



Admission and Enrolment Policy and Procedure

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1. PURPOSE

- 1.1 This document specifies Laneway Education's (the College) admission and enrolment policy and procedure. It sets out guidance to staff and learners regarding the College's admission and enrolment practices for Vocational Education and Training (VET).
- 1.2 This policy and procedure acts as a mechanism to protect learners and provide them with the information required to make an informed decision on the course they apply for and enrol into. It ensures a process is followed to ensure each learner meets the entry requirements for their chosen course to give them the greatest opportunity of success.
- 1.3 Ensuring learners commence their studies in an appropriate course increases the supply of qualified and skilled graduates into industry and the community.
- 1.4 Having a robust admission and enrolment process works to maintain the integrity of the Australian VET sector by ensuring learners are dealt with fairly during the application process.

2. SCOPE

- 2.1 This document applies to all staff, prospective learners and learners in the College. It also applies to any people contracted by the College to undertake admission and enrolment related activities.

3. DEFINITIONS

- 3.1 *Applicant* refers to a prospective learner that has submitted an application to enrol in a course.
- 3.2 *CoE* is a Confirmation of Enrolment.
- 3.3 *Credit transfer (CT)* is a system whereby successfully completed units of study and/or units of competencies contributing towards a qualification can be transferred from one course to another.
- 3.4 *Delegated college representative* refers to a College team member that has been allocated a specific task to complete as part of their duties.
- 3.5 *Education agent* is a person or organisation (in or outside Australia) that recruits overseas learners and refers them to education providers. In doing so, the education agent may provide education counselling to overseas learners as well as marketing and promotion services to education providers.
Education agent does not refer to an education institution with whom an Australian provider has an agreement for the provision of education (that is teaching activities).
- 3.6 *Learner* refers to a person that has accepted an offer to study at the College and has completed the full enrolment process.
- 3.7 *Non-tuition fees* include books and equipment, health insurance, administration, accommodation, and assistance to apply for or hold a student visa.
- 3.8 *PRISMS* is the Provider Registration and International Students Management System.
- 3.9 *Prospective learner* refers to a person wishing to study at the College but has yet to complete all of the enrolment steps to become fully enrolled in their chosen course.
- 3.10 *Recognition of prior learning (RPL)* is a process for giving candidates credit for skills, knowledge and experience gained through working and learning. It can be gained at any stage of their lives, through formal and informal learning, in Australia or overseas, through work or other activities such as volunteering.
- 3.11 *Tuition fees* include fees for lectures, tutorials, tutoring sessions, training, excursions, fieldwork, laboratories, or practical experience that form part of the student's course (whether mandatory or

not), or are intended to assist the student to progress in their course, or are ancillary to the activities that form part of the student's course listed previously.

4. POLICY STATEMENT

- 4.1 Admission and enrolment to the College for domestic and international prospective learners is determined on the basis of the respective published entry requirements of the course of study, including previous academic achievements and previous work experience.
- 4.2 All domestic and international prospective learners must meet the entry requirements for the respective course. In this way, the College is satisfied that applicants for a course have an adequate basis of knowledge and skills to successfully undertake and complete that course.
- 4.3 The entry requirements for each course are detailed in the corresponding training and assessment strategies and on each course information page on the College website and other marketing collateral.
- 4.4 The College ensures that entry requirements do not present unreasonable barriers to access.
- 4.5 All prospective learners are provided with the opportunity to apply for credit transfer (CT) or recognition of prior learning (RPL) at the time of enrolment.
- 4.6 Credentials supplied by any prospective learners at the time of enrolment for the purposes of credit transfer (CT) or recognition of prior learning (RPL) will be verified and assessed for in accordance with the College's RPL and CT Policy and Procedure.
- 4.7 The College must:
 - 4.7.1 not knowingly enrol an international learner wishing to transfer from another provider before the learner has completed six calendar months of his or her principal course, except in circumstances outlined in Standard 7 of the *National Code of Practice for Providers of Education and Training to Overseas Students 2018*. The first six months is calculated as six months from the date the learner commences their principle course. This means the transfer restriction applies to a student during all courses they undertake prior to the principal course;
 - 4.7.2 not actively recruit an international learner where this clearly conflicts with its obligations under Standard 7 of the *National Code of Practice for Providers of Education and Training to Overseas Students 2018*;
 - 4.7.3 provide applicants with information that will enable them to make informed decisions about their studies in Australia;
 - 4.7.4 have documented procedures for assessing applicants' English proficiency and qualifications and they must implement these procedures;
 - 4.7.5 inform applicants of the modes of study through which the course may be offered;
 - 4.7.6 list the grounds on which the learner's enrolment may be deferred, suspended or cancelled;
 - 4.7.7 give international applicants a description of the ESOS framework prior to enrolment;
 - 4.7.8 supply information about indicative course related fees, including the potential for fees to change;
 - 4.7.9 supply relevant information on accommodation options.
- 4.8 Where prospective international learners plan to bring school-aged dependent(s) with them, the College will inform them of Australia's schooling obligations and options, including the fact that they may have to pay school fees.

