



Skilled Up
Institute

unfold your career

RTO Number: 40471 | CRICOS Code: 03666M

Formalisation of Enrolment Policy and Procedure

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Formalisation of Enrolment Policy

1. Purpose

The policy is designed to ensure that all individuals who gain entry into an AQF qualification have the appropriate skills and abilities required to be successful in their studies. This policy provides a framework to ensure that admissions of the students into Skilled Up college is supported by fair, transparent, consistent and timely procedures to assess the application that are in the line with Skilled Up core values.

Statutory and regulatory compliance

- Standards for RTOs 2015
 - Clause 5.1
 - Clause 5.1 (a), (b), (c), (d), & (e)
- National Code 2018
 - Standard 2 & 3
- VET funding contract 2019 Schedule 1
 - 4.1 – 4.7
 - 5.1 – 5.4

2. Scope

1. The Admissions Manager / RTO manager is responsible for the implementation of this policy and procedure to ensure that staff are aware of its application and implement its requirements
2. Skilled Up Pty Ltd Trading as Skilled Up Institute (SUI) has developed and will implement the course monitoring and attendance system that ensures that it:
 - 2.1 Complies with the National code 2018 requirements of the relevant training package or VET accredit course; and
 - 2.2 Provides applicants with the information that will enable them to make informed decisions about their studies in Australia.
 - 2.3 Not knowingly enrol a student wishing to transfer from another provider before the student has completed six months of his or her principal course except in circumstances outlined in National Code 2018 Standard 7.
 - 2.4 Inform students that a pre-training review and language, literacy and numeracy assessment will be conducted prior to the commencement of their studies.

- 2.5 Provides applicants with support in Academic/welfare/ LLN prior to their enrolment
3. Provides opportunities for students to complain and appeal against decisions

3. Policy

Skilled Up Pty Ltd trading as Skilled Up Institute. Is committed to:

- a broad and flexible framework for the student admission process in the Vocational Education and Training (VET) sector
- an efficient and equitable student admissions process for applicants which includes suitable adjustment for applicants who have been disadvantaged in educational experience, but who demonstrate the potential to succeed
- an enrolment and admission process that will have reliability and transparency.
- a commitment to maximising student success in academic study
- compliance with ESOS Act and Standards for Registered Training Organisation (RTO 2015)
- having decision related to academic entry requirements made by appropriately qualified staff
Also ensuring all staff have a good understanding of the ESOS act/Skill First contact and Standards for RTO 2015

1. Requirements

- 1.1 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.
- 1.2 Provide course content, duration and qualification offered if applicable, modes of study and assessment methods
- 1.3 Provide campus information and general description of facilities, equipment and learning resources.
- 1.4 A description of the ESOS framework (<https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx>) made available electronically,
- 1.5 Relevant information on living in Australia, including:
 - 1.5.1 Indicative cost of living;
 - 1.5.2 Accommodation options;
 - 1.5.3 Where relevant, schooling obligations and options for school – aged dependants of intending students, including school fees that may be incurred.
- 1.6 Skilled Up Institute does not accept the enrolment of students who are under 18 years of age at the time of the commencement of their studies.
- 1.7 The enrolment form must be signed and returned to Skilled Up Institute.
- 1.8 The student agreement must be signed and return to Skilled up and tuition fee paid to SUI prior to issuing eCoE.
- 1.9 Skilled Up Institute will provide the following statement:

- 1.9.1 “In the unlikely event that Skilled Up Institute is unable to deliver your course in full, you will be offered a refund of all the course fees you have paid to date. The refund will be paid to you within two weeks of the day on which the course ceased being provided. Alternatively, you may be offered enrolment in an alternative course at no extra cost to you”.
- 1.9.2 Set out the circumstances in which personal information about overseas students may be shared between SUI and the Australian Government and designated authorities and, if relevant, the TAS and the ESOS Assurance Fund Manager. This information includes personal contact details, course enrolment details and changes, and the circumstances of any suspected breach by the overseas student of a student visa condition; and
2. Advise the overseas student of their obligation to notify SUI of a change of address while enrolled in the course (s).
 3. Skilled Up Institute (SUI) will not process any incomplete applications for students who do not have study rights in Australia.
 4. Students must be Australian Residents or New Zealand Citizens for funded courses.

