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Student Enrolment Procedure – BHI – Version 3.2

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Contents

1	Document Control	2
2	Purpose	2
3	Scope	2
4	Definitions	2
5	Procedure	4
5.1	Enrolling in a senior secondary or VET course/qualification (Australian citizens, permanent residents or temporary residents)	4
5.2	Enrolling in a higher education (degree) course/qualification (Australian citizens, permanent residents or temporary residents)	9
5.3	Enrolling in a course - Inbound International students on a Student Visa.....	12
5.4	Enrolling in an ACFE Pre-Accredited Course.....	14
5.5	Enrolling in a Short Course.....	16
5.6	Enrolling in an Offshore Course (for Transnational Delivery).....	19
5.7	Cancelling Enrolment in a Course	19
5.8	Cancelling Enrolment in a Unit	21
5.9	Cancelling Enrolment in a Short Course	22
5.10	Adding extra units to student's course enrolment	22
5.11	Changing Personal Details	24
5.12	Student ID Cards	24
5.13	Replacing lost ID cards.....	24
5.14	Policy and Procedure Review.....	25
6	Related Documents	26
6.1	Documents.....	26
6.2	Risk/Opportunity Assessment.....	26
7	Process Flowcharts	26

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1 Document Control

Version	Date	Amended by	Changes Made
1.0	26/03/2012	Registrar	Initial document
1.1	5/07/2012	Registrar	Minor updates with approval
2.0	29/12/2017	Registrar	Update to new template. Review and separation of refund items to separate refund procedure
	8/04/2019	Compliance Coordinator	Minor administrative changes to remove reference to 'BHIG' and 'CAE'
2.1	20/05/2019	Manager, Educational Quality	Overseas student enrolment
2.2	27/05/2019	GM International/PV & Registrar	Update the International processes/structure changes
3	23/09/2019	Registrar	Update the process changes and Final
3.1	11/10/2019	Registrar	Minor administrative changes on wordings
3.2	22/10/2019	Registrar	Minor administrative changes to include new ESOS requirement

2 Purpose

To ensure that students are enrolled correctly into Box Hill Institute courses.

3 Scope

Applies to all Box Hill Institute staff who have any role in enrolling students, and to students enrolling into Box Hill Institute courses. Also encompasses changes of enrolment or personal details and replacement Student ID cards.

4 Definitions

Term	Definition
Accredited	Courses approved for national recognition. (Includes individual accredited courses approved by the government for national recognition, and Training Package qualifications approved in a group as part of a broader industry training package under a government framework for national recognition).
ACFE	Adult, Community and Further Education (pre-accredited courses subsidized by ACFE for eligible students)
ATO	Australian Taxation Office
BQS	Box Hill Quality Management System

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Document: **OFFICIAL**
Student Enrolment Procedure - BHI

Document No.: **AAS-AA-PRO027**

Process Area: **Academic Affairs**



CAN	Commonwealth Assistance Notice (for FEE-HELP & VET Student Loan)
CHESSN	Commonwealth Higher Education Student Support Number (for FEEHELP or VET Student Loan)
Course	One or more units comprising a course of study, which has a title, and a code in the Student Management System maintained by the Registrar and leads to an award
CRICOS	Commonwealth Register of Institutions and Courses for Overseas Students
DELTA / EPSILON	Victorian Government Apprenticeship and Traineeship Administration Systems
DET	Department of Education and Training
eCAF	Electronic Commonwealth Assistance Form for HELP Loans
Enrolment	Completion of requirements of the Institute by which a student is admitted to pursue a course of one or more units
ESOS	Education Services for Overseas Students Act 2000 (ESOS Act) - the legal framework for the quality assurance of education and training institutions offering courses to international students (students studying in Australia on student visas).
Funding type/source	The main source of funds that cover the cost of a student's study in a course (i.e. government-funded/subsidized, full-fee paying/fee-for-service)
HE	Higher Education (includes Higher Education Diploma courses, and all degree level courses as follows: Associate Degree, Bachelor Degree, Graduate Certificate, Graduate Diploma, Masters)
HELP	Higher Education Loan Program (FEE-HELP or VET Student Loan)
LLN	Language, Literacy and Numeracy
LSQ	Learner Styles Questionnaire
Pre-accredited	Pre-accredited training and programs - short modular courses designed for learners to gain confidence and skills, and that focus on creating pathways to further education and training or a step to employment, as prescribed by ACFE Board.
PRISMS	Provider Registration and International Students Management System
Senior Secondary	All senior secondary level courses including Victorian Certificate of Education (VCE) and Victorian Certificates of Applied Learning (VCAL) at all levels.
TFN	Tax File Number
Unit (subject/module)	Any area of study, which is part of a course, has a title and code number in the subject register on the Student Management System maintained by the Registrar
USI	Unique Student Identifier (national student number)
VCE	Victorian Certificate of Education (senior secondary studies at Year 11 and 12 levels)
VCAL	Victorian Certificates of Applied Learning (senior secondary studies at either Foundation, Intermediate or Senior levels)
VET	Vocational Education and Training (Course in..., Certificates I-IV, Diploma, Advanced Diploma, Vocational Graduate Certificate and Vocational Graduate Diploma courses). Includes individual accredited courses approved by the government for national recognition, and Training Package qualifications approved in a group as part of a broader industry training package under a government framework for national recognition.
VSN	Victorian Student Number (Victorian state student ID number issued to primary, secondary and tertiary VET students aged under 25)
VTAC	Victorian Tertiary Admission Centre

