RTO Code: 46122

Student Enrolment and Completion Policy and Associated Procedures

Purpose of the policy

This policy and associated procedures outline Institute of Business and Management Studies's approach to student enrolment and completion. This ensures that there are structured processes in place for the enrolment of students, issuing of credit transfer and recognition of prior learning, changes to services and the issuing of certificates on completion.

This policy and associated procedures meet the requirements of Standard 1, 3, 5 and 7 and associated clauses of the Standards for RTOs 2015.

Policy statements

Enrolment

- Information about the enrolment process is provided in Course Brochures and the Student Handbook.
- Applicants must meet the entry requirements in order to be accepted into a course. The entry requirements are included in each Course Brochure.
- Students complete a Pre-Training Review (PTR) by completing a PTR form. Student will then go through Institute of Business and Management Studies's LLN assessment. A decision is made on whether the student is suitable for the course based on the PTR and Language Literacy and Numeracy assessment outcomes and documentation provided by the student in support of their application with the enrolment form.
- Upon receipt of a completed Enrolment Form, an invoice for first instalment is issued to the student in accordance with Institute of Business and Management Studies's Fees and Refunds Policy and Associated Procedure.
- Institute of Business and Management Studies uses an AVETMISS compliant Student Management System (EMerrge) to record all student information.
- All enrolment records and associated receipts of payment are retained for at least 2 years.

Credit transfer and RPL

- Credit towards a student's course can be provided by credit transfer or RPL. This means that students do not have to repeat units (or equivalent) already achieved and can be recognised for formal and informal learning, skills and experience.

- Institute of Business and Management Studies will review all AQF certification and authenticate it as part of the process of awarding credit.
- Applicants who wish to apply for RPL will be provided with a Candidate Kit. The RPL process will be followed as per the Training and Assessment Policy and Associated Procedures.
- Applicants will be advised in writing of the outcome of their application for credit transfer and/or RPL. Where the credit provided results in a reduction of the duration of the course and fees, this will also be advising in writing.

Changes to services

- Students are informed within 3 working days of any changes to services as documented in the Student Handbook, including where there are new third-party arrangements, changes to existing third party arrangements and changes in ownership.
- Where Institute of Business and Management Studies is unable to offer a course prior to or following commencement, refunds will be in accordance with the Fees and Refunds Policy and Associated Procedures.

Completion

- Students are issued with certification documentation following completion of their course. All certification documentation complies with Schedule 5 of the Standards and includes a mechanism to ensure it cannot be fraudulently reproduced.
- Certification documentation will only be issued where the student's USI is on file and has been verified and where the student has paid their fees in full.
- Certification will be issued within 30 calendar days of completion subject to the payment of all fees. All certificates issued are recorded in the Student Management System and are kept for a period of 30 years.
- Confirmation of the issuing of certificates will be provided to those who need to verify certificates.
- Certificates can be reissued on request.

Procedures

1 Process enrolment

1.1 Provide application for enrolment forms to applicants on request.

1.2 On receipt of an enrolment, check that the enrolment form has been completed in full and that all supporting information has been provided.

1.3 Send an acknowledgement that the enrolment form has been received within 3 working days of receipt. Request additional information not provided as relevant.

1.4 Enter the applicant's details into the secure Student Management System (EMerrge).

1.5 Where the USI has not been received, make a note on the applicant's file that it is to be completed at the orientation.

1.6 Verify all USIs.

2 Conduct pre-training review

2.1 Provide the applicant with Pre-Training Review (PTR) form and LLN Assessment Tool. This should be within 4 working days of receipt of the application for enrolment.

2.2 Once the applicant completes both PTR form and LLN Assessment Tool, an assessment is conducted to determine whether or not the applicant is suitable for the course.

The language, literacy and numeracy (LLN) assessment is mapped to the relevant ACSF (Australian Core Skills Framework) level to enable student to complete the course and also meet the workplace requirements.

3 Process credit transfer

3.1 Review the student's application for enrolment form to check if they wish to apply for credit.

3.2 If the applicant has not included the required evidence but has indicated they wish to apply for credit transfer, contact them to provide the certificate or statement of attainment, SOA, (in case of a previously completed unit of competency).

3.3 Contact the issuing RTO to verify that the certificate / SOA is authentic.

3.4 Where the certificate/SOA is authentic, update the student's details on the Student Management System and advise the student of the reduction to their course duration and fees. The reduction in course duration will be as per the amount of time allocated in the timetable to the unit that the student has received credit for.

3.5 Advice the student in writing the outcome of credit application.

4 Process Recognition of Prior Learning

4.1 Review the student's application for enrolment form to check if they wish to apply for RPL.

4.2 Send the student relevant documents from the RPL Assessment Tool Kit.

4.3 RPL applications are conducted as per the procedure described in the Training and Assessment Policy and Associated Procedures.

4.4 Update the student's details on the Student Management System following the outcome of the RPL process and advise the student of the reduction to their course duration and fees as applicable. The reduction in course duration will be as per the amount of time allocated in the timetable to the unit that the student has received credit for.

5 Finalise enrolment process

5.1 If the applicant is suitable for the course, create a student file and enter student details in the student management system.

5.2 Verify the student's USI or create a USI for the student following the procedures for such at: https://www.usi.gov.au/training-organisations

5.3 Upon receipt of a signed enrolment form send out an invoice for the first instalment payment.

5.4 Use the student file checklist to confirm all the information has been collected. s

6 Manage student files

6.1 Update student files throughout the course according to relevant events including but not limited to course progress and attendance, support, course credit, deferral, suspension and withdrawal and disciplinary action. Refer to all of the relevant policies and procedures for student file management.

6.2 Update Student Agreements as relevant based on any changes that occur once the student has enrolled (this also includes changes to third party arrangements including new third party agreements or changes in ownership). Send to the student for agreement within 3 working days of signing and adjust fees and the CoE as required.

6.3 Send out emails to students every 3 months requesting advice of any change of contact details (note students are also required to provide these within 7 days of any change).

6.4 Update student details on the Student Management System as required based on changes to contact details.

7 Finalise certification

7.1 Immediately record student assessment outcomes on the Student Management System on receipt of marked work from trainers/assessors.

7.2 Once all units have been completed, check that the student has paid all fees and charges.

7.3 Contact the student in writing regarding unpaid fees and charges if applicable.

7.4 Check the student's USI is on file and contact the student in writing if this has not been received.

7.5 Populate the testamur and record of results or statement of attainment with the student and award details.

7.6 Sign certification (authorised signatory).

7.7 Have the certification ready within 10 working days of the student having been assessed as meeting all of the requirements of their course (and having paid all of their fees and charges).

7.8 Retain the student's certification on file for a period of 30 years.

7.9 Advise the student via email that their certificate is ready for collection or email an electronic version or send via post.

7.10 Retain all student details including assessment outcomes for a minimum of 2 years.

Responsibilities

The Administration and Student Support Officer will be responsible for:

- checking all incoming applications for enrolment
- invoicing
- entering student information in student management system
- student file maintenance.

The RTO Manager will be responsible for:

- conducting pre-training reviews and collating outcomes of LLN Assessments to approve student applications.
- reviewing and approve all applications for credit transfer.
- coordinating notification of changes to services and updating agreements.
- issuing certification.

Trainers and assessors are responsible for conducting RPL Assessments.