

RECRUITMENT AND ENROLMENT POLICY AND PROCEDURE

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1. PURPOSE

- 1.1. This policy and procedure establish a consistent method of recruitment and enrolment, allowing LTF to provide appropriate processes for all student recruitment and enrolment into courses on scope as outlined on LTF's Scope of Registration.
- 1.2. The Principal Executive Officer is responsible for administering the eCOE and Enrolment Package to student applicants, the management of student details in the appropriate Student Management System, PRISIMS and all other systems and databases maintained by LTF upon confirmation of enrolment post orientation and induction for International Students.

2. SCOPE

2.1 This policy outlines the approach that LTF will take to:

- Recruit and Enrol students into courses on their scope of registration
- Ensure the staff of LTF are aware of the Student Recruitment and Enrolment processes
- Ensure students are provided with adequate information about the services they are to receive
- Inform students of their rights and obligations and
- Provide students with information on any third-party arrangements affecting the delivery of training and assessment, prior to their commencement in a course.

2.2 LTF takes a consistent, open, fair and transparent approach to the selection and admission of all students into its training programs and the students overall treatment.

2.3 LTF will ensure that all applicants seeking admission will be treated fairly and equitably. LTF maintains clearly defined entry criteria used for making decisions about the selection of students. These criteria are published on the LTF website and Student Handbook.

2.4 Students are required to apply for enrolment and are accepted on merit, based on the published criteria, academic suitability and on an individual case by case basis.

2.5 Throughout the process of selection and admission, all applicants are treated courteously and expeditiously.

2.6 Information is provided to prospective students prior to their enrolment and commencement in a course, so that they:

- Can make informed choices about studying with LTF
- Are aware of course entry and pre-requisites requirements
- Know who is delivering their training and who is issuing the Qualification or Statement of Attainment.
- Are aware of their rights and responsibilities when undertaking training

2.7 Entry criteria and application procedures are published in the Student Handbook and on the websites.

- 2.8 Prospective students at LTF who possess extensive life / work experiences in the relevant field of study or have attained competencies through the completion of prior studies will be provided with the option of attaining a Recognition of prior learning.
- Where applicable, those students who have completed previous study in the VET sector will be provided with Credit Transfers for the units of relevant competency completed.
 - LTF makes its policy and procedures for verifying applicants' credentials in relation to the granting of Recognition of Prior Learning, and Credit Transfer publicly available on its website.
- 2.9 Offers for admission to a specific VET course of study, are made on a conditional basis; if the applicant does not fulfil these condition(s), he/she may not be provided the opportunity to enter the VET course of study. These conditions may include language, literacy and numeracy skills, which are measured by the student completing an Expression of Interest at the time of enrolment, and/or achievement of an academic requirement, where evidence of attainment was not available at the time of application.
- 2.10 LTF will retain all student records in accordance with the guidelines as specified in the AQF and Standards for RTOs 2015. Provision can be made for students who wish to access their personal records in accordance with the APP.

3. DEFINITIONS

RTO - Registered Training Organisation

Student - refers to a person enrolled or seeking to enrol in any course or unit of study at LTF. A student or a potential student can be either a domestic or overseas student.

Pre-enrolment Interview – Refers to the formal interview of each student prior to enrolment. The pre-enrolment interview is used to determine each student's competency levels at the time of enrolment and is used to assist the Training and Assessment Department with tailoring each students training plan. The pre-enrolment interview also helps LTF to identify skills recognition and credit transfers when students are applying to enrol into a vocational education course.

Reasonable Adjustment - Reasonable adjustment in VET is the term applied to modifying the learning environment or making changes to the training delivered to assist a learner.

Genuine Student-

- whether the student is reasonably engaged in the course
- whether the student has been provided with information about the requirements for the course, and the cost and duration of the course
- whether the student has satisfied course requirements for the course or participated in assessment activities for the course
- if the course is an online course, the number of times a student has logged on

- whether the student has provided up-to-date contact details that would allow the department to verify their enrolment
- if the student is enrolled in another course, whether their concurrent enrolments would make successful completion of a course by the student impossible or highly improbable.

VET - Vocational Education and Training

4. PROCEDURES

4.1 MARKETING AND ADVERTISING

LTF is committed to ensuring that all prospective students are well informed prior to applying to enter a course of study with LTF.

All prospective students will be required to contact the Student Manager/Principal Executive Officer (through interview, telephone and/or email contact), and will be provided with information regarding their possible study options, including:

- RTO Code and name of the training provider (brand of LTF);
- the requirements for acceptance into a VET course of study, educational qualifications or work experience required;
- the course duration, modes of study and assessment methods;
- tuition and incidental fees;
- campus locations and a general description of facilities, equipment, and learning and supportive resources available to students;
- eligibility of the applicant for funding under state and federal government initiatives which may include loan schemes and/or programmes, information will include associated information such as repayment obligations where applicable
- requirements for satisfactory academic progress;
- learners' obligations such as specialised resource requirements; and
- complaints, grievances and appeals policies and procedures.