5. Enrol in a course

- Complete an expression of interest form (application form). It is important for students to complete all sections of the expression of interest form.
- If the student is applying for credit, they should indicate this on their expression of interest (application form)
- If students are applying for credit, they should indicate this on their form and supply certified copies for academic results so we can assess student application or credit. More information about applying for credit is included in the student handbook, credit transfer policy and procedure or visit skilledup.edu.au.
- Complete the Pre-Training Review (PTR) and Language, Literacy and Numeracy Assessment prior to commenced their enrolment form through vetenrol (online enrolment form).
- Complete the eligibility criteria form through vetenrol (online enrolment form).
- Provide the fee and refund policy, complaint and appeal policy, withdraw/suspension or cancelation policy.
- Once students have submitted their completed enrolment forms along with all required evidence, they will be contacted within 14 working days to discuss the status of their application and clarify any requirements for enrolment. If students are not suitable for enrolment, they will be notified of the reason in writing and referred to a suitable service if relevant such as the reading writing hotline, English language courses or other educational/training providers as relevant.

- Upon approval of an enrolment application students will be sent an “offer letter” accompanied with “Student agreement”. The agreement including payment details and fee refund table (overseas student only).

4. Procedure

1. Domestic Students

Procedure	Responsibility
<p>E. Information prior to Enrolment</p> <ul style="list-style-type: none"> • Skilled up provides the following information to the local students before enrolling them in a course through: the website, EOI flyer and student handbook (Domestic). <ol style="list-style-type: none"> Course code and title Couse entry requirements Language, literacy & Numeracy requirements Course duration Course fee/Statement of Fee List of units. Work placement hours (if applicable) Delivery Mode Delivery Locations Support services available for the students Information about USI Student’s obligations Student rights Skilled Up Obligations Funding Information. Complaints and Appeals Refund policy Enrolment process Student support welfare or academic Recognition of Prior Learning or Credit transfer 	<p>Marketing Director/Enrolment officer/Admission Manager/Education Agent/RTO Manager/Operations Manager</p>
<p>F. Expression of Interest (EOI or application form)</p> <ul style="list-style-type: none"> • All applicants must complete all the details on the Skilled Up Expression of Interest form (available through the website) and forward it to Skilled Up at the address on the form or by email to enrolments@skilledup.edu.au or info@skilledup.edu.au. 	<p>Marketing Director/Enrolment officer/Admission Manager/Education Agent/RTO Manager/Operations Manager</p>

Procedure	Responsibility
<p>G. Conducting pre-training review</p> <ul style="list-style-type: none"> Skilled up delegated staff will conduct a pre-training review (PTR) of the applicant before the applicant completes the vetenrol (enrolment form) to ascertain the suitability of the course to the student. The enrolment officer will use the PTR form for this purpose. The PTR process will include: <ul style="list-style-type: none"> Assessing the applicant against course entry requirements Conducting a face to face interview using our pre-training review form Signing the commitment to complete the course in the PTR form Conducting LLN assessment prior to enrolment. 	<p>Marketing Director/Enrolment officer/Admission Manager/Education Agent/RTO Manager/Operations Manager/Delegate</p>
<p>H. Conducting LLN Assessment</p> <p>As part of pre-training review, Skilled up delegated staff will conduct an LLN assessment using LLN robot, an online LLN system. Please refer to LLN policy and procedure for more detail. The student will need to obtain a required score to start the course as per training product requirements.</p>	<p>Marketing Director/Enrolment officer/Admission Manager/Education Agent/RTO Manager/Operations Manager/Delegate</p>
<p>I. Completing Vet enrol (enrolment form)</p> <p>All applicants must complete all the details through Vet enrol. Applicants who wish to apply for a credit transfer or recognition of prior learning should obtain the relevant application form from the Skilled Up website, staff (enrolment officer).</p>	
<p>J. Checking the enrolment form</p> <ul style="list-style-type: none"> Applicants for entry are assessed by the enrolment officer to ensure that the enrolment application form has been correctly completed, all of the documentation required to proceed with the processing of the application have been supplied using the Enrolment Application Checklist. This application will be forwarded to admission manager to assess the applicant's eligibility for enrolment in the course 	<p>Marketing Director/Enrolment officer/Admission Manager/Education Agent/RTO Manager/Operations Manager/Delegate</p>
<p>K. Supporting documents</p> <ul style="list-style-type: none"> The following documents should be supplied with the application form: <ul style="list-style-type: none"> Original or certified copy of photo ID e.g. Australian Driving License, or Passport Original or certified copy of green Medicare care Valid visa if not an Australian citizen Proof of Victorian Address (if applicable) Updated Resume (if required) Proof of employment (if required) 	<p>Marketing Director/Enrolment officer/Admission Manager/Education Agent/RTO Manager/Operations Manager/Delegate</p>
<p>L. Determining Eligibility for Government funds (under VET funding contract)</p> <p>If applicant is seeking enrolment through a VET funding contract, the Skilled Up enrolment officer will inform the eligible applicant if the enrolment is under</p>	<p>Marketing Director/Enrolment officer/Admission Manager/Education Agent/RTO</p>

