

Higher Education Student Enrolment Procedure

RELATED POLICY:

[Enrolment Policy](#)

1. PURPOSE

To outline the selection, admission, and enrolment process for Higher Education Students.

2. SCOPE

Applies to all areas involved in the enrolment of Higher Education students

3. PROCEDURE

Action		Accountability
3.1 Pre-Admission		
3.1.1	<p>Verify prior to admission, that the program being offered:</p> <ul style="list-style-type: none"> ▪ is registered on Holmesglen Scope of Registration, ▪ if available to overseas students and is CRICOS registered ▪ has all teaching and assessment resources (including physical and human resources) reviewed, developed and moderated, ▪ has its tuition fees and non-tuition fees (if applicable) approved, ▪ is correctly advertised on Holmesglen website and on other marketing and advertising materials including details of language literacy, numeracy and digital capability requirements 	Dean, Higher Education
3.1.2.	<p>Ensure program entry requirements and selection criteria are accurate, up-to-date, and published on the Holmesglen website and International Course Guide.</p> <p>Note: This information must include:</p> <ul style="list-style-type: none"> (i) all Holmesglen admission arrangements, including any particular conditions of enrolment to the program and any specific requirements or pre-requisites to enrol in a particular subject. These conditions may include but are not limited to health requirements for students undertaking clinical work, requirements for security checks, particular language requirements, student admissions profile data by program and particular requirements for work placements; (ii) details of all fees and charges associated with a program or a subject of study, and the potential for changes in charges during their studies; (iii) relevant policies, procedures, and potential eligibility for credit for prior learning; (iv) policies and procedures on amendments or withdrawals from offers, acceptance and enrolment, tuition protection, and refunds of charges; (v) details as to current forms of support for students, including but is not limited to language, literacy and numeracy (LLN) support; 	Dean, Higher Education

Action		Accountability
	(vi) Details as to how applications will be assessed, including criteria on which assessment is based – for example – interview, submission of portfolio of work, references or completion of an audition etc.	
3.1.3	Create blocks, program reference numbers (CRNs), and timetable in accordance with the Higher Education Academic Calendar. Forward this information to Connect Centre and Enrolment Centre.	Head of Department/ Course Leader
3.1.4	Liaise with Connect Centre and Enrolment Centre, and provide them with all relevant and up-to-date program information including but not limited to program entry requirements, cohort codes, LLN and digital capability requirements.	Head of Department
3.1.5	Provide Higher Education Support Unit with all higher education program information to be published on the Holmesglen website and any other publications. (This includes but is not limited to proposed articulation agreements and relevant promotional material to be used for pathway entry into Higher Education programs). Note: For proposed articulation agreements: (i) The faculty must map the proposed pathway program to the Holmesglen Higher Education program and verify it against the AQF to ensure that the pathways program is at the required equivalence for either entry or credit. (ii) For overseas qualifications, the faculty must check and verify through National Office for Overseas Skills Recognition (NOOSR), that the overseas qualification is equivalent to the appropriate Australian Qualification Framework Level (AQF) required for either entry or credit.	Dean
3.1.6	Validate the program information for publication on the web and any other materials promoting higher education programs including all mapping undertaken for pathway agreements.	Dean, Higher Education and Strategic Partnerships
3.1.7	Prepare and review program marketing and advertising materials.	Manager, Marketing and Communications
3.1.8	Prepare a schedule of individual subject fees once program tuition fees are confirmed. Forward to marketing and corporate finance for verification and publication on the web.	Dean, Higher Education and Strategic Partnerships
3.2 Enquiry		
3.2.1	Respond to student enquiries via phone, email, or web inquiries, and document interactions in The Customer Relationship Management System (CRM).	Manager, Connect Centre
3.2.2	Answer student enquiries, follow up and document all interactions in the Customer Relationship Management System (CRM) where required. Note: All International Student enquiries are received and responded to by the International Centre and records held in The International Students Customer Relationship Management System (ISCRM).	Faculty Administration and Course Leaders Manager/s, International Admissions

