



# Australian College for Excellence(ACE)

Achieve your goals through excellence

ABN No: 99 625 415 849 RTO No: 45577 CRICOS No: 03823C



## ACE Admission & Enrolment Policy & Procedure

Admission & Enrolment Policy and Procedure	Last Reviewed: September 2021	Managed By: RTO Manager	Approved By: CEO	V2.0
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## DOCUMENT DETAILS

Policy Name: Admission and Enrolment Policy & Procedure	Published Date January 2020	Last Reviewed September 2021
Manage By: RTO Manager	Approved By: CEO	
Document uncontrolled when printed		

## LEGISLATIVE CONTEXT

Standards for Registered Training Organisations (RTOs) 2015; Clause 3.6 (a) (c), 5.1, 5.2, 5.4

The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018, known as 'the National Code 2018' Standard 2

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# Admission and Enrolment Policy & Procedure

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## PURPOSE

To set out the student application, selection and enrolment requirements for the students applying to undertake a nationally recognised course(s) at Australian College for Excellence (ACE).

## SCOPE

This policy applies to all prospective students and relevant staff at ACE.

## OBJECTIVE

The policy ensures that students entering a nationally recognised course have an adequate knowledge and skills to successfully undertake the course making sure that the admission criteria does not present any present any unreasonable barriers to undertake the course.

## DEFINITIONS

Course – A study program leading to a qualification or an award that includes units or modules.

Admission – Acceptance of an applicant as a student in the nominated course(s).

Letter of Offer – Document with the formal notification from College’s Student Administration Office on behalf of ACE, offering an applicant a place in a nominated course under specified conditions, such as location, mode of study, duration, course fee, refund, payment plan and type of place offered.

Acceptance Agreement – Upon accepting the Letter of Offer sent by ACE, student signing an Acceptance Agreement to the terms and conditions stated in the offer letter.

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AVETMISS – The Australian Vocational Education and Training Management Information Statistical Standard for VET Providers is the data standard for the National VET Provider Collection and the VET in Schools Collection, which collects training information from the Registered Training Organisations (RTO).

USI – Unique Student Identifier

CoE – Confirmation of Enrolment is an electronic document issued by a Registered Training Provider (RTO) to an international student as a proof of enrolment.

CT – Credit Transfer (CT) is a process that provides a student with credit for previous formal study that is equivalent to their nominated qualification.

RPL – Recognition of Prior Learning (RPL) is an assessment process that assess an applicant’s work experience to determine the extent to which that individual has achieved the required learning outcomes or competency outcomes.

Orientation – Orientation is a period to welcome new students prior to their course commencement and gives an opportunity to familiarise themselves with college infrastructure, staff and services.

## **POLICY**

This policy outlines the document procedure of the applicant seeking to enrol with ACE are assessed and admitted using fair, equitable and transparent procedures based on clearly defined, consistent and equitable criteria.

## **PROCESS**

### **ENQUIRY**

The prospective student makes an enquiry directly to ACE or through one of the education agents. ACE or its’ education agent provides the course flyer which contains:

- Clear and concise information in relation to the college as a training organisation such as Company Name, Trading name, RTO No, Contact details.

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- The code, title and currency of the qualification, descriptions of the qualification and options available including course content, estimated duration, expected locations at which it will be provided, expected modes of delivery, indicative total fees, any work placement arrangements (If any).
- Any requirements the RTO requires the learner to meet to enter and successfully complete their chosen course, including the minimum level of English language proficiency and academic requirements.

## APPLICATION

Student can access the “Student Application Form” from ACE Website ([www.acemelbourne.edu.au](http://www.acemelbourne.edu.au)) or by sending an email to ACE ([info@acemelbourne.edu.au](mailto:info@acemelbourne.edu.au)) or through their agent. Students will complete the application form and submit to student administration directly or through education agent.

