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POLICY AND PROCEDURE

11.1: ENQUIRIES, ENROLMENTS AND PAYMENTS

POLICY



Cobram Community will use an ethical approach when marketing training programs. Cobram Community House will ensure that the enrolment process is properly followed so that students are correctly and appropriately enrolled and provided with all necessary information to enable them to make appropriate decisions regarding their education. Cobram Community House will ensure that students are made aware of their rights and responsibilities whilst engaged in training at CCH.

a. Supporting Documentation/Forms/Links

- [Australian Qualifications Framework](#)
- National Training Packages
- [T105: Student Induction Checklist](#)
- [T106: Student File Checklist](#)
- [T114: Student Enrolment Form](#)
- [T132: Pre-Training Review Form](#)
- [3.5: Financial Management - Fees and Charges Policy](#)
- [8.3: Advertising and Marketing Policy and Procedure](#)
- [11.8 Marketing of Training at CCH](#)
- Brochure / Course Information Sheets
- Student Handbook
- Trainer Handbook
- [S:\Contracts and MOUs\Skills First\2019\Contract Document.pdf](#)

b. Definitions

Access and Equity: Responding to the diverse needs of individual students, including people who face barriers due to age, gender, cultural difference, disability, language, literacy and numeracy, unemployment, imprisonment or isolation and any other clients who are experiencing barriers in relation to access, participation and outcomes.

Credit Transfer: The acceptance of courses or units completed at other RTOs in the granting of exemptions from part of a course.

Manager Manager of Cobram Community House

National Recognition: Acceptance of valid qualifications issued by other RTOs in a state or territory of Australia.

Recognition of Prior Learning (RPL): The recognition of skills and knowledge acquired through formal education courses, on the job training and work or life experience and demonstrated through the provision of appropriate evidence.

RTO: Registered Training Organisation

Student: An individual who enters into an agreement with Cobram Community House and notionally pays or has funds allocated for the work Cobram Community House performs, to derive benefit from our training program.

Trainer: An individual employed by Cobram Community House to train and impart skills and knowledge to students. Can also be used to indicate a Trainer and Assessor where appropriate.

Skills First funding: The Skills First funding is an entitlement to government subsidised training in Victoria.

Unique Student Identifier (USI): All Students studying nationally recognised training in Australia from 1 January 2015 will be required to have a Unique Student Identifier (USI). The USI links to an online account that contains all the training records and results (transcript) that a student has completed from 1 January 2015 onwards.

c. Scope

This policy applies to all casual, permanent and contract staff, volunteers, clients and students of Cobram Community House.

This procedure is limited to the acquisition of students for nationally recognised, accredited and pre-accredited courses where applicable.

d. Purpose

The purpose of this document is to describe the responsibilities and processes for the funding, engaging, and processing of students.

PROCEDURES

a. Responsibilities

It is the responsibility of the **Manager** to oversee the enrolment and induction processes applied by other staff under their jurisdiction. This may include the Student Records and Documentation Officer, Training Administrator and trainers of specific courses.

b. Process

I. Student training enquiry

- Student training enquiries are initially managed by the Training Team or by the Administration Officer.
- Further or more detailed training enquiries, particularly those relating to accredited training courses, are directed to the Manager or Student Records and Documentation Officer. At this point the Trainer may also be involved.
- On initial enquiry, students are provided with a Course or Certificate overview and a Pre-enrolment information sheet which will provide initial information regarding:
 - Course content and vocational outcomes
 - Fees and charges, including payment plan options
 - Skills First funding eligibility and guidelines
 - CCH's Refund Policy
 - CCH's Student Grievance and Complaints Policy.
- Potential students are asked to complete an 'Expression of Interest' Form which will be used to provide CCH with contact and enquiry details, alternately they are logged on the student records system, VETtrak.
- Potential students may also access relevant information regarding training prior to enrolment via the Cobram Community House website.
- Information sessions may be held prior to enrolment.

II. Prior to Enrolment

- Potential students must be formally reviewed and accepted, based upon the student's existing qualifications and experience as well as their suitability for the course. This process is undertaken through a Pre-Training Review.
- Students enrolling in accredited training are required to undergo a Language Literacy and Numeracy Assessment. This is to ensure a student's Language Literacy and

Numeracy (LLN) skills are at an appropriate level to successfully complete a course, and /or if there are any learning supports needed to be put in place so that a student can achieve their best. Students will undergo the LLN assessment specific to the course they are enrolling in.

- Determination of an individual's eligibility for Skills First funding will be undertaken and the course fee for the student established. If deemed eligible, students will be informed of all fees and charges upon enrolment via an individualised Statement of Fees, this is signed by the student and a copy is provided to them for their records.

III. Student Enrolment and Induction

- Eligibility – students applying to study under the 'Skills First' program must meet all eligibility requirements as stated in the contract and the 'Guidelines about Determining Student Eligibility and Supporting Evidence'.
- Exemption to eligibility requirements – a supporting document must be placed on a student's hardcopy and VETtrak files to justify their access to the eligibility exemptions (refer Schedule 1 – Skills First Program Specifications, Part C, Clause 18).
- Enrolment forms must be completed prior to commencement of training.
- Students are required to complete and sign all sections of the Enrolment Form and the original version is placed in their student file.
- Enrolling students must supply a current document to prove eligibility for funding and concession. Documents accepted are as listed on the "Evidence of Eligibility and Student Declaration Form".
- Enrolling students must supply a current Driver's Licence or similar at enrolment.
- A student file is set up by the Student Records and Documentation Officer. Student files contain information in accordance with the Student File Checklist.
- Payment of Fees:
 - Upon enrolment students are required to pay a course deposit in accordance with the amount stipulated on the payment plan to secure a place in the chosen course.
 - CCH does not accept more than a \$1500.00 payment in advance.
 - Any balance of payment is due on the first day of training for short accredited, pre-accredited or fee for service courses.
 - Payment plans may be structured for students undertaking Certificate level accredited training.

