

Enrolment Procedure

1.0 Purpose

To ensure the correct process is followed for the enrolment of domestic students into any accredited program offered at Bendigo Kangan Institute (BKI), and all required documentation is collected and maintained.

2.0 Scope

Applies to all BKI staff who are Authorised Enrolment Delegates (AED's), including Recruitment and Enrolment Officers. Applies to all new and continuing standard enrolments into National and State accredited programs.

Exemptions:

This procedure does not apply to VETiS, Corrections Victoria, Short Courses, apprentices and trainees or International student enrolments. Enrolments relating to these students should be dealt with via the appropriate procedure.

3.0 Policy Reference

Enrolment Policy
 Fees, Charges and Refunds Policy
 Academic Records Management and Retention Policy
 Academic and Regulatory Compliance Policy
 Privacy Policy

4.0 Procedural Steps

No.	Phases and steps	Name of role who actions
4.1	Lead and Contact Management	
4.1.1	<p>Lead and Contact Management Manage dSR process for all Leads and Contacts for enrolment. R&E to make initial contact with new Leads, inviting them to attend an Information/Enrolment session and progressing the Lead to a Contact, generating the Application for the applicable course. Where a New Lead is created during an Information/Enrolment Session or entered into dSR by the Teaching Department, the Teaching Department will invite the Lead to attend an Information/Enrolment session and progress the Lead to a Contact, generating the Application for the applicable course.</p>	Recruitment & Enrolment, Teaching Department
4.1.2	<p>Send a 'Welcome' email to the Applicant once the Contact and Application have been created. This will provide the Applicant with their Logon details so they can commence filling out their online Enrolment form.</p> <p>The email will also provide them with information on creating a USI and any requirements for attendance at an Information/Enrolment session and Eligibility.</p>	System Automation

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4.2	Information/Enrolment Session	
4.2.1	<p>Provide advice and guidance to applicants on their Eligibility to receive Government Funding, and all other enrolment related information including;</p> <ul style="list-style-type: none"> ○ Fees payable (Statement of Fees) ○ Payment terms and conditions including consequences for non-payment (Fees and Charges Brochure) ○ Eligibility for VET Student Loans (Diploma and Advanced Diploma courses only) ○ Eligibility for Concession rates 	Teaching Department
4.2.2	<p>Provide Enrolment Links to student Provide Applicants with links to the BKSB online LLN evaluation (or other approved LLN assessment) and to the USI website to enable completion of the BKSB LLN evaluation and an application for a USI number.</p> <p>It is a requirement that BKI have a valid USI for all domestic students (new and existing students) undertaking nationally recognised training regardless of whether the student is Government Funded or a full fee paying student. Students are required to create a USI before completing any enrolment documentation.</p>	Teaching Department
4.2.3	<p>Brief and provide Student Information Applicants will be advised that they need to complete the online Enrolment form and the Student Eligibility and Declaration form. These forms will provide the Institute with the data required including personal details, language and cultural diversity, disability, previous qualifications, school education and employment information as well as their eligibility for a Government Funded Training Place and VET Student Loans where applicable.</p>	Teaching Department
4.3	Assessment and Progression of Application	
	Assess and progress the Application through dSR where all required documentation for eligibility, training and enrolment is to be stored/retained.	Teaching Department
4.3.1	<p>Receive Student Results Teaching Department will receive students' LLN results and USI information to proceed with Pre Training Review. Results will be captured into dSR.</p>	Teaching Department

