

## Enrolment Policy

Students are to complete a student application form and provide documentation to support the entry requirements (previous qualification/proof of age.) All documentation presented by applicants as part of this process at THA must be authenticated as either a copy of an original or a certified copy.

- Have successful completion of senior secondary certificate of education that has been awarded by an Australian Authority or Agency. OR
- Evidence of successful completion of an Australian Qualification Framework (AQF) Certificate IV or higher qualification (where the language of instruction is English). OR
- In absence of the above, students are required to successfully complete at above Exit Level 3 of the literacy and numeracy assessment using in the Australian Cores Skills Framework (ACSF) in both reading and numeracy
- Have completed The Health Arts College Learning Assessment of Prior Skills & Knowledge.
- Completed Assessment of Prior Skills & Knowledge is required for suitability analysis for RPL, CT and general skills.
- A student acceptance and agreement is issued for acceptance into a course of study. This acceptance and agreement form is to be signed and submitted by the student to confirm enrolment

The acceptance and agreement form shall contain as a minimum the following information:

- Identify the course or courses in which the student is to be enrolled and any conditions on his or her enrolment
- Provide an itemised list of course money payable by the student (self-funded).
- Provide information in relation to refund policy (This policy is activated as of the course commencement date)
- Set out the circumstances in which personal information about the student may be shared between the registered provider and the Australian Government and designated authorities. This information includes personal and contact details, course enrolment details and changes

The acceptance and agreement form needs to be signed and returned to the College to confirm that the student accepts and understands the terms and conditions of enrolment at The Health Arts College.

The student must be of 18 years of age to be able to complete acceptance and agreement

The signed acceptance and agreement and enrolment form with supporting documentation will be kept in the student administration file

## Unique Student Identifier

### Step 1 - Collect the USI

The process to collect a USI from a student who has created their own USI is as follows:

Ask the student for their:

- USI number
- First name
- Last name
- Date of birth

- **Important: The details provided by the student MUST match the details shown on the form of ID used to create a USI**

### **Step 2 - Verify the USI**

Verify that this information is correct. This part is very important as the student may have made a mistake when they gave the USI to you or simply has the wrong USI number. You should also make sure the student is giving you the exact information they used when they created their USI. This may be different to previous details you have recorded.

To verify the information either:

- Enter this information into the USI website

**or**

- Enter this information into your USI integrated software.

**Note:** both methods of verifying USIs indicated above can achieve the same result.

Take a screen shot that this process has been completed and attach it to the USI Application form

### **Step 3 - Report the USI**

Once you have verified the USI as valid, you will then use this USI when reporting to the National Data Collection.

**Note:** If the student's USI could not be verified, you will receive a 'USI invalid' and the first name, last name and date of birth will be a 'no match'. If the USI is valid the system checks the first name, last name and date of birth and presents with 'match' or 'no match'.

You will then need to check with the student that the information they provided is correct and an exact match to the details they used from their form of ID when creating their USI

### **Creating a USI for a student**

Most students will be able to create a USI for themselves, however THA can assist students to create a USI

#### **Steps to create a USI for a student**

The following steps show you how to create a USI on behalf of a student:

#### **Step 1**

Ask the student for one valid form of ID from the list below:

- Driver's Licence
- Medicare Card
- Australian Passport
- Visa (with Non-Australian Passport) for international students
- Birth Certificate (Australian) \*please note a Birth Certificate extract is not sufficient
- Certificate Of Registration By Descent
- Citizenship Certificate

- ImmiCard

**Important: The student's details you enter when you create their USI must match exactly with the details displayed on the student's chosen form of ID.**

**Step 2**

Click on 'Create USI' and agree to the terms and conditions.

**Step 3**

Click on 'Create USI'.

**Step 4**

Fill in the personal and contact details of the student.

**Step 5**

The student will be required to nominate their preferred contact method for receiving information from the USI Office, including their USI activation notice, when it is created by you. The student can choose between either email, phone or by mailing address. You will enter this information when setting up the student's USI.

**Step 6**

You will now be asked to enter the details from the students chosen form of ID from the list above.

**Important: The details the student gives you MUST match the details shown on their form of ID**

**Step 7**

The student's USI will now be displayed on the screen.

**Step 8**

The student will also receive their USI sent to them by either email, phone or by mailing address, whichever the student has chosen as their preferred contact method.

**Step 9**

If you like, or the student asks, you can advise the student that their USI has been created and that:

- The student should write down their USI somewhere safe or enter it into their phone for safe keeping.
- They should activate their USI account at some stage in the near future.
- If they do not activate their account, their USI still works.
- When they do activate their account, they will be required to add some security questions and choose a password.
- In accordance with section 11 of the Student Identifiers Act 2014, THA will securely destroy personal information which it collects from individuals solely for the purpose of applying for a USI on their behalf as soon as practicable after we have made the application or the information is no longer needed for that purpose, unless we are required by or under any law to retain it.