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5 Procedure

Procedure	Responsibility
<p>5.1 Enrolling in a senior secondary or VET course/qualification (Australian citizens, permanent residents or temporary residents)</p> <p>Students must complete a pre-training review as part of the enrolment process to help determine the suitability of the course in which they intend to enrol. Part of the pre-training review may include a literacy/numeracy assessment. (VET In Schools excepted).</p> <p>Students must then complete an enrolment form per course (either online or in hard copy) each calendar year:</p> <ul style="list-style-type: none"> The enrolment form is to be obtained from Offer and Admissions staff or Teaching Faculty enrolment staff, or completed via an approved applications portal online via the Institute's website. The enrolment form used must be in accordance with the student's course level, funding type and commencing or continuing status, and may be in hardcopy or electronic format. Students must complete all sections as accurately as possible. Students enrolling in a government subsidised place must satisfy relevant eligibility criteria and requirements, complete the eligibility declaration, and present required documentation, including any citizenship/age evidence or referrals for special schemes/government initiatives. Students who will be under age 17 at course commencement must complete the Transition from School form and obtain relevant signatories prior to enrolling. Students enrolling in vocational education and training (VET) or senior secondary course onshore must obtain a Unique Student Identifier (USI) prior to enrolling, or as part of the enrolment process, and record this on the enrolment form in the space provided. Students enrolling as an apprentice or trainee must have a valid Training Agreement. Upon completion of the relevant enrolment form, students must agree to the conditions of enrolment (either electronically or in writing) to indicate their agreement with Box Hill Institute policies and procedures, the student code of conduct, and other government clauses. Students under the age of 18 must also have a parent/guardian sign/authorise the enrolment form. 	<p>Student</p> <p>Student</p>

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Procedure	Responsibility
<ul style="list-style-type: none"> Students enrolling in a government subsidised place and applying for a tuition fee concession (for eligible course levels) must submit relevant and valid concession evidence at enrolment to obtain the reduced tuition fee rate. Students experiencing severe financial hardship should make an appointment with Student Life’s Welfare Officer to further discuss options, along with providing any supporting evidence. Students wishing to utilise a HELP Loan (VET Student Loan for eligible VET Diploma or higher level courses) should check their eligibility for a HELP loan. If they believe they are eligible, complete a VET Student Loan intention form to initiate their application, along with submission of citizenship evidence, a tax file number (TFN) and any required prior education completed evidence as part of completion of this form. Students under the age of 18 must also have a parent/guardian complete the VET Student Loan Parental Consent–Student Under 18 form. VET Student Loan applicants must then opt-in prior to course commencement via the government’s eCAF system once government e-mail with pass-key to do so, is received. Non-opt-in or non-provision of required evidence or non-provision of a student’s TFN prior to course commencement will result in an invoice being raised directly to the student for the full cost of their fees, and a hold being placed on all records. Students eligible for and wishing to utilise a payment plan to pay all/part of their fees via instalments must complete a payment plan contract with an Enrolment Cashier as part of enrolment. Students under the age of 18 must also have a parent/guardian present to act as guarantor for their payment plan. Students being sponsored by an employer or other sponsoring organisation must also present with a completed Authority to Invoice, authorising Box Hill Institute to raise the invoice to the sponsoring organization. 	
<p>Offer and Admissions or Faculty Teaching Managers and/or Coordinators (some courses only)</p> <ul style="list-style-type: none"> Undertake pre-training review including Language Literacy Numeracy (LLN) assessment of student to determine suitability for student in course and incorporating a range of checks. Identify eligible students requiring support and notate as part of pre-training review assessment. Administer the student Learner Style Questionnaire (LSQ) to determine the student’s learning style. Attach the completed pre-training review to the student’s enrolment. 	<p>Offer and Admissions or Faculty Teaching Managers and/or Coordinators (some courses only)</p>

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Procedure	Responsibility
<ul style="list-style-type: none"> • For students applying for a government-subsidised place in a course, check and verify eligibility and complete the staff eligibility declaration section on the enrolment form, and ensure all required eligibility documentation including citizenship and age evidence or any special scheme or DET referrals, are attached. • For apprentice/trainee students only, obtain a printout (electronically or in hardcopy) of the student’s Training Agreement in that course from the government apprentice/trainee administration system, and check that it is current and matches the course in which the student is enrolling. Attach the government apprentice/trainee printout to the enrolment form. • Locate and complete relevant Tick sheet for the student in the course, including ticking relevant units, completing the correct funding source based on the student’s eligibility for a government-subsidised place (or not), finalising the fee calculation section. • Sign and attach the completed Tick sheet/Statement of Fees to the student’s enrolment form (either electronically or in hardcopy). • Provide a second copy of the Tick sheet/Statement of Fees to the student for their own records (either electronically or in hard copy). • For any special fee concessions or waivers, ensure the appropriate authorization or referral is attached to the enrolment. • For any other non-upfront payment types (HELP Loans, Authority to Invoice) ensure relevant form/documentation attached to enrolment. • Enter the outcome of pre-training review and LSQ into StudentOne. • Direct the student to the Enrolment Cashiers for enrolment finalisation. <p>For Victorian apprentices and trainees, Offer and Admissions must:</p> <ul style="list-style-type: none"> • Undertake a weekly check of the government apprentice/trainee administration system to identify new apprentices and trainees who have nominated Box Hill Institute as their preferred place of learning. • Remove Box Hill Institute as a prospective apprentice/trainee’s place of learning in the government apprentice/trainee administration system, where the student fails to present to enrol within 3 months of their Training Contract date. <p>Students must then present to an Enrolment Cashier to finalise their enrolment once relevant enrolment form has been completed, pre-training review attached (commencing students only) , and authorised Tick sheet/Statement of Fees attached, along with all required documentary evidence attached:</p> <ul style="list-style-type: none"> • Students may contact an Enrolment Cashier via phone or proceed to an Enrolment Cashier where their enrolment was via the online application process. • Students must proceed to an Enrolment Cashier to finalise their enrolment 	<p>Offer and Admissions</p> <p>Student</p>

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Procedure	Responsibility
<p>where their enrolment was via hard copy form.</p> <ul style="list-style-type: none"> Students wishing to apply for a Payment Plan for any portion of the fees must present to an Enrolment cashier in person irrespective of application method. Pay any upfront fees or establish a payment plan for amounts not covered by a HELP Loan, Authority to Invoice, Internal Sponsorship or Authority in Advance for Enrolment Fee Payment. Obtain or update their Student ID Card. <p>Enrolment Cashiers</p> <ul style="list-style-type: none"> Allocate and/or confirm student identification numbers. For government-subsidised students, undertake eligibility check where not already completed. Ensure all relevant documents are attached to the enrolment, including pre-training review (for commencing students), Tick sheet, citizenship/age evidence, referrals for any special government schemes/initiatives, and any other documentation as required. Verify enrolment fees in line with relevant government fee regulations and Institute full-fee rates. Verify concession fee eligibility where relevant and ensure copy of evidence or verification via document verification service is attached to the enrolment. Accept payment of fees in full or via a payment plan or both, unless acknowledgement received in writing of responsibility for all fees associated with the enrolment, either via a HELP loan application, provision of an Authorisation in Advance for Enrolment Payment (where applicable), provision of an Authority to Invoice from any organisation agreeing to sponsor the fees of a student, provision of an authorised Internal Sponsorship Authority, or any combination of these methods (short courses excepted). Issue the student with a receipt for any upfront fees paid. Issue the student with a contract (via email) for any payment plans established. Accept and certify HELP Loan applications. Issue/update student ID Cards. Issue Student Parking Permits. Authorise travel concession card applications. 	<p>Enrolment Cashiers</p>
<p>Student Administration</p> <ul style="list-style-type: none"> Develop enrolment forms/online templates annually in line with 	<p>Student</p>

