

1. PURPOSE

To provide governance relating to the admission and enrolment of students into Holmesglen courses.

2. SCOPE

Applies to all current and prospective students of Holmesglen Institute.

3. POLICY STATEMENT

Holmesglen is committed to providing an efficient, timely, transparent, and responsive enrolment experience for all students.

Holmesglen's admission policies are applied fairly and consistently to all students. They are designed to ensure that all students are academically able and sufficiently proficient in language, literacy, and numeracy to participate in their intended area of study, and that there are no known limitations which would be expected to impeded their proposed course of study.

4. PRINCIPLES

Pre-Admission

4.1 Holmesglen publishes on its website prior to enrolment:

- (a) All Holmesglen admission arrangements, including any particular conditions of enrolment and participation for undertaking particular courses of study, such as health requirements for students undertaking clinical work, requirements for security checks, particular language requirements, and particular requirements for work placements;
- (b) Details of all fees and charges associated with a course of study, and the potential for changes in charges during their studies;
- (c) Relevant policies, procedures, and potential eligibility for credit for prior learning;
- (d) Policies and procedures on amendments or withdrawals from offers, acceptance and enrolment, tuition protection, and refunds of charges;
- (e) Details as to current forms of support for students, including but is not limited to language, literacy and numeracy (LLN) support;
- (f) Details as to how applications will be assessed, including criteria on which assessment is based.

Admission

4.2 Holmesglen's selection, admission, and enrolment processes are open, fair, and transparent.

4.3 Prospective students are provided with publicly available and accessible, timely, and accurate information about their chosen course, including the information specified in clause 4.1, the enrolment process, and their rights and obligations.

4.4 An applicant is admitted into a Holmesglen course if they:

- (a) have no known limitations, and has met the published entry requirements and the criteria for admission,
- (b) have, if specifically required, the appropriate level of Language, literacy, and numeracy (LLN), and
- (c) have received and accepted a formal letter of offer in that course.

4.5 All international VET and Higher Education applicants must complete:

- (a) the International Student Application Form and Declaration confirming receiving the International Student Course Guide;

- (b) the Genuine Temporary Entrant (GTE) criteria assessment form; and
- (c) LLN diagnostic assessment prior to course commencement.

Holmesglen overseas students must be 18 at the time of commencement of their first course of study.

- 4.6 All domestic VET applicants must complete a Pre-Training Review (includes attending a pre-training interview) and LLN test prior to Holmesglen sending a letter of offer and/or prior to enrolment.
- 4.7 Individual student support needs are identified prior to course commencement. The information is shared with Student Support Services and relevant staff to ensure additional support is made available to the student.
- 4.8 A Statement of Fees for the proposed course of study is issued for each VET and Higher Education applicant prior to their course commencement.
- 4.9 Applicants may be refused admission to a course at Holmesglen in one of the following circumstances where they:
 - (a) do not meet course requirements; or
 - (b) have outstanding fees; or
 - (c) have a previous record of expulsion; or
 - (d) pose a risk to the safety of students, staff, and/or Holmesglen community; or
 - (e) any other reason at the discretion of the Chief Executive or nominee.

Enrolment

- 4.10 All applicants must complete the official enrolment process, and abide by Holmesglen's rules, policies and procedures.
- 4.11 Subject to determinations as to credit or RPL, a student admitted to a course must be registered in the units/subjects allocated for that enrolment period. The registered units/subjects must conform to the course requirements. Any units/subjects undertaken outside of the course requirements must be registered under a new course.
- 4.12 Concurrent enrolment in more than one award course is permitted subject to the student fulfilling the admission requirements of each course. A student may change their course enrolment after admission in certain circumstances and in accordance with Holmesglen policies and procedures, course requirements, legislation and regulation requirements. Payment of additional fees and charges may be required.
- 4.13 VET and Higher Education students studying onshore or Australian students studying overseas undertaking nationally recognised qualifications must provide Holmesglen with a valid Unique Student Identifier (USI) at enrolment.
- 4.14 Domestic students applying for government funding and/or HELP loans must meet the eligibility requirements and provide the required evidence prior to commencement in training/course.
- 4.15 Students must keep their personal details including emergency contact details up to date.
- 4.16 A student or former student with a restriction preventing them from enrolling in a course for any reason will not be permitted to enrol until any time period associated with the restriction has elapsed, or the matter leading to the restriction is resolved, or the relevant approval authority has authorised the restriction to be lifted.
- 4.17 A student may have their enrolment in a course withdrawn by Holmesglen when:
 - (a) the penalty of expulsion or suspension has been imposed under the Student Discipline Policy; or
 - (b) the student has notified the Registrar/International Centre/teaching department in writing that they no longer wish to continue with the course for which they are enrolled; or