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4.3.2	<p>Conduct a Pre Training Review</p> <p>It is the responsibility of the Teaching department to conduct a Pre Training Review for potential students wishing to study at Bendigo Kangan Institute. The Pre Training Review must be conducted prior to enrolment and should include;</p> <ul style="list-style-type: none"> ○ Identifying any competencies previously attained (RPL, Recognition of Current Competencies (RCC) or Credit Transfers), ○ Assessment of the most suitable qualification for the student to enrol into, based on the individual's existing educational attainment, capabilities, aspirations and interests and with due consideration of the likely job outcomes from the development of new competencies and skills; ○ Assessment of the proposed learning strategies ensuring materials are appropriate for that individual; ○ where the proposed learning includes portions delivered online, identify the individual learner's digital capability, including access to necessary technology, and where necessary identify steps to overcome any barriers in this regard; <p>The PTR is to be stored in dSR as part of the Students file (either generated within dSR or uploaded paper form in specific, limited circumstances).</p> <p>Refer to Pre Training Review Procedure</p>	<p>Teaching Department</p> <p>Pre-Training Review officer</p>
4.3.3	<p>Process Credit Transfer and RPL Applications</p> <p>Credit Transfer and RPL applications identified during the PTR will be processed in line with Credit Transfer Procedure and the Recognition of Prior Learning procedure</p>	<p>Teaching Department</p>
4.3.3.1	<p>Credit Transfer and RPL must be approved by Teaching Department Lead Educator</p>	<p>Teaching Department Lead Educators</p>
4.3.4	<p>Discuss Eligibility for VSL</p> <p>Teaching department representatives that have participated in VSL training should discuss students' eligibility for VET Student Loans (approved Diplomas and Advanced Diplomas) as the outcome will affect the fees the student needs to pay.</p> <p>To access VSL, Students must follow Institute procedures ensuring they provide their TFN and parental consent if under 18 years of age.</p> <p>Refer to VET Student Loans Entry Procedure v.2</p>	<p>Teaching Department</p>

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4.3.5	<p>Determine eligibility for Government funding.</p> <p>Confirm Identity (Photo ID required) and confirm Enrolment offer for student to progress with enrolment.</p> <p>NOTE: Privacy legislation states that we must not retain copies of ID <u>unless there is a reason</u>. We need to keep a copy of proof of DOB if the students age is relevant to their eligibility and the evidence provided does not include this (i.e. a Medicare card is presented). Where age is not relevant we can just sight the photo ID to confirm that the person presenting for enrolment is actually the person listed on the Medicare card.</p> <p>Complete Enrolment and Student Eligibility Declaration forms In conjunction with the enrolment form, the AED must complete the ED - Student Eligibility & Declaration form (BT and KI versions available) with the student to determine their Eligibility for Government Funded Training. AED's should refer to AED training documents, and complete the 2 online units on People Hub.</p> <p>Evidence of Citizenship Eligibility (for VET Student Loans) or residency (for a Skills First funded training place) must be provided by the student and a copy retained by AED. Evidence sighted and copied must be the original or a certified copy of the original.</p> <p>It is the responsibility of the Authorised Enrolment Delegate (AED) to assess and determine if a student is eligible for Government Funded Training and eligibility in the Free TAFE for Priority Courses initiative, the TAFE NDIS Training Campaign, and a VET Student Loan using the Student Eligibility & Declaration Form.</p>	AED & Student
4.3.6	Ensure all Documentation is complete and Student is Eligible for Government funding	AED / Lead Educator
4.3.6.1	Student is eligible for Government funding	AED
4.3.6.2	Student is Ineligible for Government Funding and may apply for an Eligibility Exemption	AED
4.3.6.3	Students ineligible for an Eligibility Exemption can proceed with their enrolment as a Full Fee Paying Student (Fee For Service)	AED & Recruitment & Enrolment
4.3.7	<p>Generate CRN Selection Documentation <i>Generate ARGOS report ENR019 CRN Selection and Statement of Fees</i> to produce the following documents for the Student;</p> <ul style="list-style-type: none"> • CRN Selection sheet for enrolment and • Statement of Fees <p>Prior to enrolment, the teaching Department must supply each eligible individual with a Statement of Fees that includes a quote of the total cost to them for their proposed course of study.</p>	Teaching Department