5. ADMISSION PROCEDURE – DOMESTIC APPLICANTS

- 5.1 After determining their personal interest and satisfying the published entry requirements, a prospective learner can complete the College enrolment application form. This form can be accessed through the College website. Alternatively, a prospective learner can request a link to the form be sent to them via email, or for a hard copy form to be posted to them.
- 5.2 After submitting the enrolment application, a prospective learner will be provided, in print or through referral to an electronic copy, current and accurate information regarding the following:
 - 5.2.1 The requirements for acceptance into a course, including the minimum level of English language proficiency, educational qualifications or work experience required and whether course credit may be applicable;
 - 5.2.2 The course content and duration, qualification offered if applicable, modes of study and assessment methods;
 - 5.2.3 Campus location(s) and a general description of facilities, equipment, and learning and library resources available to learners;
 - 5.2.4 Details of any arrangements with another registered provider, person or business to provide the course or part of the course (if applicable);
 - 5.2.5 Indicative course-related fees including advice on the potential for fees to change during the learner's course and applicable refund policies;
 - 5.2.6 Information about the grounds on which the learner's enrolment may be deferred, suspended or cancelled;
 - 5.2.7 A summary of the College's obligations to the learner;
 - 5.2.8 A summary of the learner's obligations;
 - 5.2.9 A summary of the learner's rights, including details of the College's complaints and appeals process.
- 5.3 Once submitted, the application is received by the Administration and Enrolment Coordinator or delegated college representative.
- 5.4 At this stage, the application is checked by the Administration and Enrolment Coordinator or delegated College representative to ensure that all required information has been provided. If determined necessary, a prospective learner may be asked to supply additional documentation to demonstrate they satisfy the entry requirements of the course for which they are applying. In this situation, the Administration and Enrolment Coordinator or delegated College representative will contact the prospective learner to request the documentation.
- 5.5 The Administration and Enrolment Coordinator or delegated College representative will review and assess the application and determine the academic suitability of the prospective learner. The Administration and Enrolment Coordinator or delegated College representative may request the prospective learner provide still further information or attend an interview if deemed necessary to ensure their academic suitability.
- 5.6 If at this stage, the prospective learner is deemed to not have met the published entry requirements for a course, or demonstrated their academic suitability for a course, the College will contact the prospective learner to discuss the option of enrolling in a lower AQF level course if available. Normal application assessment would again be applied.
- 5.7 If at this stage, the prospective learner is deemed to have met the published entry requirements for a course, and demonstrated their academic suitability for a course, the College will send the

prospective learner a Letter of Offer, which includes information about their scheduled orientation date.

- 5.8 If the prospective learner is satisfied with the contents, they are required to sign the Letter of Offer indicating their understanding and acceptance of the term and conditions of their enrolment, and return it to the College. At this time, the prospective learner will need to make the first payment for the course tuition fees as outlined in the Letter of Offer.
- 5.9 At this stage of the process, the prospective learner becomes an enrolled learner (or simply 'learner').
- 5.10 An orientation reminder is sent to the learner, clarifying the date, time and location.
- 5.11 At orientation, the College checks to ensure that all required fees have been paid by the learner, their contact details are accurate, issues them with their timetable, and guides them through key policies and procedures, including academic progress, attendance, assessment, and grievances.

