bsi learning

Student Selection and Enrolment Policy and Procedure Inc. VET Student Loans

Policy and Procedure Name	Student Selection and Enrolment Policy and Procedure
Version	2.3
Approved By	Chief Executive Officer
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1.   Purpose and Scope

BSI Learning has a commitment to ensuring its student selection processes are fair, transparent and non-discriminatory. Students are selected regardless of age, employment status, religion, gender, disability, sexuality, sexual preference, culture and ethnic background.

The following policy and procedure outlines the organisation framework and general principles for the selection and enrolment of its students, including those wishing to apply for VSL (Vocational Education & Training Loan) This policy and procedure has been designed to ensure all students prior to their enrolment are fully informed and meet the requirements of the qualification or program, including VET Student Loans.

The Student Selection and Enrolment Policy and Procedure applies to staff, students, employers, clients and potential consumers and is used across all products on BSI Learning current scope of registration.

This policy and procedure should be read in conjunction with the "*Recognition Policy and Procedure*", "*Privacy Policy and Procedure*", "*Record Retention Policy and Procedure*", *Complaint and Appeals Policy and Procedure*" and '*Fees and Refund Policy and Procedu*re', *BSI VET Student Loans Withdrawals Procedure VET Student Loan Rules 2016, VET Student Loans ACT 2016, VET Student Loans Manual for students.*

2.   Abbreviations / Definitions

Discrimination	Where a person is treated with prejudice because of their beliefs, circumstances and characteristics.
Individualised Learning and Assessment Plan (Plan)	A learning and assessment plan developed for a particular student that identifies specific goals and support measures.
RTO	Registered Training Organisation.
Training and Assessment Plan	A documented plan for training and assessment required by students enrolled in a government subsidised program.
Third party	Is any party that provides services on behalf of the RTO but does not include a staff member/employee
USI	Unique Student Identifier.
VET Student Loan	VET Student Loans offers income contingent loan support to eligible students studying Diploma level and above vocational education and training qualifications.

3. Policy

BSI Learning uses an objective, non-discriminatory, transparent and systematic process to select and enrol its students. Selection and enrolment processes are designed to ensure all relevant legislation and regulatory requirements are met, the prospective student is well informed and receives a high level of customer service and support throughout the entire enrolment process.

General principles that underpin selection and enrolment processes are as follows;

- BSI Learning is compliant with consumer protection regulation/legislation and all federal and state discrimination acts, including VET Student Loan regulation/legislation.
- Accurate and ethical marketing and advertising strategies ensure students are fully informed prior to application/enrolment (e.g. program eligibility, pre-requisite requirements and language, literacy and numeracy skill levels).
- In accordance with Australian Privacy Principles prospective students are informed of how their information will be collected, used, disclosed and stored.
- Students are routinely screened to ensure eligibility requirements are met for all courses and qualifications including VET Student Loans enabled Diploma courses, special needs are identified and opportunities for recognition are provided.
- Student selection is based on;
  - o The prospective student's application being fully completed.
  - o All required documentation being submitted, including the students USI.
  - o If applying for VET Student Loan all additional required documentation.
  - o Program/course eligibility and pre-requisite requirements being met.
  - o Fees paid in accordance with the organisations 'Fees and Refund Policy and Procedure'
  - o Consent and declarations being read, understood and signed.
- Where special needs or additional support requirements are identified an Individualised Learning and Assessment Plan is developed, implemented, monitored and evaluated throughout the term of the student's enrolment.
- Documentation and supporting evidence is collected and stored in accordance with the organisation Privacy Policy and Procedure and Record Retention Policy and Procedure.
- Consumers are encouraged to provide feedback on their experience and through the organisations continuous improvement process. Opportunities for improvement are identified and actioned.
- Consumers can make a complaint or appeal an enrolment decision as per the organisations "Complaint and Appeals Policy and Procedure", or where applicable through the VET Student Loans Ombudsmen.
- Refunds where required are provided to students in accordance with the organisations 'Fees and Refund Policy and Procedure'.

4. Procedure

The procedure for selecting and enrolling students has been outlined in **Diagram 1: Student selection and enrolment procedure.**

4.1 Pre-enrolment information

Throughout the enrolment process BSI Learning provides prospective students with different ways to access the relevant information required to make an informed decision about their course and to fully understand their rights and responsibilities. Full information regarding VSL enabled Diploma courses and loan application processes are also easily accessible via our Website. Enrolment and continuous improvement processes support the provision of information and closely monitor the students experience to ensure that consumer rights are upheld at all times.

