

P02- Domestic Admissions

1. Purpose

- 1.1. This policy is for applicants who are Australian citizens, permanent residents or temporary residents. For applicants that do NOT meet this requirement, refer to P03 – International Admissions.
- 1.2. The purpose of this policy and procedure is to ensure that the selection, admission and enrolment of potential students is equitable, fair and in accordance with the requirements, training packages and relevant legislation including National Vocational Education and Training Regulator Act 2011 and Standards for Registered Training Organisations 2015.
- 1.3. This policy and procedure is to ensure that the processing of applications from potential students is equitable, fair and in line with the requirements laid down for each qualification for which the applicant is applying.
- 1.4. If an application is accepted, subsequently an offer letter and student agreement will be sent to the applicant. When he/she returns the agreement (with the required fees) then the applicant is ready to be enrolled.
- 1.5. Many of the applicants will receive funding from the Skills First program. This is paid directly to Baxter Institute after the student has started one or more components of their course, is dependent upon successful data entry into the Student Management System and then the subsequent twice monthly uploading of the data via SVTS.

2. Responsibility

- 2.1. The Director of Studies is responsible for the implementation of this procedure and for ensuring that staff and students are aware of its application and that staff implement its requirements.

3. Definitions

- 3.1. Prospective students are known as 'Applicants' prior to receiving an official Letter of Offer.
- 3.2. A 'Quality Student' is a genuine student who is able to demonstrate that he/she intends to obtain a successful educational outcome and has the necessary language, literacy and numeracy levels and educational background to enter the course and will comply (as required) with funding contract obligations (funded under Skills First).
- 3.3. A VET qualification means a qualification listed on the training.gov.au website as a course that Baxter Institute is registered to deliver.
- 3.4. Pre-requisites mean any requirements that the applicant must meet prior to being accepted for a unit of competency.
- 3.5. Authorised representative means an authorised Baxter representative who is trained and permitted to undertake the enrolment assessment with a prospective student by appointment of the CEO
- 3.6. A Course is the program defined by Baxter Institute that a student will follow and thus gain the qualification for which they are registered.
- 3.7. A Unit of Competency is discrete training activity that will be assessed from a Training Package in Vocational Education and Training (VET). A student will undertake one or more units. A unit can vary from a few hours to up to (but not limited to) hundreds of hours of training and assessment.
- 3.8. Assessment is the process by which Baxter Institute will judge the student as Competent or Not Yet Competent in each unit of competency. For a student to obtain a qualification they must be assessed as competent in all the units for the qualification in which they are registered.
- 3.9. Unique Student Identifier (USI) is an online account. The USI account allows students to have online access to their training records and results (transcript) that they have completed from 1 January 2015 onwards. The results from 2015 will be available in the USI account in 2016.

4. Requirements /Process

General

- 4.1. Prospective students applying for a course must be provided with adequate pre-enrolment information prior to enrolling in order to make an informed decision. Baxter Institute is committed to engaging students that are well informed of their obligations when enrolling into our courses. This is achieved by providing applicants with information to ensure they are making an informed choice of course and to ensure that they are aware of their essential training entitlement
- 4.2. If the applicant is applying for a course that is to be funded by the Skills First program, then the eligibility checklist must be followed before an offer can be made.
- 4.3. All documentary evidence must be provided initially as certified copies and, if not originally written in English, must be accompanied by a certified translation.

Marketing

- 4.4. The marketing of Baxter Institute's education and training services demonstrates professionalism and maintains the integrity and reputation of the VET industry.
- 4.5. Students are referred to our institute by many different means. A prospective student is required to access Baxter's website for:
 - course guide
 - course information
 - policies and procedures

There is no obligation to make any decision at this stage.

- 4.6. This is where the student can review any marketing material relating to Baxter or their desired course.
- 4.7. All students need to be assessed to ensure they are the 'right fit' for our training programs. To enter any of Baxter's programs all applicants will need to:
 - review programs and institute's information relating to their desired courses;
 - complete an application for enrolment form;
 - complete a pre-training review
 - be accepted and receive a letter of offer and written agreement including training plan
 - sign written agreement, make payment of fees or enter payment plan.
- 4.8. The following information is collected through interview by the authorised representative to assess if the prospective student is eligible for enrolment and whether he/she is a genuine applicant:
 - applicant's circumstances
 - applicant's intended study plan
 - applicant's education and employment history
 - applicant's supporting documentation
 - clarification and verification of supporting documentation
- 4.9. If prospective students are interested in applying to enter one of the courses, they can contact the enrolment team to gather further information, ask questions and if they wish to proceed to the next stage by completing an application for enrolment form and make an appointment to complete a pre-training review.
- 4.10. Baxter does not enroll students under the age of 18 years

4.11. Baxter Institute encourages all applicants, including those with disabilities and/ or any special needs.

Application process

4.12. In order for an applicant to enroll, the student must complete a standard Baxter application form which must be signed and dated by the applicant:

- AD101 for international students
- AD128a for Skills First funded students
- AD128c for full fee service students

4.13. The application form must be supported with sufficient documental evidence pertaining to formal identification,

- passport or
- ID card (drivers license)
- academic transcripts/records (to support prerequisites for entry)
- English language proficiency (international students only)

Pre -Training Review

4.14. A pre-training review is part of the enrolment process, which is conducted prior to the commencement of training, to establish the most suitable course for an applicant to enrol in. (see P49 Pre-Training Review policy and procedure)

Letter of Offer

4.15. Once the applicants have completed the application for enrolment and the pre-training review process, they will be provided with a letter of offer if they have been accepted into their selected courses. These documents will detail Baxter's obligation relating to providing them a training service and their obligations to complete their training and assessment.