Procedure	Responsibility
<p>the Skills First Program and will explain to the eligible individual how their enrolment will impact their access to further government subsidised training under this VET Funding Contract and provide the Guidelines about Determining Student Eligibility and Supporting Evidence. The Skilled Up enrolment officer will then determine the applicant's eligibility for a VET funding contract using the Skills First Program Evidence of Student Eligibility and Student Declaration form.</p>	<p>Manager/Operations Manager/Delegate</p>
<p>M. Confirmation of enrolment</p> <p>After successfully completing the Pre-Training Review (PTR) and/or verifying the eligibility for government funding, the Skilled Up admission manager will finalise the enrolment and will send a Confirmation of Enrolment (CoE) to the student via email. The CoE should have the following information including an attachment of their training plan, student handbook and statement of fees.</p> <ul style="list-style-type: none"> ▪ Course code and Title ▪ Course duration ▪ Course state and end date ▪ Study day's and timings ▪ Study location ▪ Study mode ▪ Study Load ▪ Attendance mode 	<p>Marketing Director/Enrolment officer/Admission Manager/Education Agent/RTO Manager/Operations Manager/Delegate</p>
<p>N. Applying and verifying student's Unique Student Identifier (USI)</p> <p>If the student has provided USI on the enrolment form, the Skilled Up enrolment officer/data admin coordinator will verify the USI using Student Management System (Vettrak). If the student does not have a USI then the Skilled Up enrolment officer will obtain authorisation from the student to apply for a USI on the student's behalf using the UIS permission form.</p>	<p>Marketing Director/Enrolment officer/Admission Manager/Education Agent/RTO Manager/Operations Manager/Delegate</p>
<p>O. Student Orientation</p> <p>After sending the confirmation of enrolment (CoE), the Skilled Up admission officer will arrange an orientation for the student. During the orientation, the student will be provided with the compulsory information required before commencing the course. Skilled Up delegated staff will complete the student orientation checklist and post an enrolment form. Skilled Up will obtain acknowledgment from the student by getting the student's signature at the end of the form and training plan prior to commencing their studies.</p>	<p>Marketing Director/Enrolment officer/Admission Manager/Education Agent/RTO Manager/Operations Manager/Delegate</p>
<p>P. Rejection of application</p> <p>If the applicant does not meet the course entry requirements, or fails the LLN assessment, Skilled up will not offer a place to that applicant on the course. The Skilled Up enrolment officer will issue a letter of rejection to the applicant within one week of the application assessment.</p>	<p>Marketing Director/Enrolment officer/Admission Manager/Education Agent/RTO Manager/Operations Manager/Delegate</p>