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4.3.8	<p>Generate CRN Selection Documentation for a Continuing Enrolment</p> <p>Students continuing from a previous academic year may be required to complete additional enrolment paperwork and pay additional fees as they progress through their Program.</p> <p>Generate ARGOS report <i>ENR019 CRN Selection and Statement of Fees</i> to produce the following documents for the Students Continuing Enrolment;</p> <ul style="list-style-type: none"> • Continuing Enrolment Declaration form; • A CRN Selection, and • A Statement of Fees <p>A new Individual Training Plan will also need to be created.</p>	Teaching Department
4.3.9	<p>Check Documentation</p> <p>Check all documentation as per the dSR Assessment chevron has been completed including;</p> <ul style="list-style-type: none"> • Enrolment form (Including USI (mandatory) and VSN (where provided)) • Student Eligibility Declaration • Evidence of Citizenship • Photo ID sighted or other permitted evidence to confirm identity • VSL Application <ul style="list-style-type: none"> ○ VSL Parent/Guardian form if under 18 years of age • Pre Training Review • Statement of Fees • Exemption from school attendance sighted and copy retained where required 	Recruitment & Enrolment
4.4	Making an Offer	
4.4.1	Issue an Offer to the applicant on completion of the Assessment in dSR.	AED / Lead Educator
4.4.2	A system generated email of Offer will be sent to the student.	System Automation
4.4.3	Accept or decline the Offer.	Student
4.4.4	Progress to the Enrolment chevron once the Offer is accepted.	AED / Lead Educator
4.4.5	Progress the Application to Finalised if the Offer is declined.	AED / Lead Educator

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4.5	Students under 17 years of Age – Exemption from Attendance at School	
4.5.1	<p>Provide students under the age of 17 (or their parent/s) a written conditional offer of a place in a BKI course that is suitable and appropriate for the student, using the Institute Letter of Offer templates (BT & KI versions)</p> <p>Note: Under the Schools Act all children between the ages of 6 and 17 must attend school for at least 25 hours per week, and must not be enrolled at BKI without an exemption from school attendance.</p>	AED/Lead Educator
4.5.2	Provide an <i>Exemption from School Attendance</i> to be eligible for enrolment in a specific, nominated BKI Course (nominated in the written offer at 4.5.1).	Student/parent
4.5.3	Sight and copy the <i>Exemption from School Attendance</i> (letter, certificate, or Transition from School form signed by the school principal if the student has completed year 10, or by the Regional Director of the Department of Education and Training if the student has not completed year 10), complete the Eligibility Declaration, and proceed to enrol the student.	AED/Lead Educator
4.6	Enrol Student into Banner	
4.6.1	<p>Process Enrolment Data and Information Once an Applicant has accepted their Offer they can be enrolled into Banner. Recruitment and Enrolment will open the dSR Enrolment chevron and Banner.</p> <p>Recruitment and Enrolment Officers are responsible for entering Enrolment information from dSR into the Student Management System – Banner. All enrolment data must be entered prior to the commencement of Training activity. Any exceptions require approval of the relevant Director.</p> <p>As part of BKI's commitment to quality all measures will be taken to ensure quality assurance of the data.</p>	Recruitment & Enrolment
4.7	Process Payment	
4.7.1	<p>Process Payment Process payment through Banner. Payment Options include;</p> <ul style="list-style-type: none"> • Cash, Cheque, Credit Card, • Authority to Invoice (ATI), • T Number Contract, • Part Payment Plan (Debit Success) • VET Student Loan (VSL), • Authority to Transfer Funds 	Recruitment & Enrolment

