



Policy Version Details				
Current Version	Last Updated	Next Review Date	Author	Approved By
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## Policy

ICV has a robust enrolment procedure that captures information at different stages in the process. Assessment of applications for enrolment are free of discrimination and conducted by enrolment officers that demonstrates an understanding of the need for cultural sensitivity in dealing with students. All applicants for will be treated fairly and equitably.

During the process, an assessment of experience (if any) Language, Literacy & Numeracy (LLN) \ English proficiency and the suitability of the qualification will be undertaken. Furthermore, any support arrangements such as LLN support, assistive technology, additional tutorials and other mechanism required for the students may also be identified. If an applicant does not meet the course entry requirements, assistance will be provided to identify alternative courses of action.

## Procedure

### 1. Local Students

#### 1.1 Information Prior to Enrolment

Prior to enrolment, ICV will provide the following information to students:

- i. RTO Code
- ii. Course Code and Title
- iii. Course Entry Requirements including Language, Literacy & Numeracy requirements
- iv. Course Duration
- v. Course Fee / Statement of Fee
- vi. List of Units - Core and Elective
- vii. Work Placement Hours (if applicable)
- viii. Delivery Mode
- ix. Assessment methods
- x. Delivery Locations
- xi. Support services available for the students
- xii. Third Party Arrangement (if applicable)
- xiii. ICV's Obligation to learners
- xiv. Learners' rights and obligations
- xv. Funding Information
  - a. Acknowledging that the Training Services are provided with Funds made available by the Victorian and Commonwealth Governments
  - b. Eligibility and the requirement of supporting evidence
  - c. information on the implications for the learner of government training entitlements and subsidy arrangements in relation to the delivery of the services
- xvi. Policies and Procedures including but not limited to:
  - a. Complaints and Appeals
  - b. Refund
  - c. Student Support
  - d. RPL or Credit Transfer



Information will be provided to applicants through the Website, Course Flyer and/or the Enrolment Agreement. The CEO will ensure the above information is provided prior enrolment.

### 1.2. Pre-Enrolment Questionnaire

Upon receipt of lead whether through a third party (agent), or direct contact from the potential applicant, ICV's enrolment officer will conduct a Pre- Enrolment questionnaire with the prospective student as part of the pre-training review. This is to gauge an initial overview of the applicant's prior education, skills and whether the applicant may be eligible for skills first funding. The contact details obtained at this point, will be used to send and receive communication to and from the applicant. The email address provided at this point will authenticate the communication during the enrolment process.

### 1.3 Conducting LLN Assessment

As part of the Pre-Training Review, ICV's enrolment officer will invite the applicant to undertake the LLN assessment into the online LLN system called "LLN Robot". Please refer to LLN policy and procedure for more detail. Students must meet the Language, Literacy and Numeracy entry requirement for the desired course.

### 1.4 Enrolment application form

All applicants must complete all applicable sections of the Enrolment Application Form either online or in hardcopy and forward it to ICV by email, mail or in person.

In the case of ICV's online application form, the Pre-training review and skills eligibility declaration are encompassed into this. This form will be sent to the applicant's email provided during the pre-enrolment questionnaire.

In the case of hardcopy, all applicable documentation for the purpose of enrolment will be provided to the student, including Pre-training review and skills eligibility declaration

Applicants who wish to apply for credit transfer or recognition of prior learning must obtain and complete the relevant application form from ICV's website, staff or agent.

### 1.5 Supporting documents.

The following documents must be supplied with the application form:

- Original or Certified copy of photo ID like Australian Driving License, or Passport
- Original or Certified copy of green Medicare card
- Valid Visa if not Australian Citizen
- Proof Address if applicable
- Original or certified copies of academic certificates and transcripts (for credit transfer, if applicable)
- Updated resume (where validating work experience, if applicable)

**Important note:** All documents supplied in support of an application for enrolment at ICV must be originals or certified copies. ICV can verify documents through Document Verification System (DVS).

### 1.6. Conducting Pre-Training Review

ICV's enrolment officer (authorised delegate) will conduct a Pre-Training Review of the applicant as part of enrolment, or before the commencement of training, to ascertain a suitable, and the most suitable, program for that individual to enrol in. The purpose of the Pre-Training Review is to:

- 1.5.1 Assess the application against Course Entry Requirements
- 1.5.2 Conduct a face-to-face interview using our Pre-Training Review Form or the online version
- 1.5.3 Identify any competencies previously acquired



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- 1.5.4 Identify existing educational attainment and capabilities
- 1.5.5 The digital capability, where the proposed learning includes portions delivered online and
- 1.5.6 Identify whether the proposed learning strategies (including online delivery) and materials are appropriate for that individual and, where necessary, steps to overcome any barriers

Upon analysis, the ICV enrolment officer will document why it determined the program each Skills First Student enrolled in was a suitable, and the most suitable, program for that individual

### 1.7. Checking Enrolment Documents

Upon receipt of enrolment documents, applications for enrolment are checked for completeness and correctness (items 1.2- 1.6) and are assessed by the enrolment officer along with the provision of supporting documentation.

Documents supplied in support of an application for enrolment will be verified through Document Verification System (DVS) where originals or certified copies have not been provided/sighted.

