



KEYSTONE COLLEGE
OF BUSINESS & TECHNOLOGY

Engagement Prior to Enrolment Policy

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1. Purpose:

Keystone College of Business and Technology (KCBT) is committed to providing the best practice, industry focused training and services to its learners and to comply with relevant Commonwealth, State and Territory laws regarding and including anti-discrimination and equal opportunity.

The following policy is to provide fair and equitable processes for learner enrolment and ensure learners are provided with accurate and sufficient information to make an informed choice about their enrolment and chosen course.

2. Scope

This policy relates to the following Standards:

- Standard 1.7 Learner Support
- Standard 4 Accessible information about services
- Standard 5 Informed and protected learners

This policy is related to the following standards from National Code:

- Standard 2 Student engagement before enrolment
- Standard 3 Formalisation of enrolment

3. Definitions

1. Educational and support services may include, but are not limited to:

- pre-enrolment materials;
- study support and study skills programs;
- language, literacy and numeracy (LLN) programs or referrals to these programs;
- equipment, resources and/or programs to increase access for learners with disabilities and other learners in accordance with access and equity;
- learning resource centres;
- mediation services or referrals to these services;
- flexible scheduling and delivery of training and assessment;
- counselling services or referrals to these services;
- information and communications technology (ICT) support;
- learning materials in alternative formats, for example, large print;
- learning and assessment programs contextualised to the workplace; and
- any other services that the KCBT considers necessary to support learners to achieve competency.

2. Student Identifier has the meaning given in the Student Identifiers Act 2014.

4. Information to Learners

The following is provided to prospective learner prior to finalisation of enrolment at KCBT website:

- Student Handbook
- Course Information
- Policies and Processes
- Pre-arrival Information
- GTE requirements
- Information about ESOS Framework

Enrolment Requirements:

<i>General Course Pre- Requisites</i>			
Course Level	English language Proficiency	Academic Entry Requirements	Mode of delivery
General English FCE, CAE, PTE, IELTS	KCBT Placement test or recognised English test score (e.g., IELTS, PTE, FCE, CAE or TOEFL)	Course available for those 18 years and over. Students commence at the level according to their current ability.	Face to Face
Certificate III	IELTS 5.0 or equivalent	Australian Year 10 (or equivalent)	Face to face Trainer-led e-learning. Work placements (IP)
Certificate IV	IELTS 5.0 or equivalent	Australian Year 11 (or equivalent)	Face to face Trainer-led e-learning. Work placements (IP)
Diploma - Advanced Diploma	IELTS 5.5 or equivalent	Australian Year 12 (or equivalent)	Face to face Trainer led e-learning
BSB60120 Advanced Diploma of Business	IELTS 5.5 or equivalent	Completed a Dip or Adv Dip from the BSB Training Package (current or superseded equivalent versions) or 2 Years equivalent full-time relevant workplace experience in an operational or leadership role in an enterprise	Face to face Trainer led e-learning

Compulsory Orientation:

Learners are required to attend an orientation session before the start of their course. Learners are provided with the following information about KCBT:

- Student Support Services

- Learning and Management System
- Creation of student login for student portal
- Policies and Processes
- Student code of conduct
- Timetable of their training
- Campus Tour

Student Enrolment

1. Enrolment into training programs is conducted in an ethical and responsible manner, ensuring fairness and compliance with KCBT's Access & Equity Policy.
2. Enrolments are subject to availability of places on the training program, based on the maximum number of learners who can be accommodated under the circumstances (e.g. safety, capacity of training venue, type of course, learning structures etc within program).
3. All prospective learners are provided with the following information including:
 - the code, title and currency of the training product to which the learner is to be enrolled, as published in the National Register.
 - the training and assessment, and related educational and support services KCBT provides to the learner including the:
 - estimated duration & CoE duration
 - expected locations at which it delivery is provided
 - expected modes of delivery
 - Any work placement arrangements (Industry Placement Policy and Procedure).
 - KCBT's obligations to the learner, including KCBT's responsibility for the quality of the training and assessment in compliance with the Standards, and for the issuance of the AQF certification documentation.
4. The learner's rights, including:
 - details of the KCBT's complaints and appeals process required by Standard 6, and
 - Explanation of Provider Default, including information about the Tuition Protection Scheme

