

Admissions and Enrolment Procedure

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Responsible Officer:	Divisional General Managers
Functional Owner:	Head of Portfolio Senior Team Leader Student Recruitment Divisional Head of Student Support Marketing Manager
QAS Owner:	Student Acquisition Quality Manager
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Version:	Version 2: Minor reference changes (Jan-13) Version 3: Administrative changes (Apr-13) Version 2 & 3 did not require ETAB approval. Version 4: Minor update to reflect outcomes of the annual policy review (Feb-14). Version 4 did not require ETAB approval. Version 5: Update to policy to reflect disability requirements. Version 5 did not require ETAB approval. Version 6: Minor changes to reflect new organisational design and the new Standards for Registered Training Organisations 2015. Version 7: Changes to reflect VET FEE HELP update. Version 7 Endorsed by ETAB 8 July 2015 Version 8: Replaced Special Consideration Procedure with PR10.1 Cancellation and Refund Policy and Procedure

Scope:	Course Type:	Nationally Recognised Training
	RTOs:	Open Colleges Pty Ltd Integrated Care & Management Training Pty Ltd College of Fashion Design Pty Ltd
	Partner RTOs:	Yes

Communication:

All Policies, Procedures, Forms and Guidelines are loaded into the Quality Management System (QMS) in Firefly. This will automatically update documents in OCTIVE and OpenSpace. Updates are communicated to staff through Firefly Chatter, Trainers and Assessors through OCTIVE

News and students through the Student Lounge in OpenSpace.

1. Background

Open Colleges seeks to provide prospective students with effective and transparent admissions and enrolment services that reflect the principles of Access and Equity outlined in the Recruitment, Admissions & Enrolment Policy (PO1).

2. Application for Enrolment

Prospective students apply for entry to a course of study at Open Colleges by completing an Enrolment Form (FR1.1).

Depending on the course, the student may be required to submit additional supporting evidence together with their Enrolment Form relating to:

- Entry Requirements; and/or
- English Language Proficiency Requirements; and/or
- Pre-Requisites.

An Enrolment Form may be submitted:

- By phone in consultation with a Course and Careers Adviser; or
- Online through Open Colleges' Online Enrolment System (OES); or
- By mail, fax or email by completing and signing a hard-copy Enrolment Form.

3. Admissions

3.1 Course Entry Requirements

In general, Open Colleges has the following types of requirements for entry into a course (collectively referred to as 'Admissions Requirements'):

- Regulatory Requirements – providing information and/or assistance relating to Unique Student Identifier (USI) number;
- Education Requirements – generally relating to minimum education qualifications or work experience;
- Formal Pre-Requisites – relating to specific Units of Competency or NRT Qualifications required for entry to the qualification, as stipulated in the Training Package;
- Age Requirements – in general Open Colleges courses require students to be over the age of 18, which reflects the self-discipline required to study by distance or online learning;
- English Language Proficiency Requirements – generally relating to the level of English at secondary school required to undertake the reading and writing tasks associated with the course;
- Computer Requirements – which relates to the technical computing specifications, including hardware, software and internet connectivity, as well as IT skills requirements;
- Audio-Visual Requirements – which relates to any specific audio-visual equipment or software (such as digital camera or recording devices) required in the course;
- Physical Requirements – in some cases, Open Colleges' courses require students to have a certain level of fitness and mobility to undertake the course. This particularly

relates to courses with Structured Workplace Learning where the student is required to undertake certain activities in the workplace.

- Creative ability is required in some courses i.e. Faculty of Creative Industry.

3.2 Assessing Admissions Requirements

Given that Open Colleges' learners are predominantly adult learners, Open Colleges relies on a declaration by the student that they meet the Admissions Requirements (with the exception of Formal Pre-Requisite Requirements, see 3.3 below).

Where a student completes the Enrolment Form (FR1.1):

- By phone to a Course and Careers Adviser, the declaration is provided verbally and is recorded;
- Online using OES, the declaration is provided verbally to the Admissions Officer as part of the final stage of the enrolment process (see 4.1 below); or
- By mail, fax or email, the declaration is provided verbally to the Admissions Officer as part of the final stage of the enrolment process (see 4.2 below).
- During the enrolment process, students are advised that:
 - Making a false declaration will result in cancellation of the student's enrolment;
 - Open Colleges undertakes systematic audits of student declarations and as such students may be required to provide documentary evidence to support their declaration; and
 - Failure to provide documentary evidence to support their declaration will result in cancellation of the student's enrolment.
- They are required 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 number being provided prior to completion of studies.
- Open Colleges has processes in place to assist in applying for USI registration.

3.3 Pre-Requisites

Students are required to submit appropriate documentary evidence of meeting the Pre-Requisites. In such cases, Open Colleges will accept an original or certified copy (see 3.4) of the transcript and certificate noting the specific Pre-Requisite Units or Qualification.

