![Australian Careers Business College logo](ACBC - AUSTRALIANCAREERS Business College - "Empowerment Through Education and Training")

Student Enrolment Policy

At ACBC our 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.

We 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.

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 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

Application for enrolment

Have the applicant complete an Enrolment Application Form. When the applicant is under 18 and not accompanied by their parent/guardian, they may sign the application themselves without having parent/guardian also sign, as this is an application only and not an enrolment. However, at enrolment a parent/guardian must sign the Student Course Acceptance and Enrolment Agreement form to confirm their approval for their child enrolling in the course.

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:

  o explain the course requirements;

  o explain attendance requirements

  o provide them with a Student Handbook;

  o inform them about their rights and obligations;

  o inform the student about opportunities credit transfer and RPL;

- o have the person complete an enrolment application form;

- o determine if the person has a disability and

- o have the person undertake an LLN test

- Based on the interview and the completed enrolment form, determine the following:

  - o The student meets the pre-requisite and entry requirements for the qualification (if applicable);

  - o 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:

  - o 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.

  - o If the student is applying for a VET Students Loan (VSL), complete the necessary documentation. Students will be directed to ACBC website to access the VSL Student Information Booklet and the Schedule of VET Tuition Fees, which includes census dates an Unit of Study Loan amounts. A unit of study may comprise one or more units of competency.

  - o Once the enrolment process is completed the student's details will be entered into the student management database, RTO Data, and a student file is to be raised.

  - o A welcome letter will be sent to the student.

Applying for a Vet Student Loan

To apply for VSL students must complete the Request for a VET Student Loan electronic Commonwealth Assistance Form (eCAF) by the census day.

They will then receive an email from the department allowing them to sign into the eCAF system. Once they sign-in, students will need to verify the pre-populated information and complete the mandatory fields. They must then wait at least two full business days after they have enrolled in their course before submitting the eCAF.

The eCAF must be submitted on or before the first census day for which they would like the loan to apply.

Once the eCAF is submitted, students will receive an email confirming loan approval and providing them with a copy of the completed form. This should be kept as a record.

Students who do not complete the eCAF by the census date for their course, must wait until the next Unit of Study to request a VET Student Loan for future study. Retrospective access to VET Student Loans is not allowed under any circumstances.

Student Entry Requirement, Academic Suitability

Prior to accepting the enrolment of any student, we must seek to verify the authenticity of the information provided by the student.

To be eligible for Vet Student Loan, a student applying to study in a VSL approved course at ACBC must meet the following requirement:

They must be an Australian Citizen, an eligible NZ citizen or the holder of a permanent humanitarian visa and residing in Australia all through the course for which they are receiving VET Student Loan Assistance.

Australian citizenship

An Australian Passport is acceptable evidence of Australian citizenship. If the applicant does not have an Australian Passport, the evidence required to demonstrate that an applicant is an Australian citizen may differ depending on applicant circumstances:

Students born in Australia before 20 August 1986

If the student does not have an Australian Passport, they will need to provide their full birth certificate issued by an Australian Registry of Births, Deaths and Marriages (RBDM).

Students born in Australia on or after 20 August 1986 and one of their parents was an Australian citizen at the time of their birth

If the student does not have an Australian Passport, and where one (or both) of the applicant's parents was an Australian citizen at the time of their birth, they must provide their full birth certificate issued by an Australian RBDM **and one** of the following documents to show that one of their parents was an Australian citizen at the time of their birth:

- their parent's Australian citizenship certificate or
- if their parent was born in Australia before 20 August 1986, their parent's full birth certificate issued by an Australian RBDM or

Students born overseas and has Australian citizenship

Students will need to provide one of the following documents as evidence of their Australian citizenship:

- an Australian passport
- an Australian citizenship certificate
- a Citizenship by Descent extract
- an Adoption in accordance with the Hague Convention on Intercountry Adoption or bilateral arrangement extract

Eligible New Zealand citizens

A student who is a New Zealand citizen is eligible if they hold a Special Category Visa and:

- has usually been resident in Australia for at least 10 years; and
- was a dependent child aged under 18-years of age when he or she first was usually resident in Australia and
- has been in Australia for periods totalling 8 years during the previous 10 years and
- has been in Australian for periods totalling 18 months during the previous 2 years

Further information about HELP eligibility criteria for New Zealand Special Category Visa Holders at www.education.gov.au/faqs-new-zealand-special-category-visa-holders.

Other permanent residents/permanent visa holders are NOT eligible for a VET student loan.

Academic suitability

A student applying to study in a VSL approved course at ACBC must meet Academic Suitability requirements as a condition of entry into the course.

All students seeking to access a VET Student Loan for study are required to:

Participate in an interview with a Careers Advisor

When making an enquiry to ACBC, applicants are required to participate in an interview with a Careers Advisor at an ACBC campus or online over the telephone. At the interview, the Careers Advisor will discuss their interests, career goals, academic achievements and work experiences. At the interview, applicants will be asked to provide details of their academic achievements to ensure that they are academically suited to a course.

Under VET Student Loan requirements, an applicant is academically suited to a course either:

a) Provides a copy of a Senior Secondary Certificate of Education awarded by an agency or authority of a State or Territory for the student's completion of year 12 **(**Certificate of Completion of Year 12 from school);

b) Is assessed as displaying competence at or above Exit Level 3 in the Australian Core Skills Framework in both reading and numeracy using an assessment tool approved under section 82; and ACBC reasonably believes that the student has the ability to engage in the course;

c) Provides a copy of a certificate that they have been awarded a qualification at level 4 or above in the Australian Qualifications Framework and the course for the qualification was delivered in English.