- (c) the student has failed to attend classes for four consecutive weeks, and has not notified the teaching department/Registrar/International Centre of their intention to continue the course and received approval to continue; or
 - (d) the student has failed to make satisfactory course progress and has exhausted the Complaints and Appeals process; or
 - (e) the student has failed to pay fees, charges, or other financial penalties imposed by the Institute by the required date.
- 4.18 VET students may re-submit assessment tasks or re-sit examinations for a relevant unit/subject within their current enrolment period without penalty.
- 4.19 Students who are required to repeat a failed unit/subject after the enrolment period has ended, must re-enrol into that unit/subject in the next available enrolment period in order to continue in the course. Additional fees and charges may apply to repeat any failed unit(s)/subject(s).
- 4.20 Where a course is re-accredited/superseded/removed/deleted or course rule has been altered or repealed, Holmesglen may allow students to complete their course under which they were enrolled, or determine transition arrangements into a replacement course, or other arrangements for the completion of the course on the condition that such arrangements do not unreasonably disadvantage those affected students. Transition arrangements for Higher Education students must be in accordance with Higher Education course accreditation requirements.

Enrolment deferral and intermission for Higher Education students

- 4.21 A domestic Higher Education student who received a formal offer may have their enrolment deferred prior to entry to a course for a maximum of two semesters (12 months). Deferment does not apply to a VET enrolment.
- 4.22 International VET and High Education students who wish to defer or apply for an intermission of study must process their application or apply through the International Centre.
- 4.23 Higher Education students must complete their enrolled course within 8 years of commencement (unless otherwise specified) to be eligible to receive the awards. Approved intermission periods are not calculated within the 8-year period.
- 4.24 Higher Education students who are enrolled and subsequently request to take a break in their studies may apply for an intermission of study of up to 12 months. International student must apply via the International Centre.

Fees

- 4.25 All course related fees (tuition, material, student amenities, and other charges) are published on Holmesglen website and students are made aware of the amount of the tuition contribution and other charges prior to enrolment.
- 4.26 VET Student Loans, HELP loans and Government funded/supported course fees and charges must follow publication requirements set out by the Commonwealth and State government.
- 4.27 The type and level of student tuition contribution and other charges are specified in the Rule for Learner Enrolment, Fees and Charges.
- 4.28 Tuition fees and any other required fees must be paid by the student prior to training commencement with the exception of students enrolling in Diploma or Advanced Diploma level courses wishing to apply for VET Student Loans, who must wait 48 hours after enrolment to submit their application for VET Student Loans as prescribed by the Commonwealth Government 'VET Student Loans Rules 2016'.
- 4.29 Additional fee-for-service tuition fees may apply to Government funded students who are required to repeat unit(s)/subject(s), where their course funded hours have exceeded the maximum funded claimable hours set by the Government.

- 4.30 A VET student enrolling in a Government funded course at the Certificate IV level and below, will be charged the concession fee if, prior to commencement of training, they hold a current and valid:
- (a) Health Care Card issued by the Commonwealth;
 - (b) Pensioner Concession Card; or
 - (c) Veteran's Gold Card; or
 - (d) An alternative card or concession eligibility criterion approved by the Minister.
- 4.31 The concessions provided to a VET student enrolling in a Government funded course also apply to a dependant spouse or dependent child of the card holder as identified on the Concession Card. Where a prospective VET student is not able to produce appropriate proof of concession prior to the commencement of training, the student will be allowed an appropriate grace period to provide their proof of concession, after which time full fees are payable. Other concessions will apply in accordance with the State Government Guidelines.

Fee protection

- 4.32 Holmesglen has in place a fee protection policy where the delivery of a course is discontinued or cancelled by Holmesglen following the enrolment of a student, and where the pre-paid tuition fees exceed \$1,500. The fee protection policy ensures:
- (a) Students are offered a place in an equivalent course where possible at a suitable location of study, without any additional cost; or
 - (b) Students are refunded for all fees paid in advance, where the student decides not to undertake study in the equivalent course.
- 4.33 International students are refunded in accordance with the Fee Payment and Refund procedures published in the International Course Guide and on Holmesglen website.

Tuition assurance arrangements

- 4.34 Holmesglen has in place tuition assurance arrangements where the delivery of a VET Student Loans or FEE-HELP course is discontinued or cancelled by Holmesglen following the enrolment of a student. The arrangement ensures:
- (a) Affected enrolled VET Student Loans students to complete their course at another provider where a replacement course is available;
 - (b) Affected enrolled FEE-HELP students to elect to complete their course at another provider where a replacement course is available, or receive a fee re-credit for any units of study commenced but not completed at the time Holmesglen ceases to offer the course.
- 4.35 International students are covered under the Australian Government's Tuition Protections Service (TPS).