Application form should include all required information from the current AVETMISS data collection specification. Moreover, Students’ Application Form should include the necessary information required by ESOS Act as well. All prospective students must complete all the fields such as:

1. Personal Details along with Visa Details
2. Contact Details
3. Employment Status
4. Schooling
5. Previous Qualifications Achieved
6. Language and Cultural Diversity
7. Disability
8. Study Reason
9. Recognition of Prior Learning (RPL) / Credit Transfer (CT)
10. How did you know about Australian College for Excellence (ACE)?
11. Agent Details
12. Course Preferences
13. Unique Student Identifier (USI)

Before submitting the application, students should ensure that they have completed all the fields and signed along with date.

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Once the application form is completed, students should submit the following documents along with their application form through their agent or directly to [enrolments@acemelbourne.edu.au](mailto:enrolments@acemelbourne.edu.au)

1. Copy of the original documents of their passport
2. Relevant academic qualification certificates along with the transcripts
3. Proof of English Language Proficiency such as (IELTS, PTE or Equivalent Test Result)
4. Visa Copy

All the photocopies taken of originals will be sighted and verified by RTO Manager during the Orientation Program.

Where the Training and Assessment Strategy requires any additional evidence of previous employment for RPL approved students, and this must be reviewed by ACE Staff as a part of the assessment of eligibility prior to the letter of offer being used. Where this evidence should be verified by calling the employer and confirming the employment details and the types of activities undertaken, to meet the requirements of the course.

## SELECTION CRITERIA

- The minimum age requirement is 18 years of age for all the students at ACE who are enrolling for all the courses (BSB40520, BSB50420, ELICOS)
- Entry into BSB40520 - Certificate IV in Leadership and Management requires successful completion of Australian Equivalent Year 12 or higher qualification.
- Entry into BSB50420 - Diploma of Leadership and Management requires successful completion of Australian Equivalent Year 12 or higher qualification.
- Students who are from a non-English speaking background should be able to prove their English language ability to the required level of the courses. This can be assessed by
  - English Language Placement Test, LLN Test with ACE
  - Acceptable English language exam scores, e.g., IELTS, PTE, TOEFL.  
(Results should be within 2 years of the ACE course commencement date)

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Course name & level	IELTS	PTE
ELICOS General English		
Pre-Intermediate	4.0	20-22
Intermediate	4.5	23-28
Upper-Intermediate	5.0	29-35
BSB40520 Certificate IV in Leadership & Management	5.5	36
BSB50420 Diploma of Leadership & Management	5.5	36

Students who are not able to produce the English language exam scores with evidence, they must complete the ACE English Placement Test (In-house) to assess their English language ability.

#### DETERMINING THE SUITABILITY OF THE COURSE FOR THE APPLICANT

It is in the best interests of both the ACE and the applicant that the course is suitable for the applicant, so prior to offering a place to the applicant the ACE will assess the applicant's suitability. For the students who are applying from 'offshore', PTR and Student Interview will be conducted upon their arrival to Melbourne before the course commencement.

Related to this process, an ELICOS Coordinator will conduct PTR (Pre-Training Review) & Student Interview with the ELICOS Applicants. However, Training Manager is responsible to conduct PTR & Student Interview with the VET (CERTIV & DIPLOMA – Leadership & Management) Applicants.

In determining the suitability, the RTO will consider the following:

- That the applicant clearly understands the requirements of the course including time and effort required
- The implication of practical requirements including work placement, if any, are understood by the applicant
- Applicant's previous educational achievements
- Applicant's previous work experience and knowledge, particularly in relation to the course
- Applicant's aspirations and likely benefits in undertaking the course.

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## CT/RPL APPLICATION

Credit Transfer (CT) / Recognition to Prior Learning (RPL) is offered at ACE upon student submitting evidence and completing the “CT/RPL Application Form” that can be accessed from ACE Website.

CT is a process that provides students with agreed and consistent credit outcomes for components of a qualification (attained in Australia) based on identified equivalence in content and learning outcomes between matched qualifications.

RPL is generally recommended where individuals have been working in a relevant job role for at least 2 years, however any student can also self-elect to undertake RPL. Course duration may vary upon the outcome of application.