Information that will be provided to the student prior to enrolment through the marketing materials and/or the websites. LTF will incorporate information about the course, the Pre-enrolment process and the student rights and obligations throughout their course of study.

Information will include:

Training and assessment information including:

- Estimated duration
- Expected locations at which training will be provided
- Expected modes of delivery
- The course qualification requirements comprising of core and elective units
- Whether RPL and Credit Transfer are available
- Information and contact details of third-party arrangements (if any)

- Information in relation to the issuance of the AQF certification documentation

Educational and support services that LTF will provide, including the following:

- Training and Assessment
- Student Support
- Reasonable Adjustment
- Fees and Refunds
- Protection of Tuition Fees (if applicable)

The student's rights, including:

- Details of the complaints and appeals process
- The student's rights as a consumer and
- The student's right to obtain a refund
- The student's right to obtain a refund or re-credit of FEE-HELP Balance

The student's obligations in relation to:

- The payment of fees for the provision of services, including payment terms, deposits and refunds (if applicable)
- Any requirements the student must meet to enter and successfully complete their chosen course
- Any materials and equipment that the student must provide during their course

4.2 RECRUITMENT

The Student Manager/Principal Executive Officer manages all student enquiries in relation to their application and enrolment into LTF courses. Enquiries may be received via Phone Call, Online Enquiry, Walk In, E-mail, etc.

Information to be provided to the student at this stage will include:

- Reference to the LTF website for more information about their chosen course
- Course prospectus or brochure
- Reference to all documentation relating to studying with LTF, such as the Student Handbook, LTF Policies and Procedures, Fees and Charges Policy, etc.
- Details of the Application for Enrolment Process and
- Explanations on the Pre-Enrolment Review and the completion of the Student Enrolment Form

The Student Manager/Principal Executive Officer will then either provide the student with an application form or will direct the student to apply through the LTF website via on-line enrolment platform. Entry criteria and application procedures are published on the websites, advertising, and marketing material for LTF.

All applicants are required to complete an Application Form, either online or in hard copy. Applicants then submit their application to the Student Manager/Principal Executive Officer, along with the supporting evidence relating to the eligibility for enrolment and certified copies of their qualifications and statements of attainment.

Certified copies (where appropriate) of Birth Certificates, Passports, Certificates of Citizenship, Marriage Certificate, pre-requisite qualifications, High School Completion Certificates or Academic Transcripts, etc.

The validity and reliability of the student's competence in reading and numeracy, the student to be deemed academically suited, a prospective student must:

- Be assessed as displaying competence in the Expression of Interest (Literacy, Language and Numeracy)
AND
- Senior Secondary Certificate of Education for the completion of year 12
OR
- Student supplies a copy of a certificate that evidences that a student has successfully completed a qualification at level 4 or above in the AQF framework and that course was delivered in English

LTF may determine that sighting original copies of the above documents is adequate. Copies will be made with a note that originals have been sighted.

The Student Manager/Principal Executive Officer assesses applications based on the published entry requirements for the relevant VET course and identifies the level of education already attained by the applicant.

The Student Training Manager and Student Manager to liaise with student to answer any initial questions. Applicants are also questioned regarding the reason(s) they are seeking administration into their desired course of study, prior study and work experience are also considered.

4.3 PRE-ENROLMENT

At pre-enrolment, based on the information gathered at the Recruitment stage the Selection Team will initiate the Pre-Enrolment Interview which involves the conduct of a discovery conversation with the student to identify their learning needs, and establish:

- The reason for the student's chosen course
- The student's future aspirations/goals
- Their preferred learning style/s
- Any support the student may require
- The student's prior experience in the industry (if any)
- The level of education already attained by the student
- Their interests and abilities
- Their reason(s) for seeking admission into the VET course of study
- Their educational and work history

The Selection Team will record the student responses in the Pre-Enrolment Interview. Using this information, the Selection Team will perform an interim assessment of the suitability of the potential student for admission into a VET course of study.

If the student is deemed suitable to undertake their course of choice, the Student Manager/Principal Executive Officer will present the student with all possible study options and advise the student of the entry requirements for their chosen course, including the payment of fees and any available payment options.

Information will include:

- The requirements for acceptance into a VET course of study, the educational qualifications or work experience required and whether RPL or CT may be applicable;
- Industry expectations/requirements for specific course (ASIC Card)
- The VET course of study content and duration, modes of study, assessment methods, fees applicable and payment terms;
- Eligibility of the applicant for funding under government schemes or programs and ensure that the student is aware of the impact their enrolment into a funded course may have in further funded study (where applicable)
- Campus locations and a general description of facilities, equipment, and learning and supportive resources available to students;
- Requirements for satisfactory academic progress and for attendance; and
- Complaints, grievances and appeals policies and procedures.