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Procedure	Responsibility
<p>government and Institute requirements.</p> <ul style="list-style-type: none"> Process completed enrolment forms into the Student Management System (SMS). Raise invoices for external sponsorships. Process internal sponsorship requests. Certify and process any HELP Loan applications. For HELP Loan students, issue students with a CHESSN. For HELP Loan students, issue students with a CAN within 28 days of their first census date. For VET Student Loan students, load the application into government's eCAF system no less than 2 days after enrolment has occurred. For VET Student Loan students issue VET Student Loan Notice within required timeframes. For HELP Loan students who have not provided a TFN by their first census date, raise an invoice to the student for the full cost of their fees, and place a hold on their records in the Student Management System. Issue Enrolment Confirmations upon request. Allocate an authorised Victorian Student Number to relevant students. Verify and pursue any missing or incorrect USIs provided. For students where an invoice was raised and where the invoice remains unpaid within the prescribed period as notified by Finance, place a hold on the student's record until advice is received from Finance that the invoice has been paid. Investigate any fee or other enrolment-related discrepancies to bring to resolution as quickly as possible. File enrolment form and associated documentation in a central location to ensure it is quickly retrievable for audit Issue weekly automated reports to teaching faculties listing students with additional support identified as part of the Pre-Training review process, 	<p>Administration Manager</p> <p>Student Administration</p>
<p>Faculty Teaching Managers and/or Coordinators (or nominee)</p> <ul style="list-style-type: none"> For non-apprentice/non-trainee students, ensure a Training Plan relevant to the qualification is prepared issued to students and any other relevant parties within 4 weeks of the student's course commencement date. For apprentice/trainee students who are not secondary school-based, ensure a Training Plan relevant to the qualification is prepared and signed by all relevant parties within 3 months of the date of commencement of the Apprentice/Trainee's Training Contract. For school-based apprentice/trainee students only, ensure a Training Plan relevant to the qualification is prepared and signed by all relevant parties within 2 months of the date of commencement of the school-based 	<p>Student Administration</p> <p>Faculty Teaching Managers and/or Coordinators</p>

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Procedure	Responsibility
<p>apprentice/trainee's Training Contract.</p> <ul style="list-style-type: none"> Monitor the weekly report received listing students identified as having additional support needs, and ensure relevant support is incorporated in the student's training plan. Check Training Plan template in use within their faculty annually, to ensure it is the current version in line with Institute and regulatory requirements. Most current version of the Training Plan template can be accessed from the BQS. Undertake regular checks of the government apprentice/trainee administration system for students nearing their Training Contract for nominal completion date, to identify students not already completed and who may therefore require a Training Contract extension. Where necessary, initiate relevant Training Contract extension with all relevant parties via completion of an Application for Approval to Vary a Training Contract Form. <p>Educational Quality Unit</p> <ul style="list-style-type: none"> Review Training Plan templates annually to ensure compliance with regulatory requirements. <p>Literacy Numeracy Support</p> <p>Where an LLN gap has been identified, and in line with the Language Literacy Numeracy Policy and Procedure:</p> <ul style="list-style-type: none"> Provide student with LLN support in classroom <p>Student Life – Welfare Officer</p> <ul style="list-style-type: none"> Meet with a student to discuss their financial hardship situation. Review and document the request and any supporting evidence. Make a recommendation to the Registrar of the level of support needed. Upon receipt of decision of Registrar, communicates the outcome to the student. Arranges copies of approved form to be retained with enrolment. <p>Registrar</p> <ul style="list-style-type: none"> Reviews the Financial Hardship application recommendation of Welfare Officer. Approves (or not) the level of fee support the Institute is able to provide for the enrolling calendar year, within annual budget available for this purpose. 	<p>Manager, Educational Quality</p> <p>Foundation Studies - Language Literacy & Numeracy Teachers</p> <p>Welfare Officer</p> <p>Registrar</p>
<p>5.2 Enrolling in a higher education (degree) course/qualification (Australian</p>	

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Procedure	Responsibility
<p>citizens, permanent residents or temporary residents)</p> <p>Students must complete an enrolment form per course (either online or in hard copy) each calendar year (pre-training review is not required, but literacy/numeracy profile assessment completion is required prior to course commencement):</p> <ul style="list-style-type: none"> The enrolment form is completed via an approved applications portal online via the Institute's website, or is obtained from Offer and Admissions staff or Teaching Faculty enrolment staff. Students must complete all sections as accurately as possible. Students must obtain a Unique Student Identifier (USI) prior to enrolling, or as part of the enrolment process, and record this on the enrolment form. Upon completion of the relevant enrolment form, students must agree to the conditions of enrolment (either electronically or in writing) to indicate their agreement with Box Hill Institute policies and procedures, the student code of conduct, and other government clauses. Students wishing to utilise a HELP Loan (FEE-HELP) should check their eligibility for a HELP loan. If they believe they are eligible, complete a FEE-HELP intention form to initiate their application, along with submission of citizenship evidence, a tax file number (TFN) and any other required evidence as part of completion of this form. Students eligible for and wishing to utilise a payment plan to pay all/part of their non-tuition fees via instalments must complete a payment plan contract with an Enrolment Cashier as part of enrolment. Students under the age of 18 must also have a parent/guardian present to act as guarantor for their payment plan. Students being sponsored by an employer or other sponsoring organisation must also present with a completed Authority to Invoice, authorising Box Hill Institute to raise the invoice to the sponsoring organization. Students must also complete a literacy/numeracy assessment prior to course commencement. 	<p>Student</p>
<p>Offer and Admissions or Faculty Teaching Managers and/or Coordinators (some courses only)</p> <ul style="list-style-type: none"> Locate and complete relevant Tick sheet for the student in the course, including ticking relevant units, completing the correct funding source based on the student's eligibility for a government-subsidised place (or not), finalising the fee calculation section. Sign and attach the completed Tick sheet/Statement of Fees to the student's enrolment form (either electronically or in hardcopy). Provide a second copy of the Tick sheet/Statement of Fees to the student for their own records (either electronically or in hard copy). 	<p>Offer and Admissions or Faculty Teaching Managers and/or Coordinators</p>

