1. Policy Statement

ABS enrolls both local and international students in VET courses and does so in accordance with relevant legislation including EEO, Privacy, ESOS et al.

Prior to accepting a student for enrolment in a course, ABS will provide to the student, in print or electronic copy, current and accurate information regarding the following:

a) the requirements for acceptance into a course, including the minimum level of English language proficiency;

b) the course duration and if applicable, modes of study and assessment methods;

c) general description of facilities, equipment, and learning resources available to students;

d) indicative course-related fees including advice on the potential for fees to change during the student’s course and applicable refund policies; and

e) information about the grounds on which the student’s enrolment may be deferred, suspended or cancelled.

2. Purpose

This document sets out the policy of the Australian Business School on ensuring that learners can make informed choices about ABS as their educational provider and the training program that best suits their needs.

Learners should know who is delivering their training and who is issuing any qualification or statement of attainment. They will also be aware of their rights and responsibilities.
3. Scope

This policy applies to staff and students undertaking enrolment activities for ABS VET courses via distance education, face-to-face delivery or online learning.

4. Definitions

<table>
<thead>
<tr>
<th>Abbreviation</th>
<th>Description</th>
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<tbody>
<tr>
<td>ABS</td>
<td>Australian Business School</td>
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<tr>
<td>Enrolment</td>
<td>Students who enter a contract of training with ABS</td>
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<tr>
<td>eBECAS</td>
<td>ABS’s Student Management System</td>
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<td>DoS</td>
<td>Director of Studies</td>
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<tr>
<td>COE</td>
<td>Confirmation of Enrolment (duration of the students enrolment)</td>
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<tr>
<td>Course</td>
<td>The qualification that the student is enrolled in</td>
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<td>VET</td>
<td>Vocational Education &amp; Training</td>
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<td>LLN</td>
<td>Language, literacy &amp; numeracy</td>
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<td>PRISMS</td>
<td>Department of Immigration online visa system</td>
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</table>

5. Procedures

International

Prior to accepting a student for enrolment in a course, ABS will ensure the following:

a) Enrolment application from student / agent is complete;

b) The student has the minimum level of English language proficiency required;
   i. Proof of English: IELTS 5.5 or Upper Intermediate Certificate

c) Has an OSHC policy;

d) An agreed plan for student course fee payments is created and is in compliance with TPS requirements;

e) CoE dates (e.g. start, end dates and estimated duration) are confirmed by the DoS prior to the letter of offer being sent to the student / agent;

f) Letter of Offer is sent to student / agent and will include:
   i. the code, title and currency of the training product to which the learner is to be enrolled, as published on the National Register
   ii. the training and assessment, and related educational and support services ABS will provide to the learner including the:
a. expected locations at which it will be provided
b. expected modes of delivery

iii. ABS’s obligations to the learner, including that ABS is responsible for the quality of the training and assessment in compliance with these Standards, and for the issuance of the AQF certification documentation.

iv. the learner’s rights, including:
   a. details of ABS’s complaints and appeals process, and
   b. the learner’s obligations:

g) Letter of Offer is received by ABS (signed by the student) before creating the CoE;

h) Tax invoice is generated and sent to student / agent;

i) The student is entered on eBECAS and PRISMs.

j) Students are enrolled with an ABS student number of ABS0000xxx OR xxx.

k) The student is entered on PRISMs and a CoE generated (saved electronically and printed for the student’s file);

l) Each student enrolled at ABS requires a unique student identifier (USI).

Local

Prior to accepting a student for enrolment in a course, ABS will ensure the following:

a) Enrolment application from student / agent is complete;

b) The student has the minimum level of English language proficiency required;
   i. Year 12 completed Certificate or higher education.

c) IF Certificate 3 Guarantee student – confirm eligibility of student to participate;

d) Letter of Offer is sent to student / agent and will include:
   v. the code, title and currency of the training product to which the learner is to be enrolled, as published on the National Register
   vi. the training and assessment, and related educational and support services ABS will provide to the learner including the:
      a. expected locations at which it will be provided
      b. expected modes of delivery
   vii. ABS’s obligations to the learner, including that ABS is responsible for the quality of the training and assessment in compliance with these Standards, and for the issuance of the AQF certification documentation.
   viii. the learner’s rights, including:
a. details of ABS’s complaints and appeals process, and
b. the learner’s obligations:

e) Letter of Offer is received by ABS (signed by the student) before creating the CoE;
f) Tax invoice is generated and sent to student / agent;
g) The student is entered on eBECAS.
h) Students are enrolled with an ABS student number of ABS0000xxx OR xxx.
i) Each student enrolled at ABS requires a unique student identifier (USI).

6. Responsibilities

6.1 Marketing / Enrollers (International)
- Are responsible for ensuring there is public access to this policy via the ABS website and that reference to this policy and its access is noted on the necessary marketing and enrolment materials.

6.2 Marketing / Enrollers (Local)
- Are responsible for ensuring there is public access to this policy via the ABS website and that reference to this policy and its access is noted on the necessary marketing and enrolment materials.

7. Documentation

7.1 Enrolment Form
7.2 IELTS of other certificate / document
7.3 Letter of Offer
7.4 CoE (Hardcopy in Student file)
7.5 Student handbook
7.6 Training plan or student eBECAS access
**International**

### MARKETING

1. Enrolment application from student is completed and received
   - Student is entered on eBECAS
   - Student has proof of English: IELTS 5.5 or Upper Intermediate Cert
     - No: Send LLN Assess Doc to student to complete & return
     - Yes: Plan for student course fee payments compliant with TPS
       - See Learner Support Policy
       - Ensure student has a OSHC policy

### MARKETING (CONT)

#### Provide fee information including:
- costs
- how / when fees paid
- how to request refund
- Conditions to do so.

#### CoE dates (e.g. start / end dates and estimated duration) established and confirmed by the DoS

#### Letter of offer being sent to the student

#### Tax invoice generated and sent to student

#### Signed letter of offer returned from student

### MARKETING (CONT)

- Student has a USI
  - No: See Student Induction Policy & Procedure
  - Yes: The student is entered on PRISMs

- See Records and Administration Policy
- Invoice is paid
- The student is entered on PRISMs
- See Student Induction Policy & Procedure

### Conditions to do so.
- Provide fee information including:
  - costs
  - how / when fees paid
  - how to request refund
  - Conditions to do so.

### Flowchart:
- Enrolment application from student is completed and received
- Student is entered on eBECAS
- Student has proof of English: IELTS 5.5 or Upper Intermediate Cert
- Plan for student course fee payments compliant with TPS
- Ensure student has a OSHC policy
- CoE dates (e.g. start / end dates and estimated duration) established and confirmed by the DoS
- Letter of offer being sent to the student
- Tax invoice generated and sent to student
- Signed letter of offer returned from student
- Invoice is paid
- The student is entered on PRISMs
- See Records and Administration Policy
Establish eligibility criteria for Government funding

Letter of offer sent to the student. Provide fee information including:
- costs
- how / when fees paid
- how to request a refund
- Conditions to do so.

Student has a USI

ABS receives signed acceptance letter from student funded

ABS receives eligibility documents for Government funding

ABS receives payment

See Records and Administration Policy Student Induction Policy

Student starts