The student at this stage, will also be provided with:

- LTF's Schedule of Fees
- The eligibility criteria for VET Student Loans and process to apply for a VET Student Loan (if applicable)
- Opportunity to apply for Recognition of Prior Learning (RPL) and Credit Transfer (CT)

4.4 ENROLMENT (DOMESTIC STUDENT)

Students who are deemed suitable will be provided with an Enrolment Package to complete for their course of choice.

This enrolment pack typically includes:

- Enrolment Agreement which will need to be signed by the student and will become the written agreement;
- showing details of the campus location, VET course, Course fees, Additional/Incidental Costs,
- confirmation of Terms and Conditions and links to Policy and Procedures, including the Cancellation and Refund Policy and Procedure, and a plain English explanation of what happens in the event of a VET course of study not being delivered;
- confirming course name and course code, study start dates, end dates, and date of orientation;
- any other information documents that may apply to the course enrolment including attendance days and class times
- Payment in Arrears Agreement and Direct Debit Form
- Letter of Offer
- Student to be notified of Orientation Session via Email

All enrolment documentation & checklists will be passed on to RTO Manager who will:

- Check completed forms for accuracy and completeness of information
- Counter sign and date the enrolment form as received
- Collate application information and confirms that the student meets the pre-requisites for the desired course.
- Request from the Student Identifiers Registrar to verify the Unique Student Identifier (USI) submitted by

the student ensuring that this is in fact the USI of that student.

- Create the course folder and the individual student hard copy files
- Place the enrolment forms with copies of receipts in the student hard-copy file and store this in a lockable cabinet until scanned and filed electronically on the Student Management System (SMS)
- Record all student AVETMISS details and enrol students into the relevant course in the SMS, Axcelerate.
- Where individual students require additional support, the Required Student Support Strategy will be provided to the relevant trainer assessor(s)

4.5 RECOGNITION OF PRIOR LEARNING

If the applicant has requested for Recognition of Prior Learning (RPL), the application and the relevant Student Kit will be forwarded to the student for completion in accordance with the RPL Policy and Procedure.

4.6 APPLICATION FOR VET STUDENT LOAN (Eligible Students Only)

1. Process for the application of VET Student Loans is provided to Eligible Students through the [VET Student Loans Information for Students Applying for VET Student Loans – 2017 document](#).
2. To establish student eligibility for VET Student Loans the student must supply proof of either:

Australian Citizenship

- a) Australian Passport. *If the student does not have an Australian Passport, then*
- b) Australian Citizenship Certificate. *If the student does not have an Australian Citizenship Certificate, then*
- c) Australian Birth Certificate. If a student was born after 20 August 1986:

- The student's Australian birth certificate must evidence that at least one parent was born in Australia

If neither parent was born in Australia, then the student must provide:

- Australian Citizenship Certificate of at least one parent that evidence that the parent was an Australian Citizen at the date of birth of the student.

d) If the student cannot provide any of the above evidence the student may apply for evidence of Australian Citizenship from the Department of Home Affairs (DHA).

A Holder of a Permanent Humanitarian Visa who is usually resident in Australia

a) A copy of their Permanent Humanitarian Visa LTF will check with DHA via vevo to confirm the class of visa held by the student and to make a determination as to whether the student is usually a resident of Australia and will be a resident of Australia for the duration for their course. Any time spent outside of Australia will be disregarded if the student cannot be reasonably regarded as indicating an intent to reside outside Australia for the duration of the course or the student is required to leave Australia to complete the requirements of the course.

Qualifying New Zealand Resident

A copy of their Special Category Visa LTF will check with DHA via vevo to confirm the class of visa held by the student and to decide as to whether the student:

- Has usually been resident in Australia for at least 10 years
- Was a dependent child under 18 years of age when they first were usually resident in Australia
- Has been in Australia for periods totalling 8 years during the previous 10 years and
- Has been in Australia for periods totalling 18 months during the previous 2 years.

3. An Electronic Commonwealth Assistance Form (eCAF) for VET Student Loan is sent to the student no earlier than 48 hours after receiving signed contract.

Where a student is under 18 years of age:

- the student is provided with a Request for a VET Student Loan Parental Consent form. Their 'responsible parent' must agree to and sign the student's request for VET Student Loan.

OR

- The student may not require a responsible parent signature where they are independent by providing evidence of the receipt of youth allowance.

The eCAF assists in capturing evidence of a student's tax file number. If the student has applied for, but has not received, a tax file number, the student must attach a certificate from the Commissioner that the student has applied for a tax file number.