Action	Accountability
3.3 Application and Admission	
<p>3.3.1 Assess student eligibility for entry into a Holmesglen program under one of the following four categories:</p> <ul style="list-style-type: none"> ▪ Higher education study ▪ Vocation education and training study ▪ Work and life experience, and ▪ Recent secondary education. <p>Notes:</p> <ol style="list-style-type: none"> 1 Selection into a program is based on merit, likelihood of success, and availability of places in the program. 2 All materials relating to the application must be treated as confidential and only available to Holmesglen staff access for the purpose of selection, enrolment and/or administration. 3 International applicants declare through signing the International Student Application Form that they consent to Holmesglen releasing their personal information to Australian Commonwealth and State Agencies under the ESOS Act. 4 Principles of articulation, credit and advanced standing are taken into account and applied as detailed in the Articulation and Credit Policy for Higher Education. 	Faculty Admission and Course Leaders
<p>3.3.2 Make initial contact with applicants and answer enquiries in regards to the application/enrolment process.</p> <p>Document interactions in The Customer Relationship Management System (CRM).</p> <p>Note:</p> <p>For Overseas Student Applications, the International Learner enters into a written agreement with Holmesglen through submitting their International Student Application and Genuine Temporary Entrant (GTE) Criteria Assessment Form. This information and all responses are stored in The International Students Customer Relationship Management System (ISCRM).</p>	<p>Faculty Administration and Course Leaders</p> <p>Manager/s, International Admissions</p>
<p>3.3.3 Obtain and review student application directly (online).</p> <p>Note:</p> <p>All applicants should apply directly (online) from the program pages on the Holmesglen website.</p>	Faculty Administration and Course Leaders
<p>3.3.4. Contact the applicant within 5 working days to discuss their application and seek any additional information required.</p> <p>Ensure applicants are aware of all relevant administrative procedures applicable on commencement of their program including but not limited to:</p> <ul style="list-style-type: none"> ▪ Admission ▪ Advanced standing ▪ Granting of credit ▪ Approval for intermission of studies ▪ Academic integrity ▪ Assessment ▪ Special consideration 	Course Leader Faculty Administration

Action		Accountability
	<ul style="list-style-type: none"> ▪ Request for extension of time for the submission of work ▪ Support services ▪ Tuition Assurance Arrangements for students assessing FEE HELP loans issued by the Department of Education and Training <p>Ensure that all of the above is included on the Holmesglen website.</p>	
3.4	Application for Credit/Advanced Standing	
3.4.1	<p>Review application and supporting documentation to ensure that any application for credit/advanced standing includes appropriate supporting evidence.</p> <p>Note: Supporting evidence may include:</p> <ul style="list-style-type: none"> ▪ academic transcript ▪ program and subject outline ▪ non-formal documentation detailing relevant training or professional development. ▪ portfolio of work detailing life/work experience. 	Head of Department
3.4.2	<p>Assess the application against the program/subject learning outcomes, currency of studies, professional requirements (if applicable) and determine amount of credit/advanced standing to be granted as specified in the Holmesglen Higher Education Credit procedure and Holmesglen Higher Education Articulation procedure.</p> <p>Notes:</p> <ol style="list-style-type: none"> 1. Credit/advanced standing should be assessed prior to or at enrolment to ensure students can enrol into the correct subjects prior to the commencement of program/semester. 2. Where credit is granted, ensure the student has no known limitations which may impede their progression or completion of the program. 	Course Leader/Head of Department
3.4.3	<p>Forward credit/advanced standing application and supporting recommendation to Head of Department for authorisation and processing to the Registrar.</p> <p>Authorise the application and forward to the Registrar.</p>	Course Leader HoD
3.4.4	<p>Advise the student in writing (via email or letter) of credit/advanced standing outcome.</p> <p>Advise International Centre of the credit/advanced standing outcome if applicant is an overseas student</p> <p>Notes:</p> <ol style="list-style-type: none"> 1. A reduced study load as a result of credit/advanced standing for recognised learning may impact student Centrelink payments (if applicable) and program duration. 2. For international students: <ul style="list-style-type: none"> ▪ if the outcome reduces the overseas student's program length, the International Centre must inform the international student of the reduced program duration and ensure the Confirmation of Enrolment is issued for the reduced duration of the program or 	Registrar