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Procedure	Responsibility
<ul style="list-style-type: none"> For any other non-upfront payment types (HELP Loans, Authority to Invoice) ensure relevant form/documentation attached to enrolment. Direct the student to the Enrolment Cashiers for enrolment finalisation. <p>Students must then present to an Enrolment Cashier to finalise their enrolment once an authorised Tick sheet/Statement of Fees is attached, along with all required documentary evidence:</p> <ul style="list-style-type: none"> Students should contact an Enrolment Cashier via phone or proceed to an Enrolment Cashier where their enrolment was via the online application process. Students wishing to apply for a Payment Plan for any portion of the non-tuition fees or enrolling via hardcopy forms must present to an Enrolment cashier in person irrespective of application method. Pay any upfront fees or establish a payment plan for amounts not covered by a HELP Loan, Authority to Invoice, Internal Sponsorship or Authority in Advance for Enrolment Fee Payment. Obtain or update their Student ID Card. <p>Enrolment Cashiers</p> <ul style="list-style-type: none"> Allocate and/or confirm student identification numbers. Ensure all relevant documents are attached to the enrolment, including Tick sheet, citizenship/age evidence for HELP Loans, documentation as required. Accept payment of fees in full or via a payment plan or both, unless acknowledgement received in writing of responsibility for all fees associated with the enrolment, either via a HELP loan application, provision of an Authorisation in Advance for Enrolment Payment (where applicable), provision of an Authority to Invoice from any organisation agreeing to sponsor the fees of a student, provision of an authorised Internal Sponsorship Authority, or any combination of these methods (short courses excepted). Issue the student with a receipt for any upfront fees paid. Issue the student with a contract (via email) for any payment plans established. Accept and certify HELP Loan applications. Issue/update student ID Cards. Issue Student Parking Permits. Authorise travel concession card applications. <p>Student Administration</p> <ul style="list-style-type: none"> Develop enrolment forms/online templates annually in line with 	<p>Student</p> <p>Enrolment Cashiers</p> <p>Student</p>
<ul style="list-style-type: none"> Develop enrolment forms/online templates annually in line with 	<p>Student</p>

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Procedure	Responsibility
<p>government and Institute requirements.</p> <ul style="list-style-type: none"> Process completed enrolment forms into the Student Management System (SMS) Raise invoices for external sponsorships. Process internal sponsorship requests. Certify and process any HELP Loan applications. For HELP Loan students, issue students with a CHESSN. For HELP Loan students, issue students with a CAN within 28 days of their first census date. For HELP Loan students who have not provided a TFN by their first census date, raise an invoice to the student for the full cost of their fees, and place a hold on their records in the Student Management System. Issue Enrolment Confirmations upon request. Allocate an authorised Victorian Student Number to relevant students. Verify and pursue any missing or incorrect USIs provided. For students where an invoice was raised and where the invoice remains unpaid within the prescribed period as notified by Finance, place a hold on the student's record until advice is received from Finance that the invoice has been paid. Investigate any fee or other enrolment-related discrepancies to bring to resolution as quickly as possible. File enrolment form and associated documentation in a central location to ensure it is quickly retrievable for audit 	<p>Administration Manager</p> <p>Student Administration</p> <p>Student Administration</p>
<p>Customer Experience or Offers and Admissions</p> <ul style="list-style-type: none"> Provide literacy/numeracy profile assessment results for degree students to Higher Education course coordinators by course start. 	<p>Customer Experience/Offer and Admissions</p>
<p>5.3 Enrolling in a course - Inbound International students on a Student Visa</p> <p>All commencing international students must be 18 years or above at the time of course commencement.</p> <p>Prior to orientation, all commencing international students must register with the Manager International Student Policy and Monitoring to check the course for enrolment matches the student's registration in PRISMS.</p> <ul style="list-style-type: none"> All international students must attend Student Orientation session with Student Life Team. Once the students have completed their Student Orientation with Student Life, Students to proceed to their respective Faculties to enrol into their course. 	<p>Manager, International student Policy and Monitoring</p> <p>Student Life</p> <p>International Students</p>

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Procedure	Responsibility
<p>Enrolling</p> <ul style="list-style-type: none"> Complete personal details and statistical information sections as accurately as possible, and sign the Conditions of Enrolment. Inbound international students enrolling in vocational education and training (VET) or senior secondary course must obtain a Unique Student Identifier (USI) prior to enrolling, or as part of the enrolment process, and record on the enrolment form in the space provided Faculty to provide students the relevant International Student Enrolment Form according to course level and new/continuing status including obtain a Tick sheet and sign-off from the faculty. Signs enrolment form and Tick sheet, and attaches Tick sheet to the enrolment. Directs the student to the nearest Enrolment Cashier. Take the completed enrolment form, Tick sheet, with fee payment for Materials fees and Services and Amenities fees, to the Enrolment Cashier. Obtain their Student ID card. 	<p>International Students</p> <p>Faculty Teaching Managers and/or Coordinators</p> <p>International Students</p>
<p>Enrolment Cashiers</p> <ul style="list-style-type: none"> Allocate and/or confirm Student ID number. Ensure all relevant documents are attached to enrolment form, including Tick sheet or any other documentation as required. Accept payment of fees, unless provision of an International student payment plan already in place. Issue the student with a receipt for any upfront fees paid. Issue/update student ID Cards. Issue Student Parking Permits. 	<p>Enrolment Cashiers</p>
<p>Student Administration</p> <ul style="list-style-type: none"> Develop Inbound International student enrolment forms annually in line with government and Institute requirements. Process the completed enrolment forms into the Student Management System (SMS). Raise invoices for external sponsorships. Process internal sponsorship requests. Issue Enrolment Confirmations upon request. Allocate an authorised Victorian Student Number to relevant students. Verify and pursue any missing or incorrect USIs provided. 	<p>Student Administration Manager</p> <p>Student Administration</p>