2. Overseas Student Enrolment Process

Procedure	Responsibility
<p>A. Pre-Enrolment information</p> <p>Skilled Up will ensure that prior to accepting an overseas student, or an intending overseas student, for enrolment on a course, Skilled Up must provide, through print or referral to an electronic copy, current, accurate and comprehensive information in plain English regarding the following:</p> <ul style="list-style-type: none"> • Course Code and Title • CRICOS Course Code • Course Entry Requirements • English Proficiency Requirements • Course Duration including holiday breaks • Course Fee including tuition and non-tuition fee and advice on potential increase in fee over duration of course • List of Units including Core and Elective • Work Placement Requirement (if applicable) • Delivery Mode including compulsory online and/or work-based training, placements, other community-based learning and collaborative research training arrangements • Assessment Methods • Campus Location and facilities available • Equipment and Learning resources available to students • Support services available for the students and cost involved • Information about USI • Student's Obligation • Student Rights • ESOS framework, including official Australian Government material or links to this material online • Skilled Up's Obligation • Course Award or outcomes <ul style="list-style-type: none"> ○ Expected Educational Pathways ○ Expected Employment Pathways • Important Policies and Procedures including: <ul style="list-style-type: none"> ○ Complaints and Appeals ○ Fee and Refund ○ Formalisation of enrolment ○ Student Support ○ RPL or Credit Transfer ○ Cancellation, deferment or suspension of enrolment ○ Assessment • Accommodation options and Cost of Living 	<p>Marketing Director/Enrolment officer/Admission Manager/Education Agent/RTO Manager/Operations Manager/Delegate</p>

Procedure	Responsibility
<p>B. Enrolment application form</p> <ul style="list-style-type: none"> All applicants must complete all the details on the Skilled Up Application form (Expression of interest) and forward it to Admissions through email. Applicants who wish to apply for credit transfer or recognition of prior learning should obtain the relevant application form from the Skilled up website (www.skilledup.edu.au/form) or from education agent. 	<p>Marketing Director/Enrolment officer/Admission Manager/Education Agent/RTO Manager/Operations Manager/Delegate</p>
<p>C. Supporting Documents</p> <ul style="list-style-type: none"> The following documents should be supplied with the application form: <ul style="list-style-type: none"> ➤ Certified copy of passport or original scan copy ➤ Original or certified copies of English test result ➤ Original or certified copies of academic certificates and transcripts ➤ Valid Australian Visa (VEVO report or Immigration Visa letter) ➤ Any other supporting information <p>Note: All documents supplied in support of an application for enrolment at Skilled Up must be originals or certified copies of English translations of the originals (if not in English)</p> <p><u>Recognised English Test Results Requirements:</u></p> <p>Details of course entry requirements are provided in the Skilled Up Student handbook, on Skilled Up website and course information flyer.</p>	<p>Marketing Director/Enrolment officer/Admission Manager/Education Agent/RTO Manager/Operations Manager/Delegate</p>
<p>D. Checking the Enrolment form</p> <ul style="list-style-type: none"> Applications for entry are assessed by the admission manager to ensure that the enrolment application form has been correctly completed, all of the documents required to proceed with the processing of the application have been supplied using enrolment application checklist. This application will be forwarded to admission manager/academic director to assess the application eligibility for enrolment in the course. 	<p>Marketing Director/Enrolment officer/Admission Manager/Education Agent/RTO Manager/Operations Manager/Delegate</p>
<p>E. Assessing Enrolment application</p> <ul style="list-style-type: none"> The admission manager/academic director will assess the application against the course entry requirements including academics and English proficiency to see if student is eligible for enrolment or not. 	<p>Marketing Director/Enrolment officer/Admission Manager/Education Agent/RTO Manager/Operations Manager/Delegate</p>