Prospective students who are not satisfied with the outcome of their CT/RPL Application, may seek to appeal the decision via accessing the “ACE Complaints and Appeals Policy & Procedure” and the “Internal Appeals” form the ACE Website.

## LETTER OF OFFER AND ACCEPTANCE OF AGREEMENT

Upon receipt of a completed application form and all the required documentation, student administration will ensure that all necessary entry requirements are met as per the course entry requirements and their suitability is assessed. All the applicants must attend the Pre-Training Review & Student Interview and those who are eligible for English language placement test and/ or Language, Literacy and Numeracy Test (LLN) must complete before their course start date.

- For successful applicants, Chief Executive Officer (CEO) will issue the Letter of Offer and Acceptance of Agreement to the prospective student who met the course entry requirements or approved by the Training Manager.

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- The Letter of Offer is valid for 30 days from the date of issue. After receiving the signed Acceptance of Agreement and the initial fee deposit, student will receive the CoE within 5 days subject to the availability of places in the course.
  
- The letter of offer includes:
  - the code, title and currency of the training product to which the learner is to be enrolled, as published on the National Register.
  - the training and assessment, and related educational and support services the RTO will provide to the learner including the:
    - estimated duration
    - expected locations at which it will be provided
    - expected modes of delivery
  - the RTO's obligations to the learner, including that the RTO is responsible for the quality of the training and assessment in compliance with the RTO Standard 2015, and for the issuance of the AQF certification documentation.
  - the learner's rights, including:
    - details of the RTO's complaints and appeals process, and
    - if the RTO, or a third-party delivering training and assessment on its behalf, closes or ceases to deliver any part of the training product that the learner is enrolled in
  - all relevant fee information including:
    - fees that must be paid to the RTO, and
    - payment terms and conditions including deposits and refunds
  - the learner's right to obtain a refund for services not provided by the RTO in the event the:
    - arrangement is terminated early, or
    - the RTO fails to provide the agreed services.
  - Where there are any changes to agreed services, the RTO advises the learner as soon as practicable, including in relation to any new third-party arrangements or a change in ownership or changes to existing third-party arrangements.

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- For those applications that are not suitable, student administration will issue a rejection letter explaining the reasons for the rejection to the applicant as to how they did not meet the course entry requirements and suggest if there is any suitable course is offered at ACE.
- ACE will ensure to retain records of all written agreements as well as the receipts of payments made by the student as per the written agreement for at least 2 years after the applicant ceases to be an accepted student.

## CONFIRMATION OF ENROLMENT

As per the ESOS requirements a CoE must be issued for each qualification and an award (Certificate) will be issued if the student is successfully completed the enrolled course.

ACE CEO will confirm the enrolment and issue a Confirmation of Enrolment (CoE) as per the PRISMS guidelines to the prospective student when all the following conditions have been met:

- The prospective student accepts the Letter of Offer and returns the signed Acceptance of Agreement to the RTO.
- The prospective student has provided the necessary evidence to satisfactorily meet any conditions specified in the Letter of Offer.
- Upon receipt of the following documents the student will provide with a Confirmation of Enrolment (CoE):
  - Signed and dated Offer Letter Acceptance
  - Copies of supporting documentation
  - Receipt of Payment of Initial Fees
- A student who enrolled with other RTO in a different course may be enrolled as “concurrent” with the condition of obtaining “Statutory Declaration & Timetable” from the student to maintain satisfactory course progress and attendance. Student administration will collect the statutory declaration & their timetable from the student before they start their course with ACE.

## ORIENTATION

Courses commence with an orientation program, which all students are required to attend. Timetables, including campus location and room allocation and course structure information, Teacher / Trainer

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introduction are provided to new students at the orientation. The orientation program is designed to introduce students to the key personnel and familiarise them with the premises and procedures as well as to welcome them. As a part of orientation program USI will be verified along with the other relevant documents and eligible students will complete their LLN Test and if required LLN Support will be offered by completing LLN Support Form.

Topics covered at the orientation include, but are not limited to:

- Student support services
- Emergency and health services
- Student security and safety
- Facilities and resources
- Student code of conduct
- Complaints and appeals processes
- Fees and payments
- RPL options specific to the course
- USI Requirement

As an ongoing enrolment for monthly intakes, VET students may enrol in the mid of the current unit and given time to complete the unit in the next cycle.