Action		Accountability
	<ul style="list-style-type: none"> ▪ if RPL or credit is granted after the international student visa has been granted, the International Centre must report any change in program duration in PRISMS in accordance with the National Code Standards 2018 – Standard 2. <p>3. The student may only appeal against the decision on credit/advanced standing on the ground that Holmesglen procedures for the granting of credit have not been correctly applied. Refer to Student Complaints and Appeals Policy</p>	
3.5	Offer and Statement of Fees	
3.5.1	<p>Issue Statement of Fees for each applicant prior to the program commencement dates.</p> <p>Issue international students with a letter of offer (full or conditional) once assessment of their application is completed and include the Schedule of Fees, Support Services available and the Offer Acceptance Form</p> <p>Notes:</p> <ol style="list-style-type: none"> 1. Statement of Fees are issued for the whole program duration. Information on the student Statement of Fees must be consistent with the fee published on the web for both domestic and overseas higher education students. 2. Practical placement requirements, additional fees and charges (if any) must be stated on the Statement of Fees 	<p>Registrar</p> <p>Manager/s, International Admissions</p>
3.5.2	<p>Send out a Letter of Offer accompanied by the 'How to Register Guide' to successful applicants.</p> <p>Notes:</p> <ol style="list-style-type: none"> 1. For domestic higher education students, Letters of Offer expire after 14 days of issuance. 2. International students are required to accept their offer and make tuition payment in order to receive a confirmed place. 3. Once the International student accepts their offer and forwards tuition payment, the International Centre must issue the student with their Confirmation of Enrolment via PRISMS within 14 days, and ensure that the expected duration of study on the CoE is within and does not exceed the CRICOS registered program duration. 4. Allocate and record relevant cohort codes to track academic performance of higher education students. 	<p>Faculty Administration</p> <p>Manager/s International Admissions</p> <p>Manager/s International Admissions Faculty Administration</p>
3.6	Deferment	
3.6.1	<p>Advise students who apply to defer after acceptance of the offer, that deferment is available for a maximum of 2 semesters (12 months) for domestic higher education students prior to the specified enrolment date of the higher education program that they have received a formal offer to enter.</p> <p>Notes:</p> <p>Students must complete STU186 to apply for deferment:</p>	Course Leader

Action		Accountability
	<ul style="list-style-type: none"> ▪ International students must contact the International Centre to apply for and receive approval for deferment. International Students must include with their application (LDIC9001) supporting documentation to demonstrate compassionate or compelling circumstances as required under Standard 9 of the National Code 2018. ▪ Late applications or longer periods of deferment are assessed on a case-by-case basis. 	Manager/s International Admissions
3.6.2	<p>Assess, approve or otherwise the application for deferment and forward the decision to the Registrar.</p> <p>Notes:</p> <ol style="list-style-type: none"> 1 If the deferment application is approved, the student will be guaranteed a place in the original offered program in the next study period or year, provided the program is available to commencing students in that period or year. 2. For International Students applications for deferral are assessed as per National Code 2018 – Standard 9. 	Course Leaders Manager International Admissions
3.6.3	<p>Notify domestic higher education students in writing of the outcome of the deferment application and forward a report of all approved deferred applicants to the faculty.</p> <p>Note:</p> <p>For International higher education students, the International Centre must notify the international student in writing and ensure that reporting requirements are met as per National Code Standards 9.</p>	Registrar Manager/s International Admissions
3.6.4	<p>Support the deferred student to register and complete enrolment requirements by the specified date once the deferral period expires</p> <p>Notes:</p> <ol style="list-style-type: none"> 1. A deferment will lapse if the student does not apply to take up the deferred place or does not complete enrolment requirements by the specified date. 2 The student will then be required to re-apply for admission at the appropriate time. 3 A domestic higher education student who defers a Holmesglen HE program and wishes to enrol in another HE program at Holmesglen will be required to relinquish their deferred place upon commencing study of the latter program. 4. For an international student that does not return at the end of the approved deferment period, the International Centre must fulfil reporting requirements on PRISMS as per the National Code. 	Faculty Administration Manager, International Student Administration and Support
3.7	Registration	
3.7.1	<p>Ensure that all higher education students complete Language, Literacy and Numeracy assessment prior to the commencement of classes. Monitor/follow up completion of the online LLN testing.</p>	Course Leader

