Australian College for Excellence(ACE)
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ABN No: 99 625 415 849   RTO No: 45577   CRICOS No: 03823C

Student Application, Selection, Enrolment and Orientation Policy & Procedure

Document Control

Student Application Selection Enrolment and Orientation Policy	Date Approved: 07/01/2020	Review Date: 07/01/2021	V1.0
Managed By: RTO Manager	Approved By: CEO	Status: Published	

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Contents

Revision Record

Date	Version	Revision Description
20/04/2018	D0.01	Policy Created
12/06/2019	D0.02	Policy Updated
07/01/2020	V1.0	Policy Published
07/01/2021	V1.0	Reviewed

STUDENT APPLICATION SELECTION ENROLMENT AND ORIENTATION POLICY

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PURPOSE

This policy is to set out the student application, selection and enrolment requirements for the students applying to undertake a nationally recognised course(s) at Australian College for Excellence (ACE).

SCOPE

The policy applies to all prospective students.

OBJECTIVE

The policy ensures that students entering a nationally recognised course have an adequate knowledge and skills to successfully undertake the course and making sure that the admission criteria does not present any unreasonable barriers to undertake the course.

POLICY

Persons seeking to enrol with ACE are assessed and admitted using fair, equitable and transparent procedures based on clearly defined, consistent and equitable criteria.

PROCEDURE

ENQUIRY

The prospective student makes an enquiry directly to ACE or through one of the education agents. ACE or its' education agent provides the course flyer which contains:

- Clear and concise information in relation to the college as a training organisation such as Company Name, Trading name, RTO No, Contact details.

- The code, title and currency of the qualification, descriptions of the qualification and options available including course content, estimated duration, expected locations at which it will be provided, expected modes of delivery, indicative total fees, any work placement arrangements (If any).
- Any requirements the RTO requires the learner to meet to enter and successfully complete their chosen course, including the minimum level of English language proficiency and academic requirements.
- Any materials and equipment that the learner must provide.

APPLICATION

Students will complete the application form and submit to student administration directly or through education agent. Application form should include all required information from the current AVETMISS data collection specification document. Moreover, international students' application form should include necessary information required by ESOS act as well.

Students should submit the copy of the original documents of their passport, relevant academic qualifications and or proof of English language proficiency as appropriate while submitting their application form. All the photocopies taken of originals will be sighted and verified by the RTO Manager during the orientation program.

Where the Training and Assessment Strategy requires it, additional evidence may be requested, and this must be reviewed as part of the assessment of eligibility prior to the letter of offer being issued.

Where this evidence includes evidence of previous employment for example, the evidence should be verified by calling the employer and confirming the employment details and the types of activities undertaken, to meet the requirements of the course.

SELECTION CRITERIA

- The minimum age requirement is 18 years of age for all the students at ACE who are enrolling for all the courses (BSB42015, BSB51918, BSB40520, BSB50420, ELICOS)
- Entry into BSB42015 & BSB40520 - Certificate IV in Leadership and Management requires successful completion of Australian Equivalent Year 12 or higher qualification.
- Entry into BSB51918 & BSB50420 - Diploma of Leadership and Management requires successful completion of Australian Equivalent Year 12 or higher qualification.
- Students who are from a non-English speaking background should be able to prove their English language ability to the required level of the courses. This can be assessed by
  - English Language Placement Test, LLN Test with ACE
  - Acceptable English language exam scores, e.g. IELTS, PTE, TOEFL.

Course name & level	IELTS	PTE
ELICOS General English Pre-Intermediate Intermediate Upper-Intermediate	 4.0 4.5 5.0	 Less than 30 30-34 35-42
BSB42015 Certificate IV in Leadership & Management	5.5	42
BSB40520 Certificate IV in Leadership & Management	5.5	42
BSB51918 Diploma of Leadership & Management	5.5	42
BSB50420 Diploma of Leadership & Management	5.5	42

Students who are not able to produce the English language exam scores with evidences, they must complete the ACE English Placement Test (In-house) to assess their English language ability.

DETERMINING THE SUITABILITY OF THE COURSE FOR THE APPLICANT

It is in the best interests of both the RTO and the applicant that the course is suitable for the applicant, so prior to offering a place to the applicant the RTO will assess the applicant's suitability.

In determining the suitability, the RTO will consider the following:

- That the applicant clearly understands the requirements of the course including time and effort required
- The implication of practical requirements including work placement, if any, are understood by the applicant
- Applicant's previous educational achievements
- Applicant's previous work experience and knowledge, particularly in relation to the course
- Applicant's aspirations and likely benefits in undertaking the course.

LETTER OF OFFER AND ACCEPTANCE OF AGREEMENT

Upon receipt of a completed application form and all the required documentation, student administration will ensure that all necessary entry requirements are met as per the course entry requirements and their suitability is assessed. All the applicant must attend the student interview and those who are eligible for English language placement test and/ or Language, Literacy and Numeracy Test (LLN) must complete before their course start date.

Student administration will refer any issues or concern to the Training Manager. The Training Manger will contact the applicant and assess their ability and send the decision to student administration.

- For successful applicants, student administration will issue the Letter of Offer and Acceptance of Agreement to the prospective student who met the course entry requirements or approved by the Training Manager which should include:
    - the code, title and currency of the training product to which the learner is to be enrolled, as published on the National Register.