ELICOS students may enrol in the current unit and completes the remaining units as per the cycle.

### UNIQUE STUDENT IDENTIFIER (USI)

The RTO will request the Student Identifier from an applicant during the orientation to sign up and get their Identifier. Where a student is unable to apply then exceptionally the College will apply on behalf of the student, but to do so they will have to complete a request form that contains the relevant privacy clauses available on the USI website.

- Students will NOT be allowed to attend the second week of class if they have not provided their identifier unless the exemptions applied under the student identifier Act 2014, so that at the end of the course, the student will be to receive a Certificate or Statement of Attainment as appropriate.

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- If a student exempted from having a student identifier, then the results of the training will not be accessible through the commonwealth and will not appear on any authenticated VET transcript prepared by the registrar.
- Any evidence of identity collected for this purpose will be destroyed once a USI has been obtained unless it is specifically required for another purpose.

## STUDENT IDENTIFIER VERIFICATION

Where a student has provided a Student Identifier, ACE via Axcelerate (Student Management System) will verify the Identifier is correct. If so, it will be flagged as Verified. On completion or withdrawal, a student will (assuming all other criteria are met) be eligible to receive a Certificate or Statement of Attainment.

If the verification fails, then ACE will investigate (with the assistance of the student) to discover why. Once issues are identified and corrected, verification is repeated. The most common cause is that the spellings of names do not match those on the student identification material used at initial registration.

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

The personal information that, ACE provides to the Registrar, including their identity information, is protected by the Privacy Act 1988 Cth (Privacy Act). The Collection Use and Disclosure of your USI is protected by the SI Act.

## ACTUAL PROCESS AT ACE

The below flow chart describes the process from the student application received by ACE until the student commences his course. The stages are as follows:

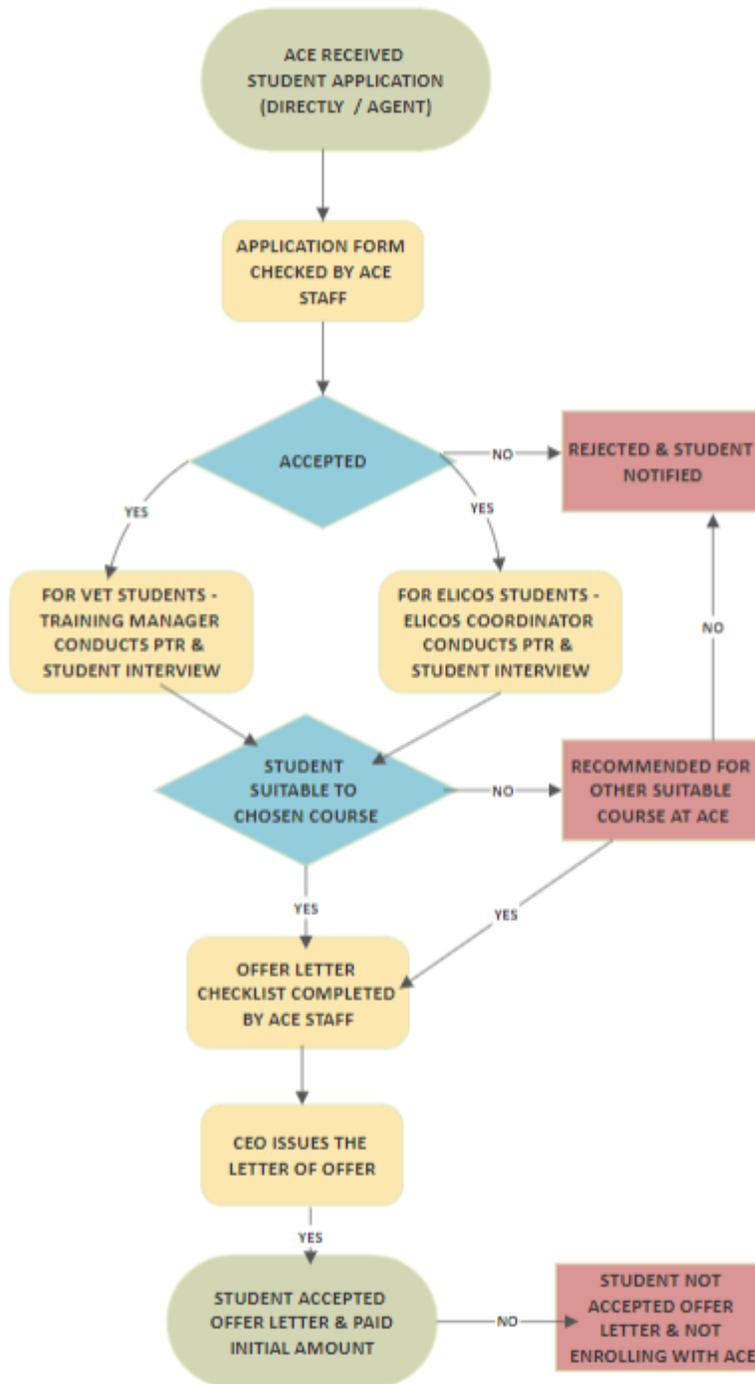
1. Student Application Received
2. PTR & Student Interview Conducted