6. ADMISSION PROCEDURE – INTERNATIONAL APPLICANTS

- 6.1 After determining their personal interest and satisfying the published entry requirements, a prospective learner can complete the College enrolment application form. This form can be accessed through the College website. Alternatively, a prospective learner can request a link to the form be sent to them via email, or for a hard copy form to be posted to them.
- 6.2 After submitting the enrolment application, a prospective learner will be provided, in print or through referral to an electronic copy, current and accurate information regarding the following:
 - 6.2.1 The requirements for acceptance into a course, including the minimum level of English language proficiency, educational qualifications or work experience required and whether course credit may be applicable;
 - 6.2.2 The CRICOS course code, course content, mode(s) of study for the course, course duration and holiday breaks, course qualification, and assessment methods;
 - 6.2.3 Campus location(s) and a general description of facilities, equipment, and learning and library resources available to learners;
 - 6.2.4 Details of any arrangements with another registered provider, person or business to provide the course or part of the course (if applicable);
 - 6.2.5 Indicative tuition and non-tuition fees including advice on the potential for fees to change during the learner's course and applicable refund policies;
 - 6.2.6 Information about the grounds on which the learner's enrolment may be deferred, suspended or cancelled;
 - 6.2.7 The ESOS framework including official Australian Government material or links to this material online;
 - 6.2.8 Relevant information on living in Australia; including:
 - a) Indicative costs of living, and
 - b) Accommodation options
 - 6.2.9 A summary of the College's obligations to the learner;
 - 6.2.10 A summary of the learner's obligations;
 - 6.2.11 A summary of the learner's rights, including details of the College's complaints and appeals process.
- 6.3 Prospective learners who have enrolled with, or have valid CoE(s) from another provider, must not be enrolled until they have completed the first six months of their principal course with the provider

or have a letter of release from the provider of the principal course. The methods for checking if a learner is enrolled or has a CoE from another provider include:

6.3.1 Asking the learner;

6.3.2 Checking the student visa on VEVO or with the Department of Home Affairs;

6.3.3 Receiving an alert on PRISMS when the College tries to create and issue a CoE.

All the above methods should be applied to each prospective learner attempting to enrol onshore. If there is any doubt about the learner's status, then the learner's application will be rejected and no offer letter can be issued.

- 6.4 Once submitted, the application is received by the Administration and Enrolment Coordinator or delegated College representative.
- 6.5 At this stage, the application is checked by the Administration and Enrolment Coordinator or delegated College representative to ensure that all required information has been provided. If determined necessary, a prospective learner may be asked to supply additional documentation to demonstrate they satisfy the entry requirements of the course for which they are applying. In this situation, the Administration and Enrolment Coordinator or delegated College representative will contact the prospective learner to request the documentation.
- 6.6 For off shore applicants, the Administration and Enrolment Coordinator or delegated College representative will review the application to assess if the applicant meets the Australian Government's Genuine Temporary Entrant (GTE) criteria and has access to sufficient funds to support themselves and any dependents for the total period of their enrolment.
- 6.7 The Administration and Enrolment Coordinator or delegated College representative will review and assess the application and determine the academic suitability of the prospective learner. The Administration and Enrolment Coordinator or delegated College representative may request the prospective learner provide further information or attend an interview if deemed necessary to ensure their academic suitability.
- 6.8 If the prospective learner cannot produce evidence of a satisfactory IELTS score which meets the entry requirements, and there are doubts about the English language skills to cope in an academic environment, the applicant will be advised to enrol in an English (ESL or ELICOS) course for an appropriate duration with a preferred English Language Centre until the learner achieves an IELTS score of required for entry as listed in the course entry requirements.
- 6.9 If at this stage, the prospective learner is deemed not to be a genuine temporary entrant and/or have the funds to support their intended total period of stay in Australia, the learner's application will be rejected and no offer letter can be issued.
- 6.10 If at this stage, the prospective learner is deemed to be a genuine temporary entrant and has the funds to support their intended total period of stay in Australia but does not meet the published entry requirements for a course, or demonstrate their academic suitability for a course, the College will contact the prospective learner to discuss the option of enrolling in a lower AQF level course if available. Normal application assessment would again be applied.
- 6.11 If at this stage, the prospective learner is deemed to be a genuine temporary entrant and has the funds to support their intended total period of stay in Australia and has met the published entry requirements for a course or demonstrated their academic suitability for a course, the College will send the prospective learner a Letter of Offer, which includes information about their scheduled orientation date.