### 1.8 Determining Eligibility for Government Funding:

ICV's enrolment officer (authorised delegate) will assess an applicant's eligibility requirements for Government Funding in line with 2023 Guidelines About Eligibility upon receipt of. This includes;

- Citizenship/residency
- The "limit" requirements
- Any eligibility exemptions

ICV's enrolment officer will then determine the applicant's eligibility using the Skills First Program - Evidence of Eligibility And Student Declaration Form

Applicants seeking enrolment under the VET Funding Contract, will be informed of their eligibility by the authorised delegate and informed of how their enrolment will impact their future Skills First Entitlement and provide Guidelines About Eligibility.

ICV may exempt an otherwise ineligible individual from eligibility requirements or limits on the amount of training that can be subsidised only if it is permitted to do so in accordance with the VET Funding Contract and any amendments made to this.

### 1.9 Enrolment Agreement:

After successfully completing the application for enrolment process, ICV's enrolment officer will generate an enrolment agreement (whether online or in hardcopy). This agreement will be provided to the student to read, understand, and agree to the terms provided. The enrolment agreement will contain the words, will be mutually signed by the student and authorised ICV staff. ICV accepts agreements from the students personal email address. ICV accepts the use of docusign for enrolment paperwork and assessments (if applicable).

The Enrolment Agreement will contain the following:

- Parties signing agreement
- Course details for which the agreement is being signed
- Terms of Agreement
  - The Agreement
  - ICV's Obligation
  - Fees
  - Information about Government Subsidised courses
  - Student participation requirements



- Refund Policy and Procedure
- Complaints and Appeals Policy
- Withdrawal Policy
- Victorian Government Privacy notice
- Link to ICV's policies and procedure

### 1.10 Confirmation of Enrolment

Upon receipt of the enrolment agreement, ICV enrolment officer will finalise the enrolment and send a Welcome Letter and statement of fees to the student prior to the commencement of training. This will contain the following information:

- Confirmation of Enrolment Fee for Service (FFS) or under the Skills First Program
- Course Code & Title
- Course Duration
- Course Start and End Date
- Study Days and Timings
- Study Location
- Study Mode
- Study Load
- Fee Information

### 1.11 Applying and Verifying Student's Unique Student Identifier (USI)

If the student has provided USI on the enrolment form, ICV enrolment officer will verify the USI using Student Management System. If student does not have USI then ICV enrolment officer will obtain authorisation from student to apply USI on student's behalf using USI Permission Form.

### 1.12 Student Induction

After sending the confirmation of enrolment, ICV enrolment officer will arrange induction for student where student will be provided with the compulsory information required before commencement of course.

## 2.0 Rejection of Application

Upon receipt of or during the enrolment process, ICV will not offer a place to the applicant in the course in circumstances where it has been identified that;

- Incomplete application process (documents not provided/signed etc)
- the applicant is not of a minimum age of 18 years (by the time of the scheduled course commencement date)
- the applicant does not meet the course entry requirements,
- the applicant does not achieve the LLN assessment outcome for the relevant qualification,
- the course has been determined as unsuitable for the applicant (does not align with the students' goals)
- if the applicant intended to enrol under the Skills First Program and does not meet the eligibility requirements
- the enrolment does not align with the objectives of the Skills First Program
- program is at an inappropriate level for that individual
- supporting documentation has not be provided

The student will be informed verbally or in writing.



### 3.0 Returning Students

**Deferred**– Where a student has returned to studies from a deferment in the **same calendar year** of the Skills First Funding Contract, there is no requirement for the student to complete any enrolment process or undertake an LLN assessment.

**Withdrawal** – Where a student has been withdrawn (official or apparent) and then decides to resume their studies within the **same calendar year**, there is no requirement for the student to complete any enrolment process or undertake an LLN assessment.

Where a student has been withdrawn (official or apparent) and then decides to resume their studies in the **succeeding (following) year/s** of their original enrolment date, students **must** complete ICV's enrolment process including pre-training review and eligibility. In the case of an LLN assessment, ICV will refer to the completed LLN assessment undertaken within the last 2 years of the student ceasing to be an enrolment at ICV. (Where this is the case, the Training Manager would be required to review the process and the academic status prior to commencing the enrolment process to determine any required gap training/assessment)

### 4.0 Training Plan

A Training Plan will be developed and provided to individual Skills First Students prior to training commencing, or no later than four weeks after the training has commenced. The Training plan will be consistent with the units of competencies to be attained and will be customised (as required) for the needs of an individual and align with the relevant TAS, or document and justify any variation from the TAS

The information in the Training plan will include;

- the nature of the training and assessment;
  - ICV's name and contact details
  - title and code of program;
  - expected duration of the program;
  - title and code for each unit of competency to be completed as part of the course;
  - Scheduled Hours for unit of competency
  - timeframe for each unit of competency, including the start date and end date of each unit of competency;
  - delivery modes to be used for each unit of competency;
  - method(s) of assessment for each subject;
  - persons responsible for the delivery and/or assessment of each unit of competency
  - record of RPL and credit transfer hours granted, as relevant.
- the respective obligations of ICV and student.

### Electronic signatures

As ICV is required to procure and keep a document signed by any person that document may be signed by way of an 'electronic action equivalent to a signature'.

