

# Enrolment Policy and Procedure



**The Association of Superannuation Funds of Australia Limited (ASFA)**

PO Box 1485, Sydney NSW 2001

T +61 2 9264 9300 or 1800 812 798 (outside Sydney)

F 1300 926 484

RTO Code 90755

ABN 29 002 786 290

ACN 002 786 290

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Enquiries are to be made to The Association of Superannuation Funds of Australia Limited.

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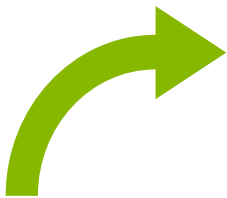
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## DOCUMENT CONTROL

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## PURPOSE

The purpose of this policy and procedure is to outline The Association of Superannuation Funds of Australia (ASFA) Limited's 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 are enrolling into a suitable course.

Along with other policies and procedures, this contributes to ensuring compliance with Clauses 1.7, 3.5, 3.6, 4.1, 5.1, 5.2, 5.3, 5.4, 7.5, and 8.1 of the Standards.



## DEFINITIONS

**AQF** means Australian Qualifications Framework

**ASQA** means Australian Skills Quality Authority which is the national VET regulator and the RTO's registering body

**AVETMISS** means Australian Vocational Education and Training Management Information Statistical Standard

**Commencement** date means the actual date that the training activity starts for a student in a unit of competency or module enrolment. ASQA defines the commencement date as follows:

- **Online blended learning:** The date that the student accesses material in the ASQA Learning Hub (Learning Management System) is considered the course commencement date for students studying online.
- **Face to Face only learning:** The date that the student attends their first registered workshop for the course is considered the course commencement date for students studying face to face.
- **Blended learning:** Either the date that the student accesses material in the ASQA Learning Hub (Learning Management System) OR the date that the student attends their first registered workshop for the course, whichever comes first, is considered the course commencement date for students studying via blended learning.

**SMS** means an AVETMISS-compliant Student Management System

**SRTOs** means the Standards for RTOs 2015 – refer definition of 'Standards'

**Standards** means the Standards for Registered Training Organisations (RTOs) 2015 of the VET Quality Framework which can be accessed from <https://www.asqa.gov.au/about/australias-vet-sector/standards-registered-training-organisations-rtos-2015>

**Student Identifier** means a unique number assigned to an individual by the USI Registrar, in accordance with the Student Identifiers Act 2014

**USI** means Unique Student Identifier, and has the same meaning as 'Student Identifier'



# POLICY

## 1. Enrolment principles

The Association of Superannuation Funds of Australia “ASFA” Limited is committed to:

- Non-discriminatory student selection and enrolment procedures where all individuals are treated fairly and equitably.
- Fair access for members of under-represented groups such as people with a disability, Aboriginal and Torres Strait Islander people, people with a non-English speaking background, people with language, literacy and numeracy difficulties, and older people.
- Respecting an individual’s right to privacy and confidentiality and being sensitive to students’ needs and circumstances.
- Providing each individual current and accurate information that enables them to make informed decisions about undertaking training with ASFA.
- Identifying the support that each individual student needs prior to their commencement or enrolment with ASFA (whichever is first) and providing access to the educational and support services necessary to meet these needs and Course outcomes, including reasonable adjustments to accommodate the needs of students with a disability.