Action	Accountability
<p>Note: Additional LLN support arrangements such as additional coaching, special classes and access to Holmesglen's Learning Skills Centre is assessed based on the LLN results.</p>	
<p>3.7.2 Provide the LLN results to the applicant and record in their student file. Support and monitor registration process to ensure admitted students have registered into subjects allocated in The Student Management System. Ensure that the appropriate cohort codes are allocated to students entering higher education through mapped articulation pathways</p>	Course Leader
<p>3.7.3 Verify Unique Student Identifier (USI) provided by the students, or instruct students to create USI if they do not have one.</p>	Manager, Student Administration
<p>3.7.4 Collect and accept payment of fees for Domestic Higher Education Students who must pay any upfront fees for amounts not covered by Student HELP Loans, Provide information on HELP loans and students rights and responsibilities Refer to HELP Student Loans Entry requirements, information, and policies and procedures on the Holmesglen website at https://holmesglen.edu.au/Students/Fees/Help-with-fees/Loans-for-higher-education/</p>	Manager, Student Administration
<p>3.7.5 Ensure admitted students have completed Government required Information such as student biographical and statistical data required for reporting purposes. Check and resolve any outstanding holds.</p>	Manager, Student Administration
<p>3.7.6 Issue Student ID card.</p>	Manager, Student Administration
<p>3.7.7 Develop and/or provide a report for teaching departments, Learning Skills Centre, and Student Services on students who may need additional support, including but is not limited to:</p> <ul style="list-style-type: none"> ▪ students under 17 and 18 years of age ▪ international students ▪ student with disability or additional needs. 	Manager, Student Administration
<p>3.8 Intermission(for re-enrolling students)</p>	
<p>3.8.1 Assist Domestic Higher Students to complete the Application for Intermission of Study form (GOV129) Assist International Higher Education Students to complete the Application for Deferring, Suspending or Cancelling Enrolment Form (LDIC90001) and submit to the International Centre for assessment and approval as per the National Code.</p> <p>Notes:</p> <ol style="list-style-type: none"> 1. To be eligible for intermission, a student must: <ul style="list-style-type: none"> ▪ be currently enrolled in a program of study, and ▪ successfully completed at least 01 semester of study (except International Higher Education Students seeking 	<p>Course Leader</p> <p>Manager, International Student Administration and Support</p>