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3. Letter of Offer Issued
4. Acceptance of Offer Letter & Paying the Initial Amount
5. CoE issued
6. Orientation Program Conducted & Students Commences his Course Program

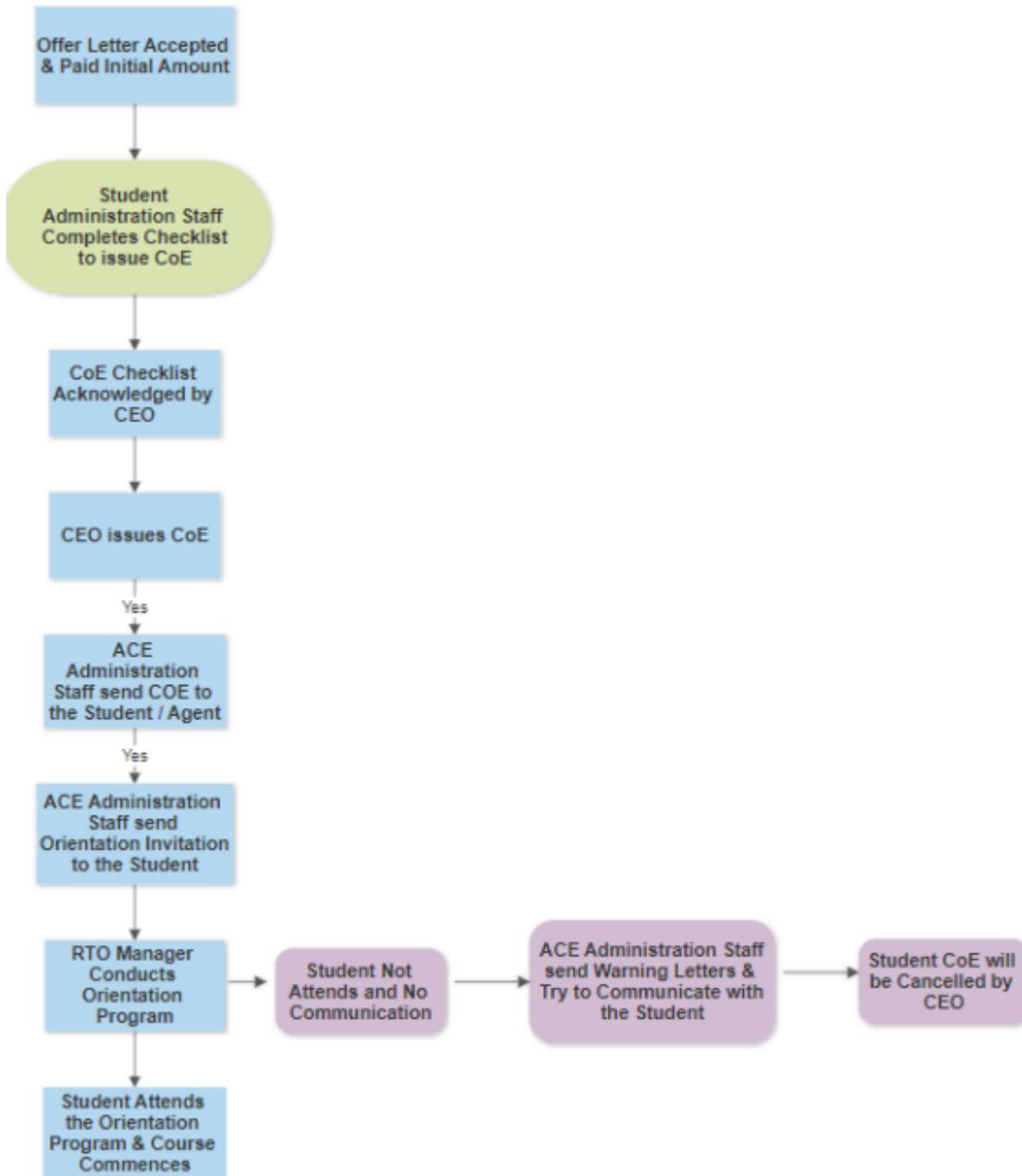
### ACTUAL PROCESS AT ACE (FROM STUDENT APPLICATION TO OFFER LETTER ACCEPTANCE)



