

## PR1.1 Student Recruitment, Enrolment & Admissions Procedure

<b>Responsible Officer:</b>	General Manager, Student Recruitment
<b>Functional Owner:</b>	Student Recruitment Operation's Manager
<b>QAS Owner:</b>	Quality Manager

### 1. Scope

PR1.1 Student Recruitment, Enrolment & Admissions Procedure outlines the process for recruiting, enrolling and admitting prospective students into courses that meet their needs and goals for the future. This procedure will document the following processes:

- Course Information;
- General Study Information;
- Enrolment – Consultants;
- Enrolment – On line;
- Finalisation of enrolment;
- Student Agreement;
- Course Fees;
- Schedule of Administrative Fees.

### 2. Course Information

Course Information is provided to prospective students through:

- Open Colleges' websites;
- Open Colleges' Course Brochure;
- Open Colleges' Workplace Assessment Guide (or equivalent) where applicable.

Course Information typically includes, but is not limited to:

- Course overview;
- Vocational or job outcomes;
- Course entry requirements;
- English language proficiency requirements;
- Course fees;
- Mode of delivery for the course;
- Information on types of assessments;
- Course duration and recommended minimum study hours;
- Information relating to the Trainers and Assessors of the course;
- Additional equipment or resource requirements for the course;
- Structured workplace learning or workplace assessment requirements;
- Units of competency in the course; and
- Opportunities for Recognition of Prior Learning or Credit Transfer.

### 3. General Study Information

General Study Information is provided to prospective students through:

- Open Colleges' websites;
- Open Colleges' Student Handbook.

General Study Information typically includes, but is not limited to:

- Learning approach and principles;
- Online learning platform and requirements (OpenSpace);
- Academic and non-academic support services;
- Relevant policies and procedures;
- Student terms and conditions of enrolment;
- Any administrative fees;
- General study advice and guidance; and
- PR5.4 Student Code of Conduct Procedure.

#### **4. Enrolment Consultants**

Prospective students may request a consultation with an Enrolment Consultant to discuss their study and career options and the courses available at Open Colleges. Requests can be made by submitting contact details on the Open Colleges' website or by contacting Open Colleges by phone.

An Enrolment Consultant will respond to consultation requests within 24 hours from the time the request is lodged.

Within the consultation, the Enrolment Consultant will discuss:

- Objectives and goals;
- Background and work experience;
- Previous education experience and qualifications;
- Time commitments;
- Payment options (upfront, instalments, ZipMoney etc.);
- Any other administrative fees for the course;
- Student Agreement including the Refund Period, as applicable;
- Course Information and General Study Information;
- Recognition of Prior Learning and Credit Transfer.

Based on the discussion, the Enrolment Consultant will determine whether the proposed course or online study method is appropriate for the student. Enrolment Consultants may recommend alternative course options for the prospective student where they believe:

- The proposed course may not meet the student's objectives and goals; or
- The student may not meet the entry requirements for the course.

Following a consultation, the Enrolment Consultant provides the prospective student with written information, which includes:

- Course Brochure
- A link to the Student Handbook
- A link to the Workplace Assessment Guide (or equivalent), if required
- A link to the Schedule of Administrative Fees
- Course fees and payment methods
- A copy of the Enrolment Form (including the Student Agreement)

Where a prospective student wishes to enrol in a course, the Enrolment Consultant will facilitate and support the student in the enrolment process. Alternatively, the student may choose to enrol online on the Open Colleges' website using the online enrolment system.

## 5. Enrolling online

A prospective student may choose to enrol online and, in some cases, will not have a consultation with an Enrolment Consultant.

In these cases, the prospective student will review the Course Information (Section 2) and General Study Information, (Section 3) on the website before proceeding with their enrolment.

This type of enrolment is subsequently finalised by an Admissions Officer who contacts the student to provide and verify the key terms of the Student Agreement.

The Student will complete the FR1.1 Enrolment Form:

- Via phone to an Enrolment Consultant
- Online using OES, the declaration is provided verbally to the Admissions Officer as part of the final stage of the enrolment process.
- By mail, fax or email, the declaration is provided verbally to the Admissions Officer as part of the final stage of the enrolment process.
- The Student will be advised that making a false declaration will result in cancellation of the student's enrolment and may incur an administrative fee
- Students may be required to provide documentary evidence to support their declaration.
- Failure to provide documentary evidence to support their declaration will result in cancellation of enrolment
- Students will need to register for a Unique Student Identifier (USI) when enrolling in a nationally recognised training.
- No Certificate, Academic Transcript or Statement of Attainment will be issued without a (USI)
- Open Colleges has processes in place to assist in applying for USI registration.