## 2. Course enrolments, entry and admission

- ASFA's student selection and enrolment process is free from bias, non-discriminatory and the same for all applicants.
- The *ASFA Learning Course Guide*, ASFA website, *Course Outlines* and other course information provided prior to enrolment will provide the individual with detailed information on course suitability, the entry requirements, language, literacy and numeracy required levels, course structure, delivery methods, assessment methods, language, and the level of support they may expect.
- The minimum age for individuals enrolling in a course with ASFA is 18 years at the time of enrolment.
- Individuals must demonstrate that they meet the entry criteria for a course as stated on the *Course Outline*.
- All individuals enrolling in an accredited course with ASFA complete pre-training review questions which are integrated into the *Enrolment Form* to ensure that any individual learning needs are identified and that they are enrolling in a suitable course. Please refer to ASFA's *Access, Equity and Support Policy and Procedure* for further information.
- Individuals enrolling in an accredited course with ASFA will need to show evidence that they have the language, literacy and numeracy (LLN) skills to succeed in the course by one of the following methods:
  1. Providing a valid Australian Senior Secondary Certificate of Education (at the completion of Year 12)
  2. Providing evidence of the successful completion of an AQF course at the same or higher level to the course they are applying for (where the language of instruction is English)
  3. Completing ACER's Foundation Skills Assessment Tool (FSAT) and achieving a minimum Exit level of 3 in both reading and numeracy.
- Where the individual is not deemed suitable for enrolment, the application will be denied and the reasons will be provided to the individual in writing.
- All individuals will be required to sign an *Enrolment Form* upon enrolment to show acceptance of ASFA's Enrolment Terms and Conditions.
- If an enrolment application is successful, the individual will be provided with a *Confirmation of Enrolment Email* which is automatically issued from ASFA's SMS with details of the course they have been enrolled into, including their ASFA ID, start date, expected completion date, units of competency required to complete for the course, assessment due dates, and login details for the ASFA Learning Hub (if applicable).
- Individuals completing their course via a Traineeship or State Based Funding scheme will have an additional Training plan developed and issued in line with the contractual requirements applicable to their Traineeship or State Based Funding scheme.
- All individuals enrolling into a course with ASFA will be offered the opportunity to apply for credit for previously completed studies. Students can apply for Credit by following the steps outlined in ASFA's *Credit Policy and Procedure*.
- Individuals will not be enrolled / commence training and assessment in a Training Product that has been removed or deleted from the National Register. Therefore all individuals will be enrolled into the latest 'current' version of a qualification, unit of competency or accredited course as listed on [www.training.gov.au](http://www.training.gov.au).
- Student substitutions can be made without cost at any time before commencement of a course. However, once a course has been commenced a substitution cannot be made.

### 3. Student code of conduct

- All students are expected to abide by ASFA's *Student Code of Conduct* during their course and involvement with ASFA. Where students do not abide by the conduct, disciplinary action may be taken in line with ASFA's *Academic Misconduct Policy and Procedure*.
- The *Student Code of Conduct* is published on the ASFA website and outlined in the *Student Handbook* which is sent to students upon enrolment.

### 4. Unique Student Identifiers and Victorian Student Numbers

- ASFA complies with the requirements of the Student Identifiers Act 2014 as required by Clause 3.6 of the Standards for Registered Training Organisations (RTOs) 2015. This means that we collect Unique Student Identifiers (USIs) from students upon enrolment and ensure USIs are verified prior to the issuance of any AQF certification documentation.
- In addition to USI's, all Victorian based students up to the age of 25 will be required to provide their Victorian Student Number (VSN) upon enrolment.

### 5. Enrolment, entry and admission complaints and appeals

- Students who wish to lodge a complaint around ASFA's enrolment practices or appeal a decision made around whether they are eligible to enrol into a course with ASFA should do so following ASFA's *Complaints and Appeals Policy and Procedure*.





# PROCEDURES

## 1. Enrolment enquiries and applications

Refer SRTOs: Clauses 1.7, 4.1, 5.1, 5.2 and 5.3

Procedure	Responsibility
<p><b>A. Individual enquires about a course</b></p> <ul style="list-style-type: none"> <li>When an individual enquires about a course, provide them with full details of the course they are considering enrolling in. This must include the <i>Course Outline</i> to show applicable course fees, as well as any entry criteria for the course and ASFA's suitability assessment process (completion of the <i>Enrolment Form</i> which contains pre training review questions to identify individual learning needs, together with evidence that they have the LLN skills to complete the course).</li> </ul>	Student Advisors / Corporate Relationship Managers
<p><b>B. Student applies to enrol in a course</b></p> <ul style="list-style-type: none"> <li>Upon confirmation that the student wishes to proceed with enrolment email them a copy of the following documents: <ul style="list-style-type: none"> <li><b>Enrolment Form</b></li> <li><b>Student Handbook</b></li> <li><b>Any additional required documentation</b> (if completing the course via a traineeship or state based funding contract)</li> </ul> </li> <li>The email will also ask the student to provide evidence of their LLN skills or to notify us if they need to complete ACER's Foundation Skills Assessment Tool (FSAT).</li> </ul>	Student Advisors / Corporate Relationship Managers
<p><b>C. Student completes and returns application forms</b></p> <ul style="list-style-type: none"> <li>On receipt of a completed <i>Enrolment Form</i> and applicable suitability evidence, review all documentation for completeness. This includes checking: <ul style="list-style-type: none"> <li>All mandatory fields have been completed on the <i>Enrolment Form</i></li> <li>The <i>Enrolment Form</i> is signed and dated by the student</li> <li>Suitable evidence has been provided for any entry requirements or pre-requisites (as listed on the <i>Course Outline</i>) such as verified copies of qualifications, transcripts, CV or other as specified</li> <li>Sufficient evidence of LLN skills has been provided or ACER's Foundation Skills Assessment Tool (FSAT) has been requested.</li> </ul> </li> <li>If the student needs to complete ACER's Foundation Skills Assessment Tool (FSAT) as evidence of LLN skills, email them a link to the tool with their login details.</li> </ul>	Student Advisors

