

---

DOCUMENT REFERENCE:	PPP146
RESPONSIBLE MANAGER:	Manager Client Services
CATEGORY:	Student Information and Services
APPROVED DATE:	2 November 2018
DATE OF NEXT REVIEW:	October 2019
RELATED DOCUMENTS:	PPP148 Student Selection Guidelines PPP046 Information Privacy Policy BP002 Pre Training Review Business Process Student Guide

---

## Introduction

The enrolment process allows South West TAFE to collect timely and accurate information on individual students and their programs of study. Such information allows South West TAFE to plan its resources to best meet the needs of students, and ensures that legislative requirements are met within required timelines, and enables timely payment of funding from relevant funding bodies.

## Scope

These Guidelines apply to ALL enrolments processed by South West TAFE.

## Definitions

- Student:** Identified on South West TAFE's student data management system with a course status of "Admitted" and unit status of "Enrolled"
- Admitted:** Identified on South West TAFE's student data management system with a Course status of "Admitted". This is a broad stage and the student can be in various stages of the training delivery including awaiting enrolment and resulted in units but not all units to meet the training package requirements.
- Enrolled:** Identified on South West TAFE's student data management system with a unit status of "enrolled". This status will enable participation to be entered and funding claimed where applicable.

## South West TAFE's enrolment responsibilities

South West TAFE will offer an enrolment service that is efficient, well organised and cordial. When known, students will be provided with:

- adequate course information to make an informed course choice
- accurate information regarding eligibility requirements and fees
- individual assistance as required
- support for students with disabilities

Enrolment data will be stored electronically and where a paper based enrolment form is submitted, a hard file will be generated for storing copies of forms submitted by the student. Written confirmation of enrolment will be supplied to the student at the completion of the enrolment process.

## The student's enrolment responsibilities

In order to participate in classes and other educational activities of South West TAFE, the student must have formally committed to undertake the course and make full payment of any applicable fees, or have set up an agreed repayment plan through either Centrepay or Debit Success. To receive credit (final grade) for the work done, a student must be formally enrolled and have paid their fees in full.

It is a student's responsibility to ensure that they are correctly enrolled, by checking the written confirmation of enrolment issued at the completion of the enrolment process and also the Training Plan issued after enrolment. The student also has a responsibility to advise South West TAFE in writing of any errors, omissions or changes which subsequently occur. Failure to advise South West TAFE can result in both academic and financial penalties.

All students are responsible for ensuring that South West TAFE has both their current correspondence and home addresses. South West TAFE does not accept responsibility if communication fails to reach a student who has not notified a change of address.

## Pre Training Review

In order to determine the best training option and identify any support requirements, students will participate in a pre-training review process which will include the completion of a questionnaire including language literacy and numeracy (LLN) questions, discussion with the relevant teaching area and any other selection processes required by the course (i.e. interview, entry exam, folio presentation).

## Determining eligibility

All government funded training is subject to specified eligibility criteria as set by the Victorian Government and advised to South West TAFE through our Funding Agreement. Students need to pre-check their eligibility to access a government subsidised place prior to enrolment. The information and evidence that the student provides in completing their enrolment will be used to make a final determination of their eligibility. It is the student's responsibility to ensure that the information declared is accurate. Where a student is not eligible they will be charged a full fee for their enrolment.

## Eligibility Exemptions

Where students are referred to training under specific eligibility exemptions such as documented in the *Skills First* VET Funding Contract including but not limited to:

- Asylum Seeker VET Program
- Back to Work Scheme
- Latrobe Valley Training Initiative
- Youth Access Initiative

they may not be required to meet particular aspects of the eligibility requirements for a Government Funded position. Documentation to support such eligibility exemptions must be presented by the student at the enrolment stage and will be copied to place on the students file.

## FreeTAFE initiative

For courses listed under the Free TAFE for Priority Courses initiative, a student may commence and receive free tuition for one of these courses. Once a student has enrolled in a tuition free priority course they cannot access another tuition free place even if they do not finish their first tuition free priority course. Where students are accessing a course under the Victorian Government's Free TAFE initiative, students will be informed that they are able to access only one Free TAFE course.