Information for all courses and qualifications are accessible via a variety of different ways including but not limited to the organisations website, student handbook, applicant information sessions, student interviews and by speaking to BSI Learning staff throughout the application and enrolment process.

Course information is provided/discussed throughout the enrolment process and includes;

- Course code, title and currency of the training product
- Estimated duration
- Delivery location(s)
- Mode(s) of delivery
- Pre-requisite and/or eligibility requirements
- Work placement requirements and arrangements
- Recognition and credit transfer opportunities
- Rights and responsibilities of the student and the RTO
- Materials or equipment to be provided by the student
- Available support services
- Reasonable adjustment
- Full Paying Fee and VET Student Loan information
- Name and contact details of any third party – if applicable

To ensure prospective students are well informed, they are provided with a variety of generic information relevant to their enrolment (e.g. student related policies and procedures, available support services, course and fee information, VET Student Loan option if eligible, rights and responsibilities, feedback/ complaints and appeals mechanisms, the collection use, disclosure and storage of personal information and USI requirements).

The organisations policies and procedures are located on the BSI Learning website and a synopsis outlined in the student handbook.

4.2   Enquiries

Where prospective students enquire by phone, online or in person they are provided with possible training solutions to meet their individual needs and requirements. At all times BSI Learning ensures that it provides prospective students with accurate, factual and accessible information about the RTO, its services and performance. Detailed information outlined in section 4.1 is provided and discussed.

To protect the rights of consumers under 18 years of age parents/ guardians are encouraged to attend scheduled information sessions and ask questions relating to their child's enrolment. To ensure that sufficient information has been provided Parents/ Guardians are required to co-sign the declaration found on the enrolment form. Regarding VET students Loans, a parent or legal guardian must sign all paperwork where required where an applicant is under 18yrs of age.

4.3   Determining and supporting students' needs

Through the completion of the enrolment application form and routine screening activities, students with special needs and additional support requirements are identified and supported. In these instances, the Trainer is notified and a discussion is undertaken with the student to identify how to best meet their needs. So that the prospective student is able to make an informed decision the Trainer will at this meeting also discuss what services are available internally or externally to support their learning. The use of available support services, assistive technology, equipment, resources and reasonable adjustment are discussed and their applicability in meeting the students individual need explored. Where the student requires specialised support, and provides consent, referral to relevant specialised service(s) are organised.

To optimise the student's ability to complete their program/qualification *an "Individualised Learning and Assessment Plan"* (Plan) is developed by the trainer/assessor in partnership with the student. Whilst ideally

the Plan is completed prior to the student's commencement it can depending on the students' needs be developed and implemented at any point throughout their enrolment.

As part of the Plan and where the integrity of the assessment is maintained, reasonable adjustment may be made to the assessment procedure. Examples of reasonable adjustment may include but are not limited to; the printing of materials on coloured paper or in larger print, scribed responses to questions asked or video's submitted to demonstrate the student's skills in the work environment.

The Individualised Learning and Assessment Plan (Plan) is closely monitored, reviewed and evaluated by the Trainer and the General Manager Accredited Learning or Program Manager throughout the student's enrolment to ensure its effectiveness and optimise learning outcomes. The student is an active participant in the development, review and evaluation of their Plan.

4.4 Enrolment

All prospective students are required to complete an electronic enrolment application form via our website or in paper format with supporting documentation to BSI Learning administration staff. If an applicant has a disability or special need requirement they are provided with the same opportunities to enrol in vocational education and training as any other student. Applicants are aware that by submitting the **application they are not guaranteed a position** in their program/qualification of choice as entry can be dependent on program eligibility.

Administration staff or VSL Team, review the enrolment application form (using the Enrolment to Award Checklist) to ensure it is complete, that the prospective student is eligible meets pre-requisite requirements and has submitted relevant supporting documentation. If the application form is incomplete or additional documentation is required administration staff or VSL Team will discuss with the prospective student actions required for finalising their application. If the student is ineligible or does not meet pre-requisite requirements they are notified and alternate solutions discussed.

The students USI is verified at enrolment. Student information is updated in the student management system and confirmation of enrolment including an invoice is sent to the student. If the Student is using a VET Student Loan, a Statement of fees and an invoice will be created and sent to the student, stating when payments will be taken and loaded on to the VET Student Loan debt according to the Census dates for that particular course being undertaken. The reason for a statement of fees and an invoice is that it still gives the student a choice of how to pay for their studies before submitting an eCAF.