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4.7.2	<p>Centrelink Concession Where a student has a valid Centrelink or Veteran's Concession Card they may be eligible for concession fees. Students must present a valid Concession card at the time of enrolment. To be valid the card must be dated prior to the course Commencement date.</p> <p>Students who present without a valid Centrelink or Veteran's Concession Card at the time of enrolment but advise that they have applied and/or are entitled, will be required to pay full fees upfront. Where the student presents the concession card within 60 days, and the card is valid, (<i>ie</i> dated prior to the Course Commencement Date/CCD) they will be entitled to a refund. The amount payable will be calculated against those fees and charges where concession rates apply and a refund of the difference paid.</p>	Recruitment & Enrolment
4.7.3	<p>Provide receipt of payment Upon payment of fees students must receive a receipt of payment, confirmation of enrolment and Student ID card.</p> <p>A receipt can be issued using ARGOS report REC010 – BKI Student Receipt.</p> <p>Students paying their fees with VET Student Loans must receive a VSL Fee Notice which is generated through ARGOS report RES016 – VSL Fee Notice.</p> <p>Upon payment of fees, a student's enrolment should now be complete.</p>	Recruitment & Enrolment
4.8	Progress dSR Application to Finalised.	
4.8.1	Update relevant fields in the Enrolment chevron in dSR, including Receipt number and Finalise the dSR Application.	Recruitment & Enrolment
4.9	Post Enrolment Activities	
4.9.1	<p>Develop an Individual Training Plan On completion of enrolment the relevant Teaching Department will create an Individual Training Plan for the student which outlines all CRN's (units of competencies/modules) in the program (course) of study in which the student is enrolled.</p> <p>Two copies of the most recent Individual Training Plan must be produced. A copy is to be provided to the Student and a copy must be endorsed by the student and a representative of BKI and retained in the students file. The Training plan may be developed and signed prior to training commencement but no later than four weeks after training commencement.</p>	Teaching Department

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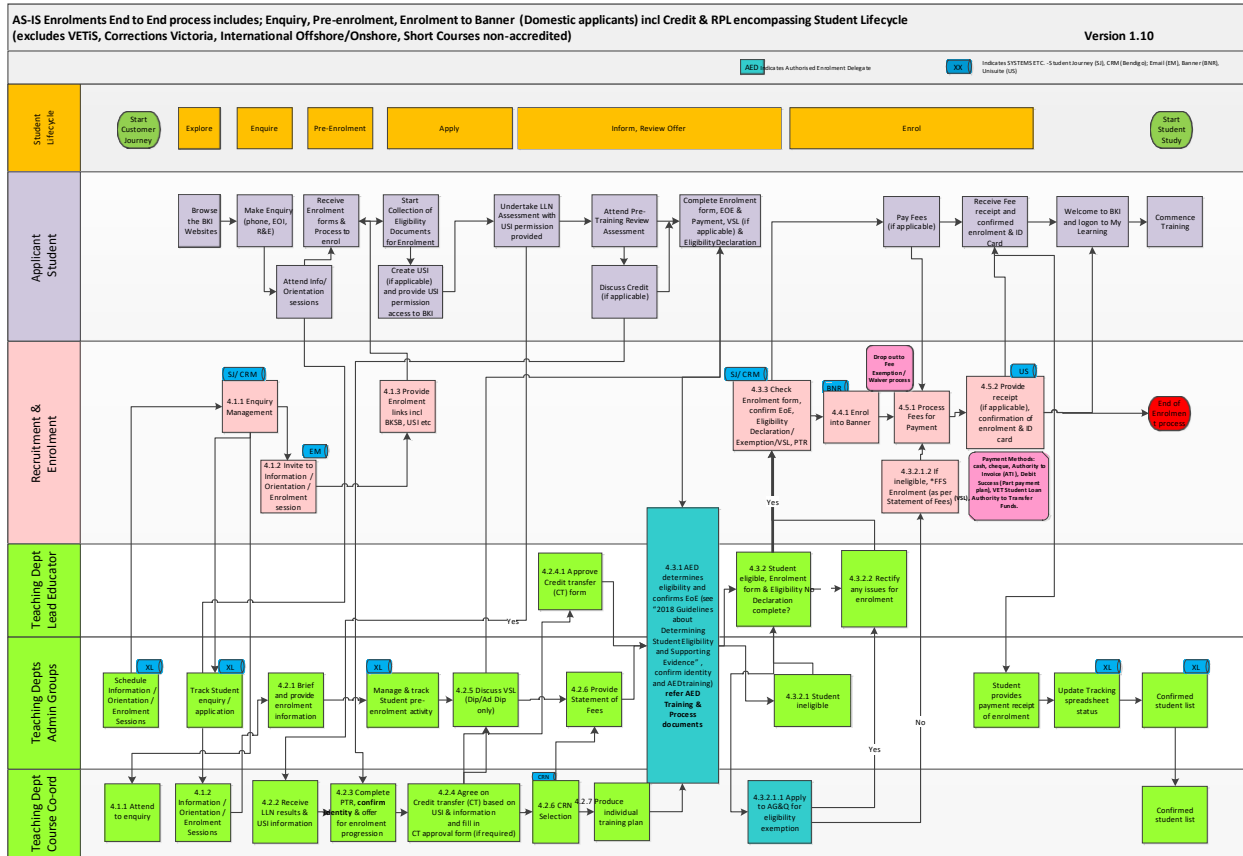
<p>4.9.2</p>	<p>Addition or withdrawal of units Students may add and/or withdraw from units without penalty providing they do so via the correct forms and before the prescribed dates (4 weeks from course commencement date) and/or Census dates ensuring they comply with the enrolment load requirements, course structure and any other specific instructions provided by the teaching department.</p> <p>For any variation to an enrolment a new Individual Training Plan will need to be produced and endorsed by the Staff representative and student.</p> <p>Refer to the Fees and Charges Procedure for withdrawal guidelines.</p> <p>Withdrawal and/or addition of units after census dates that are as a result of an administrative error on behalf of the institute must be clearly documented and approved by the relevant teaching department manager.</p> <p>Having withdrawn from an approved course or part of an approved course, students with a VET Student Loan must sign a New or Continuing Enrolment form before recommencing study in any approved course.</p>	<p>Students and Teaching Department</p>
<p>4.9.3</p>	<p>Applying for a Leave of Absence/Deferment Leave of absence may not be available for all courses. A leave of absence may only be considered;</p> <ul style="list-style-type: none"> ○ where a student has commenced training, ○ an application is made in writing via the <i>Application for Deferment / Leave of absence</i> form prior to census date in the teaching period for which they seek the Leave of Absence. <p>Applications will be approved or declined by the relevant Teaching Department before the census date in the teaching period for which they seek the Leave of Absence, and the Student will be notified in writing of the outcome.</p>	<p>Students and Teaching Department</p>

