

Policy and Procedure

Name:	Enrolment Policy & Procedure (FFS)
Approved by:	Head of Compliance
Date Approved:	27/10/2017
Approved by:	Director, Ivy College
Date Approved:	2/11/2017
Implementation Owner	Student Success
Maintenance Owner	Head of Compliance
Review Date	2/11/2018

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SECTION 1 – INTRODUCTION

PURPOSE

To inform students and staff of Ivy Institute Pty Ltd's (Ivy College) 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 enrolments.

SECTION 2 – POLICY

PRINCIPLES

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

Ivy College 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
3. Prior to finalisation of Enrolment Ivy College will:
 - a. provide access to information to prospective students on the enrolment process, entry requirements, provisional enrolment period, course fees and payment schedules, and other associated course information in line with the Training and Assessment Strategies, as published in the course brochures and on the Ivy College 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 and this has been verified, Ivy College will issue a Confirmation of Enrolment (Recorded as the 'Welcome Email'). The date of issue of the Confirmation of Enrolment is also the course commencement date. Course duration is calculated from the course commencement date.
5. This enrolment is provisional for a maximum of ten (10) days. This allows Ivy College time to verify admissions documentation and request any additional information. The provisional enrolment period ends when the Confirmation of Enrolment is emailed to the student. The student will be issued with a username and password for online course access (MyIvy) during the provisional period.
6. A student who chooses to pay for their course fees in full via upfront payment will either make a direct deposit into Ivy Colleges' bank account or provide credit card details to deduct the full course fee. Any discounts that apply will be advised prior to enrolment. Payment needs to be

received in Ivy Colleges' bank account as cleared funds within 10 day provisional enrolment period. If full payment is not received within this period Ivy College will cancel the enrolment.

7. If the student chooses to pay the course fee over a payment plan, the student will be provided with the course schedule specific to the course enrolled in. This schedule will consist of either fortnightly or monthly repayments. The fees will be direct debited from the students nominated account or credit card. Third party payment providers will charge dishonor fees on payments rejected from a students bank account or a credit card.
8. If the student chooses to cancel the course after the provisional period of ten (10) days has passed, the course fee (and any associated costs) is non-refundable unless special consideration applies. Details on how to apply for special consideration can be found on the website at www.ivy.edu.au.

SECTION 3 – PROCEDURE

- The application process of Ivy College 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 College 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 Entry Test where requested.
- Students must provide their Unique Student Identifier (USI) at the point of enrolment. Students may contact the Ivy College Student Support team for assistance in creating their USI. Individuals who have a genuine personal objection to being assigned a USI will be able to apply for an exemption to the [Student Identifiers Registrar](#).
- At the point of the enrolment process the student has the option to select up-front payment or a payment plan. All students are required to make a \$100 non-refundable down payment at the point of enrolment. The non-refundable down payment is deducted from the total course fees payable.
- An enrolment is deemed provisional for the first ten (10) days. This allows time for Ivy College to request additional requirements and for the student to access their course and ensure that the course meets their needs. If after ten (10) days the student has not provided all required information and has not either paid the course fee in full, or entered into a payment agreement, the enrolment will be cancelled.
- Students will be provided access to Ivy College's Learning Management System (LMS) during the provisional enrolment period which will allow the student to access their course and ensure that the course meets their requirements. An email is sent to the student containing login details to the LMS and course orientation information.
- Applications for Enrolment are assessed by suitably trained staff to ascertain the prospective student's eligibility for entry to the desired course. Checking for eligibility for entry includes:
 - a. Checking that the student meets the course entry requirements and has provided all necessary evidence as outlined by the course entry procedure.
 - b. Checking that the student has successfully undertaken the Entry Test (ET) where requested.
 - 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.
 - ii. Provide information on the Recognition of Prior Learning (RPL) and/or Credit Transfer process and where requested issue the prospective student with the Self Evaluation Pre-test (for RPL) and/or the Credit Transfer form, where appropriate.
 - 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 student's Unique Student Identifier (USI) if not already provided.

