

# Student Selection and Enrolment Policy and Procedure

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| Policy and Procedure Name | Student Selection and Enrolment Policy and Procedure |
| Version                   | 2.0  |
| Approved By               | Lucas Newland  |
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## 1. Purpose and Scope

Brent Street Pty Ltd has a commitment to ensuring its student selection processes are fair, transparent and non-discriminatory. Students are selected regardless of age, employment status, religion, gender, disability, sexuality, sexual preference, culture and ethnic background.

The following policy and procedure outlines the organisation framework and general principles for the selection and enrolment of its students. This policy and procedure has been designed to ensure all students, prior to their enrolment, are fully informed and meet the requirements of the course.

The '*Student Selection and Enrolment Policy and Procedure*' applies to staff, students, employers, clients and potential consumers and is used across all products on Brent Street Pty Ltd current scope of registration.

This policy and procedure should be read in conjunction with the "*Recognition Policy and Procedure*", "*Privacy Policy and Procedure*", "*Record Retention Policy and Procedure*", "*Complaint and Appeals Policy and Procedure*" and '*Fees and Refund Policy and Procedure*'.

## 2. Abbreviations / Definitions

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| Discrimination                                     | Where a person is treated with prejudice because of their beliefs, circumstances and characteristics.                  |
| Individualised Learning and Assessment Plan (Plan) | A learning and assessment plan developed for a particular student that identifies specific goals and support measures. |
| RTO  | Registered Training Organisation   |
| Third party  | Is any party that provides services on behalf of the RTO but does not include a staff member/employee.                 |
| USI  | Unique Student Identifier.   |

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## 3. Policy

Brent Street Pty Ltd uses an objective, non-discriminatory, transparent and systematic process to select and enrol its students. Selection and enrolment processes are designed to ensure all relevant legislation and regulatory requirements are met, the prospective student is well informed and receives a high level of customer service and support throughout the entire enrolment process.

General principles that underpin selection and enrolment processes are as follows;

- Brent Street Pty Ltd complies with consumer protection regulation/legislation and all federal and state discrimination acts.
- Accurate and ethical marketing and advertising strategies ensure students are fully informed prior to enrolment (e.g. program eligibility, pre-requisite requirements and financial requirements).
- In accordance with Australian Privacy Principles prospective students are informed of how their information will be collected, used, disclosed and stored.
- Students are screened to ensure eligibility requirements are met, appropriate courses are offered to align with their identified skills and opportunities for recognition are provided.
- Student selection is based on;
  - The prospective student's application being fully completed.
  - All required documentation being submitted, including the student's USI.
  - Course eligibility and pre-requisite requirements being met.
  - Fees paid in accordance with the organisations '*Fees and Refund Policy and Procedure*'
  - Consent and declarations being read, understood and signed.
- Where required to, Brent Street Pty Ltd will ensure its training, assessment and support services are flexible and where reasonable and practical, will allow for adjustment as required to meet the learner needs as long as the relevant benchmarks are achieved, and the integrity of the unit/qualification is maintained. Where the needs of the student are beyond Brent Street's support capabilities, an external support service may be suggested to the student/parent (as applicable).
- Documentation and supporting evidence is collected and stored in accordance with the organisation '*Privacy Policy and Procedure*' and '*Record Retention Policy and Procedure*'.
- Consumers are encouraged to provide feedback on their experience and through the organisation's continuous improvement process. Opportunities for improvement are identified and actioned as and when appropriate.
- Consumers are able to make a complaint or appeal an enrolment decision as per the organisations '*Complaint and Appeals Policy and Procedure*'.
- Refunds where required are provided to students in accordance with the organisations '*Fees and Refund Policy and Procedure*'.

## 4. Procedure

The procedure for selecting and enrolling students has been outlined in **Diagram 1: Student selection and enrolment procedure**.

### 4.1. Pre-enrolment information

Throughout the enrolment process Brent Street Pty Ltd provides prospective students with different ways to access the relevant information required to make an informed decision about their course and to fully understand their rights and responsibilities. Enrolment and continuous improvement processes support the provision of information and closely monitor the students experience to ensure that consumer rights are upheld at all times.

Information is accessible via the organisation's website, Student Handbook, Open and Audition days and by speaking to Brent Street Pty Ltd staff throughout the application and enrolment process.

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Course information is provided throughout the enrolment process and includes:

- Course code, title and currency of the training product
- Estimated duration and study requirements
- Delivery location(s)
- Mode(s) of delivery
- Pre-requisite and/or eligibility requirements
- Work placement requirements and arrangements – if applicable
- Recognition and credit transfer opportunities
- Rights and responsibilities of the student and Brent Street Pty Ltd
- Materials or equipment to be provided by the student
- Available support services
- Reasonable adjustment
- Fee information and payment schedule
- Name and contact details of any third party – if applicable
- Physical or cultural requirements of the course.

To ensure prospective students are well informed, they are provided with information relevant to their course enquiry (e.g. student related policies and procedures, available support services, course and fee information, rights and responsibilities, feedback/ complaints and appeals mechanisms, the collection use, disclosure and storage of personal information and USI requirements).

The organisations policies and procedures are located on Brent Street Pty Ltd website and a synopsis outlined in the Student Handbook.

## 4.2. Enquiries

When prospective students enquire, they are provided with training options available at Brent Street Pty Ltd. At all times Brent Street Pty Ltd ensures that it provides prospective students with accurate, factual and accessible information about the organisation, its services and performance.

