

## Policy and Procedure

Name:	Enrolment Policy & Procedure
Approved by:	Director, Product and Compliance
Date Approved:	23/07/2015
Approved by:	Compliance Manager
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Implementation Owner	Student Success
Maintenance Owner	Compliance Manager
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<b>SECTION 1 – INTRODUCTION</b> .....	<b>2</b>
PURPOSE.....	2
SCOPE.....	2
<b>SECTION 2 – POLICY</b> .....	<b>3</b>
PRINCIPLES.....	3
POLICY.....	3
<b>SECTION 3 – PROCEDURE</b> .....	<b>4</b>
<b>SECTION 4 – REFERENCE AND SUPPORTING INFORMATION</b> .....	<b>5</b>
DEFINITIONS.....	5
SUPPORTING DOCUMENTATION.....	6
<b>SECTION 5 – GOVERNANCE</b> .....	<b>7</b>
CHANGE HISTORY.....	7

## **SECTION 1 – INTRODUCTION**

### **PURPOSE**

To inform students and staff of Ivy Institute's policies and processes relating to student enrolments.

### **SCOPE**

This Enrolment Policy and Procedure applies to all 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.

IVY INSTITUTE is committed to:

- ensuring students that apply for enrolment to a course are not victimised or discriminated against in any way
- 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

### POLICY

1. Applications to study a course must be submitted by the student on a current Application for Enrolment form online
2. Applications will not be accepted from non-residents of Australia, for courses with a compulsory work placement.
3. Prior to acceptance of an Application for Enrolment Ivy Institute will:
  - a. provide access to information to prospective students on the enrolment process, entry requirements, cooling off period for requests for VFH, course fees and payment schedules, census dates and other associated course information in line with the Training and Assessment Strategies, as published in the course brochures and on the website
  - b. provide access to information on RPL and Mutual Recognition opportunities within course brochures, website and student handbook
  - c. ensure admissions staff confirm both a) and b) above directly with prospective students, and employers where necessary
4. When the applicant has submitted the initial required documentation, Ivy will issue a Confirmation of Enrolment. The date of issue of the Confirmation of Enrolment is also the course commencement date. This enrolment is provisional for 10 days, allowing Ivy time to request additional requirements, if needed, and in the case of students requesting Commonwealth Assistance, approval of the VET FEE-HELP application. Course duration is calculated from the course commencement date, being the date that enrolment has been confirmed.

5. The student will be issued with a username and password for online course access at the course commencement date.
6. The course is non-transferable once the course commencement date has passed.
7. Each student will have a 14 day orientation period from the course commencement date in which to access their course and ensure that the course meets their requirements. In the case of students with a VET FEE-HELP loan this orientation period extends through to the census date for each study period

### SECTION 3 – PROCEDURE

1. The application process of Ivy Institute commences with the prospective student submitting an Application for Enrolment online. A condition of enrolment is that students confirm they have read and understand the Ivy Institute Student Handbook, Withdrawals and Refund Policy and Complaints, Grievances and Appeals Policy. A further condition of enrolment is that students meet the entry requirements and successfully complete the Diploma Entry Test. Where a student wishes to request VET FEE-HELP they must submit a completed and signed Request for VET FEE-HELP loan form. This may not be submitted until the 2 day cooling off period has transpired.
2. 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 meets the course entry requirements
  - b. Checking that the student has successfully undertaken the Diploma Entry Test (DET)
  - c. Contacting the student to:
    - i. where applicable ensure their existing employment status and workplace is consistent with the requirements as stated in the Training and Assessment Strategy, and tick this box in 'Office Use Only' section of applicant's enrolment form to mark step as complete.
    - ii. Provide information on the RPL and/or Mutual Recognition process and where requested issue the prospective student with the Self Evaluation Pre-test (for RPL) and/or the Credit Transfer form (for Mutual Recognition), where appropriate. Note - these should be sent automatically if applicant ticked 'yes' at point 12 of Application for Enrolment. Tick appropriate box in 'Office Use Only' section of applicant's enrolment form to mark this step as complete (hereon in the Course Credit (RPL) and Mutual Recognition policies and procedures apply).
    - iii. Instigate any assistance or advice the student might require in relation to special needs.
    - iv. Obtain any missing or incomplete information.
    - v. Collect the students Tax File Number and Unique Student Identifier (USI) if not already provided
    - vi. 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](http://www.studyassist.gov.au) , information about eligibility criteria and associated obligations of taking out a VFH loan, Ivy Institutes Schedule of Fees, and after a 2 day cooling off period has been applied provision of a Request for VET FEE-HELP loan application form should they request one.