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Procedure	Responsibility
<ul style="list-style-type: none"> For students where an invoice was raised and where the invoice remains unpaid within the prescribed period as notified by Finance, place a hold on the student's record until advice is received from Finance that the invoice has been paid. Investigate any fee or other enrolment-related discrepancies to bring to resolution as quickly as possible. File enrolment form and associated documentation in a central location to ensure it is quickly retrievable for audit. 	
<p>International Student Office</p> <ul style="list-style-type: none"> Undertake all external reporting and notification requirements regarding the acceptance and enrolment of inbound international students in accordance with the ESOS Regulations. These include but are not limited to: <ul style="list-style-type: none"> All required notifications needed via PRISMS Notification of a student's residential address, phone number and email address Notification regarding English language proficiency in relation to student visas. 	<p>Manager International Student Recruitment, & Manager International Student Policy and Monitoring</p>
<p>5.4 Enrolling in an ACFE Pre-Accredited Course</p>	
<p>Students must complete an enrolment form per program:</p> <ul style="list-style-type: none"> The enrolment form is obtained from the CAE Customer Service, Customer Experience or Offer and Admissions staff or an approved applications portal online via the CAE website. Students must attempt to complete all sections as accurately as possible. Upon completion of the relevant enrolment form, students must sign the conditions of enrolment to indicate their agreement with CAE / Box Hill Institute policies and procedures, the student code of conduct, and other government clauses. Students enrolling in an ACFE government subsidised place and applying for a tuition fee concession must present relevant and valid concession evidence at enrolment to obtain the reduced tuition fee rate. Students experiencing severe financial hardship should make an appointment with ACFE Leadership team to further discuss options, along with any supporting evidence. A fee waiver may then be considered and applied for. Students being sponsored by an employer or other sponsoring organisation must also present with a completed Authority to Invoice, authorising Box Hill Institute to raise the invoice to the sponsoring organization. If the student is under State Trustees, contact must be made either by the student or BHI enrolment staff to confirm with the State Trustee the program, the cost and how it is to be paid or invoiced. 	<p>Students</p>



Procedure	Responsibility
<p>Customer Experience, CAE Enrolments and Customer Service or Offer and Admissions</p> <ul style="list-style-type: none"> Review the student enrolment form. Check and verify eligibility and complete the staff eligibility declaration section on the enrolment form, Locate and complete relevant Tick sheet for the student in the program, including ticking relevant units, completing the correct funding source based on the student's eligibility for a ACFE government-subsidised place (or not), finalising the fee calculation section. Print, sign and attach the completed Tick sheet/Statement of Fees to the student's enrolment form. Provide a second copy of the Tick sheet/Statement of Fees to the student for their own records. For any special fee concessions or waivers, ensure the appropriate authorization is attached to the enrolment form. For any other non-upfront payment types (Authority to Invoice) ensure relevant form/documentation attached to enrolment form. Direct the student to the Enrolment Cashiers for enrolment finalisation. <p>Students must then present to an Enrolment Cashier to finalise their enrolment once relevant enrolment form has been completed, authorised Tick sheet/Statement of Fees attached and all required documentary evidence attached.</p> <p>Enrolment Cashiers</p> <ul style="list-style-type: none"> Allocate and/or confirm student identification numbers. For ACFE government-subsidised students, undertake eligibility check where not already completed. Ensure all relevant documents attached to enrolment form, Tick sheet, any other documentation as required. Verify enrolment fees in line with relevant ACFE government fee regulations and Institute full-fee rates. Verify concession fee eligibility where relevant and ensure copy of evidence attached to enrolment form. Accept payment of fees in full, unless acknowledgement received in writing of responsibility for all fees associated with the enrolment, via provision of an Authority to Invoice from any organisation agreeing to sponsor the fees of a student, provision of an authorised Internal Sponsorship Authority, or any combination of these methods. Issue the student with a receipt for any upfront fees paid. 	<p>Customer Experience, CAE Enrolments and Customer Service or Offer and Admissions</p> <p>Student</p> <p>Enrolment Cashier</p>

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Procedure	Responsibility
<ul style="list-style-type: none"> Note – Student ID Cards are not issued to pre-accredited students <p>Student Administration</p> <ul style="list-style-type: none"> Develop enrolment forms annually in line with ACFE and Institute requirements. Process the completed enrolment forms into the Student Management System (SMS). Raise invoices for external sponsorships. Process internal sponsorship requests. For students where an invoice was raised and where the invoice remains unpaid within the prescribed period as notified by Finance, place a hold on the student's record until advice is received from Finance that the invoice has been paid. Investigate any fee or other enrolment-related discrepancies to bring to resolution as quickly as possible. File enrolment form and associated documentation in a central location to ensure it is quickly retrievable for audit. <p>ACFE Manager or Coordinator</p> <ul style="list-style-type: none"> Prepare the tick sheets in a timely manner. Review ACFE fee waiver applications and make a recommendation for the Dean, Foundation Studies for approval (or not). <p>Dean, Faculty of Foundation Studies</p> <ul style="list-style-type: none"> Review ACFE fee waiver submissions and make a decision for approval (or not) for ACFE fee waiver. <p>5.5 Enrolling in a Short Course</p> <p>Students must complete a short course enrolment form either online via authorised Box Hill Institute website/s, by phone, electronically or in hard copy:</p> <ul style="list-style-type: none"> Obtain the appropriate enrolment form from either Short Courses, an Enrolment Cashier, the relevant Teaching Faculty Administrator, download the form from the Institute website, or, complete the form online via the Institute's web enrolment facility. Complete the personal details section, employer details section where relevant, course and course date section for hard copy forms, payment details section, and read any general and/or important information sections. For web-based online enrolment, tick for agreement of Box Hill Institute conditions of enrolment. Students must attempt to complete all information as accurately as possible. 	<p>Student Administration Manager</p> <p>ACFE Manager and/or Coordinator</p> <p>Dean, Faculty of Foundation Studies</p> <p>Students</p>