Procedure	Responsibility
<p><b>D. Determining suitability</b></p> <ul style="list-style-type: none"> <li>Review the pre training review questions on the <i>Enrolment Form</i> to determine student suitability for the course based on the skills and job outcomes the student wants to achieve by completing the course. If the student requires additional support this should be approved by either the Training and Development Manager or Compliance and Administration Officer and then an <i>Individual Support Plan</i> should be developed in line with the <i>Access, Equity and Support Policy and Procedure</i>.</li> <li>Determine whether the student has suitable language, literacy and numeracy skills to enrol in the course or whether additional support would be required based on the evidence provided. If the student completed ACER's Foundation Skills Assessment Tool (FSAT) as evidence of their LLN skills, ensure they received an exit level of 3 or above for both reading and numeracy. If the student does not meet the LLN entry requirements discuss other study options or provide referral to LLN support programs to attain the required core skills as per the <i>Access, Equity and Support Policy and Procedure</i>.</li> <li>If the student is not suitable for the course, notify the student in writing and provide alternative course options for the student.</li> <li>Record notes of suitability and save copies of any evidence provided in the student's record in Microsoft Dynamics CRM.</li> </ul>	<p>Student Advisors / Training and Development Manager / Compliance and Administration Officer</p>
<p><b>E. Employer Based Training</b></p> <ul style="list-style-type: none"> <li>Where training is being delivered in the workplace and the employer is paying for training on behalf of the student, a Learning Agreement will be completed outlining the Terms and Conditions of the Agreement, roles and responsibilities of all parties, and all applicable fees.</li> <li>Dependent on the Learning Agreement, the employer may act as a liaison between ASFA and the student by sending out and receiving enrolment documentation (<i>Enrolment Form, Student Handbook, LLN requirements</i>). Completed documentation is then to be passed on to ASFA to review for completeness and ensure student suitability as per parts B, C, and D above.</li> </ul>	<p>Student Advisors / Corporate Relationship Managers</p>
<p><b>F. Traineeship and State Based Funded Students</b></p> <ul style="list-style-type: none"> <li>Where a student is completing a course via a traineeship or state based funding contract, additional enrolment paperwork will need to be completed by the student / their employer. This may include Privacy Notices, Training Plan Proposals or other documentation as specified within the traineeship or state based funding contract.</li> <li>Additional paperwork required will be sent to the student together with their <i>Enrolment Form</i> and the <i>Student Handbook</i>.</li> </ul>	<p>Student Advisors / Compliance and Administration Officer</p>

## 2. Processing enrolments

Refer SRTOs: Clauses 1.7, 3.5, 3.6, 7.5, 8.1

Procedure	Responsibility
<p><b>A. Processing enrolment paperwork</b></p> <ul style="list-style-type: none"><li>• Ensure all paperwork required has been received. The following documents must be checked for completeness and then saved within the students record in Microsoft Dynamics CRM:<ul style="list-style-type: none"><li>• Complete, signed and dated Enrolment Form (any sensitive information must be blacked out prior to saving within Microsoft Dynamics CRM)</li><li>• Evidence of sufficient LLN</li><li>• Suitable evidence for any entry requirements or pre-requisites (as listed on the Course Outline) such as verified copies of qualifications, transcripts, CV or other as specified.</li></ul></li><li>• Update student details in Microsoft Dynamics CRM:<ul style="list-style-type: none"><li>• Add personal details from Enrolment Form</li><li>• Add AVETMISS Survey data from Enrolment Form</li><li>• Add the Unique Student Identifier (USI) from Enrolment Form</li><li>• Enroll in qualification (if applicable). Individuals must be enrolled into the latest 'current' version of a qualification as listed on <a href="http://www.training.gov.au">www.training.gov.au</a></li><li>• Enroll in relevant course/s via L&amp;D Registrations in Microsoft Dynamics CRM</li><li>• Enroll in relevant unit/s of competency. Individuals must be enrolled into the latest 'current' version of all units of competency as listed on <a href="http://www.training.gov.au">www.training.gov.au</a></li><li>• Add commencement dates</li><li>• Add estimated completion dates</li><li>• Online students will automatically be provided access to the Learning Management System (LMS) upon being enrolled into the relevant course in Microsoft Dynamics CRM.</li></ul></li></ul>	Student Advisors