- the training and assessment, and related educational and support services the RTO will provide to the learner including the:

    - estimated duration

    - expected locations at which it will be provided

    - expected modes of delivery

- the RTO's obligations to the learner, including that the RTO is responsible for the quality of the training and assessment in compliance with the RTO Standard 2015, and for the issuance of the AQF certification documentation.

- the learner's rights, including:

    - details of the RTO's complaints and appeals process, and

    - if the RTO, or a third-party delivering training and assessment on its behalf, closes or ceases to deliver any part of the training product that the learner is enrolled in

- all relevant fee information including:

    - fees that must be paid to the RTO, and

    - payment terms and conditions including deposits and refunds

- the learner's right to obtain a refund for services not provided by the RTO in the event the:

    - arrangement is terminated early, or

    - the RTO fails to provide the agreed services.

- Where there are any changes to agreed services, the RTO advises the learner as soon as practicable, including in relation to any new third-party arrangements or a change in ownership or changes to existing third-party arrangements.

- For those applications that are not suitable, student administration will issue a rejection letter explaining the reasons for the rejection to the applicant as to how they did not meet the course entry requirements and also suggest if there is any suitable course is offered at ACE.

CONFIRMATION OF ENROLMENT

ACE will confirm the enrolment and issue a Confirmation of Enrolment (CoE) to the prospective student when all the following conditions have been met:

- The prospective student accepts the Letter of Offer and returns the signed Acceptance of Agreement to the RTO.

- The prospective student has provided the necessary evidence to satisfactorily meet any conditions specified in the Letter of Offer.

- The prospective student has paid the minimum course fee as indicated on the Letter of Offer.

- A student who enrolled with other RTO in a different course may be enrolled as "concurrent" with the condition of obtaining "Statutory Declaration & Timetable" from the student to maintain satisfactory course progress and attendance. Student administration will collect the statutory declaration & their timetable from the student before they start their course with ACE.

ORIENTATION

Courses commence with an orientation program, which all students are required to attend. Timetables, including campus location and room allocation and course structure information, Teacher / Trainer introduction are provided to new students at the orientation. The orientation program is designed to introduce students to the key personnel and familiarise them with the premises and procedures as well as to welcome them. As a part of orientation program one on one student interviews will be conducted and the eligible students will complete their English Placement Test and LLN Test.

Topics covered at the orientation include, but are not limited to:

- Student support services

- Emergency and health services

- Student security and safety

- Facilities and resources

- Student code of conduct

- Complaints and appeals processes

- Students fees and payments

- RPL options specific to the course

- USI Requirement

As an ongoing enrolment for monthly intakes, VET students may enrol in the mid of the current unit and given time to complete the unit in the next cycle.

ELICOS students may enrol in the current unit and completes the remaining units as per the cycle.
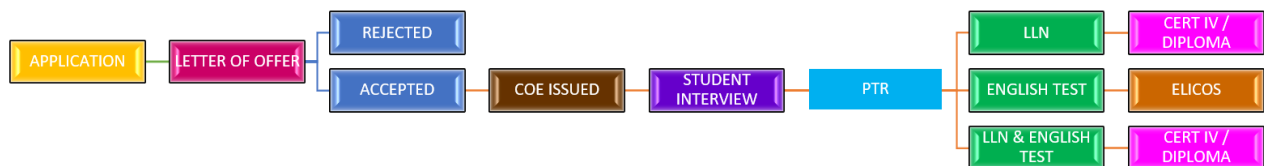
UNIQUE STUDENT IDENTIFIER (USI)

The RTO will request the Student Identifier from an applicant during the orientation to sign up and get their Identifier. Where a student is unable to apply then exceptionally the College will apply on behalf of the student, but to do so they will have to complete a request form that contains the relevant privacy clauses available on the USI website.

Students will NOT be allowed to attend the second week of class if they have not provided their identifier unless the exemptions applied under the student identifier Act 2014, so that at the end of the course, the student will be to receive a Certificate or Statement of Attainment as appropriate.

If a student exempted from having a student identifier, then the results of the training will not be accessible through the commonwealth and will not appear on any authenticated VET transcript prepared by the registrar.

Any evidence of identity collected for this purpose will be destroyed once a USI has been obtained unless it is specifically required for another purpose.

STUDENT IDENTIFIER VERIFICATION

Where a student has provided a Student Identifier, ACE via Axcelerate (Student Management System) will verify the Identifier is correct. If so, it will be flagged as Verified. On completion or withdrawal, a student will (assuming all other criteria are met) be eligible to receive a Certificate or Statement of Attainment.

If the verification fails, then ACE will investigate (with the assistance of the student) to discover why. Once issues are identified and corrected, verification is repeated. The most common cause is that the spellings of names do not match those on the student identification material used at initial registration.

In accordance with section 11 of the Student Identifiers Act 2014 Cth (SI Act), ACE will securely destroy personal information which is collected from the student for the purpose of applying for a USI on their behalf as soon as practicable after the USI application has been made or the information is no longer needed for that purpose, unless ACE is required under any law to retain it.

The personal information that ACE provides to the Registrar, including their identity information, is protected by the Privacy Act 1988 Cth (Privacy Act). The Collection Use and Disclosure of your USI is protected by the SI Act.

ROLES AND RESPONSIBILITIES

- Training Manager
- Student Administration

ASSOCIATED DOCUMENTS

- Student Handbook
- ELICOS Handbook