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Procedure	Responsibility
<ul style="list-style-type: none"> For students enrolling by phone, provide all requested personal details to the enrolling officer by phone, along with credit card payment details. Students enrolling in a short course containing accredited VET units must also obtain a Unique Student Identifier (USI) prior to enrolling, or as part of the enrolment process, and record on the enrolment form in the space provided. Students, or the parent/ guardian of a student wishing to enrol in a CAE Short Course who is under the age 18 must contact the CAE Enrolments & Customer Service staff first to discuss their enrolment intention prior to enrolment either via phone, email or in person. If they wish to proceed a Short Course Under 18 Enrolment Enquiry Form must be completed for an initial assessment. If the enrolment is subsequently approved to proceed, a Consent for Enrolment of Learner form must also be completed in conjunction with the Short Course Enrolment form. By submitting the relevant enrolment form together with fee payment, students are agreeing to the conditions of enrolment and agreement with Box Hill Institute policies and procedures, the student code of conduct, and any other government clauses. Students applying for a short course fee concession (where available) must include required valid concession evidence to obtain the reduced fee rate. For fee amounts of \$500 or more, students being sponsored by an employer or other sponsoring organisation must also present with a completed Authority to Invoice, authorising Box Hill Institute to raise an invoice to the sponsoring organization. 	<p>Student/Parent, Guardian</p>
<p>Students must then pay fees upfront either online, in person, by phone or by mail as follows, unless an Authority to Invoice has been supplied:</p> <ul style="list-style-type: none"> Pay fees online via the Institute’s online short course enrolment facility (credit card payments only). Present to an Enrolment Cashier with the completed Short Course Enrolment form and fee payment to pay fees. Pay fees by phone (credit card payments only). Pay fees by mailing the completed enrolment form together with fee payment (credit card details, cheques or mail orders) via surface post to the Enrolment Cashier. Student ID Cards are not issued to short course enrolees. 	<p>Students</p>
<p>Enrolment Cashiers</p> <p>For short course enrolments and payment made by phone, mail or in person:</p> <ul style="list-style-type: none"> Check/allocate student identification numbers. Check short course availability. Apply discounted fee rate on receipt of fee concession details (for short courses 	<p>Enrolment Cashiers</p>

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Procedure	Responsibility
<p>where fee concession is available).</p> <ul style="list-style-type: none"> Accept the payment of fees in full (part-payment not accepted). Issue the student with a receipt. <p>For students enrolling online via the website a receipt is emailed automatically as part of the process.</p> <p>Enrolments and Customer Service & Student Administration</p> <ul style="list-style-type: none"> Provide students with appropriate Short Course enrolment form or direct to website for online application. For CAE Short Courses for applicants under 18, provide applicant / parent / guardian with Under 18 Enquiry Form, and Consent for Enrolment of Learner Form. For CAE Short Courses for applicants under 18, provide outcome of Under 18 course suitability assessment to applicant, as recommended by Short Course Program Leader (CAE) , and as approved (or not) by Executive Manager of Short Courses. Check/Allocate student identification numbers (if not already done). Check short course availability. Process the completed form into the Student Management System. Apply discounted fee rate on receipt of fee concession details (for short courses where fee concession is available). Issue students with a Short Course Enrolment Confirmation. For students where an Authority to Invoice is received by their sponsor/employer, raise an invoice to the sponsor/employer. <p>Short Course Program Leader (CAE Short Courses)</p> <ul style="list-style-type: none"> Assesses the Under 18 Enquiry Form for applicants under age18 wishing to enrol in a CAE Short Course. Assessment takes into account the suitability of the course including OH&S requirements. Advises Enrolments & Customer Service staff (CAE) of the course suitability assessment recommendation for an under 18 applicant. Advises the CAE Short Course tutor regarding the attendance of a person under age 18 for an upcoming short course. <p>Executive Manager Short Courses (CAE Short Courses)</p> <ul style="list-style-type: none"> Reviews all documentation for applicants under age18 wishing to enrol in a CAE Short Course and provides final approval (or not) for the applicants enrolment to proceed in the short course. Advises Enrolments & Customer Service staff (CAE) of the course suitability 	<p>Enrolments and Customer Service & Student Administration</p> <p>Short Course Program Leader (CAE Short Courses)</p> <p>Executive Manager Short Courses (CAE Short Courses)</p>

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Procedure	Responsibility
<p>assessment outcome for an under 18 applicant.</p> <p>5.6 Enrolling in an Offshore Course (for Transnational Delivery)</p> <p>For Transnational students offshore, or international projects offshore, students must complete an Offshore course enrolment form either electronically or in hard copy:</p> <ul style="list-style-type: none"> Obtain the appropriate enrolment package (including Tick sheet; PTR; and Enrolment Form) from the Box Hill Institute offshore representative – usually supplied to the representative by the Transnational Education Support Officer. <p>Offshore students:</p> <ul style="list-style-type: none"> Complete personal details, statistical information and site detail sections as accurately as possible, and sign the Conditions of Enrolment. Students studying Australian qualifications offshore are exempted from requiring a USI. No USI needs to be supplied. Give the completed enrolment forms to the Box Hill institute Offshore representative, who will supply to the Transnational Education Support Officer <p>The International Student Officer Transnational Delivery:</p> <ul style="list-style-type: none"> Receives enrolment forms from offshore sites. Obtains and prints the relevant Tick sheet for the student’s enrolment. Signs Tick sheet, and attaches to the enrolment form. Allocates new students with a student identification (ID) number Individual fees are not payable by students but are rather invoiced at an Institute level according to the contract in place, to the offshore provider directly via the Institute’s financial system. No fees are recorded in the institute’s Student Management System for Offshore students. Processes the enrolment into the Institute’s Student Management System. Files the enrolment form and any associated documentation in a central location to ensure it is quickly retrievable for audit. <p>5.7 Cancelling Enrolment in a Course</p> <p>Students:</p> <ul style="list-style-type: none"> Obtain a Course Exit Form from the teaching faculty, Student Administration, or download from the Student Web or Institute website Complete the Course Exit Form and attach Student ID Card (if issued). Take the Course Exit Form to a campus Library for clearance. Submit the Course Exit Form to the relevant Teaching Faculty Operations 	<p>Students/ Offshore Partner</p> <p>Students/ Offshore Partner</p> <p>Transnational Education Support Officer</p> <p>Student Administration</p> <p>Students</p>

