# Student Recruitment, Enrolment and Admissions Policy

*Policy*
Swinburne Open Education (RTO 3059) implements an open, non-discriminatory, transparent and consistent approach to the recruitment, enrolment and admission of students into courses. Recruitment, enrolment and admissions processes are designed to comply with relevant legislative requirements including Australian Consumer Law, Privacy, Payment Card Industry Data Security Standards (PCI DSS) and the *Standards for Registered Training Organisations (RTOs)* 2015.

*Purpose*
The purpose of this policy is to ensure Swinburne Open Education implements a legally compliant, consistent, fair and transparent approach to student recruitment, enrolment and admissions processes. Swinburne Open Education enrolment and admissions processes consider the individual needs of each student and ensures pre-enrolment information has been received in compliance with Standard 5 of the *Standards for Registered Training Organisations (RTOs) 2015*.

*Scope*
This policy and associated procedures apply exclusively to student recruitment, enrolment and admissions activities undertaken by Up Education Online on behalf of Swinburne Open Education (RTO 3059) in accordance with the established partnership agreement.

*Responsible Officer(s)*
Head of Student Recruitment is responsible for ensuring that all student recruitment activities are undertaken as defined in this policy and procedures.
Head of Student Support is responsible for ensuring that student admissions processes are undertaken as defined in this policy and procedures.
Head of Student Recruitment and Head of Student Support are both responsible for enrolment processes.

*Definitions*
Definitions are located in the Glossary of Terms.

*Review and Improvement*
This policy and associate procedures are subject to regular review and improvement through Continuous Improvement processes as described in the Continuous Improvement Policy and Procedures.

## Student Recruitment, Enrolment and Admissions Procedures

### 1 Recruitment and Enrolment

Swinburne Open Education provides prospective students with two avenues for enrolment:

- Consultation with an Enrolment Consultant,
- Online self-enrolment.

Enrolment Consultants

Prospective students have access to specialist Enrolment Consultants to discuss their study and career options and the courses available at Swinburne Open Education.

Prospective students can request a consultation with an Enrolment Consultant by lodging their contact information via the Swinburne Open Education website or contacting Swinburne Open Education by phone. Enrolment Consultants respond to consultation requests within 48 hours business period from when the request in lodged.

During the consultation, Enrolment Consultants will discuss a range of advisory services as noted in the Student Recruitment, Enrolment and Admissions Procedures Guideline and ensure that the prospective student has received access to the pre-enrolment information (refer to the Marketing Procedures Guideline).

Through the consultation process, the Enrolment Consultant will determine and advise the prospective student on a range of details including but not limited to:

- The appropriateness of the proposed course of study,
- Any entry requirements (including pre-requisites),
- Structured Workplace Learning (if applicable),
- Potential for RPL and/or Credit Transfer,
- Academic and non-academic support services,
- Tuition fees for the course,
- Payment options available,
- Cooling off period,
- Exit points available and the associated fee liability,
- Any other administrative fees and/or resource fees,
- Deferment and extension options,
- Other key terms of the Student Agreement.

Enrolment Consultants may recommend alternative course options for prospective students where they identify:

- The proposed course may not meet the prospective student goals and objectives, and/or

- The prospective student may not meet the specified course entry requirements.

Following the consultation with the Enrolment Consultant, prospective students are provided in writing:

- An overview of the consultation discussion,
- Details of course fees and a link to the Schedule of Administrative Fees,
- Information on payment methods and terms,
- A copy of the Enrolment Form,
- USI information,
- A copy of the Student Agreement.

Prospective students have the opportunity to review the information and consider their options prior to enrolment. When a prospective student chooses to enrol they:

- Verbally agree to the terms and Conditions,
- Sign the Student Agreement via electronic signature,
- Complete the Enrolment Form, including AVETMISS data,
- Complete the USI process,
- Pay a deposit and agree to payment terms / pay course fees in full.

Online self-enrolment

Prospective students may choose to complete the self-enrolment process online via the Swinburne Open Education website.

During this process, the prospective student will:

- Review the information on the course page and select to enrol online,
- Enter their details,
- Receive information relating to course fees and payment methods via the Check-out,
- Either, pay a deposit and set up their payment plan / pay their course fees in full,
- Complete the application details including AVETMISS information and confirming enrolment conditions,
- Receive a summary of their enrolment via the Online Application Form Summary,
- Receive a copy of the Student Agreement,
- Digitally accept the terms and conditions of the Student Agreement and their enrolment.

The enrolment and acceptance of the terms and conditions are not complete until the prospective student completes the final step in the self-enrolment process and the enrolment is verified by the Admissions Team.

## 2. Admissions

Where the enrolment process includes items that need to be validated and authenticated or identifies that a prospective student is seeking specific Reasonable Adjustment or support, the enrolment is managed by the Admissions Team prior to finalisation.

Cases managed through the Admissions Teams include:

- Validating and authenticating testamurs for pre-requisites,
- Identified cases requiring disability, LLN and/or Reasonable Adjustment.

The Admissions Team contact prospective students within 2 working days of the enrolment case being created via the Enrolment Consultant or through the online self-enrolment process.

Outcomes of the Admissions process may include:

- Confirming an enrolment where all requirements are met,
- Consult with Faculty on specific support options available to the prospective student,
- Implementing Reasonable Adjustment strategies in line with the Reasonable Adjustment Policy and Procedures,
- Cancelling the prospective student's enrolment and providing a full refund,
- Negotiating an alternate suitable course to meet the prospective student's needs.

## 3. Finalising Enrolment

Swinburne Open Education confirms an enrolment where a student:

- Meets the admissions requirements,
- Has provided evidence of any course pre-requisites,
- Has obtained a USI,
- Has paid their tuition fees or a deposit and agreed to payment plan terms,
- Has accepted the Student Agreement.

An individual student enrolment with Swinburne Open Education is finalised and confirmed through:

- Sending the student a Confirmation of Enrolment email, and
- Log in details to the learning platform are sent to the student in a separate email.

On enrolment, a student will have access to:

- An online course overview,
- An online induction to the learning platform,
- Their first module of learning,

- Their course Trainer and Assessor,

- Student Support,

- Student Handbook,

- Relevant Policies and Procedures.

### Student Recruitment, Enrolment and Admissions Procedures Guideline

Enrolment Consultant advisory services discussed with prospective students includes but is not limited to:

- Objectives and goals,

- Background and work experience,

- Previous education experience and qualifications,

- Course expectations,

- Study expectations,

- Time commitments,

- Proposed course including:

    o Vocational outcomes,

    o Entry requirements and pre-requisites,

    o Recognition of Prior Learning and Credit transfer,

    o English language proficiency,

    o Duration and general time commitments,

    o Mode of delivery,

    o Assessment approaches,

    o Support services available,

    o Deferment and extension,

    o Any work placement requirements, and

    o Any other specific course requirements.