

## SC 11- Student Enrolment Policy and Procedure

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## SC 11- Student Enrolment Policy and Procedure

### Purpose

Wissen Holdings Pty Ltd trading as Atlas College will assess each application for enrolment including meeting LLN course requirements; formally enter into a written agreement with each applicant prior to enrolling the applicant into a course and prior to accepting any monies from the student.

This written agreement will take the form of a documented Letter of Offer and Student Agreement.

### Policy

Atlas College will process enrolment application forms on receipt of all sections completed, signed and dated by the applicants. After receiving the completed enrolment application form with all supporting documents, Atlas College will assess the applicant's suitability for the course and the suitability of the proposed course for the applicant. This will involve two levels of assessments for the same application received by Atlas College.

Firstly, assessing the supporting documents and conducting a pre-enrolment interview of the applicant by Atlas College staff in person on phone/skype to assess previous skills level of the applicant; how the proposed study will advance the applicant to achieve a further personal study/work goals and that Atlas College is the right training provider for the applicant. Evidence of the interview must be kept in the enrolled student file with Atlas College. Successful applicants from the pre-enrolment interview to be assessed for their suitability for the proposed course.

The second level of assessment involves all applicants taking an independent and professionally designed and delivered online LLN test subscribed and paid by Atlas College. The online LLN test aims to match the LLN level of the course with that of the applicant's. Only students with successful outcomes of both levels of the assessment process will be offered a place in the applied course.

Atlas College must enter into a written Letter of Offer and Student Written Agreement with each applicant prior to accepting any money from the applicant.

Each agreement will have as a minimum the following points:

- outlining the course or courses in which the student is to be enrolled,
- any prerequisites necessary to enter the course or courses,
- tuition and non-tuition fees, refund policies, and
- any conditions imposed on the student's enrolment.
- internal and external complaints and appeals processes, and
- contain a statement advising that the agreement does not affect the rights of an overseas student to take action under Australian Consumer Law, where applicable.
- process for claiming a refund and any specified person(s), who can receive a refund (other than the overseas student).
- an explanation of what happens in the event of a course not being delivered, including the role of Tuition Protection Service (TPS).
- advice to overseas students that they are required to notify Atlas College of current contact details, any changes to contact details, and who to contact in an emergency, while in Australia and studying with Atlas College.
- circumstances in which personal information may be disclosed, in accordance with the Privacy Act 1988.

In relation to Refunds, the following information will be included:

- a. amounts that may or may not be repaid to the student (including any course money collected by education agents on behalf of the registered provider)
- b. processes for claiming a refund
- c. a plain English explanation of what happens in the event of a course not being delivered, and

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- d. a statement that “This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia’s consumer protection laws”.

Atlas College, as part of the formalisation process, will advise each potential students of the circumstances in which personal information about the student may be shared with others including authorities.

Atlas College will not accept course money from any student until the student has signed and accepted the agreement and offer.

Atlas College will accept course money received at the same time as the verification of acceptance (for example, if a student sends a signed acceptance with an accompanying payment or brings the payment along with the accepted agreement into the provider’s office). Atlas College to advise the student to keep one copy of the signed Student Written Agreement and copies of proofs of all payments paid for the enrolment and study for record purposes.

If Atlas College receives course money sent by mail (for example, by cheque or money order) before receiving the accepted written agreement, Atlas College will not accept the money. Atlas College will immediately contact the student or agent to inform them that the payment cannot be processed (and the enrolment cannot progress) until Atlas College receives the accepted written agreement from the student.

This policy ensures compliance with Standard 3 of the National Code 2018

Standard 3: Written Agreements

“Obligations and rights of both registered providers and overseas students must be clearly set out in a formal written agreement between the two parties.

Registered providers must:

Have a written agreement with overseas students or intending overseas students they enrol, which may take any form, as long as it meets the requirements under the National Code 2018 and the Education Services for Overseas Students Act 2000;

Ensure the written agreement is signed or otherwise accepted by the overseas student, or if they are under 18 years of age, their parent or legal guardian; Copy of the written agreement to be kept by the student for record purposes.

Include information in the written agreement about course details, prerequisites and conditions on enrolment (if applicable), fees, refund and cancellation policies, and the provider’s complaints and appeals processes; and

Advise overseas students of the required information.”

