

## 1. Purpose

This policy relates to prospective students seeking enrolment by the divisions of Niche Education Group Pty Ltd (Niche) and by its Training Partner Organisations (TPOs), including:

- Australasian Academy of Cosmetic Dermal Science (AACDS),
- Australian College of Beauty Therapy (ACBT),
- Australian College of Specialist Make-Up (ACSM),
- Australasian College of Massage & Myotherapy (ACMM), and
- all current TPOs who advertise, market deliver and assess on behalf of Niche Education in relation to Niche's Scope of Registration.

The purpose of this policy and procedure is to ensure that Niche Education Group Pty Ltd (Niche) takes a consistent approach to ensuring the recruitment and enrolment of each individual learner, and that it ensure that the individual needs of each learner are determined prior to enrolment, regardless of whether the learner is seeking enrolment with one of the divisions of Niche, or with one of its Training Partner Organisations (TPOs).

Niche and its TPOs recruit and enrol all students in accordance with all regulatory and contractual obligations, specifically the Standards for Registered Organisations (RTOs) 2015.

## 2. Definitions

For the purposes of this document the following applies:

**Training Partner Organisations** - any organisation that provides services on behalf of Niche Education Group Pty Limited, including training, assessment, related educational and support services, and/or any activities related to the recruitment of prospective domestic Students. As the lead Registered Training Organisation (RTO) under such arrangements, Niche Education Group Pty Limited (Niche) is responsible for ensuring all such services provided are in accordance with statutory obligations.

**RTO** - Registered Training Organisation

**Niche** - Niche Education Group Pty Ltd, ABN 29 166 420 369

**Student** - refers to a person enrolled or seeking to enrol in any course or unit of study at Niche or at one of its TPOs. A student or a potential student can be either a domestic or overseas student. For the purpose of VET Fee Help / VET Student Loans, the term 'student/s' refers to all persons enrolled or seeking to enrol in a unit of study that meets the course requirements under subclause 45(1) of Schedule 1A of the Act who are, or would be entitled to VET FEE-HELP assistance under clause 43 of Schedule 1A of the Act or who have gained enrolment into a Niche course whether delivered directly or through a Training Partner Organisation.

**Pre-enrolment Interview** – Refers to the formal interview of each student prior to enrolment. The pre-enrolment interview is used to determine each students competency levels at the time of enrolment and is used to assist the divisions of Niche and its TPOs with tailoring your each students training plan. The pre-enrolment interview also helps the divisions of Niche and its TPOs to identify skills recognition and credit transfers when students are applying to enrol into a vocational education course.

**Language, Literacy & Numeracy** - refers to five core skills; learning, reading, writing, oral communication and numeracy. These five core skills have been identified by the Australian Core Skills Framework (ASCF) as the essential skills for individuals to hold to participate effectively in society including the workplace and education sector.

**Reasonable Adjustment** - Reasonable adjustment in VET is the term applied to modifying the learning environment or making changes to the training delivered to assist a learner with a disability.

Reasonable adjustment is unique and is assessed on a case-by-case basis and may include:

- changing classrooms to be closer to amenities
- installing a particular type of software on a computer for a person with vision impairment
- note-taking support,
- course material in alternate formats—electronic, large print, braille
- use of laptop for assessments
- extra time or extensions for assessments
- alternate assessment tasks
- ergonomic chair/desk
- use of assistive technology
- an Auslan interpreter, or
- other adjustments

**VET** - Vocational Education and Training

**The Act** refers to the *Higher Education Support Act 2003*

### 3. Responsibility

The Chief Executive Officer (CEO) is responsible for implementation of this policy and procedure and ensuring all staff of Niche and its TPOs are fully trained and aware of their obligations in relation to the recruitment and enrolment of students, and that they are made aware of the availability of this policy and the services mentioned therein.

### 4. Policy

This policy outlines the approach that Niche will take to:

- Recruit and Enrol students into courses on their scope of registration
- Ensure the staff of both Niche and its TPOs are aware of the Student Recruitment and Enrolment processes
- Ensure students are provided with adequate information about the services they are to receive
- Inform students of their rights and obligations and
- Provide students with information on any third-party arrangements affecting the delivery of training and assessment, prior to their commencement in a course.

Niche takes a consistent, open, fair and transparent approach to the selection and admission of all students into its training programs and the students overall treatment.

Niche is committed to ensuring that all of its own divisions / trading names, and TPOs provide all prospective students with sufficient information to make an informed decision about choosing to enrol into a course of study with Niche.

Niche will ensure that all applicants seeking admission will be treated fairly and equitably. Niche maintains clearly defined entry criteria used for making decisions about the selection of students. These criteria are published on the Niche website.

Students are required to apply for enrolment and are accepted on merit, based on the published criteria, academic suitability and on an individual case by case basis.

Throughout the process of selection and admission, all applicants are treated courteously and expeditiously.

Information is provided to prospective students prior to their enrolment and commencement in a course, so that they:

- Can make informed choices about studying with the divisions of Niche, or with its TPOs, and can select a training program that best suits their needs.
- Are aware of course entry and work-placement requirements
- Know who is delivering their training and who is issuing the qualification or Statement of Attainment.
- Are aware of their rights and responsibilities when undertaking training with either a brand or TPO of Niche.

Entry criteria and application procedures are published in the brochures and on the websites.

Prospective students at Niche who possess extensive life / work experiences in the relevant field of study, or have attained competencies through the completion of prior studies will be provided with the option of attaining a recognition of prior learning. Where applicable, those students who have completed previous study in the VET sector will be provided with Credit Transfers for the units of relevant competency completed.

Niche makes its policy and procedures for verifying applicants' credentials in relation to the granting of Recognition of Prior Learning, and Credit Transfer publicly available on its website, and on the websites of its TPOs (refer to RPL and CT Policies).

