



Student Selection and Enrolment Policy and Procedure

SCOPE: Process for Student Enrolment

PURPOSE: To provide a fair, equitable and consistent process for student selection and enrolments

Student Enrolment Policy

Australian Careers Business College (ACBC) must ensure that all applicants seeking to enrol are treated fairly and equitably. ACBC has open, fair, clear and transparent procedures that are based on clearly defined entry criteria for making decisions about the selection of students. Students will be selected on merit based on the published criteria. ACBC will ensure that throughout the process of selection and admission, applicants are treated courteously and expeditiously. Entry criteria and application procedures are published in ACBC's marketing materials and on ACBC's website for the information of students and those seeking to enrol with ACBC.

ACBC will ensure that prior to enrolment students receive adequate information regarding the course, training, assessment and services provided by ACBC, which will enable them to make an informed decision about the suitability of the course and College for them.

ACBCs 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 for the student.

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 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 a student handbook that enables them to make confident and informed 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;
- Inform prospective students about alternate pathways to training such as gaining credit for current competence or recognition of prior learning pathways;
- Furthermore, ACBC will ensure that the opportunities and benefits of Commonwealth assistance will be made equally available to all eligible students upon enrolment.

The Director of Studies oversees and monitors compliance with this policy.

PROCEDURE:

Pre-enrolment

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.

The interview

Prospective students will attend an interview where they complete an Enrolment Application Form and then will be interviewed by a Careers Advisor.

Steps during the interview:

- Explain the course requirement
- Explain attendance requirements
- Inform the student about opportunities for credit transfer and RPL
- Have the person complete an enrolment application form
- Determine if the person has a disability
- Have the person undertake an LLN test.

- During the interview, prospective students will be provided a course brochure outlining the course description, units of competency, delivery style, information on entry requirements, assessment, Credit Transfer, RPL and pathways.
- Provide the person with a Student Handbook or (direct them to the website to view) outlining rights and obligations, a Payment Schedule listing course fees and a copy of the Cancellation/Refund Policy.
- Prospective students will be required to provide evidence of completion of the appropriate school level required by the course they are enrolling in, proof of residency and proof of age. If the student is applying for VET FEE-HELP, they must provide proof of Australian citizenship and a Tax File Number.
- The careers Advisor will complete a Student Enrolment Interview form that summarises the areas covered in the interview, and is signed by both Applicant and Careers Advisor.

Based on the interview and the completed enrolment application 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.

Enrolment

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 VET FEE-HELP, complete the necessary documentation and sign declaration.
- Once the enrolment process is completed, the student's details will be entered into the student management database, aXcelerate, a Unique Student Identifier (USI) will need to be created and a student file is to be created.
- A welcome letter will be sent to the student.
- On successful admission to a course, students shall be informed by mail of the date for the Orientation Program.