Student Enrolment
Policy and Procedure

Purpose:

The purpose of this policy and procedure is to provide an outline of Frontier Education's admission and enrolment processes for domestic students.

Policy Outline:

Frontier Education implements a process of selecting and admitting domestic students into courses delivered by the College.

Frontier Education also ensures that students are informed of the services they are to receive, their rights and obligations and the college's responsibilities under the legislative and regulatory requirements before he/she applies.

Procedure:

Whilst most staff members may receive course enquiries, the Student Administration Manager is responsible for conducting course counselling and enrolment process. The Head of Faculty determines academic eligibility and suitability of the student to the chosen course.

Application and Enrolment Process

- Frontier Education receives a course enquiry from the applicant.

- The Student Administration Manager provides general information about Frontier Education, explains the course requirements, Statement of Fees including tuition fees, eligibility, Language, Literacy and Numeracy (LLN) requirements, Recognition of Prior Learning (RPL) and credit transfers processes, and assists to match a course of applicant's desire and checks that the intended course meets the applicant's academic interest and it is an appropriate course for the student based on their existing skills and competencies.

- The student is provided with the following documentation:

  - Course flyer if relevant
  - Student Application Form
  - Student Handbook
  - Link to Statement of Fees information or copy
  - Pre-training Review Form

- The student submits the completed Student Application and certified supporting documentation (in colour) to Student Administration Manager.

- The student undertakes the LLN test via LLN Robot to identify entry level LLN skills according to the Australian Core Skills Framework (One re-sit of LLN Robot is permissible. Refer to the LLN Policy and Procedure for more details). The student then completes the Pre-Training Review form and submits it to Head of Faculty for assessment.

  Note: Credit transfer or RPL requests are also assessed by the Head of Faculty.

(Refer to LLN, Pre-training Review, and Credit Transfer and Recognition of Prior Learning Policies and Procedures for more details)

- The Head of Faculty determines whether the student is eligible for enrolment to the course based on the pre-training review, LLN results and application documents.

- The Training Plan, Individual Learner Support Plan, if required, and timetable are developed by the Student Administration Manager in accordance with the direction of the Head of Faculty.

- The enrolment documentation is handed to the Student Administration Manager for review to ensure that all details are complete and correct. Checks are also conducted ensuring correct funding source and payment rates.

- Student Administration Manager enrolls the student into the qualification on student management system (RTO Manager).

- Student Administration Manager in accordance with the direction of the Head of Faculty assigns the allocated Trainer/Assessor as per the timetable created by the Head of Faculty for the individual.

- The Student Administration Manager prepares the relevant access to the LMS allocated for the qualification.

- The Student Administration Manager sends 'Welcome Letter' to student advising successful enrolment

- Student Administration Manager sends the first invoice to the student.

- The Student Administration Manager contacts the student prior to orientation reconfirming details, schedule.

VET Student Loans (VSL)

Application and Enrolment Process

1. Student Administration Manager provides the following information to the prospective student:

- course requirements
- eligibility requirements including the documentation required to support their application
- student entry procedure specific to students wishing to access VSL
- if the student is under 18, advice that one of the signatories to the application must be a responsible parent of the student
- census days and loan commitment information
- Skills Training Australia's policies and procedures relating to VSL
- log-in details to access an online VSL application form (eCAF)
- loan fee
- HELP balance *(if applicable)*

The Student Administration Manager also provides a copy of the VSL Information for Student to the prospective student.

2. Student expresses intention to apply for VSL and provides documents to evidence the

following:

- Student identity
- Date of birth
- If a student is under 18, please provide information that:
  - one of the signatories is a responsible parent of the student (by submission of the signed parental consent form at: https://docs.education.gov.au/documents/vet-student-loans-parental-consent-form) or
  - the student has received youth allowance (evidence such as the Centrelink Income Statement is required)
- Australian citizenship and residency requirements
- A tax file number (TFN), or, a certificate from the Commissioner that an application for a TFN is received.
- A unique student identifier (USI)

The student also provides supporting documents to evidence academic suitability and course entry requirements. (Refer to the VET Student Loans – Student Entry Policy for more details)

3. Student undertakes the LLN test via LLN Robot.

4. The Head of Faculty assesses student's eligibility against the academic suitability and course requirements.

5. If the student meets the requirements, the Student Administration Manager uploads student enrolment information into the eCAF system.

   The Student Administration Manager notifies the student of the census days for the units of study. The student is also advised that an application for VSL must be submitted by 11:59 pm AEST on the census day for the first unit of the course for which the student is requesting a loan and no less than 2 business days after the student enrolls in the unit.

6. The student requests VSL using eCAF.

Commencement of Course

1. The Student Administration Manager sends the VSL Statement of Covered Fees after enrolment but before census day.

   The VSL Statement of Covered Fees covers:
   - the date of the notice;
     the enrolment is accepted on the basis that some or all of the tuition fees for the course will be covered by a VET student loan;
   - the student's name, residential address, phone number and email address;
   - the provider's name, any other business name that the provider uses and the provider's RTO;
   - registration code;
   - the student's student identification number as issued by the provider;
   - the student's Commonwealth Higher Education Student Support Number (CHESSN), if available;
   - the student's student identifier (USI);
   - the name of the course.

2. The Student Administration Manager sends a VSL FEE Notice advising of the debt that will be incurred.

    Note: The notice must be sent at least 14 days before census day in the fee period.

3. The Student Administration Manager sends the student a Commonwealth Assistance Notice (CAN) within 28 days of the census day passing for the VET unit of study thereby confirming the VSL debt has been incurred.

    The student is advised that should the student believe the information in the CAN is incorrect, he/she may, within 14 days of the CAN being issued, can request in writing for the CAN to be corrected.

Approval Authority:

This Policy and Procedure is approved by Frontier Education Management as indicated and the control copy is one that is maintained within the Quality Management System and as such all hard copies need to be verified.

Documents Referenced:

- Student Handbook Student
- Application
- Student Pre-training Review
- Preferred Packaging
- Recognition of Prior Learning
- Credit Transfer
- Individual Learning Support Plan Log
- Training Plan
- Training Schedule
- Practical Placement Documentation