## Proof of ID

Verifying a person's identity is a requirement of determining eligibility for a government funded place and fraud management of South West TAFE. A person enrolling with South West TAFE will be required to provide appropriate documentation to enable the Enrolment Officer to determine the individuals:

- Identify (to establish that the qualification will be issued to the correct person)
- Citizenship
- Age (if applicable to the enrolment)

If a student cannot produce an original documentation, identity can be verified via an online document verification service (GreenID) or a certified copy of the original can be presented. Certified copies must be a photocopy of an original document which has been certified as a true cope by an authorised person only.

To have a document certified, an individual must take the original documents and a photocopy to an authorised person (**see Attachment 1**). The authorised person must write on every page of the copy documents

*'I have sighted the original document and certify this to be a true copy of the original', sign each statement and provide their designation (i.e. role – e.g. pharmacist)*

Scanned or faxed certified copies are **not acceptable** form of evidence for the purpose of verifying for determining eligibility.

If a person is unable to provide appropriate documentation, South West TAFE may refuse their request to enrol.

## Unpaid fees or debt

It is a student's responsibility to make sure that all fees and debts (including course fees and library fines) are paid. This also applies where a third party (such as your employer) has agreed to pay your fees.

Outstanding fees and debts with South West TAFE may impact on a student's ability to continue studying with us; enrol in any further courses; impact on any fee refund; and result in qualification documents being withheld until payment is made.

Where South West TAFE engages the services of debt collection agencies to recover unpaid fees or debts, we reserve the right to also recover associated debt collection costs from the student. In addition, debt collection processes have the potential to affect your future credit rating.

## Legal Action

Legal action may be undertaken if all debt collection activities have been completed and;

- The student has not paid in full, organised a payment plan or have defaulted on a payment plan *and;*
- The student has not lodged a formal complaint with our Complaints Manager to dispute the outstanding debt *or*
- A decision has been made in regards to the student's dispute and they have not taken any further action

Once legal action is initiated, the student may be liable for the legal costs incurred.

## Confidentiality

South West TAFE respects all students' rights to privacy and will treat all student enrolment information confidentially, consistent with **PPP-046 Privacy Policy**.

## Certifying Documents

To have a document certified, an individual must take the original and a photocopy to an authorised person. The authorised person must write on every page of the copy document "I have sighted the original document and certify this to be a true copy of the original", sign each statement and provide their designation, for example "Pharmacist".

Authorised persons include:

- a justice of the peace or a bail justice
- a public notary
- an Australian lawyer (within the meaning of the *Legal Profession Act 2004*)
- a clerk to an Australian lawyer
- the prothonotary or a deputy prothonotary of the Supreme Court, the registrar or
- the deputy registrar of the County Court, the principal registrar of the Magistrates' Court or the registrar or the deputy registrar of the Magistrates' Court
- the registrar of probates and the assistant registrar of probates
- the associate to a judge of the Supreme Court or of the County Court
- the secretary of a master of the Supreme Court or of the County Court
- a person registered as a patent attorney under Chapter 20 of the *Patents Act 1990* of the Commonwealth
- a member of the police force
- the sheriff or deputy sheriff
- a member or a former member of either House of the Parliament of Victoria
- a member or a former member of either House of the Parliament of the Commonwealth
- a councillor of a municipality
- a senior officer of a council as defined in the *Local Government Act 1989*
- a registered medical practitioner within the meaning of the *Medical Practice Act 1994*
- a registered dentist within the meaning of the *Dental Practice Act 1999*
- a veterinary practitioner
- a pharmacist
- a principal in the (State) teaching service
- the manager of a bank
- a member of South West TAFE of Chartered Accountants in Australia or CPA or the National Institute of Accountants
- the secretary of a building society
- a minister of religion authorised to celebrate marriages (not a civil celebrant)
- a person employed under Part 3 of the *Public Administration Act 2004* with a classification that is prescribed as a classification for statutory declarations, or who holds office in a statutory authority with such a classification
- a fellow of South West TAFE of Legal Executives (Victoria).

**Source: Victorian Department of Justice**