- A statement that “This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia’s consumer protection laws”.
5. The learner’s obligations:
 - any requirements that KCBT requires the learner to meet to enter and successfully complete their chosen training product, and
 - any material and equipment that the learner must provide, and
 6. All relevant fee information including: (Refer to Fees, Charges and Refunds Policy for more information)
 - fees that must be paid to KCBT
 - payment terms and conditions including deposits and refunds
 - itemised list of fees and charges that may be applicable
 7. The learner’s right to obtain a refund for services not provided by KCBT in the event the:
 - arrangement is terminated early, or
 - KCBT fails to provide the agreed services.
 - In an unlikely event of KCBT closes or ceases to deliver any part of the training product that the learner is enrolled in
 8. KCBT reviews the individual needs of each prospective learner, taking into account their existing skills and competencies, and advise them of the most appropriate training product to meet their needs. Refer to the Student Support Policy and Procedure for more information.
 9. Enrolments are considered tentative until payment and written agreement has been received. Should enrolment numbers reach the maximum, and should another person wish to enrol in a course where there is a tentative enrolment, the tentative booking is contacted to confirm payment. If payment is not made the place is given to the new learner.
 10. All learners enrolled in courses are advised in writing, upon receipt of their enrolment form and payment, that their place on the course is confirmed. For International Students, this is confirmed through a Confirmation of Enrolment produced by PRISMS.

Special Needs of Learners

Learners intending to enrol for training are requested, to advise of any physical or other impairments/ needs (e.g. English language difficulties, dyslexia, etc) which may adversely affect their ability to successfully undertake the training. (See Access & Equity Policy & Learner Support Policy and Procedure). KCBT will try to facilitate, but in cases where KCBT does not have sufficient resources to accommodate or facilitate special needs, KCBT will advise the prospective learner and may refuse enrolment as it may be detrimental for the learner to proceed with the process.

Language, Literacy and Numeracy Abilities of Learners

Learners must provide evidence supporting their LLN levels such as IELTS, PTE, and academic transcripts of the qualifications completed at the time of enrolment etc. (See Access & Equity Policy, Student Support Policy and Procedure, Enrolment Policy and Procedure)

Student Identifier

- All learners are required to provide their unique Student Identifier, in accordance with requirements of the Student Identifier Act.
- Learners are advised on the process of obtaining a Student Identifier if they do not already have one, via <http://www.usi.gov.au/Pages/default.aspx>
- KCBT verifies and maintains all Student Identifier numbers in its Student Management System (SMS).
- The USI is confirmed as part of the Orientation Process

Recognition

Mutual Recognition, Credit Transfer and Recognition of Prior Learning are acknowledged and accepted as a standard practice at KCBT. (Refer to RPL policy). Opportunities for students to apply for recognition are provided at Enrolment and Induction.

Confirmation of Enrolment

Upon acceptance of enrolment the learner is provided with written confirmation of their enrolment, including a schedule for training and assessment dates, times and location of training (as relevant to the mode of learning).

Changes to Training and Assessment

Any changes to a training program, services or third party provider will be advised to learners, as soon as possible in writing, via email, prior to the date the change is to occur.

Cancellation of Courses

If for some unforeseen reason KCBT cancels or postpones a course, all learners will be offered the opportunity to attend the training program on another date, at another location (if available) or in another delivery mode. If, in the event that the learner does not accept the offer, or for some reason the offer cannot be made, the course fees will be refunded in full within 28 days of the date of the cancellation of the course. (See Fees, Charges and Refund Policy)

Refund

All refunds are processed as per KCBT Refunds Policy & Procedure. (Refer to Refunds Policy & Procedure)

Transfer of Enrolment

There are limited circumstances where a student may transfer providers, in the case of International Students, this must be done in accordance with Standard 7 of the ESOS National Code Part D

<https://internationaleducation.gov.au/regulatory-information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/nationalcodepartd/Pages/ExplanatoryguideD7.aspx>

(Refer to KCBT Transfer of Provider Policy and Procedure)

Learner Records of Enrolment

KCBT records all enrolments, in compliance with national recording requirements. Individual learner records are created for each enrolment and maintained for a period of 30 years. All individual learners have access to their own records, and the progress of their learning. This is available via the student management system. (Refer to Record Management Policy)

Fees

Fees are collected in accordance with the Fees processes. (Refer to Fees, Charges & Refunds Policy & Procedure)

5. KCBT Responsibilities

The Director of Marketing and Business and Development is responsible for ensuring compliance with enrolment processes.

Enrolment Manager is responsible for correct and accurate enrolments in accordance with this policy and procedures.

The Enrolment Manager is responsible for ensuring that students are fully informed in line with this policy during the enrolment process up to the point of orientation.

6. Enrolment Process