- 6.12 If the prospective learner is satisfied with the contents, they are required to sign the Letter of Offer indicating their understanding and acceptance of the term and conditions of their enrolment, and return it to the College along with evidence of their OSHC. At this time, the prospective learner will need to make the first payment for the course tuition fees as outlined in the Offer Letter.
- 6.13 At this stage of the process, the prospective learner becomes an enrolled learner (or simply 'learner').
- 6.14 The Administration and Enrolment Coordinator or delegated College staff member will generate a Confirmation of Enrolment (CoE) via the Provider Registration and International Student Management System (PRISMS). The CoE must be generated in accordance with the requirements of the PRISMS User Guide. There must be a CoE issued for each qualification that the learner is going to be enrolled in as outlined in the Letter of Offer. The CoE will then be sent to the learner.
- 6.15 **NOTE:** The College will ensure that when an international learner becomes an accepted learner of the College the following information will be entered into PRISMS (within 31 days as prescribed by section 19 (1) of the *Education Services for Overseas Students Act 2000*):
- 6.15.1 the learner's residential address, phone number and email address;
 - 6.15.2 the learner's gender;
 - 6.15.3 the learner's date of birth;
 - 6.15.4 the learner's country of birth;
 - 6.15.5 the learner's nationality;
 - 6.15.6 the unique identifier of the learner's course;
 - 6.15.7 the location of the course;
 - 6.15.8 the agreed starting day of the course;
 - 6.15.9 the day when the learner is expected to complete the course;
 - 6.15.10 the total of the tuition fees paid for the learner for the course at the time of being accepted as a learner;
 - 6.15.11 the period to which the tuition fees paid as mentioned above relate;
 - 6.15.12 the total of the non-tuition fees paid for the learner for the course at the time of being accepted as a learner;
 - 6.15.13 the total of the tuition fees that are required to be paid for the learner to undertake the course (including fees that have already been paid);
 - 6.15.14 if the learner was in Australia when the learner became an accepted learner, the number of the learner's passport;
 - 6.15.15 if the learner holds an Australian visa, the number of the visa;
 - 6.15.16 if:
 - a) undertaking a particular test is a requirement specified under paragraph 500.213(3)(a) of Schedule 2 to the *Migration Regulations 1994* (requirements about English language proficiency for Subclass 500 visas); and
 - b) the learner has undertaken that test (whether or not for the purposes of a Subclass 500 (Student) visa);
 the name of the test, the day the learner undertook the test and the score the learner received for the test;
 - 6.15.17 if:
 - a) the learner holds, or has applied for, a Subclass 500 (Student) visa; and

- b) when the learner applied for the visa, the learner was within a class of applicants specified under paragraph 500.213(3)(b) of Schedule 2 to the *Migration Regulations 1994* (classes of applicants to which subclause 500.213(1) does not apply);
that class.