Action		Accountability
	<p>suspension of their study on grounds of compelling and compassionate circumstances), and</p> <ul style="list-style-type: none"> ▪ have all outstanding fees and/or charges paid prior to approval being granted (except International Higher Education Students seeking suspension of their study on grounds of compelling and compassionate circumstances) <p>2. For domestic higher education students only:</p> <ul style="list-style-type: none"> ▪ Intermission may be granted for a maximum period of 2 semesters. ▪ Notify the student in writing of the outcome of the intermission application. If the application is approved, advise the student that they must re-enrol during the normal re-enrolment period for the following semester/year. ▪ Update the student's records on the Student Management System and maintain the application form in their file. <p>3. For International Higher Education Students:</p> <ul style="list-style-type: none"> ▪ The International Centre must ensure reporting requirements for the national Code Standard 9 are implemented. ▪ Notify the student in writing of the outcome of the intermission application and the impact on their student visa. If the application is approved, advise the student that they must re-enrol during the normal re-enrolment period for the following semester/year. ▪ Once intermission (deferment/suspension) is finalised, complete reporting via PRISMS. ▪ Update the student's records on the Student Management System and maintain the application form in their file. 	
3.9	Student Engagement and Support	
3.9.1	<p>Review the LLN test results to identify students who require additional support in language, literacy, and numeracy skills and/or other academic support.</p> <p>Liaise with the Teaching Department to agree the type of support to be offered</p>	Manager, Learning Skills Centre
3.9.2	<p>Review student cohort report/class list report prior to the program commencement to identify students with additional needs/support.</p> <p>Ensure the support is made available during the program of study and/or reasonable adjustment is made where applicable.</p>	Course Leader
3.9.3	<p>Initiate the individual student support strategy in consultation with the relevant teaching staff and relevant support unit or area</p>	Course Leader in collaboration with relevant support area

Action		Accountability
3.9.4	Meet with the student to discuss the support strategy and document on the Individual Student Support/Learning Plan. Note: The student may be referred to Student Services for disability support or personal counselling, or to the Language Centre for assistance with English.	Course Leader in collaboration with relevant support area
3.9.5	Scan and save a copy of the Individual Student Support/Learning Plan on The Student Management System for future reference	Course Leader and/or relevant support area
3.10	Record retention	
3.10.1	Retain student enrolment records in line with the requirements of National Code Standard 2018 for international students and Holmesglen's record retention procedure.	Manager, Learning Skills Centre/ Manager, Student Administration/ Manager, Student Services, Dean, Manager, Language Centre, Associate Director, International Education.

4. DEFINITIONS

Term	Meaning
Admission	The process of submission and assessment of applications for entry to study at Holmesglen.
Program	A higher education program based on a curriculum that leads to an undergraduate or post-graduate award.
Enrolment	The process by which a person registers as a student of Holmesglen and the resulting state of being enrolled.
Enrolment date	An <i>Enrolment Date</i> is the earlier date of either the date the student incurred any costs (including any deposit or similar), to commence study or the <i>Program Commencement Date</i> which is generally the earliest <i>Enrolment Activity Start Date</i> of a <i>Subject</i> .
Statement of Fees	A document for each student that sets out fee and other information required by the National Code Standards 2018 and Higher Education (Threshold) Standards Framework (2015) and the Higher Education Support Act (2003).
Student	A person who has been admitted or enrolled to undertake a program or program at Holmesglen.

5. CONTEXT AND/OR REFERENCED DOCUMENTS

Internal

[Overseas Students Policy](#)

[Higher Education Assessment and Moderation Policy](#)

[Higher Education Articulation and Credit Policy](#)

[Higher Education Articulation Procedure](#)

[Higher Education Credit Procedure](#)

[Higher Education Student Progression Procedure](#)

[Complaints and Appeals Policy](#)

[Complaints and Appeals Procedure](#)

External

[Higher Education Standards Framework \(Threshold Standards\) 2015](#)

[Higher Education Support Act 2003](#)

[Education Services for Overseas Students Act 2000](#)

[National Code of Practice for Providers of Education and Training to Overseas Students 2018](#)

6. VERSION HISTORY

Version Number	Date	Summary of changes
1	October 2019	New procedure. Replaces previous rules for Pre-Enrolment Activity, Changes to Learner Enrolment, and Registration and Enrolment procedure.
2	September 2020	Amendment to procedure in line with VTAC associate status.