To verify the authenticity of information provided by applicants for VSL, ACBC:

1. ACBC staff member must sight an original document, make a copy of the document, stamp the document with the verification stamp and sign and date. The copy is then uploaded into the student's portfolio on the aXcelerate Student Management System and the copy placed in the student's hard copy file.

2. This applies to students, and if they are under 18, their parents or legal guardians.

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.

Language, Literacy and Numeracy Policy

Language, literacy and numeracy skills are critical to almost all areas of work. This is particularly true in many vocations where language, literacy and numeracy skills influence the performance of workplace tasks such as measuring, weighing and comprehending written work instructions.

To support this approach ACBC will:

− Assess a student's language, literacy and numeracy skills during their enrolment to ensure they have adequate skills to complete the training;

− Support students during their study with training and assessment materials and strategies that are easily understood and suitable to the level of the workplace skills being delivered;

− Provide information to students about the detail of the language, literacy and numeracy assistance available;

− Refer students to external language, literacy and numeracy support services that are beyond the support available within ACBC and where this level of support is assessed as necessary.

Language, Literacy and Numeracy Procedure

If students have completed year 12, they are required to show their Certificate of Completion to the Careers Advisor. They will still be required to complete an ACBC 'Language Literacy and Numeracy test' (LLN) prior to final enrolment to determine if they require any extra support during their study. This test takes up to 40 minutes to complete. The results are confidential. The test must be completed on site at ACBC.

If students have NOT completed year 12, they are required to complete the ACER online CSPA test prior to finalise enrolment. This is an online test in two stages that takes up to an hour.

Students will be provided with a calculator and a quiet space and computer to complete this test.

Mobile phones may not be present during this test.

Assessment Results

When the student has completed the test, the Careers Advisor will log into the ACER CSPA system and retrieve their result, and the results of the testing will be verbally reported to the student immediately and a copy of the test results will be provided to the student. The results are confidential.

Language, Literacy and Numeracy (LLN) assessment tool approved by the Department of Education and training

The approved LLN tool used by ACBC is the Core Skills Profile for Adults (CSPA), published by the [Australian Council for Educational Research](#) Limited (ACER) in July 2013

Interpreting the results of the CSPA test:

The CSPA will provide one of two results, competent or not yet competent:

- If the result shows that the student is competent at the set level [Exit Level 3 in the Australian Core Skills Framework (ACSF) – the Careers Advisor can offer the student a position in a course with access to VET Student Loan. The ACER LLN test requires student to achieve a score of 111 for both reading and numeracy to be competent.

- If the result shows that the student is not yet competent at the set level, they will not be able to access VET Student Loan for a course at ACBC.

- The results of the student's competence in reading and numeracy are uploaded on the student's portfolio in the Student management System, aXcelerate and are available to be immediately reported to the Secretary in the form, manner and by the time requested by the Secretary.

- The student will be verbally informed of the results at the end of the test and provided with a copy of their test results.

ACBC will retain the student's assessment undertaken as well as the results for 5 years and must provide these if requested by the Secretary or delegate.

LLN Assessment re-sits

Where a potential student is considered '**borderline'** (see below) , The Careers Advisors shall offer the candidate to re-sit the assessment immediately or book the next opportunity to re-sit on the potential students availability.

If the candidate does not achieve the 111 score benchmark for both reading and numeracy in the second test, the following will occur:

ACSF Level (Working At)	CSPA Reading	CSPA Numeracy	ACBC Comment
No score returned	0-29.99	0-29.99	Not Eligible – Re-sit after 3 months
Level 1	30-79.99	30-80.99	Not Eligible – Re-sit after 3 months
Level 2	80-95.99	81-95.99	Not Eligible – Re-sit after 2 weeks
Level 3	96-110.99	96-110.99	Borderline – Offer re-sit
Level 4	111-137.99	111-129.99	Eligible
Level 5	138-162	130-162	Eligible

The ACBC Careers Advisor may explore the option of the student completing some foundation studies elsewhere to increase reading and numeracy skills to the level required prior to studying for a Diploma or Advanced Diploma.

ACBC's Director of Studies will have the discretion to accept a student who achieves 111 in reading and are borderline in numeracy, as most ACBC courses do not involve numeracy. The exception is the Diploma of Accounting, which requires 111 in both. The Director in making this decision, takes into account other factors such as maturity and life experience. The rationale for this decision is that

Referring the student for language, literacy and numeracy assistance
Where it is determined that a student has language, literacy or numeracy skills which are beyond the support available within ACBC, the student should be referred for dedicated language, literacy and numeracy training. This training is available through most public training providers (TAFE). These courses have been designed to provide students with the opportunity to gain specific language, literacy and numeracy skills required in a vocational or work environment, which meet the requirements to gain entry into a range of vocational qualifications and gain language, literacy and numeracy related employability skills.

ACBC may arrange for outside training providers to run in-house workshops to try and improve LLN skills. In the event that a student enters a program and is later determined to have the need for additional learning support for LLN (or ESL), an external specialist shall be engaged to conduct diagnostic testing to determine the needs of the individual and the plan for internal and/or external support shall be developed and managed by the Campus Manager and Careers Advisor.