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<p>4.9.4</p>	<p>Cancellation of Enrolment <u>Cancellation of enrolment by Student</u> Refer to Fees and charges procedure for withdrawal guidelines</p> <p><u>Cancellation of enrolment by the Institute</u> The Director may deem a student’s enrolment to have lapsed where a student fails to meet published requirements of enrolment. As outlined in the Enrolment Policy.</p> <p>The Institute may cancel a student’s enrolment where he/she has;</p> <ul style="list-style-type: none"> ○ been suspended as a result of general and/or academic misconduct; or ○ failed to pay the prescribed fees by the payment due dates, or ○ ceased to be an employee of a given employer, in the case of a student whose enrolment is sponsored by their employer, and where advice has been received from the employer; or ○ where the enrolment is contrary to Australian law; or ○ been expelled from the Institute; or ○ been excluded for failing to make satisfactory progress in accordance with the provisions of policy. <p>Students will be notified in writing of their enrolment cancellation and the enrolment will be processed accordingly in the Student Management System.</p> <p><u>Cancellation of an approved VET Student Loans Course after the Census date:</u></p> <ul style="list-style-type: none"> ○ BKI must inform the student of the proposed Cancellation; and ○ provide the student with at least 28 days to initiate grievance procedures before the cancellation takes final effect; and ○ provide for the cancellation to take final effect only after any grievance procedures initiated by the student have been completed; and ○ set out the circumstances in which fees for the course, or part of the course concerned will or will not be refunded. <p>Refer to the Fees, Charges and Refunds Policy, the Fees and Charges Procedure, the Re-Crediting a Student Loan Procedure and the current year Fees & Charges brochure.</p>	<p>Students and Teaching Department</p>
<p>4.9.5</p>	<p>Effect on enrolment of suspension or expulsion from a program Refer to Code of Student Conduct Procedure</p>	<p>BKI Institute Staff</p>

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5.0 Procedural Swimlane Flowchart