### Pre-Requisites

- Open Colleges will accept an original or certified copy of appropriate documentary evidence of meeting the Pre-Requisites.
- Students with prior qualifications issued by Open Colleges are not required to submit evidence, as evidence is provided in Open Colleges' Student Management System.
- Certified copies are certified by a Justice of the Peace (JP) or equivalent authority in the country of origin; or
- Verified as a true and correct copy of the original documents by an approved Open Colleges representative.

## 6. Finalisation of Enrolment

Open Colleges will finalise an enrolment where a student:

- Meets the Admissions Requirements
- Has provided evidence of any course Pre-Requisites
- Has obtained a USI
- Has paid their tuition fees or a deposit (instalment plan)
- Has accepted the Student Agreement

Open Colleges will finalise an enrolment by:

- Sending a Confirmation of Enrolment email (auto-generated)
- Send a 'welcome email' including:
  - How to get started
  - How to be successful in online learning; and

- OpenSpace guide

Open Colleges will provide access for the student to:

- Their first module including learning materials and assessments;
- A Course overview;
- Introduction to their Trainer and Assessor;
- Introduction to their Program Manager
- Access to the OpenSpace student area, Student Handbook and all student policies and procedures and student FAQs

Refer to PR4.2 Learning Support Procedure for more information on the student induction and orientation process.

## 7. Student Agreement

The DC1.2 Student Agreement informs students of their rights and obligations with Open Colleges. Prospective students are required to read and accept the Student Agreement prior to enrolment.

The Student Agreement is published and provided on the:

- Open Colleges' websites;
- Enrolment Form and
- Confirmation of Enrolment.

The Student Agreement is reviewed annually and any changes are typically applied to new students and not applied retrospectively to existing student enrolments.

In accordance with the terms outlined in the Student Agreement, a student may:

- Seek to cancel their enrolment by completing the FR4.5 Course Cancellation Request Form; or
- Transfer their enrolment to another course by completing the FR4.6 Course Transfer Request Form; or

Cancellation Requests and Course Transfer Requests are subject to specific terms and conditions as outlined in the Student Agreement

## 8. Course Fees

As outlined in Section 4. Enrolment Consultant, prospective students are advised of the relevant course fees prior to enrolment via consultation with the Enrolment Consultant and in writing through:

- An email will be sent by an Enrolment Consultant following the initial consultation; or
- The "EduPay" online enrolment system once initial details have been entered by the student.
- Course fees are also included in FR1.1 Enrolment Form (which is subsequently signed by the prospective student as part of the enrolment process.
- Open Colleges provides a range of payment options for students (refer to details on Open Colleges website) and discussed with students during consultation process.

## 9. Schedule of Administrative Fees

The DC1.3 Schedule of Administrative Fees outlines fees for additional services provided by Open Colleges and can be accessed via the Open Colleges' website and OpenSpace. This Schedule of Fees is reviewed annually and students will be advised, via OpenSpace, of any changes.

## 10. Quality and Continuous Improvement

This procedure is subject to systematic review, evaluation and improvement, including annual review and ongoing feedback from stakeholders

## 11. Related Forms and Documents

- PR5.4 Student Code of Conduct Procedure
- PR4.2 Learning Support Procedure
- DC1.1 Student Handbook
- DC1.2 Student Agreement
- DC1.3 Schedule of Administrative Fees
- FR1.1 Enrolment Form
- FR4.5 Course Cancellation Request Form
- FR4.6 Course Transfer Request Form
- [PG1.1 Guideline for Student Recruitment, Enrolment & Admissions Procedure](#)

For internal use only: [QMS1.8 Location of QMS related documents](#)

### How can we improve this document?

If you can identify opportunities for us to improve this document, please email [improvements@opencolleges.edu.au](mailto:improvements@opencolleges.edu.au). This request will automatically be logged on our Continuous Improvement Register. Please include the document reference number in your email and specific details about how we can improve the document.

Version:	Approved	Endorsed	Effective date	Review date
2	Chief Learning Officer 10/03/17	Functional Owner 10/03/17	10/03/17	10/03/17
<b>Version History:</b>	V1: September 2016 Created as part of the new format QMS documents. Content taken from PR1.1 V6 Pre-Enrolment Information Procedure and PR1.2 V9 Student Recruitment, Enrolment & Admissions Procedure V2: March 2017 formatted to new template with minor adjustments including to PG1.1 Guideline for information on Student recruitment, enrolment & admissions procedure			

<b>Course Type:</b>	All
<b>RTOs:</b>	Open Colleges Pty Ltd (90796) Integrated Care and Management Training Pty Ltd (90197) College of Fashion Design (3798)
<b>Partner RTOs:</b>	Yes