3. Details are entered in Ivy Institute's Student Management System (SMS) and a prospective student file is created. This process automatically creates a new account in Ivy Institute's Learning Management System (LMS).
4. If the prospective student satisfies the relevant entry criteria, a Confirmation of Enrolment is issued via the Welcome email
5. During the on-boarding process the Student Support Coordinator will inform the student of their rights and obligations and provide them with important supporting documentation, including as relevant a list of fees due, Payment Plan (where applicable), direct debit request form (where applicable), Work placement kit (where applicable), Workshop booking form (where applicable), Student Handbook and the Withdrawals and Refunds Policy.
6. Enrolments are deemed provisional until such time as all requisite information has been provided by the student and validated by Ivy. Enrolments are provisional for at least 10 days. If after 10 days the student has not provided all required information the enrolment will be cancelled.
7. The enrolment is finalised when 10 days have passed and all entry requirements have been met.
8. On or before the agreed course commencement date, as per the Contract, a welcome email is sent to the student containing login details to the LMS and course orientation information.
9. Within five (5) days of welcome email being sent to the student the student's trainer/assessor contacts student and provides a formal induction/orientation.
10. The student record can be accessed by the student upon written request by email to [support@ivy.edu.au](mailto:support@ivy.edu.au)

## SECTION 4 – REFERENCE AND SUPPORTING INFORMATION

### DEFINITIONS

Word/Term	Definition
Application for Enrolment	Form used by Ivy Institute to be completed by a prospective student as the first step of the admissions and enrolment procedure. This form clearly describes services to be provisioned, clearly written terms and conditions, fees applicable and refund policy.
Prospective student / applicant	A person wishing to enrol in a course who has not yet returned a signed Acceptance of Offer of enrolment to Ivy Institute with relevant payment
Payment Plan	Payment by instalment arrangement between a prospective student and Ivy Institute. On signing a Payment Plan the prospective student agrees to be bound by the terms of the arrangement.
Direct debit request form	Form to be completed by student to authorise payment by direct debit

Enrolment	Course enrolment is deemed to be complete when Ivy Institute 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.
Contract of Enrolment	Refers to the formal agreement between the student and Ivy Institute for enrolment.
Course commencement date	The date that is agreed between Ivy Institute and the student to be the first date for online course access of a particular student enrolment
RPL	Recognition of Prior Learning (RPL) is the process by which Ivy Institute will appropriately recognise an individual's prior learning achieved through training, work experience or other life experience
Mutual Recognition	Mutual Recognition is the process by which Ivy Institute will recognise AQF qualifications and statements of attainment issued by other Registered Training Organisations (RTOs)
Diploma Entry Test	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
Direct Debit Request Form	Form	
VET FEE-HELP loan application	Form	
Schedule of Fee's	Table	External website
Payment Plan	Agreement	
Letter of Offer	Email Template	
Student Handbook	Guide for students	External website
Work placement kit	Guide for students; Agreement	
Workshop booking form	Form	
Credit Transfer	Form (for Mutual Recognition)	
Course Credit (RPL) P&P	Policy and procedure	
Mutual Recognition P&P	Policy and procedure	
Enrolment Procedure	Procedure	External 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"> <li>• Added policy to <u>not</u> accept enrolments from non-residents of Australia</li> <li>• Added requirement for admissions staff to confirm prospective student's employment status and workplace is consistent with T&amp;AS prior to admission</li> <li>• 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</li> <li>• 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.</li> <li>• Added new step 9 for student's trainer/assessor to induct student</li> <li>• Added definition of RPL and Mutual Recognition</li> <li>• Added Course Credit (RPL) and Mutual Recognition policies and procedures to Supporting Documentation</li> <li>• Added Self Evaluation Pre-test and Credit Transfer forms to Supporting Documentation</li> </ul>
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

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2.6	15/08/2016	Compliance Manager		Minor formatting corrections applied.
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