Procedure	Responsibility
<p><b>B. USIs</b></p> <ul style="list-style-type: none"> <li>• Ensure student has provided a verified USI.</li> <li>• Where the student has not done one of these options correctly, advise the student that their enrolment is on hold until this has been provided.</li> <li>• ASFA will not generate a USI on behalf of a student unless the student is experiencing difficulties in obtaining a USI. If this occurs ASFA will: <ul style="list-style-type: none"> <li>• Request permission from the student in writing to obtain a USI on their behalf</li> <li>• Request a copy of a valid form of identity from the student (the copy will be destroyed once the USI has been obtained)</li> <li>• Follow the online process for generation of a USI for the student – by logging into the USI portal <a href="https://portal.usi.gov.au/org/">https://portal.usi.gov.au/org/</a> or through Microsoft Dynamics CRM</li> <li>• Notify the student in writing of the USI that has been generated on their behalf.</li> </ul> </li> <li>• Where the student has provided their USI, validate it using the USI portal or via Microsoft Dynamics CRM which has an API link to the USI portal.</li> </ul>	<p>Student Advisors</p>
<p><b>C. Individual Support Needs</b></p> <ul style="list-style-type: none"> <li>• Based on the pre training review questions on the <i>Enrolment Form</i> and LLN assessment, if the student requires additional support an <i>Individual Support Plan</i> will be developed in line with the <i>Access, Equity and Support Policy and Procedure</i>.</li> <li>• Email a copy of the <i>Individual Support Plan</i> to the student and trainer and assessor (if required).</li> <li>• Ensure any reasonable adjustment requests that are requested are actioned as per the <i>Access, Equity and Support Policy and Procedure</i>.</li> <li>• Save a copy of the <i>Individual Support Plan</i> in the student's record in Microsoft Dynamics CRM.</li> </ul>	<p>Student Advisors</p>
<p><b>D. Credit</b></p> <ul style="list-style-type: none"> <li>• If the student has applied for Credit for a unit/s of competency, conduct Credit assessment in accordance with the <i>Credit Policy and Procedure</i>.</li> <li>• For all Credits issued record an AVETMISS outcome code of 60 against units achieved as Credit in Microsoft Dynamics CRM.</li> <li>• Save evidence of Credit against the student's record in Microsoft Dynamics CRM.</li> </ul>	<p>Student Advisors</p>

Procedure	Responsibility
<p><b>E. Traineeships and State Based Funding Contracts</b></p> <ul style="list-style-type: none"> <li>Students completing their course via a traineeship or state based funding contract will be issued with a training plan that meets the requirements of the traineeship or state based funding contract. They will also be provided with any additional information or requirements around their course in order to meet the traineeship or state based funding contractual requirements.</li> </ul>	<p>Student Advisors</p>
<p><b>F. Raise and send invoice</b></p> <ul style="list-style-type: none"> <li>Generate and send invoice to fee-payer for course fees and any other applicable fees in line with the <i>Course Outline</i> and the <i>Fees &amp; Refund Policy &amp; Procedure</i>. For most courses the invoice is automatically sent from Microsoft Dynamics CRM upon a student being enrolled into a course.</li> <li>Copies of all invoices sent are kept within Microsoft Dynamics CRM.</li> <li>Credit card payments are processed and approved by the Accounts Department.</li> <li>Receipts for payments made will be sent upon request.</li> </ul>	<p>Student Advisors / Assistant Accountant</p>
<p><b>G. Confirmation of Enrolment Email</b></p> <ul style="list-style-type: none"> <li>Once a student is enrolled in the course within Microsoft Dynamics CRM, they will be automatically sent a <i>Confirmation of Enrolment Email</i> with details of the course they have been enrolled into, including their ASFA ID, start date and expected completion date, assessment due dates and recommended schedule for each unit of competency required for the course, and login details for the ASFA Learning Hub (if applicable).</li> <li>A copy of the <i>Confirmation of Enrolment Email</i> is saved against the student's record in Microsoft Dynamics CRM.</li> </ul>	<p>Student Advisors</p>
<p><b>H. ASFA Learning Hub (Learning Management System)</b></p> <ul style="list-style-type: none"> <li>Once payment has been received and a student is enrolled in the course within Microsoft Dynamics CRM and given a status of 'Enrolled' they are automatically provided access to ASFA's Learning Hub. Login details are provided in the <i>Confirmation of Enrolment Email</i> as per step G above.</li> </ul>	<p>Student Advisors</p>