- Details are entered in Ivy College's Student Management System (SMS) and a prospective student file is created. This process automatically creates a new account in IVY's Learning Management System (LMS).
- If the prospective student satisfies the relevant entry criteria, a Confirmation of Enrolment is issued via the Welcome Email.
- During the on-boarding process a member of the Student Support team will inform the student of their rights and obligations and provide them with important supporting documentation including as relevant a confirmation of fees due, Work placement information pack (where applicable), Workshop booking form (where applicable), Student Handbook and the Withdrawals and Refunds Policy.
- The enrolment is finalised when ten (10) days have passed and all entry requirements have been met.
- The student record can be accessed by the student upon written request by email to support@ivy.edu.au

SECTION 4 – REFERENCE AND SUPPORTING INFORMATION

DEFINITIONS

Word/Term	Definition
Application for Enrolment Form	Form used by Ivy College to be completed by a prospective student as the first step of the admissions and enrolment procedure. This form references 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 Application for Enrolment form to Ivy College along with relevant payment
Direct debit request form	This form is part of the Application for Enrolment form and completed at the time of enrolment.
Payment Plan	A payment plan is provided to the student by a third party where they have selected this as a payment option within the Application for Enrolment.
Enrolment	Course enrolment is deemed to be finalised when Ivy College receives a signed Application for Enrolment from the student and confirmation of payment of the \$100 non-refundable down payment. All course entry requirements must be met by the student before an enrolment is finalised.
Contract of Enrolment	Refers to the formal agreement between the student and Ivy College for enrolment.

Enrolment	Course enrolment is deemed to be finalised when Ivy College receives a signed Application for Enrolment from the student and confirmation of payment. All course entry requirements must be met by the student before an enrolment is finalised.
Contract of Enrolment	Refers to the formal agreement between the student and Ivy College for enrolment.
Course commencement date	The date that Ivy College issues a Confirmation of Enrolment.
Recognition of Prior Learning (RPL)	Recognition of Prior Learning (RPL) is the process by which Ivy College will appropriately recognise an individual's prior learning achieved through training, work experience or other life experience. For further information, please access Ivy College's Recognition of Prior Learning Policy.
Mutual Recognition	Mutual Recognition is the process by which IVY will recognise AQF qualifications and statements of attainment issued by other Registered Training Organisations (RTOs). For further information, please access Ivy College's Mutual Recognition Policy.
Entry Test	Literacy and numeracy test to assess learner capability for study at the Qualification level of the course.
Mylvy	Ivy College's Learning Management System (LMS)
Down payment	A \$100 non-refundable payment is paid by the student at time of enrolment; deducted from the total course fees payable. Where a student fails to meet the entry criteria preventing them from commencing the course this fee is non-refundable.
FFS	Fee For Service
Upfront payment	Upfront payment is for students who wish to pay the full course fee at the point of enrolment.
On-boarding process	Refers to the induction process provided to a student once an enrolment is received.

SUPPORTING DOCUMENTATION LOCATED ON IVY WEBSITE

Document name	Document type
Application for Enrolment	Form
Student Handbook	Guide for students
Workshop booking form	Form
Credit Transfer	Form (for Credit Transfer)
Course Credit (RPL) P&P	Policy and procedure
Mutual Recognition P&P	Policy and procedure
Enrolment Procedure	Procedure

SECTION 5 – GOVERNANCE**CHANGE HISTORY**

Version	Approval date	Approved by	Approved by	Change
1.0	22/02/2017	Head of Compliance	Head of Student Engagement	New release.
1.1	28/02/2017	Head of Compliance	Head of Student Engagement	Update terminology to Student Support team Addition of USI collection/exemption reference
1.2	30/08/2017	Head of Compliance	Director, Student Success	Update role title to Director, Student Success
1.3	2/11/2017	Head of Compliance	Director, Ivy College	Update to reflect minor procedural changes