

DOCUMENT REFERENCE: PPP146

RESPONSIBLE MANAGER: Client Services Manager
CATEGORY: Student Information and Services
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RELATED DOCUMENTS:

Documents: PPP023 Debt Collection Policy
PPP046 Information Privacy Policy
PPP148 Student Selection Guidelines
PPP154 Management of Eligibility Exemptions
BP002 Pre-Training Review Business Process
PPP011 Service Standard Guidelines
PPP029 Management of Fee Payment Options
PPP139 Fee Concession Guidelines
2022 Eligibility Guidelines – *Skills First* program

1. Introduction

The application and 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.

2. Scope

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

3. Definitions

- Applicant:** this is the pre-student stage where the individual is progressing through the enquiry and information gathering stages of enrolment and have not been made an offer of enrolment.
- Student:** Identified on South West TAFE's student data management system (SMS) with a course status of "Admitted" and unit status of "Enrolled"
- Admitted:** Identified on South West TAFE's student data management system (SMS) 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 (SMS) with a unit status of "enrolled". This status will enable participation to be entered and funding claimed where applicable.

4. 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

All communication must be in line with the South West TAFE Service Standards

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.

5. The applicant/student's enrolment responsibilities

In order to be enrolled and participate in classes and other educational activities at 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 a VET Student Loan (if applicable). To receive Qualification

documentation, a student must have been formally enrolled and paid their course fees and any other outstanding financial debt 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 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, 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 address.

6. Application and Enrolment Stages

- **Enquiry/information gathering:** Enquiry management is the responsibility of both the Client Services team and teaching departments. 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.
- **Initial Application:** Initial application stages consist of Converted Enquiry, PRT/LLN Scheduled and PTR Completed and are the responsibility of the Client Services team. An individual is considered an Applicant once they submit an application through the online "Apply Now" process or through the manual conversion of their enquiry to an application. 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. Stage follow up is via email and text message with 5 attempts at contact over 15 business days. If no further action has been taken by an applicant after five attempts final contact prior to closure will be via a phone call.
- **Teaching Area Action:** this is the stage of Referred to Teaching Department and is the responsibility of the teaching departments. At this stage the applicant will meet with the teaching department for evaluation of their suitability for the course they are seeking to enrol into. Applicants will discuss their Pre Training Review which gathered information about why they are interested in the course. The teaching department will undertake an evaluation of their LLN levels. Individual courses may set additional "Entry Requirements" such as an interview, presentation of a portfolio, minimum age requirements or entrance exam/test. Entry requirements must be published on the website. As soon as the teaching department deem an applicant as suitable they will select 'Approval to Send Enrolment Offer' and the applicant will be sent an enrolment offer via email generated from the CRM.
- **Referred to Skills & Jobs Centre:** Referred to Skills & Jobs Centre is the responsibility of the Skills & Jobs Centre team. Applicants can be referred to S&JC for numerous reasons including when they are deemed unsuitable for their course of choice, the course is full or they have multiple applications for varied study areas. The S&JC will work with the applicant to ensure all study options are explored
- **Nurture:** Nurture stage is the responsibility of the teaching departments. Applicants who have been placed in the stage of Nurture must receive nurture communications at least monthly and be contacted as soon as any change occurs in availability to the course they are seeking to enrol.
- **Pending Enrolment:** Pending enrolment stages consist of Enrolment Offer Sent, Guardian Signature Required and Cannot be Actioned and are the responsibility of the Client Services team. Follow up for enrolment offer sent and guardian signature required is automated with 5 attempts over 15 business days. If no further action has been taken by an applicant after five attempts including a phone call guidance will be sought from the relevant teaching area. The teaching area will reply within 2 business days advising follow up action they have taken or requesting closure of the application. Follow up for cannot be actioned will be undertaken manually by the Client Services team via email, text message and/or phone call at least every 3 business days.
- **Enrolment Processing:** Enrolment Offer sent is the responsibility of the Client Services team. Once an applicant completes and signs the digital enrolment form and returns all required documentation the Enrolment team will assess eligibility, advise fees and arrange payment/payment plan, admit and enrol in SMS. The individual will now have a status of "Admitted" in SMS and become 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 will be referred to as a student.

7. 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).

8. 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.

9. 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*.

10. 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.

11. JobTrainer initiative

For courses listed under the JobTrainer initiative, a student may commence and receive low or fee free tuition for one of these courses. Once a student has commenced participation in a JobTrainer course they cannot access another JobTrainer place in any course even if they do not finish their first course. Where students are accessing a course under the JobTrainer initiative, students will be informed that they are able to access only one JobTrainer course in their lifetime.

12. Skill Sets

South West TAFE offer government funded, low fee and fee free skill sets under the JobTrainer and Construction Industry skill sets initiatives.

For skill sets listed under the JobTrainer initiative, a student may commence and receive low or fee free tuition for one of these skill sets. Once a student has commenced participation in a JobTrainer skill set they cannot access another JobTrainer place in another even if they do not finish their first course. Where students are accessing a skill set under the JobTrainer initiative, students will be informed that they are able to access only one JobTrainer course in their lifetime.

For courses listed under the Construction Industry skill set initiative, a student may commence and receive low or fee free tuition for up to three of these skill sets. Once a student has commenced participation in three Construction Industry skill sets they cannot access another Construction Industry skill set even if they do not finish their three attempts. Where students are accessing a course under the Construction Industry skill set initiative, students will be informed that they are able to access three Construction Industry skill sets in their lifetime.

For courses listed under the Skills First skill set initiative, a student may commence and receive Government subsidised tuition for up to two skill sets in the same calendar year. Once a student has commenced participation in two Skills First skill sets they cannot access another Skills First skill set in the same calendar year even if they do not finish their previous two attempts. Where students are accessing a course under the Skills First skill set initiative, students will be informed that they are able to access two Skills First skill sets in the same calendar year.

13. Proof of ID

Verifying a person's identity is a requirement of determining eligibility for a government funded place and fraud management at 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)

Identity can be verified via the online document verification service GreenID, sighting and retaining a copy of the original ID 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).

14. 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** 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.

15. 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.

16. 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.

17. Confidentiality

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

18. Access and Equity

South West TAFE is committed to adhering to access and equity in the implementation for this Guideline. For more information please visit: [South West TAFE's Diversity, Equity and Inclusion Initiatives](#).