This policy also ensures compliance with Standard 4 and 5 of the Standards for RTOs 2015

## Procedure

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<p><b>Gathering Records and Evidence for Student Registration And Enrolment</b></p> <ul style="list-style-type: none"> <li>Completed Student Enrolment Application Form and supporting evidence is to be collected by the Marketing Manager directly or through Recruitment Agents</li> <li>Student Application File to be created</li> </ul>	<p>Marketing Manager</p>
<p><b>Screening of Records and Evidence for Student Registration and Enrolment</b></p> <p>The records and evidence for registration are to be screened to ensure that:</p> <ul style="list-style-type: none"> <li>All required forms and evidence have been provided</li> <li>Evidence is confirmed and verified</li> <li>Individual student study requirements including reasonable adjustment requests are considered for the ability of Atlas College to provide</li> <li>Evidence pertaining to entry criteria is screened</li> <li>Evidence pertaining to English entry requirements and age is checked</li> <li>The student application is review to ensure that all required forms and evidence have been provided, verified and screened</li> <li>Ensure all queries from the potential student are attended particularly on units of competency and appropriateness of the course</li> <li>Applications to be assessed before accepted to confirm the applicant is making an informed decision (that potential student has received pre-enrolment information particularly course duration, full list of units of competency, student compliant &amp; Appeal process, Tuition fees and refund policy)</li> </ul>	<p>Marketing Manager</p>

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<p><b>Applicants are Notified and Assessed</b></p> <ul style="list-style-type: none"> <li>• Applicants are notified in writing for receipt of enrolment application and acceptance for initial assessment or decline of application with reasons of decline and suggestions on what to do next</li> <li>• Any gaps in the evidence are requested from the student.</li> <li>• Any LLN issues identified if any</li> <li>• Marketing Manager to assess (as part one of the application assessment) all enrolment applications and supporting documents, with or without using an education agent.</li> <li>• Contact student/agent in case more supporting documents required</li> <li>• Successful candidates to undertake an independent online LLN Test (as part two of the application assessment process) before enrolment in order to confirm and document the suitability of the applicant to meet the ACSF skills requirements of the proposed course/study.</li> <li>• Use Atlas College Student Pre-Enrolment Assessment Interview Form to assess if the applicant is making an informed decision and suitability of the proposed course for the student.</li> <li>• All successful applicants (part one and part two) to be issued with the offer letter. All other applicants to be sent a decline letter with suggestions of what to do next.</li> <li>• Issuance of Letter of Offer to successful suitable applicants.</li> <li>• Check if the student applied for a Credit Transfer (CT) or RPL. All CT applications to be referred to the Director of Studies for approval.</li> <li>• All RPL applications to be referred to the Director of Studies to start the process</li> </ul>	<p>Marketing Manager</p>
<p><b>Issue Letter of Offer and Student Written Agreement</b></p> <ul style="list-style-type: none"> <li>• Marketing Manager to issue accepted applicants a Letter of Offer and Student Written Agreement providing details of the course/product, service, costs, payment terms &amp; conditions and asks for a signed agreement to be returned to Atlas College while retaining one copy for student record.</li> <li>• Applicants submitting signed agreements and initial payment together are issued an initial payment receipt and process the initial payment.</li> </ul>	<p>Marketing Manager</p>
<p><b>Initial Payment Process</b></p> <ul style="list-style-type: none"> <li>• Process the payment after receiving confirmation of receipt of acceptance of Letter of Offer by the student, when payment received with the enrolment application. Otherwise, contact the student/agent for the initial payment. If the student signed acceptance of the offer is received without initial payment.</li> <li>• Sends confirmation of payment received to CEO for issuance of eCOE after receiving the initial payment from student/agent.</li> </ul>	<p>Marketing Manager</p>
<p><b>Enrolment</b></p> <ul style="list-style-type: none"> <li>• CEO to issue an eCOE and sends a copy to student/agent</li> <li>• Administration Manager to enter accepted student's details into PowerPro</li> <li>• Administration Manager to create a manual file and stored</li> <li>• Marketing Manager issues Receipts of payment</li> </ul>	<p>CEO/ Marketing Manager/ Administration Manager</p>

### NOTE

- This applies to all third parties i.e. recruitment agents acting on behalf of Atlas College in the registration process.

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- This applies to all monies i.e. course fees – tuition instalments as well as enrolment registration fees, material fees (if any) etc.
- The Applicant may make the first payment concurrently with submitting the signed Letter of Offer and Student Written Agreement.

### Document Control

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