6.16 **NOTE:** The College will ensure that when an international learner becomes an accepted learner of the College, and an education agent facilitated the acceptance for enrolment of the learner in their course, the following information about the education agent will be entered into PRISMS:

- 6.16.1 the agent's name; and
- 6.16.2 the address of the agent's principal place of business; and
- 6.16.3 if the agent is a body corporate, the address of the body corporate's registered office; and
- 6.16.4 the agent's postal address (if different from the address mentioned in the above two points); and
- 6.16.5 the agent's phone number, email address and website address (if any); and
- 6.16.6 the agent's ABN or ACN (if any); and
- 6.16.7 the agent's trading name or names (if any); and
- 6.16.8 if the agent is a body corporate, the names of the body corporate's directors; and
- 6.16.9 if the agent is a registered migration agent, the agent's Migration Agents Registration Number; and
- 6.16.10 the following information about each of the agent's employees (if any) who are involved in the agent facilitating the enrolment:
 - a) the employee's name;
 - b) the employee's email address;
 - c) if the employee is a registered migration agent, the employee's Migration Agents Registration Number.

6.17 **NOTE:** The College will ensure that when an international learner becomes an accepted learner of the College, and the learner has paid any tuition fees for a course, the College will keep records of the learner that include the following information:

- 6.17.1 the total of the tuition fees paid for the learner for the course;
- 6.17.2 for each amount of tuition fees paid for the learner for the course:
 - a) whether the amount was paid for the full course or part of the course; and
 - b) if the amount was paid for the full course, the duration of the course; and
 - c) if the amount was paid for part of the course, the duration of that part of the course;
- 6.17.3 the total of the non-tuition fees paid for the learner for the course;
- 6.17.4 the total of the tuition fees and non-tuition fees paid for the learner for the course;
- 6.17.5 any tuition fees or non-tuition fees for the learner for the course that:
 - a) have become payable; and
 - b) have not been paid;
- 6.17.6 copies of written agreements to which the provider and learner are parties;
- 6.17.7 the amount that the learner will be charged to access the learner's records;
- 6.17.8 if an education agent of the provider facilitated, or is facilitating, the enrolment of the learner, the following details:

- a) the agent's name;
- b) the address of the agent's principal place of business;
- c) if the agent is a body corporate, the address of the body corporate's registered office;
- d) the agent's postal address (if different from the address mentioned in the above two points);
- e) the agent's phone number, email address and website address (if any);
- f) the agent's ABN or ACN (if any);
- g) the agent's trading name or names (if any);
- h) if the agent is a body corporate, the names of the body corporate's directors;
- i) if the agent is a registered migration agent, the agent's Migration Agents Registration Number;
- j) the agent's employees (if any) who were or are involved in the agent facilitating the enrolment, including employees' name, email address and Migration Agent's Registration Number (if applicable).

6.18 An orientation reminder is sent to the learner, clarifying the date, time and location.

6.19 Learners must then apply for a student visa and make travel arrangements to arrive in Australia in time to attend their orientation and commence their course.

6.20 At orientation, the College checks to ensure that all required fees have been paid by the learner, their contact details are accurate, issues them with their timetable, and guides them through key policies and procedures, including academic progress, attendance, assessment, and grievances

7. ADDITIONAL STUDENT SUPPORT

- 7.1 During the enrolment application process, all prospective learners are asked to identify any pre-existing learning difficulties, disabilities or other conditions that may inhibit their learning or ability to undertake their chosen course.
- 7.2 During the application review by the Administration and Enrolment Coordinator or delegated College representative, if a prospective learner has identified any pre-existing learning difficulties, disabilities or other conditions that may inhibit their learning or ability to undertake their chosen course, the College's Head of Product, who is responsible for reviewing all additional student support needs, is notified.
- 7.3 At this stage, the Head of Product will review the information provided by the prospective learner, and if required, request additional information.
- 7.4 After all of the required information has been collected, the Head of Product will make a determination on the College's ability to provide the required support to the prospective learner. If external advice or support is required, the Head of Product will make arrangements to engage a suitable party, with any costs agreed with and incurred by the prospective learner.
- 7.5 If it is deemed that the College can provide the required support to the prospective learner, then the application will continue to be processed as normal. After successful enrolment and prior to course commencement, the agreed support strategies will be implemented. All affected staff will then be informed.
- 7.6 Implemented support strategies will be reviewed at the end of each term to ensure the learner is being supported in an appropriate manner.

