

ENROLMENT POLICY

PURPOSE

To ensure students are provided with all the necessary information prior to enrolment to make an informed decision on their learning pathway options and to maximise their learning and training potential whilst enrolled with Eightfold Institute of Australia (hereafter known as Eightfold Institute or the Institute).

Eightfold Institute will act honestly and with integrity and fairness in accordance with the principles of this policy.

SCOPE

Students who enrol with Eightfold Institute proceed through a three stage enrolment process (pre-application, eligibility/client selection and application) prior to enrolment processing to ensure:

- The course they are enrolling into meets their needs, expectations and capabilities.
- Learning needs are identified, and the student is assessed academically as to their suitability for a course.
- The student is communicated the terms and conditions of the program, costs and scope of services.
- Training and assessment methods are communicated including the options to Credit Transfer (CT) and apply for Recognition of Prior Learning (RPL).

POLICY STATEMENT

1. PRE-APPLICATION

1.1 Once an application enquiry has been received, Eightfold Institute's Course Consultant will contact the applicant within two business days to confirm personal details provided and outline the enrolment process, evidence requirements, and terms and conditions.

1.2 The student is asked a series of questions to gauge their Language, Literacy and Numeracy (LLN) skills as well as the student's work and study history. The Course Consultant discusses with the prospective student their reasons for undertaking the course and study/career goals to determine the correct qualification and level specific to their needs. The discussion includes but is not limited to:

- Specific course information, workshops, locations and vocational outcomes/pathways.
- Methods of training and assessment.
- Rights and obligations.
- Fees and charges, payment terms and funding or loan options available.
- Course requirements including a computer and internet access.

- Placement requirements.
- Weekly study requirements and any time management barriers or concerns.
- Learning styles and challenges.
- The level of previous qualifications, including a request for their Australian Senior Certificate of Education or Certificate IV level and higher qualification.

1.3 Eligibility to enrol in a qualification:

1.3.1 Specific qualifications delivered by Eightfold Institute may require the student to meet prerequisite requirements for the course. This information will be made available to the student via the course information published on the website, in marketing material and verbally in pre-enrolment discussions with a Course Consultant.

1.3.2 Depending on the qualification, the student may be required to have access to equipment and resources that are not covered in the cost of tuition fees such as:

- A computer or laptop.
- Internet access.
- Telephone or mobile.
- Webcam to video record performance tasks and role plays in a simulated environment.
- Interactions with people (Students, Supervisors, Assessors).
- Placement to consolidate learning and skills in the workplace.

1.3.2.1 These requirements including the responsibility for the student to acquire and maintain this equipment at their own expense is communicated to the student at pre-enrolment and on course declarations.

1.3.3 It is the Institute's policy not to allow concurrent qualification enrolments. This will only be waived in circumstances where the student can demonstrate their combined study commitment will be equal to or less than the weekly commitment required to successfully complete the course.

1.4 Academic Suitability

1.4.1 Students enrolling under a Fee for Service agreement course or lower are referred to Student Support prior to finalising enrolment if the student:

- Has not completed Year 11 secondary education and no further study undertaken, **AND/OR**
- The student indicated a learning disability in discussion or on application forms, **AND/OR**
- The student finds it difficult to articulate clearly.

- 1.4.2** Student Support will refer the student to the Core Skills Profile for Adults (CSPA). Students that complete at an Exit Level 3 will proceed to enrolment.

Students that have minor LLN gaps may proceed to enrolment if the Operations Manager or the authorised nominee determines the student is able to successfully complete based on the AQF level of the course, Training Package requirements and additional training support strategies that may be implemented.

- 1.4.3** Outcomes will be discussed with the student in a caring and respectful manner.
- 1.4.4** LLN results must be retained on the student's file in the Student Management System along with reasonable adjustment strategies implemented.
- 1.4.5** In the instance Eightfold Institute cannot provide the level of assistance required, the student will be referred to external support networks to prepare them prior to enrolling in the program.
- 1.4.6** For students that have studied in a similar field and may hold units of competency that is equivalent to units in the qualification they are enrolling into, the Course Consultant will provide information by phone and email on the CT process and notify Student Services to follow this up with the student during the application.
- 1.4.7** Students that do not hold equivalent units of competency but have studied and/or worked in the industry may qualify for RPL. The Course Consultant will provide information on the RPL process and notify Student Services to follow this up with the student during the application.

2. Enrolment

- 2.1** Student Services will review the application to ensure all required information has been provided and that the details are correct. Once all information and documentation is submitted, enrolments are processed within two business days through the Student Management System; a welcome email and login details are issued to each student.
- 2.2** Once Student Services has received and processed the course application form and all necessary enrolment information, the Faculty is sent an email notification outlining their new student's contact and enrolment details including all application notes provided by the Course Consultant.
- 2.3** Student Services will update the student's USI in the Student Management System once the number or permission form is received. No qualification will be issued to a student without this number.
- 2.4** For students applying for RPL or CT, Student Services will verify copies of qualifications and supporting transcripts. The student will be advised of any adjustments to fees. If the applicant requests further information regarding their eligibility for RPL or CT a Trainer/Assessor will contact the student. (Refer to Training and Assessment Policy and Training and Assessment Procedure).
- 2.5** Students enrolled in online courses of study are requested to participate in a Walk to Class. This live, online meeting provides students with a comprehensive induction to the course and covers:

- How to navigate the LMS, access the course materials and the Learner Support module
- How to access assessment tasks (Learner Instructions) and templates
- How to submit assessments via the LMS
- How to contact the trainer and assessor
- How to seek support from Eightfold Institute

2.6 Any upfront tuition or student co-contribution fees are to be paid prior to the enrolment being finalised.

3. Student Identifier

- 3.1.1** All students are required to provide their unique Student Identifier, in accordance with requirements of Student Identifier Act.
- 3.1.2** Students will be advised on the process of obtaining a Student Identifier if they do not already have one, via <http://www.usi.gov.au/Pages/default.aspx>
- 3.1.3** Eightfold Institute will verify and maintain all Student Identifier numbers in its Student Management System (SMS).
- 3.1.4** Where the student is unable to locate their USI, Eightfold Institute can locate the students USI on their behalf. The student must complete USI Application Form and provide the required documentation.

4. Recognition and Confirmation of Enrolment

- 4.1.1** Mutual Recognition, Credit Transfer and Recognition of Prior Learning are acknowledged and accepted as a standard practice of Eightfold Institute. (Refer to Eightfold Institute's Recognition policy)
- 4.1.2** Upon acceptance of enrolment the client is provided with written confirmation of their enrolment, including a schedule for training and assessment dates, times and location of training (as relevant to mode of learning).

5. Course withdrawal, cancellation or deferment

- 5.1.1** Any changes to a training program, services or third-party provider will be advised to students, as soon as possible prior to the date the change is to occur.
- 5.1.2** Students who wish to cancel their enrolment in a course of study should notify Eightfold Institute accordingly.
- 5.1.3** A student who cancels their enrolment in a course ceases to be a student of Eightfold Institute. Such a person must reapply for admission should they wish to resume study at Eightfold Institute.

- 5.1.4 Where a student has cancelled their enrolment, they may be eligible for a partial or full refund of course fees paid. Refer to the Fees, Charges and Refunds Policy for further details
- 5.1.5 Eightfold Institute may cancel a student's enrolment prior to course commencement or at any time during their course where the student has:
- failed to pay the prescribed course fees by the payment date;
 - Demonstrated serious misconduct
- 5.1.6 Where Eightfold Institute has advised the student intent to cancel their enrolment, Eightfold Institute must allow the student access to the appeals process before cancelling their enrolment. Refer to Complaints & Appeals Policy for further details.
- 5.1.7 Where Eightfold Institute Services has cancelled a student's enrolment, the student will be notified accordingly. The student may not be eligible for refund of course fees paid. Refer Fees, Charges and Refunds Policy for further details.
- 5.1.8 Cancellation of a student's enrolment will be made in writing. Student's may formally appeal the decision in line with Eightfold Institute's Appeals Policy

6. ACCESS AND EQUITY

- 6.1 Eightfold Institute is committed to offering the opportunity to everyone to access and participate in learning. All students are treated fairly and with respect, regardless of their background, nationality, disability or sexuality. (Please refer to the Access and Equity Policy for more information.)

7. PRIVACY PRINCIPLES

- 7.1 Eightfold Institute will only request student information for the purposes of training and assessment and meeting the mandatory requirements of information for National and State Regulatory Bodies. (Refer to the Eightfold Institute's Privacy Policy.)
- 7.2 Any additional information collected for the purposes of sharing with third parties is clearly stated and agreed in writing by the student ahead of the event.

8. COMMUNICATION, TRAINING AND RECORDKEEPING

- 8.1 *For internal use only* - refer to the Communication, Training and Recordkeeping Procedure.

9. ABBREVIATIONS

- 9.1 CT – Credit Transfer.
- 9.2 RPL – Recognition of Prior Learning.
- 9.3 AQF – Australian Qualifications Framework.
- 9.4 VET – Vocational Education and Training.

- 9.5 USI – Unique Student Identifier (personal identification number that is an online record of training and qualifications awarded in Australia). The USI is required in order to be issued with qualification or statement of attainment.
- 9.6 FSS- Fee for Service
- 9.7 CSPA – Core Skills Profile for Adults.

10. REFERENCES/SUPPORTING DOCUMENTS/DEFINITIONS

- 10.1 A list of applicable legislation is detailed within the *legislation tab* in the Quality Management Register.
- 10.2 **Credit Transfer (CT)** is a process that provides students with agreed and consistent credit outcomes based on identified equivalence in content and learning outcomes between matched qualifications.
- 10.3 **Recognition of Prior Learning (RPL)** is an assessment process that assesses an individual's formal, non-formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes, competency outcomes, or standards for entry to, and/or partial or total completion of, a VET qualification.
- 10.4 Training and Assessment Policy.
- 10.5 Training and Assessment Procedure.
- 10.6 Enrolment Procedure.
- 10.7 Eightfold Institute Student Handbook.
- 10.8 Application Form.
- 10.9 Course Declaration.
- 10.10 Eightfold Institute Privacy Policy.
- 10.11 Access and Equity Policy.
- 10.12 Core Skills Assessment Policy.
- 10.13 Core Skills Assessment Procedure.
- 10.14 LLN Assessment Tool Approval List – <https://www.education.gov.au/language-literacy-and-numeracy-lln-assessment-tool-information>