4.16. All supporting documentary evidence submitted with an application must be provided as certified copies. If a document has not originally been written in English, the document must be accompanied by a certified translation.

4.17. If an applicant does not meet the entry requirements, they may be issued with a conditional offer letter. The letter will outline all the conditions that the applicant must meet prior to the enrolment. During orientation the applicant will be required to provide evidence that he/she has satisfactorily met the conditional entry requirements.

4.18. An applicant will not be accepted and Baxter will not accept any course tuition fee from the student, unless a fully signed and dated student written agreement is in place.

4.19. This student written agreement must include the following:

- require the students' personal details
- identify the course or courses in which the student is to be enrolled and any conditions of the enrolment
- identify the agreed including starting date, end date and orientation date of the course
- identify the study mode such as face-to-face, online or blended learning
- identify expectations of learning outside of classroom activities such as work placement or homework
- identify the location of the course

- identify days of attendance
- specify the pre-requisites required to enter the course including LLN levels of attainment
- specify the study periods within the course and the length of each study period
- specify the tuition fee per study period and payment plan, providing an itemised of
 - course tuition fees
 - any additional costs (if applicable)

- provide information on the refund policy and procedure in relation to the course tuition fee including the process of making a refund application
- provide information on the circumstances in which a student's personal information may be shared between Baxter and the Australian Government and designated authorities and, if relevant, the Tuition Protection Service (TPS) framework. This information includes
 - personal contact details,
 - course enrolment details and changes, and
 - any other circumstances pertaining to a breach of student visa conditions and/or other enrolment matters
- advise the student of his or her obligation to notify Baxter via the student portal, of a change of address within seven days while enrolled in the course (update contact details function)
- provide the student with an explanation, in plain English, of what happens in the event of a course not being delivered
- provide information in full of the policies and procedures that a student is bound by after enrolment (e.g. course progress requirements, student code of behavior policy etc) and where they are located for the student to access at: <https://www.baxter.vic.edu.au/policies/>
- advise the student that the student's written agreement and the availability of the complaints and appeals process does not remove the right of the student to take action under Australia's consumer protection laws
- advise students of their rights, responsibilities and obligations as a domestic student funded under the skills first contract.

4.20. The procedure to process an application is defined in the Process Map "Domestic Application" (refer to Appendix 1)

4.21. If an application is accepted then the applicant is sent

- an offer letter
- a student written agreement.

4.22. Upon the signed agreement being returned and the minimum payment required being received by Baxter, the student will be issued with Confirmation letter of enrolment letter.

4.23. All students must attend a compulsory orientation session prior to commencing any course

Course Credits

4.24. Baxter Institute will recognise course credits. These will be either Credit Transfers or Recognition of Prior Learning (RPL). Follow Policy *P12 – Course Credit - RPL CT*.

Assessment of Applications

4.25. Following the admission checklist, the Domestic Marketing Team assesses applications.

4.26. Once the assessment is complete and the applicant meets the criteria for admission, a place is reserved. The documentation is referred to the student support/domestic admission for processing.

Applicant Accepts Offer

4.27. To accept an offer from Baxter Institute the applicant must return the following:

- Completed and signed student agreement
 - Credit card payment form (completed and signed) or Telegraphic Transfer Form (completed)
 - Copies of any other documentation requested
 - USI number if available
- 4.28. On arrival at Baxter Institute on the day of orientation, the activities identified in the enrolment process must be undertaken for each student to be successfully enrolled.
- 4.29. All students must have a USI or a "USI exemption notice" before course commencement. For students without a USI, they will be directed to apply for it online during orientation. If students want Baxter Institute to apply USI on their behalf, they must complete SS163.b USI student consent form^a.
- 4.30. To be AVETMISS compliant, all new enrolling students will have their USI submitted at orientation. Existing students may submit their USI at any time prior to completion of the qualification.
- 4.31. If the USI is provided by the student, it must be verified as being valid in the student management system.

Applicant/student wishes to withdraw

- 4.32. If an applicant wishes to withdraw then he/she must notify Baxter Institute in writing and complete a refund form which will be processed in line with the refund policy.
- 4.33. Once enrolled in Baxter Institute the student will be subject to the refund policy as appropriate.

Student File

- 4.34. On receipt of an application a student file will be set up and a check list attached.
- 4.35. A record will also be created on the student management system and will be updated as appropriate.

^a In accordance with section 11 of the Student Identifiers Act 2014 Cth (SI Act), Baxter will securely destroy personal information which are collected from the students solely for the purpose of applying for a USI on their behalf as soon as practicable after the USI application have been made or the information are no longer needed for that purpose, unless required by or under any law to retain it.

PM1-09 Domestic Student Application

Process map is to be read in conjunction with the relevant policies and procedures

