

## Enrolment and Completion Policy and Procedures

### Purpose

The purpose of this policy and procedure is to outline Xpert Solutions approach to ensuring it manages student records and admissions effectively.

### Definitions

**ASQA:** Australian Skills Quality Authority

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

**ESOS Act:** Education Services for Overseas Students Act 2000

**PRISMS** means Provider Registration and International Students Management System

**National Code:** National Code of Practice for Providers of Education and Training to Overseas Students 2018

**RTO:** Registered Training Organisation

**RTO Standards:** Standards for Registered Training Organisations (RTOs) 2015 from the VET Quality Framework which can be accessed at [www.asqa.gov.au](http://www.asqa.gov.au)

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

**TPS: Tuition Protection Service** which is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study.

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

## Policy

### 1. Systems and processes

- Xpert Solutions:
  - Maintains sound administrative practices and processes to ensure secure and effective management of student records.
  - Has established processes for managing student records – this includes processes for managing course applications and enrolments, student files, results and attendance, course completions and withdrawals.
  - Records of all student information is held on Xpert Solutions, which is Xpert Solutions AVETMISS-compliant, Student Management System (SMS).
  - Information stored in the **aXcelerate** includes mandatory statistical enrolment questions, class attendance, course enrolment information, results and unit attainment, correspondence and records of issuance of AQF certification.
- Maintains a file for each enrolled student and stores these in lockable filing cabinets/compactor/other at head office. Each student file includes copies of all relevant documents relating to the student's enrolment, delivery and certification. Student files are archived at the end of a student's course.
  - Regularly conducts internal audits of student files to ensure the records are accurate and complete. Any issues identified during a student file audit will be rectified and root cause of the issue identified to avoid re-occurrence.

### 2. Course enrolments, entry and admission

- Individuals wishing to apply to enrol in a course with Xpert Solutions can do so by following the procedures outlined on the relevant Course Brochure and in our International Student Handbook.
- Xpert Solutions provides in print or through referral to an electronic copy, current and accurate information that enables prospective students to make informed decisions about undertaking training with Xpert Solutions.
- Xpert Solutions advises prospective students about the training product appropriate to meet the learners needs, taking into consideration the individuals existing skills and competencies, such as potential RPL and/or credit transfer.
- Where Xpert Solutions grants a student RPL or credit transfer, that reduces an international students course length/ duration, Xpert Solutions will:
  - inform the student of the reduced course duration following granting of RPL and ensure the confirmation of enrolment (CoE) is issued only for the reduced duration of the course; and
  - report any change in course duration in PRISMS if RPL or course credit is granted after the overseas student's visa is granted.
- Applicants must demonstrate that they meet the entry criteria for a course stated on the Course Outline. Including English proficiency.
- Applicants under the age of 18 years at the time of enrolment will not be accepted.

- In the event the applicant is transferring from another provider, the applicant must be outside the six (6) month mandatory period of their principle course or have a letter of release from that provider. See *Overseas Students Transfer Request Policy and Procedure* for more details.
- Where the student is not deemed suitable for enrolment, the application will be denied and the reasons will be provided to the student in writing.
- All students will be required to sign a Student Agreement upon enrolment to show acceptance of the Enrolment Terms and Conditions.
- Fees will only be accepted following acceptance of the agreement by the student.
- Students receive a written agreement, which is written in plain English, and includes the following:
  - Course and enrolment details including:
    - Code, title and outline of the course in which the student is to be enrolled including the course content, expected course start date, duration (and holiday breaks), the location at which the course will be delivered, facilities, equipment learning resources available to the student, assessment methods and the mode/s of study for the course.
    - A minimum of 20 hours' of face-to-face scheduled course contact per week for the course
    - Any prerequisites necessary to enter the course or courses, including English language proficiency requirements.
    - Any work placement arrangement required in the course (If Applicable)
    - Grounds on which the student may be deferred, suspended or cancelled
    - Any conditions imposed on the student's enrolment.
  - Fee information including:
    - All tuition fees and non-tuition payable by the student for the course, the periods to which those fees relate and payment options (including that the student may choose to pay more than fifty (50) % of their tuition fees before their course commences).
    - Amounts that may or may not be repaid to the student (including any tuition and non-tuition fees collected by education agents on behalf of the registered provider), including refunds of tuition fees and non-tuition fees in the case of student default and provider default.
    - Processes for claiming a refund.
    - The specified person/s other than the student, who can receive a refund in respect of the overseas student identified in the written agreement, consistent with the ESOS Act.
    - A plain English explanation of what happens in the event of a course not being delivered, including the role of the TPS.
  - Terms and Conditions including:

- Xpert Solutions obligations to the student, including quality of the training and assessment in compliance with the RTO Standards and issuance of the AQF certification documents.
  - The circumstances in which personal information about the student may be disclosed by the registered provider, the commonwealth including the TPS, or state or territory agencies, in accordance with the *Privacy Act 1988*.
  - Internal and external complaints and appeals processes.
  - State that the student is responsible for keeping a copy of the written agreement as supplied by the registered provider, and receipts of any payments of tuition fees or non-tuition fees.
  - A statement that “this written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian consumer law if the Australian consumer law applies”.
  - A requirement that the student while in Australia and studying with that provider, must notify the registered provider of his or her contact details including the student’s current residential address, mobile number (if any) and email address (if any), who to contact in emergency situations and any changes to those details, within seven (7) days of the change.
- Students will be provided with a Letter of Offer along with their Student Agreement.