The Admissions Officer will verify documentary evidence of meeting Pre-Requisites before the student can be successfully enrolled with Open Colleges.

The Admissions Team is responsible for scanning and loading electronic copies of verified documents to the student's file in Firefly.

Students with prior qualifications issued by Open Colleges are not required to submit evidence, as evidence is provided in Open Colleges Student Management System electronic records.

Staff are required to report to their manager any suspected fraudulent documents or incomplete or untrue documentation.

3.4 Certified Copies of Documents

Documents are certified by:

- A Justice of the Peace 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 (as advised on the Open Colleges website).

3.5 Appealing an Admissions Decision

Where a student wishes to appeal their admissions decision:

- The student will provide the basis of their appeal of the admissions decision to the Course and Careers Adviser;
- The Course and Careers Adviser will create a Case in Firefly and allocate this Case to the Head of Portfolio for review;
- The Head of Portfolio (or their delegate) will review the admissions decision and provide feedback to the student and Course and Careers Adviser in writing including the basis of their decision.

Where a student is not satisfied by the outcome of the Head of Portfolio decision, they can submit a Formal Complaint (see PR7.1 Complaints Procedure), which will be reviewed by the Appeals and Complaints Committee.

3.6 Audit of Information

The Head of Regulation, Policy and Audit undertakes a quarterly audit of a random sample of admissions decisions and student declarations, including the request of documentary evidence, to assess the validity of student declarations and the appropriateness of the assessment decisions.

A report on the outcomes of the quarterly audit is provided to the Divisional Head of Student Support, Chief Recruitment Officer and Divisional Education Management Team. Divisional Head of Student Support and Chief Recruitment Officer will provide a formal response to the audit, including any specific training areas or corrective actions for Admissions Team, Course and Careers Advisers and Team Leaders.

The audit report and the responses from the Divisional Head of Student Support and Chief Recruitment Officer will be tabled for the Quality and Continuous Improvement Committee.

4. Finalising the Enrolment

To finalise the enrolment process, the student must accept the Student Agreement (see DC1.2). The Student Agreement is part of the Enrolment Form and is available on the Open Colleges' websites.

4.1 For students that submit their Enrolment Form online through the OES:

The Student Agreement must be accepted electronically by the student as part of the OES. The date of acceptance and the IP address of the student are digitally recorded against the student enrolment record in Firefly. The student will be contacted by an Admissions Officer to:

- Assess that the course is appropriate for the student;
- Assess the student against the Admissions Requirements;
- Collect any other information as required; and
- Finalise their enrolment.

4.2 For students that submit their Enrolment Form by mail, fax or email;

The student must physically sign and date the Enrolment Form, which includes the Student Agreement. The Course and Careers Adviser is required to scan and upload the signed Enrolment Form to Firefly. The student will be contacted by an Admissions Officer to:

- Assess that the course is appropriate for the student;
- Assess the student against the Admissions Requirements;
- Collect any other information as required; and
- Finalise their enrolment.

4.3 For students that submit their Enrolment Form by telephone;

The student is read the key terms and conditions over the phone by the Course and Careers Adviser and is also required to read and digitally accept an electronic copy of the Student Agreement from a webpage. The date of acceptance and the IP address of the student are digitally recorded against the student enrolment record in Firefly.

5. Students under 18 Years Old

Open Colleges primarily targets mature learners. Studying by distance or online learning requires discipline and focus to ensure students' progress through the course. As such, only in exceptional cases, a student under the age of 18 years may enrol where:

- They meet the Entry Requirements including any Pre-Requisites;
- They meet the English Language Proficiency Requirements;
- They have undergone a consultation with a Course and Careers Adviser or Admissions Officer regarding the requirements of the course and expected time commitment; and
- They have obtained guardianship consent.

The Course and Careers Adviser will send an electronic copy of the Enrolment Form to the guardian to sign before the enrolment can be confirmed.

The signed Enrolment Form is loaded by the Course and Careers Adviser to the student enrolment record in Firefly.

The Admissions Officer is required to verify receipt of the signed Enrolment Form before the student can be successfully enrolled with Open Colleges.

6. Course Transfers

Students who wish to transfer from an existing course must complete a Course Transfer Request Form (FR4.9), which is available in OpenSpace and the Open Colleges' websites. The Student Agreement (DC1.2) outlines the terms and conditions governing a Course Transfer.

Course Transfers incur an administrative fee, which is published in the Schedule of Administrative Fees (see DC1.3).

Course Transfers are managed by Student Support Officers. Students are assessed against the entry requirements for the new course as outlined above.

Course Transfers are not available for students in VET FEE HELP Enabled Courses.

7. Course Cancellations

- a) Students who are not enrolled in a VET FEE HELP Enabled Course:

Students who wish to withdraw from their course are required to complete a Course Cancellation Request Form (FR4.5), which is available in OpenSpace and the Open Colleges' websites.