To protect the rights of consumers under 18 years of age parents/ guardians are encouraged to attend scheduled information sessions and to contact the enrolments officer to respond to questions relating to their child's enrolment. To ensure that sufficient information has been provided Parents/Guardians are required to co-sign the declaration found on the enrolment form.

## 4.3. Determining and supporting students' needs

Through the completion of the Student Enrolment Form and routine screening activities, students with special needs and additional support requirements are identified and supported. In these instances, the Course Coordinator is notified, and a discussion is undertaken with the student to identify how to best meet their needs. So that the prospective student is able to make an informed decision the Course Coordinator will at this meeting also discuss what services are available internally or externally to support their learning. The use of available support services, assistive technology, equipment, resources and reasonable adjustment are discussed and their applicability in meeting the students individual need explored. Brent Street Pty Ltd is not a specialist Language, Literacy and Numeracy provider; where the student requires specialised support that is beyond Brent Street's support capabilities, an external support services may be suggested, in consultation with the student and Course Co-ordinator to provide appropriate support.

To optimise the student's ability to complete their course an *"Individualised Learning and Assessment Plan"* (Plan) may be developed by the Course Coordinator in partnership with the student. Whilst ideally the Plan is completed prior to the student's commencement, it can, depending on the students' needs, be developed and implemented at any point throughout their enrolment.

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The Plan is closely monitored, reviewed and evaluated by the Course Coordinator and the RTO Compliance Officer throughout the student's enrolment to ensure its effectiveness and optimise learning outcomes. The student is an active participant in the development, review and evaluation of their Plan.

## 4.4. Enrolment

All prospective students are required to complete a Student Enrolment and Payment Authorisation Form with supporting documentation via Brent Street's chosen platform. If an applicant has a disability or special need requirement, they are provided with the same opportunities to enrol in training as any other student. Applicants are aware that by submitting the **application they are not guaranteed a position** in their course of choice as entry can be dependent on program eligibility or pre-requisite requirements.

Administration staff review the Student Enrolment Form and Payment Authorisation Form to ensure it is complete, that the prospective student is eligible and meets pre-requisite requirements and has submitted relevant supporting documentation. If the form is incomplete or additional documentation is required administration staff will discuss with the prospective student discussing actions required for finalising their application. If the student is ineligible or does not meet pre-requisite requirements they are notified, and alternate solutions discussed.

The student's USI is verified at enrolment. Student information is updated in the student management system and confirmation of enrolment is sent to the student. If the prospective student is a New Zealand Citizen/Resident, they will be able to obtain their USI once they have arrived in Australia.

Brent Street Pty Ltd then attend to the following:

- Student file is created.
- Credit transfer applications are processed.
- Students are enrolled in the online learning and assessment platform.
- Plans are developed if special needs have been identified.
- Student commences their course.

## 4.5. Payment Processed/scheduled

Administration staff forward the Payment Authorisation form to the Finance team. The Finance team reviews the details on the form and:

- Confirms the Bond Payment has been paid via the website to confirm course placement and
- Schedules fortnightly payments to pay the course fees according to the nominate account or credit card indicated on the form.

## 4.6. Record Management

Student personal information is collected, used and stored in accordance with the organisation's Privacy Notice, Consumer Protection, Privacy and Records Retention Policy and Procedure.

## 5. References

- Australian Skills Quality Authority (2015) "*Standards for Registered Training Organisations (RTOs) 2015*".
- NCVET privacy policy

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## (1) Enquiry

- Student enquires about a course by making an enquiry in person, by phone or online.

## (2) Pre-enrolment information provided to the consumer

- Brent Street Pty Ltd provides detailed information (e.g. student related policies and procedures, rights and responsibilities, fees and refunds, available support services, reasonable adjustment opportunities, complaints and appeals, obtaining a USI and applying for recognition and/or credit transfer) to the consumer through the website, marketing material, pre-enrolment information, Student Handbook, Open and Audition information.

## (3) Student/Parent or Caregiver receives and completes a *Student Enrolment and Payment Authorisation Forms*

- Student Enrolment and Payment Authorisation forms are emailed to the prospective student for completion.
- Prospective student (or if under 18, the guardian/parent) submits completed Student Enrolment and Payment Authorisation forms and supporting documentation to Administration staff.

## (4) Student Enrolment and Payment Authorisation forms reviewed

- Student Enrolment and Payment Authorisation Forms are reviewed by Administration staff using the to ensure that it has been completed correctly and where required all supporting documentation/evidence has been submitted.
- Application is assessed to ensure it meets course eligibility and entry requirements.
- Opportunities for recognition identified and discussed with the prospective student.

Eligible

Ineligible

### Student Contacted

Student contacted that their application is incomplete, requires further evidence or that they have not met eligibility criteria. Additional documentation maybe requested or where ineligibility applies alternative solutions including referral may be offered.

## (5) Determining and Support Student Needs

- Student completes Student Enrolment form to identify any areas requiring further review so that appropriate information may be provided.

## (6) Details placed in relevant database

- Administration enters student details into Student Management System (SMS).
- USI verified.
- Student formally notified that their application has been successful.
- Special needs are identified, and Course Coordinator notified.

## (7) Payment processed/scheduled

- Finance team processes bond payment and schedules fortnightly payments.

## (8) Student commences course

- Student permanent file created.
- Resources are provided to student.
- Course Coordinator meets with student if special need or additional support requirements are identified to discuss specific requirements. Referral to internal or external support services may be offered dependent on the student's needs and requirements.
- Student commences their course.