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## ACTUAL PROCESS AT ACE (FROM ISSUING COE TO ORIENTATION PROGRAM)



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## RESPONSIBILITY

Prospective Student or Education Agent is responsible for:

- ensuring the application is completed, dated, and signed
- ensuring the supporting required documents submitted along with the application

Student Administration Officer is responsible for:

- completing checklists at various stages in student admission and enrolment process.
- ensuring the application form is completed and no field is missing the required data, student signed and dated in the required fields
- ensuring the passport, current visa paper, relevant qualification documents and English proficiency evidence & other required documents are submitted by the student or agent.
- ensuring the student have the valid visa permission for studies in Australia by checking in VEVO.
- ensuring that the student has required English Proficiency or recommend for In-house English Placement Test.
- ensuring valid passport is submitted by checking the expiry date
- sending notifications to the students on the outcome of their application
- send approved CoE to the student and sending orientation invitation
- sending warning letters if the student fails to attend the orientation program

Training Manager is responsible for:

- conducting PTR (Pre-Training Review) & Student Interview for the successful applicants for VET Courses (BSB40520 Certificate IV in Leadership & Management; BSB50420 Diploma of Leadership & Management)

ELICOS Coordinator is responsible for:

- conducting PTR (Pre-Training Review) & Student Interview for the successful applicants for ELICOS General English (Pre-Intermediate to Upper-Intermediate)

RTO Manager is responsible for:

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- conducting Orientation Program for ACE students who are enrolling for VET Courses & ELICOS General English

CEO is responsible for:

- acknowledges the checklist to issue the offer letter
- Issues the offer letter to the student
- Acknowledges the checklist to issue the CoE
- Issues the CoE to the student
- Upon the student warning letters sent for non-commencement of the course, cancelling the student's CoE

## ASSOCIATED DOCUMENTS

1. ACE Student Application Form
2. ACE Student Application Checklist
3. PTR & Student Interview for ELICOS & VET
4. English Placement Test & LLN Test and LLN Support Form
5. ACE Offer Letter Checklist ELICOS & VET
6. ACE Letter of Offer and Acceptance
7. ACE CoE Checklist
8. ACE RPL and Credit Transfer Form
9. ACE Access and Equity Policy and Procedure
10. ACE RPL & Credit Transfer Policy and Procedure
11. ACE Student Handbook

## VERSION CONTROL RECORD

Date	Version	Revision Description
20/04/2018	D0.01	Policy Created
12/01/2020	V1.0	Published
05/09/2021	V2.0	Reviewed & Updated

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