**Duplicate USIs**

When creating a USI the system will check existing accounts and advise if there is a USI account already established. If a training provider organisation and/or student become aware of the possibility of a student having two USIs, they should report the issue to the Student Identifiers Registrar. The Student Identifiers Registrar will work with the relevant parties to resolve the issue and advise the outcome.

## Enrolment processing procedure

### Purpose

To outline the process to be taken upon receipt of an application for enrolment form

	Action	Details	Responsibility
1.1	Receive application form and documentation.	<ul style="list-style-type: none"> <li>a) Application for Enrolment may be received by post, fax or email. However supporting documentation must be certified</li> <li>b) Applications for enrolment are to be processed at least every two days.</li> <li>c) Upon receipt of the form, date ensure all attachments listed on the form have been provided.</li> <li>d) Record the date and time of the enrolment on the student administration checklist.</li> </ul>	Administration Officer
1.2	Check entry requirements and pre-requisites.	<ul style="list-style-type: none"> <li>a) Check that the student meets the entry requirements, which includes the successful completion of the LLN and has all required pre-requisites (if applicable).</li> <li>b) Pre-requisites may be demonstrated by matching units from current or previous training package/s.</li> <li>c) Conduct a pre-training review to assess the suitability of the qualification and any prior existing skills and knowledge</li> <li>d) Conduct an interview questionnaire</li> </ul>	Administration Officer
1.3	Pre training Review	<ul style="list-style-type: none"> <li>a) The interview questionnaire and Pre training review is conducted by the Academic Student Support Officer. Where skills and knowledge is identified as some or extensive the student must be referred to the Compliance Manager to establish if CT or RPL is relevant to the student.</li> <li>b) Once the Compliance Manager has established the students suitability to the qualification they will document findings on a student support file note and proceed with either the RPL or CT process as described in policies 07 and 08</li> </ul>	Academic Student Support officer  Compliance Manager
1.4	Process Credit Transfer request (if	<ul style="list-style-type: none"> <li>a) Check the application of enrolment and student's past academic record for :</li> </ul>	Administration Officer

	Action	Details	Responsibility
	applicable).	<ul style="list-style-type: none"> <li>• Any possible credit transfers which includes completion of similar qualification or unit of competencies completed by the enrolling student; and</li> <li>• Completion of similar qualification in which student is enrolling. In such cases advise student, that THA will not be able to enroll student in same qualification but they may enrol in a different qualification or at higher level as per THA' scope of registration.</li> </ul> <p>b) If applicable, conduct Credit Transfer process using only certified copies of statements and testamurs from Nationally Recognised Training in Australia. Refer to Credit Transfer Procedure</p>	Compliance Manager
1.5	Offer Letter	<p>Issue the offer letter alongside with the student and acceptance agreement.</p> <p>Upon receipt of the student acceptance and agreement issue the welcome letter</p>	Administration Officer
1.6	Greeting call.	<p>a) Call the student to confirm the receipt of the application and confirm the details provided on the form. Confirm eligibility, payment details,</p> <p>b) Record details of the greeting call using the interview questionnaire form</p>	Administration Officer
1.7	Enter details onto student management system.	<p>a) Enter the details of the student and their course enrolment onto the student management system.</p> <p>b) Ensure the student has been enrolled into the correct qualification, and all personal details have been correctly entered.</p>	Administration officer
1.8	Issue invoice.	Raise an invoice.	Accounts officer
1.9	Create student file.	<p>a) Create student's physical file. Ensure a copy of the invoice, application form and accompanying documents are filed in the file.</p> <p>b) Ensure the student file checklist is completed and attached to file.</p>	Administration officer
1.10	Notify the trainer/assessor.	a) Provide details of the arrangements for commencement of course, including timeframes to be met by trainer/assessor	Administration officer
1.11	File student file	Student files are to be filed in the current student filing cabinet.	Administration officer

## 1. After course commencement



RTO CODE: 21588

	<b>Action</b>	<b>Details</b>	<b>Responsibility</b>
1.0	Follow up.	<p>Monthly, ensure that all students due to commence have commenced and appropriate paperwork has been received. An Enrolment and Induction Checklist and Enrolment Form must be received for all students.</p> <p>If there are any students who have not commenced after two weeks from their commencement date notify the Academic &amp; student support Officer to begin contacting the students</p> <p>Students are to complete a withdrawal form if they are wanting to cancel the enrolment</p>	<p>Administration officer.</p> <p>Academic &amp; student support Officer</p>