Procedure	Responsibility
<p>a. Generating Letter of Offer and Written Agreement</p> <p>If the supplied documentation provides evidence of satisfactorily meeting the course entry requirements, the Admission Manager/Academic Director will fill the relevant part on Enrolment Application Checklist and generate:</p> <ul style="list-style-type: none"> b. A letter of offer, c. Acceptance and written agreement <p>The above letter of offer, written agreement between the student and Skilled Up</p> <p><u>Letter of offer, Acceptance of Offer and written agreement term:</u></p> <p>The letter of offer, acceptance of offer and terms of offer form a written agreement between the applicant and Skilled Up. This written agreement will contain following information:</p> <ul style="list-style-type: none"> a. outline the course or courses in which the student is to be enrolled, the expected course start date, the location(s) at which the course will be delivered, the offered modes of study for the course, including compulsory online and/or work-based training, placements, and/or other community-based learning and/or collaborative research training arrangements b. outline any prerequisites necessary to enter the course or courses, including English language requirements c. list any conditions imposed on the student's enrolment d. list all tuition fees payable by the student for the course, the periods to which those tuition fees relate and payment options (including, if permitted under the ESOS Act, that the student may choose to pay more than 50 per cent of their tuition fees before their course commences) e. provide details of any non-tuition fees the student may incur, including as a result of having their study outcomes reassessed, deferral of study, fees for late payment of tuition fees, or other circumstances in which additional fees may apply f. set out 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 g. outline the registered provider's internal and external complaints and appeals processes, in accordance with Standard 10 (Complaints and appeals) h. 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 i. only use links to provide supplementary material. 	<p>Marketing Director/Enrolment officer/Admission Manager/Education Agent/RTO Manager/Operations Manager/Delegate</p>

Procedure	Responsibility
<p>F. Accepting an offer and signed the written agreement</p> <p>The applicant can accept an offer by countersigning the acceptance of offer and written agreement and returning it by email or in person to Skilled Up. The student may make payment concurrently with the return of the signed acceptance of the written agreement, or at a later date after returning the written agreement. Payment will not be accepted from applicants who have not returned a completed and signed acceptance of offer and written agreement to Skilled Up.</p> <p><u>Initial Payment:</u></p> <p>Initial payment, prior to the issuing of an Electronic Confirmation of Enrolment (eCoE) is required for:</p> <ul style="list-style-type: none"> ➤ Application fee ➤ Materials fee ➤ OHSC fee (if applicable) ➤ First instalment of the tuition fee as detailed on the written agreement. <p>Each of these fees is itemised on the letter of offer and written agreement.</p>	<p>Marketing Director/Enrolment officer/Admission Manager/Education Agent/RTO Manager/Operations Manager/Delegate</p>
<p>G. Electronic Confirmation of enrolment (eCoE)</p> <p>After the required initial payment is received, Skilled Up issues an electronic confirmation of enrolment for overseas students (eCoE) via the PRISMS system.</p>	<p>Marketing Director/Enrolment officer/Admission Manager/Education Agent/RTO Manager/Operations Manager/Delegate</p>
<p>H. Applying for Visa</p> <p>After an applicant has received an eCoE, he/she can apply for a student visa. To do this, the applicant will need to contact the Australian embassy or mission in their home country. Some countries allow online visa application using the e-visa function. The Australian Education Centre, Australian Diplomatic Mission or a recognised education agent will give applicants advice and assistance in preparing their application for student visa.</p>	
<p>I. Pre-Training Review & LLN assessment test</p> <ul style="list-style-type: none"> ➤ Skilled Up delegated staff will conduct a pre-training review (PTR) of the applicant before the applicant completes the Venrol (enrolment form) to ascertain the suitability of the course for the student. The enrolment officer will use PTR form for this purpose. The PTR process will include: <ul style="list-style-type: none"> ➤ Assessing the applicant against course entry requirements ➤ Conducting a face to face interview using out pre-training review form ➤ Signing commitment to complete the course in the PTR form ➤ Conducting LLN assessment prior to enrolment. 	<p>Marketing Director/Enrolment officer/Admission Manager/Education Agent/RTO Manager/Operations Manager/Delegate</p>

