
DOCUMENT REFERENCE:	PPP146
RESPONSIBLE MANAGER:	Manager Client Services
CATEGORY:	Student Information and Services
APPROVED DATE:	14 th January 2021
DATE OF NEXT REVIEW:	December 2022
RELATED DOCUMENTS:	PPP023 Debt Collection Policy PPP046 Information Privacy Policy PPP148 Student Selection Guidelines PPP154 Management of Eligibility Exemptions BP002 Pre-Training Review Business Process

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

- Applicant:** this is the pre-student stage where the individual is progressing through the information and enquiry stages of enrolment and have not been made an offer of enrolment
- 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 transparent. When known, applicants/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 paperwork, evidence and data will be stored electronically.

Where a paper based enrolment process is submitted, the hard copy documents will be scanned for storage in accordance with our Digitalisation Plan and the scanned version becomes the primary document.

Written confirmation of enrolment will be supplied to the student at the completion of the enrolment process.

The applicant/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 payment plan through either Centrepay, Debit Success or VET Student Loan (if applicable). To receive Qualification documentation, a student must have been formally enrolled and paid their course fees, meet the qualification educational requirements and paid in full any other outstanding financial debt.

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 inform South West TAFE in writing of any errors, omissions or changes which subsequently occur. Failure to inform South West TAFE can result in both academic and financial penalties.

All students are responsible for ensuring that South West TAFE has their current email, contact number, mailing and home addresses. South West TAFE does not accept responsibility if communication fails to reach a student who has not notified a change of contact details.

Enrolment Stages

- ♦ **Enquiry/information gathering:** At this stage the individual is researching their options and gathering information. They are considered to be an “enquiry” and are monitored through the Customer Relationship Management (CRM) system.
- ♦ **Apply Now:** Once an individual submits an application enquiry – either through the online “Apply Now” process or through other manual processes – such as direct contact with the teaching department - they are considered an Applicant. No formal evaluation of their suitability for the course they are seeking to enrol into has been made and no formal offer of enrolment has been made.
- ♦ **Selection:** At this stage, the applicant is providing information for evaluation of their suitability for the course they are seeking to enrol into. Applicants are required to complete a Pre Training Review which gathers information about why they are interested in the course and an evaluation of their LLN level is gathered. Individual courses may set additional “Entry Requirements” such as an interview, presentation of a portfolio, minimum age requirements or entrance exam/test. Entry requirements are published on the website.
- ♦ **Enrolment:** Once all required documentation is provided and evaluated the applicant will be sent an enrolment offer via email generated from the CRM. Once the applicant completes and signs the enrolment form digitally, and they have a status of “Admitted” in SMS, the applicant becomes referred to as a student.

Sometimes, during peak data processing periods there is a delay in data entry. In these situations if the applicant’s stage status within CRM is “Enrolment Processing” the student is able to attend classes and referred to as a student.

Pre Training Review

In order to determine the best training option and identify any support requirements, applicants 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 for government funded training

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. Applicants are advised to pre-check their eligibility to access a government subsidised place prior to enrolment. The information and evidence that the applicant provides in completing their enrolment will be used to make a final determination of their eligibility. It is the applicant’s responsibility to ensure that the information declared is accurate.

Where an applicant is not eligible they are advised that they will be a full fee paying student for their enrolment. Ineligible students may be referred to the Skills and Jobs Centre for career guidance and assistance with financial hardship.

Eligibility Exemptions

Where the Victorian Government provides for exemptions to the Skills First Eligibility criteria, these will be applied and managed in accordance with *PPP154 Management of Eligibility Exemption Guidelines*.

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 commenced participation in a tuition free priority course they cannot access another FreeTAFE place in any course 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 in their lifetime.

Job Trainer initiative

For courses and Skills Sets listed under the Job Trainer initiative, a student may commence and receive subsidised tuition for one course and one Skills Set. Once a student has commenced participation in a Job Trainer course/Skills Set they cannot access another Job Trainer place in any course even if they do not finish their first Job Trainer course. Where students are accessing a course under the Government’s Job Trainer initiative, students will be informed that they are able to access only one Job Trainer course in their lifetime.

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. An applicant will be required to provide appropriate documentation to enable the Enrolment Officer to determine the individual's:

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

If a student cannot produce original documentation, identity can be verified via the 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 copy by an authorised person only (refer to attachment 1).

Certifying Documents

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 write their full name, provide their designation, for example "Pharmacist", and sign each statement. The authorised person must write/stamp on every page of the copy documents:

'I have sighted the original document and certify this to be a true copy of the original',

Scanned or faxed certified copies are **not acceptable** forms of evidence for the purpose of verifying identification 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 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 will 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.

Engagement of a debt collection agency will require elements of a student's personal information to be shared with them. Only necessary information will be shared. Depending on the nature of the debt, shared information is not limited to but may include name; date of birth; contact details including phone and address; evidence of signature; course details; debt amount and payments made; and where the student was under the age of 18 at the time of enrolment, their nominated guardian/parent details.

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. Students will also be advised that, debt collection processes have the potential to affect your future credit rating.

Confidentiality

South West TAFE respects all students' rights to privacy and will treat all student enrolment information confidentially, consistent with **PPP046 Privacy Policy**.