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Procedure	Responsibility
<p>Manager for authorisation.</p> <p>Students exiting from a course cannot re-enrol in the course until the start of the semester following the exit, unless there are exceptional circumstances.</p> <p>Faculty Teaching Manager and/or Coordinator (or nominee):</p> <ul style="list-style-type: none"> Provide students with a Course Exit Form. Indicate on the Course Exit Form: <ul style="list-style-type: none"> where participation in any units has occurred and for which participation evidence exists, the amount of hours for which the student has participated up to point of exit, and the student's last date of participation per unit insert the reason for exit. insert the starting date of course. Authorise completed Course Exit Form. Indicate on the Course Exit Form whether there should be any refund of material fees and camp/excursion fees. Forward the Course Exit Form to Student Administration. <p>Student Administration:</p> <ul style="list-style-type: none"> Provides students with Course Exit Forms. Processes completed Course Exit Forms. Processes any refund entitlements. Reverses HELP loan where course exit has occurred prior to census date. For Victorian apprentices/trainees, records the course exit in DELTA. <p>Where course cancellation is being undertaken due to the death of a student</p> <ul style="list-style-type: none"> Make relevant notations against the student's record in the Institute's Student Management System, including ticking the deceased flag. Place a deceased sanction on the student's record. De-active the student's address record. In the case of the death of a Victorian apprentice or trainee, also notify the relevant VRQA Apprenticeship Administration branch within 24 hours of being notified. <p>International Student Office</p> <ul style="list-style-type: none"> Undertake all external reporting and notification requirements regarding the 	<p>Faculty Teaching Managers and/or Coordinators</p> <p>Student Administration</p> <p>Manager</p>

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Procedure	Responsibility
<p>course exit of inbound international students in accordance with the ESOS Regulations. This includes but is not limited to:</p> <ul style="list-style-type: none"> ○ All required notifications needed via PRISMS 	<p>International Student Policy and Monitoring</p>
<p>5.8 Cancelling Enrolment in a Unit</p> <p>Students:</p> <ul style="list-style-type: none"> • Obtain a Unit Withdrawal Form from the teaching faculty or Student Administration. • Complete the Unit Withdrawal Form. • Submit the Unit Withdrawal Form to the Faculty Teaching Managers and/or Coordinators for clearance and authorisation. <p>Faculty Teaching Manager and/or Coordinator (or nominee):</p> <ul style="list-style-type: none"> • Provide students with a Unit Withdrawal Form. • Indicate on the Unit Withdrawal Form: <ul style="list-style-type: none"> • where participation in any units has occurred and for which participation evidence exists, the amount of hours for which the student has participated up to the point of withdrawal and the student's last date of participation per unit. • insert the starting date of course. • Provide clearance and authorise completed Unit Withdrawal Form. • Indicate on the Unit Withdrawal Form whether there should be any refund of material fees and camp/excursion fees. • Forward the Unit Withdrawal Form to Student Administration. 	<p>Students</p> <p>Faculty Teaching Managers and/or Coordinators</p>
<p>Student Administration:</p> <ul style="list-style-type: none"> • Provides students with Unit Withdrawal Forms. • Processes completed Unit Withdrawal Forms. • Processes any refund entitlements. • Reverses HELP loan where unit withdrawal has occurred prior to census date. 	<p>Student Administration</p>
<p>International Student Office</p> <ul style="list-style-type: none"> • Undertake all external reporting and notification requirements regarding the variation of an inbound international student's enrolment in accordance with the ESOS Regulations. This includes but is not limited to: <ul style="list-style-type: none"> ○ All required notifications needed via PRISMS 	<p>Manager International Student Policy and Monitoring</p>

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Procedure	Responsibility
<p>5.9 Cancelling Enrolment in a Short Course</p> <p>Students:</p> <ul style="list-style-type: none"> Advise Box Hill Institute (either Short Courses, Student Administration, Enrolments & Customer Service or relevant Teaching Faculty) either in writing via post, email or via phone of their intention to withdraw from the short course. <p>Short Courses, Student Administration, Enrolments & Customer Service or relevant Teaching Faculty:</p> <ul style="list-style-type: none"> Receives the short course withdrawal request. Processes the short course withdrawal in the Student Management System. Submits to Student Administration or Enrolments & Customer Service for processing of any refund entitlements, depending on the date of withdrawal in relation to the course start date via completion and submission of a Short Course Withdrawal Notification. <p>Student Administration or Enrolments & Customer Service</p> <ul style="list-style-type: none"> Processes any refund entitlements, depending on the date of withdrawal in relation to the course start date in line with Box Hill Institute Refund Policy and Procedure. <p>Where an invoice has been raised to a sponsor/employer for a student's fee payment, and the invoice has not yet been paid, processes an adjustment note within the Student Management System depending on the date of withdrawal in relation to the course start date in line with the Box Hill Institute Refunds Policy and Procedure.</p>	<p>Student</p> <p>Short Courses, Student Administration, Enrolments & Customer Service or relevant Teaching Faculty</p> <p>Student Administration, Enrolments & Customer Service</p>
<p>5.10 Adding extra units to student's course enrolment</p> <p>Students:</p> <ul style="list-style-type: none"> Obtain an Additional Unit Enrolment Form from Student Administration or Teaching faculty. Complete personal details and any required declarations on the Additional Unit Enrolment Form. Students adding units to their government subsidised course enrolment and applying for a tuition fee concession (for eligible course levels) must present relevant and valid concession evidence at enrolment to obtain the reduced tuition fee rate. Submit to Faculty Teaching Manager and/or Coordinators (or nominee) to have the relevant Tick sheet completed, authorised and attached. Take the Additional Unit Enrolment Form with the Tick sheet attached together 	<p>Students</p>