7.7 If it is deemed that the College cannot provide the required support to the prospective learner, then the College will work with the prospective learner to identify another provider that has the necessary support available. The prospective learner's application will be cancelled in this situation.

8. UNIQUE STUDENT IDENTIFIER (USI)

8.1 For all enrolments, the College will collect and report USI numbers, as is the requirement under Commonwealth legislation.

8.2 Before the College can issue a qualification or statement of attainment to a learner, it must either:

8.2.1 collect and verify the learner's existing USI, or

8.2.2 create a USI on behalf of a learner with their permission.

8.3 To perform either of these actions, the Administration and Enrolment Coordinator or delegated College staff member will access the USI Registry System at the time of the learner's enrolment.

8.4 The Administration and Enrolment Coordinator or delegated College staff member will ensure the learner's file is updated to include the learner's USI.

9. METHODS FOR DETERMINING AUTHENTICITY OF ACADEMIC QUALIFICATIONS

9.1 Academic qualifications submitted by a prospective learner can be authenticated by:

9.1.1 Original documents (i.e. award and transcript of results); or

9.1.2 Copies of the original documents (i.e. award and transcript of results) that have been notarised by a Justice of the Peace or equivalent authority.

9.2 Should the Administration and Enrolment Coordinator or delegated College representative suspect that an academic document presented has been altered or fraudulently created, contact is made with the conferring institution to validate its authenticity.

9.3 If it is concluded that the academic document presented was fraudulently created or obtained, or if authenticity could not be established, the application will be rejected.

10. METHODS FOR DETERMINING AUTHENTICITY OF CLAIMS IN A CV/RÉSUMÉ RELATING TO CLAIMED WORK EXPERIENCE

10.1 All claimed work experience that is offered as evidence of eligibility for entrance to a specific VET course of study must be relevant to that VET course of study, be within the last five years of the date of application and be supported by a letter of support or statement of reference from the employer. Past employers may be contacted to verify work experience on a case-by-case basis.

11. RESPONSIBILITIES

11.1 Laneway Education implements a RASCI Responsibility Matrix to assign and display responsibilities of individuals to carry out a process within the organisation

	CEO	Head of Growth	Head of Product	Administration and Enrolment Coordinator	Administration and Enrolment Team Members	Trainers and Assessors	Student Experience Team Members	Growth Team Members	Head of Compliance
R				X	X				
A	X								
S		X	X						
C									X
I						X	X	X	

'R' Responsible – the person who is responsible for carrying out the entrusted task, monitoring compliance and maintaining records.

'A' Accountable (also Approver) – the person who is responsible for the whole task and who is responsible for what has been done.

'S' Support – the person who provides support during the implementation of the process.

'C' Consulted – the person who can provide valuable advice or consultation for the process.

'I' Informed – the person who should be informed about the process.

Policy and Procedure Contact Person	Dan Wortley
Contact Details	dan@laneway.edu.au

Revision History			
Date	Version	Description of Modifications	Approved By
12/06/2017	1.0	Original	Dan Wortley
14/06/2017	1.1	Document style and content edits	Dan Wortley
04/07/2017	1.2	Content edits	Dan Wortley
27/07/2017	1.3	Formatting edits	Dan Wortley
09/09/2017	1.4	Content edits	Dan Wortley
26/10/2017	1.5	Contents edits and addition of GTE assessment procedure	Dan Wortley
28/11/2017	1.6	Additional points added to Purpose and Definitions sections and a RASCI responsibility model introduced to the Responsibility section	Dan Wortley
18/01/2019	2.0	Change to company name, update to correctly reference the National Code of Practice for Providers of Education and Training to Overseas Students 2018 and addition of information regarding additional student support	Dan Wortley
01/06/2019	2.1	Minor document style and content edits	Stuart Hicks
18/09/2019	2.2	Added definitions. Addition of Clauses 6.15, 6.16 and 6.17 to comply with the requirements of the newly released ESOS Regulations 2019.	Stuart Hicks