LTF will collect and verify all evidence, documents and information supplied by the student to support their application for a VET Student Loan including:

- Student's identity
- Student's date of birth

If a student is under 18:

- One of the signatories to the application is a responsible parent of the student or
- The student has received youth allowance (within the meaning of the Social Security Act 1991) on the basis that the student is independent (within the meaning of Part 2.11 of that Act)

Student meets the requirements of Section 11 of the VSL Act and all Eligibility Criteria for a VET Student Loan.

If the student has applied for, but not been issued with, a tax file number – a certificate from the Commissioner that the student has applied for a tax file number.

INVOICING / VET STUDENT LOAN

- Once payment is received; or payment plan is set up; or VET Student Loan established, enrolments can be finalised.
- Once the student's enrolment is finalised, the student is provided with online access to the student portal or class.

ENROLING STUDENTS AS A REPLACEMENT PROVIDER

Tuition assurance protects students in the event a course provided by an approved VSL provider ceases to be provided after it starts but before it is completed. Affected students are offered a replacement course with another provider and where this is not possible, the students' FEE-HELP balance for the affected part of the course will be re-credited.

Where LTF enrolls students as the replacement provider: LTF will:

- grant course credits for parts of the original course successfully completed by the student, as evidence by a statement of attainment issued in accordance with the Australian Qualifications Framework provided by the original Provider
- LTF will not charge tuition fees for a replacement component of the replacement course.

4.7 ENROLMENT (INTERNATIONAL STUDENT)

The Enrolment of Overseas or CRICOS students and requires the following modifications to the above processes

RECRUITMENT

Principal Executive Officer will provide Overseas students with the following additional documents

- Overseas Student Application Form
- International Student Handbook
- Conditions of Enrolments
- Code of Conduct / Student Handbook
- Student Withdrawal and Refund Policy (International Students)
- ESOS Framework

Student must supply with Application:

- All prerequisites for Courses
- Expression of Interest

PRE-ENROLMENT

Principal Executive Officer will provide: (via Pandadoc)

- International Enrolment Agreement
- International Student Handbook
- Payment in Arrears Agreement

- Letter of Offer

ENROLMENT

Student must provide: (via Pandadoc)

- Signed International Enrolment Agreement
- International Student Handbook
- Signed Payment in Arrears Agreement
- Advise the CEO of all signed documents for non-refundable enrolment fee invoice to be issued to student
- Upon receipt of the documents and non-refundable enrolment fee, a Confirmation of Enrolment (CoE) can be issued through PRISMS and a copy of CoE is provided to student to apply for their student visa

4.8 RE-ENROLLING INTO PART OF A COURSE

A student may apply to re-enrol into a course or part of a course that they had previously withdrawn from by emailing the RTO Manager and completing an Enrolment Form.

The RTO Manager will:

- review the application and the original enrolment documents
- request any new information (if required)
- organise for the student to attend another re-enrolment interview
- The RTO Manager may require the student to execute a new enrolment contract dependent on the time since the student originally withdrew from their studies
- If successful, organise for the student to start in the next available intake (in consultation with the student) and organise the payment of any further tuition fees

4.9 ORIENTATION

An orientation session is held prior to the first class for all students either via Zoom or on Campus. During the orientation session, all students are required to sign the Student Induction Checklist, confirming:

- Class schedule
- Personal Presentation requirements
- Code of Conduct
- Uniform
- Student Portal Access

4.10 ADDITIONAL INFORMATION REQUIRED

- Applicants current CV
- Character references

- Student Training File (if available) copy of last page of logbook, Flight Training Records
- Previous Flight Training School and Key Contacts
- ZOOM session or face to face meeting

4.11 ASSOCIATED POLICY

Student Orientation and Induction Policy

Student Induction Checklist

Enrolment Form

Expression of Interest

Letter of Offer

Enrolment Agreement

Payment in Arrears Agreement

Student Handbook

Marketing and Advertising Policy and Procedure

Monitoring Academic Progress Policy and Procedure (Domestic and International)

4.12 LEGISLATIVE AUTHORITY

[Standards for RTO's 2015](#)

[National Vocational Education and Training Regulator Act 2011](#)

[Privacy Act \(1988\)](#)

[Australian Consumer Law \(ACL\)](#)

[High Education Support Act \(HESA\) 2003 \(Cth\)](#)

[VET Student Loans Act 2016](#)

[VET Student Loans Rules 2016](#)

[Education Services for Overseas Students Act 2000 National Code 2018](#)

4.13 APPROVAL AND REVIEW DETAILS

APPROVAL AND REVIEW	DETAILS
Approval authority	Chief Executive Officer
Committee to approve	Compliance Committee
Administrator	RTO Manager Student Manager Principal Executive Officer
Next Review	December 2022