6.0 Roles and Responsibilities

Role	Responsibilities
Chief Academic Officer / Manager Academic Governance and Compliance	Compliance with regulatory and legislative requirements for enrolment
Registrar	Development and implementation of appropriate enrolment procedures and practices
Applicant/Student	Follow the Institutes' processes and procedures and supply the appropriate documentation
Teaching Department	Conduct the application, selection and enrolment process for students within their department. Assess Students Credit Transfer/RPL applications. Ensure staff discussing VSL eligibility requirements with Students have attended VSL Training
Teaching Department Lead Educator	Approve Students Credit Transfer/RPL applications and oversee the enrolment process for students within their department

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Role	Responsibilities
Teaching Department Pre Training Review Officer	A Pre Training Review officer is a Training Department representative that can conduct a Pre Training Review after participating in training from Academic Governance and Quality
Teaching Department Administration	Track Student enquiry and enrolment and produce Enrolment documentation as required
Authorised Enrolling Delegate (AED)	AED's determine student eligibility for Skills First funded training prior to enrolment. An AED must have participated in AED Training and be recorded on the AED Register in order to determine eligibility for a Government Funded Training Place.
Recruitment and Enrolment (R&E) Officer	Checking Enrolment documentation and processing of the students enrolment forms entering details in BANNER, accepting payment of enrolment fees and issuing Student ID Cards
Apprentice/Trainee coordinators	Prepare Apprentice/Trainee Information Kit and forward to relevant teaching department before initial meeting

7.0 Definitions

Word/Term	Definition
Authorised Enrolment Delegate (AED)	BKI staff member authorised to provide enrolment advice and to assess and certify a student's eligibility for Government Funded Training
Award Course	A structured combination of units, or modules that meet all requirements specified in the relevant training package, VET accredited course or curriculum which when completed qualifies the student for certification from BKI or the Victorian Curriculum and Assessment Authority (VCAA) For the purpose of this procedure, all courses are deemed to be award courses
BANNER	A Student Management System used to manage student information and data from application and enrolment, through training activity to completion of studies and certification.
Census Date	Census dates apply to all TAFE Diploma and Advanced Diploma and some Certificate IV, Full Fee Local, International and Government Funded programs. The census date in a teaching period is the date by which students' enrolment records are finalised for reporting to government for that teaching period. Census Dates are set no earlier than 20% of the way through the period of time during which the unit is undertaken. The period of time during which the unit of study is undertaken includes any normal study breaks, assessment or examination periods (except supplementary examinations). Where the date for the final examination for a unit is not known, the last day of the examination period is used as the end of the study period. If a unit does not include a final examination, an examination period is not included.

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Word/Term	Definition
CRNs	Course Reference Number – a CRN is the offering of a course (unit of competency/module), it outlines the day/date/time and location of delivery of the course. There may be multiple CRNs for the same course due to delivery across a range of locations, days and times.
Enrolment	The process by which a person registers as a BKI student, pays all enrolment fees, or enters into an agreement to pay such fees, or has received an exemption from paying such fees.
Evidence of Citizenship	<p>Where a student is seeking Victorian Government Funding under Skills First, Evidence of Citizenship includes evidence of Australian Citizenship, New Zealand Citizenship or permanent residence in Australia. Evidence may include birth Certificate or Passport, visa information or a green medicare card.</p> <p>Where a student is seeking a VET Student Loan, citizenship includes Australian citizenship, New Zealand Citizenship or a permanent humanitarian visa issued for Australian residence. Evidence may include birth certificate or passport only for citizens and a copy of their visa documentation for a permanent humanitarian visa holder.</p>
Exemption from School Attendance	<p>A letter or certificate from the Regional Director of the Department of Education exempting an applicant under the age of 17 from attending school. Identifies the applicant by name, the training provider (must be BKI) and the course to be undertaken. Will apply for the duration of the course only and must be renewed for any further study.</p> <p>If the applicant has completed year 10, a Transition from School form signed by the school principal or the Regional Director of the Department is to be sighted and a copy retained and is sufficient evidence of exemption from school attendance.</p>
Expel	To prohibit a student from attending any teaching or assessment session or to enter BKI premises, either in whole or such part without limit.
Full Fee Paying Student	A student undertaking studies where neither the Commonwealth nor State Government makes a financial contribution towards the cost of the studies
Government Funded Student	student who has met the relevant Government's Eligibility Criteria for Government Funding requirements
Individual Training Plans	The specific document created by BKI for each Eligible Individual which communicates their enrolment, hours of engagement, timing, location and mode of delivery
Language Literacy and Numeracy Assessment (LL&N)	LL&N Assessment is an evaluation used to measure the literacy and numeracy levels of all students commencing any accredited program in order to determine the need for any learning support. This is a requirement of BKI's Agreement with the State Government
Lead	Potential applicant responding to Institute marketing campaigns, not yet confirmed as a contact.
Exemption from School Attendance	Letter or certificate from the Regional office of the Department of Education and Training exempting the student from school attendance to participate in a nominated course at BKI. For students having completed year 10, may take the form of a Transition from School form signed by the school principal.

