



## **ACBC Student Enrolment Process and Procedure**

### **Equal and fair treatment to all applicants**

ACBC is committed to ensuring that equal and fair treatment is provided to all students wishing to enrol in an approved course.

The ACBC approach to enrolment and induction is to provide a pathway for students to make informed decisions about their training and assessment and enter a training pathway that is the right fit and free from discriminatory barriers.

To achieve this, we will:

- Conduct a one-on-one enrolment interview to individually assess the student's needs and circumstances and provide them information about their rights and obligations;
- Inform prospective students about prerequisite and entry requirements for their desired training program and pathways to obtain these before enrolment;
- Assess a student's language, literacy and numeracy skill levels to ensure they have adequate skills and abilities to meet the requirements of their desired training program;
- Provide accurate and ethical marketing and pre-enrolment information including student handbook that enables them to make confident and suitable decisions about selected training programs;
- Ensure there are no barriers for people with a disability;
- Provide comprehensive administrative support that allows the student to complete enrolment efficiently and commence training at an agreed time and place; and
- Inform prospective students about alternate pathways to training such as gaining credit for current competence or recognition of prior learning pathways.

### **Student Enrolment Procedure**

#### **Initial contact**

There will be times when ACBC staff members are contacted by potential clients for information pertaining to available training. ACBC staff should establish a positive client relationship from the start. How questions and answers are provided to the client may make a big difference between securing an ongoing relationship or losing them to a competitor.

The following are guidelines are to be applied when engaging with an enquiring person:

- Try to establish over the phone which qualification would be most appropriate.
- If the person is suited to one of our qualifications, inform the person of the choices ACBC will be able to provide them.
- Arrange a time to conduct an interview at their preferred campus with an ACBC Careers Advisor.



- Have student complete an Enrolment Application Form.
- Provide the person with a course brochure outlining the training program content, delivery style and fees.
- Provide the person with details of how to access an electronic copy of the Student Handbook

### **Fee for service enrolment procedure**

The following steps are to be followed when enrolling a new student into a fee for service training program:

- Undertake an enrolment interview in person to:
  - explain the course requirements;
  - explain attendance requirements
  - provide them with a Student Handbook;
  - inform them about their rights and obligations;
  - inform the student about opportunities credit transfer and RPL;
  - have the person complete an enrolment application form;
  - determine if the person has a disability and
  - have the person undertake an LLN test
- Based on the interview and the completed enrolment form, determine the following:
  - The student meets the pre-requisite and entry requirements for the qualification (if applicable);
  - The student's language, literacy and numeracy skill levels are adequate to meet the requirements of their desired qualification (refer to the Language, Literacy and Numeracy Policy and Procedure below).
- If the person meets the all the requirements and wishes to enrol in the qualification:
  - Complete a Student Course Acceptance and Enrolment Agreement form. Have both the member of ACBC staff and the student sign the form. If the student is under the age of 18, have the parent/guardian sign the form.
  - If the student is applying for a VET Students Loan (VSL), complete the necessary documentation.
  - Once the enrolment process is completed the student's details will be entered into the student management database, aXcelerate, and a student file is to be raised.
  - A welcome letter will be sent to the student.

### **Unique Student Identifier (USI)**

As part of the enrolment process, ACBC staff shall collect details of students USI and/or facilitate the creation and recording of the USI. This process addresses in general the requirements of RTO Standard 3.6.