

Policy and Procedure

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SECTION 1 – INTRODUCTION

PURPOSE

To inform students and staff of the International School of Colour and Design's (**iscd's**) policies and processes relating to student enrolments.

SCOPE

This Enrolment Policy and Procedure applies to all students as well as all staff involved either directly or indirectly with administering student enrolments.

SECTION 2 – POLICY

PRINCIPLES

The Enrolment Policy and Procedure is guided by the principles of access, equity, fairness and timeliness.

iscd is committed to:

- ensuring students that apply for enrolment to a course are not victimised or discriminated against in any way.
- ensuring students with identified special needs that apply for enrolment to a course are offered the appropriate level of assistance.
- ensuring all relevant pre-enrolment information is accessible to prospective students and is accurate.
- considering applications for enrolment in a consistent, transparent, objective and unbiased manner.
- making all details of the procedures publicly available.
- specifying reasonable timelines for responses and payment of monies at each stage of the process and monitoring of these timelines.
- providing reasons and full explanation in writing for decisions and actions taken as part of the procedures.
- keeping appropriate records of enrolment and maintaining confidentiality and adhering to privacy policies.
- allowing students access to their records.
- ensuring that such records are treated as confidential.
- reviewing the enrolment process regularly.

POLICY

Enrolment Policy

1. Applications to study a course must be submitted by the student on a current Application for Enrolment form.
2. Prior to finalisation of Enrolment **iscd** will:

- a. provide access to information to prospective students on the enrolment process, entry requirements, provisional enrolment period, course fees and payment schedules, and other associated course information in line with the Training and Assessment Strategies, as published in the course brochures and on the **iscd** website.
 - b. provide access to information on RPL and Mutual Recognition opportunities within course brochures, website and student handbook.
 - c. ensure admissions staff confirm both a) and b) above directly with prospective students, and employers where necessary.
3. When the applicant has submitted the initial required documentation and this has been verified, **iscd** will issue a Confirmation of Enrolment. The date of issue of the Confirmation of Enrolment is also the course commencement date. Course duration is calculated from the course commencement date.
4. This enrolment is provisional for a maximum of ten (10) days. This allows **iscd** time to verify admissions documentation and request any additional information. The provisional enrolment period ends when the Confirmation of Enrolment is emailed to the student. The student will be issued with a username and password for online course access (Canvas) during the provisional period.
5. A student who chooses to pay for their course fees in full via upfront payment will either make a direct deposit into **iscd's** bank account or provide credit card details to deduct the full course fee. Any discounts that apply will be advised prior to enrolment. Payment needs to be received in **iscd's** bank account as cleared funds within 10-day provisional enrolment period. If full payment is not received within this period **iscd** will cancel the enrolment.
6. If the student chooses to pay the course fee over a payment plan, the student will be provided with the course schedule specific to the course enrolled in. The fees will be direct debited from the students nominated account or credit card. Third party payment providers will charge dishonour fees on payments rejected from a student's bank account or a credit card.
7. If the student chooses to cancel the course after the provisional period of ten (10) days has passed, the course fee (and any associated costs) is non-refundable unless special consideration applies. Details on how to apply for special consideration can be found on the website at www.iscd.edu.au.

SECTION 3 – PROCEDURE

- The **iscd** application process commences with the prospective student submitting an Application for Enrolment online. A condition of enrolment is that students confirm they have read and understand the **iscd** Student Handbook, Withdrawals and Refund Policy and Complaints, Grievances and Appeals Policy. A further condition of enrolment is that students meet the entry requirements.