Procedure	Responsibility
<p>J. Applying and verifying Student unique student identifier (USI)</p> <p>If the student has provided USI on the enrolment form, the Skilled Up enrolment officer will verify the USI using the Student Management System (Vetrak). If the student does not have a USI then the Skilled Up enrolment officer/data admin coordinator will get authorisation from the student to apply for a USI on the student's behalf using the USI Permission Form.</p>	<p>Marketing Director/Enrolment officer/Admission Manager/Education Agent/RTO Manager/Operations Manager/Delegate</p>
<p>K. Compulsory orientation</p> <p>Skilled Up will arrange a compulsory orientation for international students before the commencement of the course. This orientation is compulsory for international students and no student will be allowed to commence their course without attending orientation. The admission manager will arrange the orientation session.</p>	<p>Marketing Director/Enrolment officer/Admission Manager/Education Agent/RTO Manager/Operations Manager/Delegate</p>
<p>L. Application rejections</p> <p>If the documentation provided by the applicant does not provide satisfactory evidence of meeting the course entry requirements, the Admission Manager will indicate on the application cover page checklist that the application is rejected, and list any additional evidence the student should provide in order for the application to be reconsidered, and return it to the Marketing Director.</p> <p>The Marketing Director will then generate a rejection letter indicating that the application has been rejected. The letter will include details of additional information which must be supplied for the application to be reconsidered. The applicant will be asked to email or telephone the Marketing Director to discuss the application and any alternatives which might be available to the applicant.</p> <p>Copies of the rejection letter, all the documents provided by the applicant in support of the application, and the application cover page checklist are to be filed in the "Letter of Offer/Rejection" file and maintained until a final decision is made for the application. Copies of each of the documents stated above will also be saved electronically in Student Management System.</p>	<p>Marketing Director/Enrolment officer/Admission Manager/Education Agent/RTO Manager/Operations Manager/Delegate</p>
<p>M. Recording</p> <p>Copies of all the documents provided by the student in support of the application, the letter of offer and student written agreement, application checklist will be kept in the student admin file until the completion of the course.</p>	

Record Keeping

Administration staff must scan and record ALL enrolment documents including but not limited to:

- b) Print out from enrolment student complete enrolment form and ID's
- c) Pre-Training Review form
- d) LLN assessment result
- e) Any other document presented at the time of enrolment (e.g. Statement of Attainment, passport, student CV or work experience reference letter)

Definitions

Enrolment Fee:	The fee payable, set out in the Student Enrolment to make an Application to study the Course at Skilled Up. The Enrolment Fee is a non-refundable fee covering the cost of registration; The Enrolment Fee is subject to change.
Course:	A Full-time Registered course or program offered by the Institute and registered in accordance with the requirements of the ESOS Act.
Course Fees:	The money received by Skilled Up for providing the Course to the Student and includes: <ul style="list-style-type: none"> • Tuition fees, • Any amount received by Skilled Up that must be paid to a registered health benefits organisation on behalf of the Student; and • Any other amount the Student has paid, directly or indirectly, to the Institute in order to undertake the Course e.g. material fee. • A non-refundable fee covering the cost of registration, and • A non-refundable airport reception and accommodation-booking fee (where applicable). • Fees are subject to change
ESOS Act:	The Education Services for Overseas Students Act 2012 (Amendment) of the Commonwealth of Australia, as amended from time to time.
Full-time:	The normal amount of study for a particular Course, which is approved by the accrediting authority for the Course.
National Code:	The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students, established pursuant to Part 4 of the ESOS Act, as amended from time to time.
Principal Course:	The main course or program of study to be undertaken by a Student where a Student visa has been issued for multiple courses of study. The principal course or program of study would normally be the final course or program of study where the overseas Student arrives in Australia with a student visa that covers multiple courses.

Student:	A Student who is enrolled at Skilled Up and includes both prospective Students and enrolled Students who are 'overseas students' as defined in the National Code 2018 and hold student visas as defined by the ESOS Act.
Tuition Fees:	The fees for enrolment in a Course determined by the Institute and advised in the Letter of Offer, as being the tuition fees for the Course.
Course Money:	Course Fees and application fees

Document control

Policy ID (Document No):	PP.005.ADM
Delegate person:	Admission Manager/Enrolment Office/RTO manager
Contact Officer:	Admission Manager/ Marketing Director
Endorsed BY:	Chief Executive Officer
Endorsement Date:	Chief Executive Officer
Implementation Date:	January 2023
Approved for Circulation:	Chief Executive Officer
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Next Review Date:	December 2023
Latest Change Details	<p>Updated the enrolment process. Version and document control procedure (2019)</p> <p>Updated the responsible person's name (2022)</p> <p>Update the version and logo (2023)</p>
For Staff access Document Location	Saved on Skilled Up Server: Academic/policy