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Procedure	Responsibility
<p>with any concession evidence to an Enrolment Cashier.</p> <ul style="list-style-type: none"> Pay any upfront fees or establish a payment plan for amounts not covered by a HELP Loan, Authority to Invoice or Internal Sponsorship. <p>Faculty Teaching Managers and/or Coordinators (or nominee):</p> <ul style="list-style-type: none"> Provide students with relevant Additional Unit Enrolment Form. Locate and complete relevant Tick sheet for the additional units, including ticking relevant units, completing the correct funding source, finalising the fee calculation section. Print, sign and attach the completed Tick sheet/Statement of Fees to the student's Additional Unit Enrolment Form. Provide a second copy of the Tick sheet/Statement of Fees to the student for their own records. For any special fee concessions or waivers, ensure the appropriate authorization is attached to the enrolment form. For any other non-upfront payment types (HELP Loans, Authority to Invoice) ensure relevant form/documentation attached to enrolment form. Direct the student to the Enrolment Cashiers for enrolment finalisation. <p>Enrolment Cashiers:</p> <ul style="list-style-type: none"> Processes Additional Unit Enrolment Forms and any prescribed fees. Verify concession fee eligibility where relevant. Accept payment of fees in full or via a payment plan or both, unless acknowledgement received in writing of responsibility for all fees associated with the enrolment, either via a HELP loan application, provision of an Authority to Invoice from any organisation agreeing to sponsor the fees of a student, provision of an authorised Internal Sponsorship Authority, or any combination of these methods (short courses excepted). Issues the student with a receipt for any upfront fees paid. Issues the student with a contract (via email) for any payment plans established. <p>Student Administration</p> <ul style="list-style-type: none"> Develop Additional Unit Enrolment forms annually in line with government and Institute requirements. Process the completed Additional Unit Enrolment into the Student Management System (SMS). Raise invoices for external sponsorships. Process internal sponsorship requests. Certify and process any HELP Loans for additional units. 	<p>Faculty Teaching Managers and/or Coordinators (or nominee)</p> <p>Enrolment Cashiers</p> <p>Student Administration Manager Student Administration</p>

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Procedure	Responsibility
<ul style="list-style-type: none"> Investigate any fee or other additional unit enrolment-related discrepancies to bring to resolution as quickly as possible. File Additional Unit Enrolment form and associated documentation in a central location to ensure it is quickly retrievable for audit. <p>5.11 Changing Personal Details</p> <p>Students, within seven (7) days of change of details, must:</p> <ul style="list-style-type: none"> Obtain a Personal Details Variation Form from Student Administration, Teaching faculty staff, or download from the Student Web or Institute website. Complete relevant section/s on Personal Details Variation Form. Return Personal Details Variation Form to Student Administration. Include certified documentary evidence if there has been a change of name. <p>Student Administration:</p> <ul style="list-style-type: none"> Provides students with Personal Details Variation Forms. Processes Personal Details Variation Forms. For Victorian Apprentices and Trainees, follows required processes for change of student details as specified by the government in the VET Funding Contract. <p>5.12 Student ID Cards</p> <ul style="list-style-type: none"> Enrolment Cashiers issue Student ID Cards to commencing students who have successfully enrolled in their first course with Box Hill Institute as the final part of their initial course enrolment process (excluding short courses and pre-accredited courses). Enrolment Cashiers update a student's existing Student ID Card for any further re-enrolment or enrolments in courses with Box Hill Institute in subsequent calendar years (excluding short courses). Enrolment Cashiers do not issue Student Id Cards to Short Course or pre-accredited course enrollees. <p>5.13 Replacing lost ID cards</p> <p>Registrar:</p> <ul style="list-style-type: none"> Determines the Student ID Card replacement fee rate annually. <p>Enrolment Cashier:</p>	<p>Students</p> <p>Student Administration</p> <p>Enrolment Cashiers</p> <p>Registrar</p>

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Procedure	Responsibility
<ul style="list-style-type: none"> Replace student ID cards upon request to enrolled students upon: <ul style="list-style-type: none"> The student providing appropriate evidence as to their identity; and Receipt of payment of the Student ID Card replacement fee; or Waives the Student ID Card replacement fee where a Police Report or Statutory Declaration is supplied, indicating the student's ID card was stolen. 	<p>Enrolment Cashier</p>
<p>Students who have lost or had stolen ID cards must:</p> <ul style="list-style-type: none"> Bring a Police Report or Statutory Declaration where their ID card was stolen. Provide appropriate evidence as to their identity (where unable to provide photo identification, teacher verification in person, is required). Will have the Student ID Card replacement fee waived in this circumstance. 	<p>Students</p>
<p>5.14 Policy and Procedure Review</p> <p>Enrolment processes will be reviewed regularly to ensure they remain current and valid in light of changing government policy and regulatory requirements, changing Institute structures and increasing systems capability such as expansion of student management system capability and student self-service.</p>	<p>Registrar</p>



6 Related Documents

- Student Enrolment Policy - BHI
- Student Pre-enrolment Information Policy & Procedure – BHI
- Language Literacy and Numeracy Policy & Procedure
- Refunds for Domestic Students Policy and Procedure
- BHI Welcome Booklet
- International Inbound Students Deferment, Suspension or Cancellation of Enrolment Policy - BHI
- International Inbound Students Refund Policy – BHI
- International Inbound Students Transfer Between Providers Policy - BHI

6.1 Documents

Term	Definition
VET Funding Contract	Annual contract between Box Hill Institute, and the Victorian State Government for the receipt of government funding for accredited qualifications.
Higher Education Standards	Higher Education Standards Framework (Threshold Standards) 2015
ASQA Standards	Australian Skills Quality Authority (ASQA) Standards for RTOs 2015
National Code 2018	The National Code of Practice for Providers of Education and Training to Overseas Students 2018
ESOS Regulations 2019	The Education Services for Overseas Students Regulations 2019 (ESOS Regulations)

6.2 Risk/Opportunity Assessment

Opportunity	Likelihood	Severity	Assessment Method (if applicable)	Mitigation
Increased compliance	Likely			

7 Process Flowcharts

Nil

8 Approval Body

The CEO is the approval body.

Signature	Date of Approval
Deputy Chief Executive Officer	8 October 2019

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Document: **OFFICIAL**
Student Enrolment Procedure - BHI

Document No.: **AAS-AA-PRO027**

Process Area: **Academic Affairs**



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