- Students must provide their Unique Student Identifier (USI) at the point of enrolment. Students may contact the **iscd** Student Services team for assistance in creating their USI. Individuals who have a genuine personal objection to being assigned a USI will be able to apply for an exemption to the [Student Identifiers Registrar](#).
- At the point of the enrolment process the student has the option to select up-front payment or a payment plan. All students are required to make a non-refundable down payment at the point of enrolment (note this differs by course). The non-refundable down payment is deducted from the total course fees payable.
- An enrolment is deemed provisional for the first ten (10) days. This allows time for **iscd** to request additional requirements and for the student to access their course and ensure that the course meets their needs. If after ten (10) days the student has not provided all required information and has not either paid the course fee in full, or entered into a payment agreement, the enrolment will be cancelled.
- Students will be provided access to **iscd**'s Learning Management System (Canvas) during the provisional enrolment period which will allow the student to access their course and ensure that the course meets their requirements. An email is sent to the student containing login details to Canvas and course orientation information.
- Applications for Enrolment are assessed by suitably trained staff to ascertain the prospective student's eligibility for entry to the desired course. Checking for eligibility for entry includes:
 - a) Checking that the student meets the course entry requirements and has provided all necessary evidence as outlined by the course entry procedure.
 - b) Contacting the student to:
 - i. where applicable ensure their existing employment status and workplace is consistent with the requirements as stated in the Training and Assessment Strategy.
 - ii. Provide information on the Recognition of Prior Learning (RPL) and/or Credit Transfer process and form, where appropriate.
 - iii. Instigate any assistance or advice the student might require in relation to special needs.
 - iv. Obtain any missing or incomplete information.
 - v. Collect the student's Unique Student Identifier (USI) if not already provided.
- Details are entered in **iscd**'s Student Management System (SMS) and a prospective student file is created and a new account in **iscd**'s Learning Management System (Canvas) will be created.
- If the prospective student satisfies the relevant entry criteria, a Confirmation of Enrolment is issued by the Student Services team.
- During the on-boarding process a member of the Student Services team will inform the student of their rights and obligations and provide them with important supporting documentation including a confirmation of fees due, Student Handbook and the Withdrawals and Refunds Policy.

- The enrolment is finalised when ten (10) days have passed and all entry requirements have been met.
- The student record can be accessed by the student upon written request by email to:
designhub@iscd.edu.au

SECTION 4 – REFERENCE AND SUPPORTING INFORMATION

| DEFINITIONS | |
|-------------------------------------|--|
| Application for Enrolment Form | Form used by iscd to be completed by a prospective student as the first step of the admissions and enrolment procedure. This form references services to be provisioned, clearly written terms and conditions, fees applicable and refund policy. |
| Prospective student / applicant | A person wishing to enrol in a course who has not yet returned a signed Application for Enrolment form to iscd along with relevant payment |
| Direct debit request form | This form is part of the Application for Enrolment form and completed at the time of enrolment |
| Payment Plan | A payment plan is provided to the student by a third party where they have selected this as a payment option within the Application for Enrolment. |
| Enrolment | Course enrolment is deemed to be finalised when iscd receives a signed Application for Enrolment from the student and confirmation of payment of the required non-refundable down payment. All course entry requirements must be met by the student before an enrolment is finalised |
| Contract of Enrolment | Refers to the formal agreement between the student and iscd for enrolment. |
| Course commencement date | The date that iscd issues a Confirmation of Enrolment |
| Recognition of Prior Learning (RPL) | Recognition of Prior Learning (RPL) is the process by which iscd will appropriately recognise an individual's prior learning achieved through training, work experience or other life experience. For further information, please access iscd's Recognition of Prior Learning Policy. |
| Canvas | iscd's Learning Management System (LMS) |
| Down payment | A non-refundable payment or deposit is paid by the student at time of enrolment; deducted from the total course fees payable. Where a student fails to meet the entry criteria preventing them from commencing the course this fee is non-refundable. (Note the down payment required may differ by course). |
| FFS | Fees for Service |
| Upfront payment | Upfront payment is for students who wish to pay the full course fee at the point of enrolment |
| On-boarding process | Refers to the induction process provided to a student once an enrolment is received |

SUPPORTING DOCUMENTATION LOCATED ON ISCD WEBSITE

| Document Name | Document Type |
|--|----------------------------|
| Application for Enrolment | Form |
| Student Handbook | Guide for Students |
| Credit Transfer | Form (for Credit Transfer) |
| Course Credit (RPL) Policy & Procedure | Policy and Procedure |
| Enrolment Procedure | Procedure |

SECTION 5 – GOVERNANCE

| CHANGE HISTORY | | | |
|----------------|---------------|---|---|
| Version | Approval Date | Approved by | Change |
| Version 1.0 | 19/03/2017 | GM, iscd | New policy and procedure |
| | 21/03/2018 | Compliance Manager | Review/approval by new Compliance Manager |
| Version 1.1 | 0/03/2020 | Quality, Accreditation and Compliance Manager | Updated Format |
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