### 3. Assessing English proficiency

- The applicant’s English Language Skills will be assessed against the Admissions criteria.

#### Assessing English Proficiency

*All English proficiency certification must be current ie within the last two (2) years of the date of application.*

- English proficiency criteria for VET courses, are an IELTS score of 6.0 [general] or equivalent. All bands within the overall IELTS score must be a minimum of 5.5; or
- Successful completion of EAP1 [English for Academic Purposes]; or
- Direct entry from the successful completion of any other ELICOS programme where it is confirmed that the student has exited with an equivalent score of 6.0 IELTS; or
- Equivalent scores from PTE and /or TOEFL

### 4. Unique Student Identifiers (USI) & Victorian Student Numbers (VSN)

- All students participating in nationally recognised training from 1 January 2015 are required to have a Unique Student Identifier (USI) and provide it to Xpert Solutions upon enrolment. Alternatively, Xpert Solutions can apply for a USI on behalf of an individual.
- The Student Identifiers Act 2014 authorises the Australian Government’s Student Identifiers Registrar to collect information about USI applicants. When Xpert Solutions applies for a USI

on behalf of a student who has authorised us to do so, we need to collect personal information about the student which will be passed on to the Student Identifiers Registrar. This will include:

- name, including first or given name(s), middle name(s) and surname or family name
  - date of birth
  - city or town of birth
  - country of birth
  - gender
  - contact details, so the Student Identifiers Registrar can provide individuals with their USI and explain how to activate their USI account.
- In order to create a USI on behalf of a student, Xpert Solutions will be required to verify the identity of the individual by receiving a copy of an accepted identification document. This document will only be used for the purposes of generating the USI and confirming the identity of the individual with the Registrar. Once the USI has been generated and validated, the identity documents used or collected for this purpose will be securely destroyed.
  - The information provided by an individual in connection with their application for a USI:
    - is collected by the Registrar as authorised by the Student Identifiers Act 2014.
    - is collected by the Registrar for the purposes of:
      - applying for, verifying and giving a USI
      - resolving problems with a USI
      - creating authenticated vocational education and training (VET) transcripts
    - may be disclosed to:
      - Commonwealth and State/Territory government departments and agencies and statutory bodies performing functions relating to VET for:
        - the purposes of administering and auditing VET, VET providers and VET programs
        - education related policy and research purposes
        - to assist in determining eligibility for training subsidies
      - VET Regulators to enable them to perform their VET regulatory functions
      - VET Admission Bodies for the purposes of administering VET and VET programs
      - current and former Registered Training Organisations to enable them to deliver VET courses to the individual, meet their reporting obligations under the VET standards and government contracts and assist in determining eligibility for training subsidies
      - the National Centre for Vocational Education Research for the purpose of creating authenticated VET transcripts, resolving problems with USIs and for the collection, preparation and auditing of national VET statistics
      - researchers for education and training related research purposes
      - any other person or agency that may be authorised or required by law to access the information

- any entity contractually engaged by the Student Identifiers Registrar to assist in the performance of his or her functions in the administration of the USI system
- will not otherwise be disclosed without the student's consent unless authorised or required by or under law
- The consequences to the student of not providing the Registrar with some or all of their personal information are that the Registrar will not be able to issue the student with a USI, and therefore Xpert Solutions will be unable to issue a qualification or statement of attainment.

## 5. Certification issuance

In accordance with the Standards, Xpert Solutions issues AQF certification documentation to students who have been assessed as meeting the requirements of a unit, module, qualification or course as specified in the relevant Training Package or VET Accredited Course. All AQF certification documents issued by Xpert Solutions will meet the requirements of Schedule 5 of the Standards, as well as the requirements of the National AQF Qualifications Issuance Policy.

Certification documents will be issued within 30 days of the student being assessed as meeting the requirements of the Course, providing that all course/tuition fees have been paid.

## 6. Authenticity

To ensure authenticity of our certification documents and to ensure they cannot be fraudulently reproduced, our certification documents:

- All Qualification need to be issued and stored in aXcelerate, with QR Code provided
- Assist the external inquiries if concern any authenticity

## 7. Record keeping

- Student records will be kept for the following minimum periods of time:
  - For domestic students: Evidence of assessment decisions are kept for a minimum of eighteen (18) months, post the date of course completion or withdrawal.
  - For international students: Evidence of the following is kept for a minimum of eighteen (18) months, past the date of course completion or withdrawal:
    - Evidence of assessment decisions
    - Evidence of decision to grant RPL or credit transfer
    - Student contact details
    - Student Written Agreements
    - Receipts of payments made by the student under the written agreement
    - Records of student transfer requests and request assessments and decisions
    - Critical incidents involving the student and remedial action taken
  - Records of unit attainment and issuance of a qualification or statement will be kept for a period of thirty (30) years on the student management system as required by the Standards.
- Students are able to access the records that Xpert Solutions holds about them by putting a request in writing using the *Access to Records Request Form* as per the *Privacy Policy*.

Records will be made available to ASQA and their auditors upon request.

**8. Reissuing**

Current and past students can request a copy of their certification documents at any time. There may be an additional cost for re-issuance, as detailed in the *Fees and Refunds Policy & Procedures*.