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Word/Term	Definition
Personal details	Name, Date of Birth, Gender (sex), telephone number/s, and address/s
Pre-training review	The process undertaken between BKI and the prospective student to determine the most suitable and appropriate training for the Individual before enrolment. The Pre Training Review information is stored in the student file.
Recognition of Prior Learning (RPL)	An assessment process that assesses a person's skills and knowledge to determine the extent to which they have achieved the required learning outcomes, competency outcomes, or standards for partial or total completion of a qualification. It involves the upfront assessment of a person's skills and knowledge and does not include the provision of any training. Students may not apply for RPL where they have received any training in the unit for which RPL is sought.
Suspend	To prohibit a student from attending any teaching or assessment session or to enter the Institutes premises, either in whole or such part for a specified period of time.
Unique Student Identifier (USI)	New and continuing students undertaking nationally recognised training delivered by a registered training organisation (including BKI) must obtain a USI. For more information visit: usi.gov.au
Unit	Relates to a unit of study/competency within the Training Package or VET accredited course.

8.0 Related Documents

Documents used in this procedure		
Title	Doc. ID.	Location
Credit Transfer Procedure	PR 041 001	BKI Procedure Portal & Registrar and Administration Portal
Recognition of Prior Learning Procedure	N/A	BKI Procedure Portal
Enrolment Form (BT & KI)	N/A	BKI Forms Portal & Registrar and Administration Portal
Enrolment Checklist	Enr Checklist	Registrar and Administration Portal
SD – Student Eligibility & Declaration form (BT & KI)	SD	Registrar and Administration Portal
Statement of Fees Work Instruction	WI 013 003 001	Registrar and Administration Portal
Unique Student Identifier (USI) Collection, Exemptions, Maintenance and Holds Work Instruction	WI 013 003 002	Registrar and Administration Portal
VET Student Loans Entry Procedure		Policy and Procedure Portal
Assessing a Students Eligibility into SFP Government Funded Training	TG M05 014	Registrar and Administration Portal

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Documents used in this procedure		
Title	Doc. ID.	Location
Pre Training Review Procedure		BKI Policy and Procedure Portal
Pre Training Review form		BKI Intranet – PTR Session

9.0 Version Control and Change History

Ver.	Approved By	Approval Date	Issue Date	Summary of Changes	Next Review Date
V1.0	Registrar, Student Administration	05/07/2018	18/07/2018	Consolidated procedure developed to replace separate Bendigo TAFE and Kangan Institute processes.	05/07/2020
V1.1	Registrar, Student Administration	05/09/2018	12/09/2018	Additional requirements added (from CN 2018-19), clarification of terms and addition of Work Instructions.	05/09/2020
V1.2	Academic Compliance Committee	17/01/2020	17/01/2020	Review and addition of updated dSR, VSL and VET Funding Contract requirements.	31/12/2020
V1.3	Academic Compliance Committee	11/02/2020	11/02/2020	Additional VSL requirements	31/12/2022

10.0 KI Policy and Procedure Portal / BT BMS Requirements

Category	Key Words
Procedure	Enrolment, Entry, Government Funded Training Place, Commencement, Eligibility