. All students will be issued with an invoice prior to commencing their studies.
 - a. For students studying via VET FEE-HELP, an invoice must be issued no later than 14 days prior to the student's current census date
 - b. For students paying upfront, an invoice will be issued once you are enrolled in your subjects and it must be paid no later than 14 days from the date of the invoice.
 - i. Upfront payments can be made via electronic funds transfer or credit card
8. The course is non-transferable once the course commencement date has passed.
9. In some instances, your on-campus course will include catering. In this case, the advertised prices are GST inclusive. The portion of the program or qualification fee attributable to the education component is GST free, however in accordance with GST legislation AIMET is required to charge GST on the portion of the program that relates to catering. Tax invoices that comply with GST legislation will be issued for all enrolments. The amount of GST will be separately identified on all tax invoices.
10. Notifications of cancellations, refunds and requests for transfers must be made in writing to compliance@aim.com.au. Alternatively call AIMET on 1300 658337 to discuss your options. Please refer to the Withdrawals, Deferrals and Refunds Policy & Procedure for details.

11. AIMET reserves the right to cancel, postpone or re-schedule courses due to low enrolments or unforeseen circumstances. Please refer to the Withdrawals, Deferrals and Refunds Policy & Procedure for information on whether a refund is due.
12. The information provided by AIMET is correct at the time of publication but may be subject to change. AIMET reserves the right to change course fees, dates, content or facilitators at its discretion.
13. AIMET reserves the right to record, via video and/or audio, learning sessions for quality assurance purposes and to support students.

Student Progression

AIMET is committed to providing a supportive student-centred learning environment. AIMET recognises that early identification and support of students at risk of progression gives them the best chance of success. Each student's enrolment is monitored to ensure that students who are at risk of not achieving satisfactory progress receive appropriate learning support and assistance.

If a student is unable to maintain their academic progression, AIMET may cancel the student's enrolment. Progression monitoring is conducted pre and post census, and a student's progress is measured against (but not limited to):

- their engagement with the learning material on the learning management system,
- active participation in the learning community
- responses to progress checks via email/phone/sms,
- assessment submissions

If a student's enrolment is cancelled, they can request re-instatement. If a student requests to be re-instated prior to the census date for which they were cancelled they will incur no new fees. If the student is requesting to be re-instated post-census for which they were cancelled, they will incur fees. Each student wishing to be re-instated will need to discuss an action plan with their Study Coach / Trainer to ensure success with future studies.

SECTION 3 – PROCESS

PROCESS OVERVIEW

Australian Institute of Management will apply the following steps during the enrolment process:

Initial Contact

- Establish training needs
- Supply documentation via email
- Create student record in student database via data collected through the online enrolment form
- Verbally check students suitability
- Send applicable enrolment form

Enrolment

- Receive completed enrolment application form
- Review enrolment form details
- Check student meets course entry requirements
- Facilitate Diploma Entry Test (DET) - Where applicable
- Process payment (allowing for 2 day VET-FEE HELP cooling off period)
- Complete course registrations - Only applicable to on-campus study method
- Issue invoices to student (for VET-FET HELP students not later than 14 days prior to the current census date)

Handover to support process

- Induction to qualification
- Orientation in the learning platform
- Introduction to the Study Coach

ENROLMENT PROCESS MAP

Please refer to the *AIMET Enrolment Process Flowcharts* for the most up-to-date version of this process map.

SECTION 4 – REFERENCE AND SUPPORTING INFORMATION

DEFINITIONS

Word/Term	Definition
eCAF	An eCAF is an electronic Commonwealth Assistance Form. This is used to request a Vet Fee Help loan.
Enrolment form	Form used by Australian Institute of Management Education and Training to be completed by a prospective student as the first step of the admissions and enrolment procedure.
Enrolment	Course enrolment is deemed to be complete when Australian Institute of Management Education and Training receives a signed Acceptance of Offer from the student and payment of full course fees/payment plan deposit is received and all entry requirements have been met.
Course commencement date	Online: The date that the student receives access to the online learning platform On-campus: The date that the student attends their first registered training course for the qualification
RPL	Recognition of Prior Learning (RPL) is the process by which Australian Institute of Management Education and Training will appropriately recognise an individual's prior learning achieved through training, work experience or other life experience
Credit Transfer	Mutual Recognition is the process by which Australian Institute of Management Education and Training will recognise AQF qualifications and statements of attainment issued by other Registered Training Organisations (RTOs)
Diploma Entry Test (DET)	Govt approved literacy and numeracy test to assess learner capacity for Diploma and Advanced Diploma courses

SUPPORTING DOCUMENTATION

Document name	Document type	Location
Application for Enrolment	Form	External website
VET FEE-HELP loan application	Form	External website
Schedule of Fee's	Table	AIM website
Student Handbook	Guide for students	AIM website
Entry Requirements	Definition	External website

SECTION 5 – GOVERNANCE

CHANGE HISTORY

Version	Approval date	Approved by	Approved by	Change
1.0	2/9/12	CEO		New release.
2.0	15/6/13	CEO		<p>Various changes including:</p> <ul style="list-style-type: none"> • Added policy to <u>not</u> accept enrolments from non-residents of Australia • Added requirement for admissions staff to confirm prospective student's employment status and workplace is consistent with T&AS prior to admission • Added requirement for admissions staff to provide information on the RPL and/or Mutual Recognition process and issue the prospective student with the Self Evaluation Pre-test (for RPL) and/or the Credit Transfer form (for Mutual Recognition), where appropriate • Updated step 1 of procedure to include reference to students having read and understood the Student Handbook, Withdrawals and Refund Policy and Complaints, Grievances and Appeals Policy. • Added new step 9 for student's trainer/assessor to induct student • Added definition of RPL and Mutual Recognition • Added Course Credit (RPL) and Mutual Recognition policies and procedures to Supporting Documentation • Added Self Evaluation Pre-test and Credit Transfer forms to Supporting Documentation
2.1	21/8/2014	Head of Compliance and Product Development		<p>Updated table for supporting documents</p> <p>Minor changes to contacts</p>
2.2	23/07/2015	Director, Product & Compliance	Compliance Manager	Template formatting changes applied.
2.3	29/07/2015	Compliance Manager	Compliance Manager	Change of address
2.4	23/11/2015	Compliance Manager	Compliance Manager	Inclusion of provisional enrolment clause
2.5	18/12/2015	Compliance Manager	Compliance Manager	Update to reflect 2015 VFH reforms

Version	Approval date	Approved by	Approved by	Change
2.6	22/06/2016	Director Customer Success	Head of Compliance VET	Updated policy into new template Updated to reflect RTO and AQF standards
2.7	30/06/2016	Director Customer Success	Head of Compliance VET	Updated student engagement requirements Clarified 14 day invoice for FFS and VET FEE Fixed typos Added eCAF to definitions

Please note:

- Printing this document may make it obsolete
- For the latest version of this policy always check the Policy site located here <http://www.aim.com.au/training/student-information>