Once a NON VSL student has paid the invoiced amount, the following occurs;

- Student file is created.
- Program specific information is sent to the student.
- Resources are provided.
- Credit transfer applications are processed.
- Individualised learning and assessment plans are developed if special needs have been identified.
- Student commences their program/qualification.

4.5 VET student Loan Enrolments

In the case of a VSL student the following occurs;

1. If the student meets all academic and VSL eligibility requirements and criteria he/she will be enrolled into their chosen course.
2. The student will then apply for their Vet Student Loan via the eCAF system
3. If the student loan is not granted a review by the RTO manager will take place as to their continuance in their studies with BSI Learning.

4.5 RECORDS Management

Student personal information is collected, used and stored in accordance with the organisations Privacy Procedure and Records Retention Policy and Procedure and VET Student Loan Regulations.

5.   References

Australian Skills Quality Authority (2015) *"Standards for Registered Training Organisations (RTOs) 2015"*.

VET Student Loans Rules 2016

VET Student Loans ACT 2016 (*An Act to provide for loans to students for vocational education and training, and for related purposes*

VET Student Loan Manual *(Information for students applying for VET Student Loans 2017)*

6.   Related Policies and Procedures

6.1   BSI Student Selection and Enrolment Policy and Procedure BSIL Complaints & Appeals Policy and Procedure

6.2   BSIL Privacy Policy and Procedures

6.3   VSL Statement of VET Tuition Assurance

6.4   VSL Tuition Assurance Procedures

6.5   VSL Student Entry Procedure

6.6   VSL Student Review and Re-Crediting Procedures

6.7   VSL VET Fee Payment Policy

6.8   VSL Tuition Fee Refund Policy

Diagram 1: Student selection and enrolment procedure

(1) Enquiry
- o Student enquires about a program/qualification on BSI Learning scope of registration by making an enquiry in person, by phone or online.

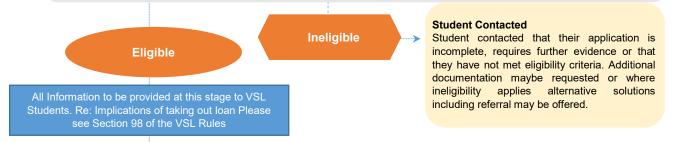**(2) Pre-enrolment information provided to the consumer**
- o BSI Learning provides detailed information (e.g. student related policies and procedures, rights and responsibilities, fees and refunds, available support services, reasonable adjustment opportunities, complaints and appeals, obtaining a USI and applying for recognition and/or credit transfer) to the consumer through their website, marketing material, pre-enrolment information, student handbook, information sessions, interviews and student inductions.
- o Course information (e.g. eligibility criterion, pre-requisite requirements, content, delivery style, fees, VET Student Loan facilities and language, literacy and numeracy requirements) is provided and explained.

(3) Student completes an Online "*Enrolment application Form" or receives hard copy paper format*
Enrolment application form for completion.
- o Students completes required screening (e.g. VSL eligibility, Language, Literacy and Numeracy Assessment) to identify any areas requiring further review so that an individualised support plan can be developed.
- o Prospective student submits completed Enrolment Application Form and supporting documentation to Administration staff and if appropriate, The VSL Team.

(4) Enrolment form reviewed
- o Enrolment form is reviewed by Administration staff and if appropriate, the VSL Team using the Enrolment to Award Checklist to ensure that it has been completed correctly and where required all supporting documentation/evidence has been submitted.
- o Application is assessed to ensure it meets program/qualification eligibility and entry requirements.
- o Opportunities for recognition identified and discussed with the prospective student.

Ineligible

Eligible

Student Contacted
Student contacted that their application is incomplete, requires further evidence or that they have not met eligibility criteria. Additional documentation maybe requested or where ineligibility applies alternative solutions including referral may be offered.

All Information to be provided at this stage to VSL Students. Re: Implications of taking out loan Please see Section 98 of the VSL Rules

(5) Details placed in relevant database
- o Administration enters student details into Student Management System (SMS).
- o USI verified.
- o Student formally notified that their application has been successful.
- o Special needs are identified and Trainer/Assessor notified.

(6) Invoice generated or VSL Statement of fees

(7) Student pays invoice or Applies for VET Student Loan via eCAF and commences program/ qualification
- o Student permanent file created.
- o Training and Assessment Plan is developed and sent to the student
- o Resources are provided to student.
- o Trainer/Assessor meets with student if special need or additional support requirements are identified and an individualised learning and assessment plan is developed. Referral to internal or external support services may be offered dependent on the students' needs and requirements.
- o Student commences their program/qualification.