Enrolment appeal

- 4.36. A student who wishes to appeal against an enrolment related decision by Holmesglen or make a complaint about the implementation of the Enrolment Policy and Procedure may do so in accordance with the Student Complaints Policy and Procedure.

Records retention

- 4.37. Holmesglen protects the confidentiality of information collected about students. All personal information collected for the purpose of application to enrolment will be treated as confidential in accordance with Holmesglen Information Privacy policies and procedures.
- 4.38. Student enrolment documentation, eligibility evidence is maintained in line with Standards for RTOs, Higher Education Standards Framework, VET Funding Contract, The National Code 2018 Public Record Office Standard, Government funded places, HELP Loans requirements, Holmesglen Record retention schedule, and other legislative and regulative requirements.

- 4.39. An electronic copy of student enrolment documentation (including but is not limited to Pre-Training Review Form, Statement of Fees, Transition to School Form, and Training Plan) and eligibility evidence must be kept on Banner Document Management System for each student.

5. ACCOUNTABILITIES

Action	Accountability
<ul style="list-style-type: none"> ▪ Oversee the recruitment, offers, admission and registration processes and ensure compliance with Standards for RTOs, VET funding contract requirements, and other legislation requirements ▪ Develop and implement appropriate enrolment procedures, application process and practices ▪ Ensure enrolment information, course information (including fees), and deadlines are published on the Holmesglen website and accessible to students ▪ Ensure enrolment officers are trained appropriately in the enrolment process including the verification and retention of documentation for student eligibility ▪ Ensure individual students need is identified prior to their enrolment or commencement of training (whichever is the earliest) and access to the required support is provided throughout their training. 	Executive Director, Engagement and Support
<ul style="list-style-type: none"> ▪ Oversee the collection of all prescribed fees and charges. 	Chief Financial Officer
<ul style="list-style-type: none"> ▪ Ensure applications for admission, enrolment, deferment and intermission of study from international students are processed in accordance with the regulatory requirements. 	Associate Director International Student Programs
<ul style="list-style-type: none"> ▪ Specify minimum course entry requirements, conduct Pre-training review and LLN assessment, and monitor student selection process. ▪ Ensure course information published on Holmesglen website is accurate and up-to-date ▪ Ensure prospective students are provided with required course information prior to commencement of training. 	Dean/Head of Department

6. DEFINITIONS

Term	Meaning
Admission	The process of submission and assessment of applications for entry to study at Holmesglen.
Course	A course or of learning based on a curriculum, training package, units of study, or higher education program that leads to an award.
Domestic students	A student studying in Australia who is a citizen or permanent resident of Australia, or who holds an Australian temporary protection visa, or who is a New Zealand citizen.
Enrolment	The process by which a person registers as a student of Holmesglen and the resulting state of being enrolled.
Non-award course	A course leading to a qualification or an award not covered by the Australian Qualifications Framework (AQF), including short courses, course for professional development, education development, general interest and preparation for study offered by Holmesglen.

Term	Meaning
Statement of Fees	A document for each VET student that sets out fee and other information required by the Standards for RTOs (2015) and the Guidelines about Fees.
Student	A person who has been admitted or enrolled to undertake a program or course at Holmesglen.

7. CONTEXT AND/OR REFERENCED DOCUMENTS

Internal

[Student Discipline Policy](#)

[Training and Assessment System Policy](#)

[Student Complaints and Appeals Policy](#)

[Higher Education Articulation and Credit Policy](#)

[Overseas Students Policy](#)

External

[Standard for Registered Training Organisation \(RTOs\) 2015](#)

[Education and Training Reform Act 2006](#)

[Skills First VET Funding Contract](#)

[VET Student Loans Act 2016](#)

[VET Student Loans Rules 2016](#)

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

[ELICOS Standards 2018](#)

[Guidelines for Non-school Senior Secondary Education Providers: Minimum Standards for Registration to Provide an Accredited Senior Secondary Course](#)

[Privacy Act 1988](#)

[Electronic Transactions Act 1999](#)

8. REVIEW

8.1 This policy must be reviewed no later than three years from the date of approval.

8.2 The policy will remain in force until such time as it has been reviewed and re-approved or rescinded. The policy may be withdrawn or amended as part of continuous improvement prior to the scheduled review date.

9. VERSION HISTORY

Version Number	Date	Summary of changes
1	October 2019	New policy.
2	November 2020	Amendment to Clause 4.5.