The Student Agreement (DC1.2) outlines the terms and conditions governing the cancellation of a course and whether any refund is payable.

Course cancellations incur an administrative fee, which is published in the Schedule of Administrative Fees (see DC1.3).

Course Cancellations are managed by Student Support Officers.

b) Students who are enrolled in a VET FEE HELP Enabled Course:

Students who wish to withdraw from a VET Unit of Study or VET Course of Study need to contact Open Colleges either by emailing studentsupport@opencolleges.edu.au or calling student support. Please note we encourage students to complete the Withdrawal Form (FR4.17) which can be found on the Open Colleges website.

The Student Agreement (DC1.2) outlines the terms and conditions governing the cancellation of a course and whether any refund is payable.

8. Withdrawal of Offer and Cancellation of Enrolment

Open Colleges reserves the right to withdraw an offer of admission or to cancel an enrolment where a student has:

- Provided false or incomplete information; or
- A prior outstanding debt for a course of study at Open Colleges; or
- Previously breached the Student Code of Conduct; or
- Not completed the Commonwealth Assistance Form prior to census date, if applicable; or
- Not logged in to OpenSpace prior to the census date.

The Divisional Head of Student Support will make a written submission to their Divisional General Manager proposing the withdrawal of an offer or cancellation of an enrolment. The Divisional General Manager will consider the submission and make a determination.

If approved, the Divisional Head of Student Support will provide written notification of the decision to withdraw an offer of admission or to cancel an enrolment including the basis for such a decision.

9. Appealing a Cancellation Decision

Where a student wishes to appeal a decision to withdraw an offer of admission or to cancel an enrolment, they can submit a Formal Complaint (see PR7.1 Complaints Procedure), which will be reviewed by the Appeals and Complaints Committee.

10. Disability and Specific Learning Requirements

Open Colleges is required to collect statistical information as part of the Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS). The AVETMISS Survey requests information that may be regarded as 'sensitive' under the Privacy Act including 'Disability' and 'long-term impairment status' (health). In the instance that a student discloses any disability, long term impairment or specific learning requirement as part of this survey or during discussions with a Course & Careers Advisor a case will be created for the student to be contacted by an Admissions Officer.

In order to finalise the enrolment, an Admissions Officer will contact the student to outline the requirements for the course, industry and associated assessments along with the support services offered by Open Colleges. In the instance that a student feels they cannot meet the requirements of the course or associated assessments the application will be actioned in accordance with Reasonable Adjustment Policy (PO9) and Procedures (PR9.1).

In the instance that the student discloses that they are able to meet all the requirements of the course and associated assessments without adjustment, the enrolment will be finalised by the Admissions Officer and information relating to support services and Reasonable Adjustment will be sent via email for future reference.

11. Enrolment in the Course

Where a student:

- Meets the Admissions Requirements;
- Has provided evidence of any course Pre-Requisites (if applicable);
- Has paid their tuition fees or a deposit (where students pay by instalments); or
- Has completed their Commonwealth Assistance Form (if using VET FEE HELP); and
- Has accepted the Student Agreement.

They will receive a Confirmation of Enrolment email that is auto-generated from Firefly. At this time, the student is formally enrolled in the course.

Shortly after the Confirmation of Enrolment, the student will receive:

- A welcome email including:
 - How to get started;
 - How to be successful in online learning; and
 - OpenSpace guide.
- Online access to OpenSpace, including login and password details; and
- A student card and welcome letter by post and any materials required for the first study period including textbooks and kits.

When a student logs in to OpenSpace, the student is provided access to:

- Their first Study Period including learning materials and assessments;
- A Course Overview;
- Introduction to their Trainer and Assessor;
- Introduction to their Program Managers ; and
- The Student Lounge, providing access to the Student Handbook and all student policies and procedures and student FAQs.

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

Related Forms and Documents

	Location		
	OpenSpace	Website	QMS
Procedures			
PR1.1 Pre-Enrolment Information Procedure	X	X	X
PR1.2 Admissions and Enrolment Procedure	X	X	X
PR1.3 Marketing Procedure	X	X	X
PR10.1 Cancellation and Refund Policy and Procedure	X	X	X
PR9.1 Reasonable Adjustment Procedure	X	X	X
PR7.1 Complaints Procedure	X	X	X
Forms			
FR1.1 Enrolment Form	X	X	X
FR4.5 Course Cancellation Request Form	X	X	X
FR4.9 Course Transfer Request Form	X	X	X
FR4.13 Withdrawal Application Form	X	X	X
FR4.16 Special Consideration Form	X	X	X
Documents			
DC1.1 Student Handbook	X	X	X
DC1.2 Student Agreement	X	X	X
DC1.3 Schedule of Administrative Fees	X	X	X

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