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- Payment in full is required prior to the conclusion of the training.
 - A receipt for payment of fees will be issued by the Student Records and Documentation Officer or Administration Assistant.
 - Where students enter into a payment plan with Cobram Community House, the processes are explained by the Manager or their delegated representative. A payment plan form is completed and the student signs the document indicating their acceptance of the terms and conditions of the payment plan.
 - Students are inducted into their course on the day that the course commences. A Student Handbook is issued to all students and a discussion of the contents of the Student Handbook will take place as part of the induction process. Students are required to sign a declaration to acknowledge the receipt and the content of a student handbook. A copy of this form is placed on their student file. Information provided to Students at induction includes but is not limited to the following:
 - Student attendance and performance information
 - Privacy Statement
 - Grievance procedure
 - Emergency evacuation procedures.
 - Should a student fail to make regular payments as arranged through a payment plan **or** fail to pay the full due amount at the conclusion of the course, Cobram Community House will engage the services of a debt collection agency to recoup outstanding funds should initial discussions regarding outstanding payments not result in payment. **Certificates will not be issued to student with outstanding fees.**
 - Students are expected to achieve satisfactory academic progress throughout the course they are enrolled in. For further information please see policy 11.3: Training and Assessment. If students fail to do so re-enrolment may be required to gain competency.

IV. Deferring, Suspending or Cancelling Enrolment

- If a student wishes to defer or temporarily suspend their enrolment, they need to contact their Trainer at Cobram Community House and inform them of the reasons for deferment or suspension. Initially this may be done verbally but a written request must be completed using form [T104 Notice Of-Withdrawal From Studies](#).
- Following this request, the Trainer will convene a meeting with the Manager to assess the student's request.

- A student may be granted deferment or temporary suspension from their studies on compassionate grounds or due to compelling circumstances (e.g. where a medical certificate states that a student is unable to attend classes).
- If deferment or temporary suspension is granted, the Manager or their delegated officer will:
 - a. inform the student in writing that the request has been successful;
 - b. inform the student in writing of change of enrolment status and any implications;
 - c. record the details of the request and result on the student's file;
 - d. Inform other relevant staff (Student Records Officer, Trainer) so appropriate paperwork may be completed and necessary adjustments made.
- A student may cancel their enrolment for any reason. In this situation the Manager or their designated officer will:
 - a. inform the student in writing of their change of enrolment status and any implications;
 - b. inform relevant staff (Student Records Officer, Trainer) to ensure the appropriate updating of information and records;
 - c. Record the details on the student's file.
- Re-payment of fees (if applicable) is addressed in Section 3, Financial Management. [Refund of Student Fees 3.4](#)
- Cobram Community House may choose to defer, temporarily suspend or withdraw a student's enrolment on any of four grounds:
 - a. compassionate or compelling circumstances;
 - b. misconduct by the student;
 - c. non-payment of fees by the student;
 - d. consistent non- attendance without notification or prior arrangement.
- The Manager may make the decision to cancel a student's enrolment, based on information received from the staff of Cobram Community House. This may be based on one of the above grounds.

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- If Cobram Community House chooses to defer, temporarily suspend or cancel a student's enrolment, then the Manager or their designated officer will:
 - a. inform the student of Cobram Community House's intention;
 - b. inform the student in writing of the change of enrolment status;
 - c. inform the student that they have 20 working days to access the Complaints and Appeals process outlined in the Student Handbook and detailed in [11.6: Student Grievance and Appeals Policies and Procedures](#);
 - d. inform relevant staff (Student Records Officer and the Trainer)
 - e. Record the details on the student's file.
 - If the student does not access Cobram Community House's complaints and appeals process, then the Training Co-ordinator will record the details on the student's file.
 - If the student decides to access the complaints and appeals process, the suspension or cancellation will not take effect until the process is completed.
 - Refer to the Financial Management Section, Fees and Charges Policy and Procedure regarding course fees, charges and refunds.

Modification History

All Documents at CCH are version controlled as per policy [8.2: Document Control](#)

Current Version Date	Policy Name	Comments
11/11/2019	11.1: Enquiries, Enrolments and Payments	Amount of fees taken in advance increased from \$1000 to \$1500 in line with Clause 7.3, Users guide to the Standards for Registered Training Organisations 2015.
Previous Version Dates	Policy Name	Comments
14/08/2019	11.1: Enquiries, Enrolments and Payments	Inclusion of two clauses regarding eligibility under Section B Process, II Prior to Enrolment.
19/02/2014 Reviewed 17/12/2014 Reviewed 20/01/2015	11.1: Enquiries, Enrolments and Payments	This policy is a stand-alone policy created from Cobram 2.2: Students
12/09/2010	Cobram 2.2: Students	
13/04/2006	CCHPP 3.2 Financial Management – including Certification of Accounts,	

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	Audit Reporting, Fees Paid in Advance & Refund Policy	
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End of 11.1: Enquiries, Enrolments and Payments

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