Offers for admission to a specific VET course of study, are made on a conditional basis; if the applicant does not fulfil these condition(s), he/she may not be provided the opportunity to enter the VET course of study. These conditions may include language, literacy and numeracy skills, which are measured by the student completing a language, literacy and numeracy (LLN) assessment at the time of enrolment, and/or achievement of an academic requirement, where evidence of attainment was not available at the time of application.

In certain instances where a prospective student does not meet the eligibility requirements for a course of choice, Niche's student support staff will provide (where possible) alternative courses or delivery options to these students.

Niche will retain all student records in accordance with the guidelines as specified in the AQF and Standards for RTOs 2015. Provision can be made for students who wish to access their personal records in accordance with the APP.

## 5. Procedures

### Pre-Enrolment Review

Niche requires all students to complete a pre-enrolment interview prior to enrolment, which will be used to determine individual students' suitability to enrol into a training program. This is regardless of whether the student is enrolling directly through a brand of Niche, or through one of its TPOs.

The pre-enrolment **process** is designed to reasonably establish a prospective student's academic suitability based on:

- the specified requirement for the course.
- Niche's belief on reasonable grounds that the student is academically suited to undertake their chosen course. Part of assessing a student's academic suitability involves a Language, Literacy and Numeracy Assessment, which is detailed below.

### Language, Literacy & Numeracy

All students are required to participate in a pre-enrolment interview, where the representative of Niche, or its relevant TPO will gather evidence and observe the students use of Language, Literacy and Numeracy. Further to the interview process, to validly and reliably assess the student's competence in reading and numeracy against the Australian Core Skills Framework and for the student to be deemed academically suited, a prospective student (in relation to LLN) must:

1. provide evidence of a Senior Secondary Certificate of Education for the completion of year 12.  
OR
2. be assessed as displaying competence at or above exit level 3 in the Australian Core Skills Framework in both reading and numeracy. This assessment is made via the online BKSBLLN Assessment Portal. Niche must also reasonably believe that the student displays the competency resulted by the online assessment and that the test has been conducted by the student with honesty and integrity.  
Or
3. Student supplies a copy of a certificate that evidences that a student has successfully completed a qualification at level 4 or above in the AQF framework and that course was delivered in English.

The results of Niche's assessment of a Student's competence in reading and numeracy will be reported to the student as soon as practicable after the assessment. Communication of this to students deemed as competent may be via providing the student with an Enrolment Contract. Results will be reported to the Secretary in the form manner and time requested.

The LLN assessment will be used to determine any support that may be required for each individual student throughout the training program and a student may be required to undertake an LLN Assessment via the online BKSBLLN Assessment Portal unless a student can demonstrate that they have successfully completed studies at a Certificate IV or higher. If any applying students self-declare a learning difficulty or disability they are required to undertake an LLN Assessment via the online BKSBLLN Assessment Portal (regardless of any previous study).

Niche is committed to ensuring that all prospective students are well informed prior to making a decision to enrol, regardless of whether the student is seeking to enrol with a brand or TPO of Niche.

Niche follows its admission process for enrolling all students, regardless of whether they are enrolled with a brand or TPO of Niche.



## Advertising, Marketing & Sales

Niche is committed to ensuring that all prospective students are well informed prior to applying to enter a course of study with Niche.

All prospective students will be required to contact an Enrolment Officer (through interview, telephone and/or email contact), and will be provided with information regarding their possible study options, including:

- RTO Code and name of the training provider (brand of Niche) or TPO where applicable;
- the requirements for acceptance into a VET course of study, educational qualifications or work experience required;
- the course duration, modes of study and assessment methods;
- tuition and incidental fees;
- eligibility of the applicant for funding under state and federal government initiatives which may include loan schemes and/or programmes, information will include associated information such as repayment obligations where applicable;
- campus locations and a general description of facilities, equipment, and learning and supportive resources available to students;
- requirements for satisfactory academic progress;
- any work placement arrangements;
- learners' obligations such as specialised resource requirements; and
- complaints, grievances and appeals policies and procedures.

Information that will be provided to the student prior to enrolment through the marketing materials and/or the websites of the brands and TPOs of Niche will incorporate information about the course, the Pre-enrolment process and the student rights and obligations throughout their course of study.

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**Information will include:**

- Training and assessment information including:
  - Estimated duration
  - Expected locations at which training will be provided
  - Expected modes of delivery
  - The course qualification requirements comprising of core and elective units
  - Whether RPL and Credit Transfer are available
  - Information and contact details of third party arrangements (if any)
  - Any work placement requirements
  - Information in relation to the issuance of the AQF certification documentation
- Educational and support services that the brands and TPOs of Niche will provide, including the following:
  - Training and Assessment
  - Student Support
  - Reasonable Adjustment
  - Fees and Refunds
  - Protection of Tuition Fees
- The student's rights, including:
  - Details of the complaints and appeals process for the relevant brand or TPO of NICHE
  - The student's rights as a consumer and
  - The student's right to obtain a refund or re-credit of FEE-HELP Balance
- The student's obligations in relation to:
  - The payment of fees for the provision of services, including payment terms, deposits and refunds
  - Any requirements the student must meet to enter and successfully complete their chosen course
  - Any materials and equipment that the student must provide during their course

### **Application process**

1. The Enrolment Officer of Niche or TPO manages all student enquiries in relation to their application and enrolment into Niche courses. Enquiries may be received by the Enrolment Officer via Phone Call, Online Enquiry, Walk In, E-mail, etc.

Information to be provided to the student at this stage will include:

- Reference to the Niche website for more information about their chosen course
  - Course prospectus or brochure
  - Reference to all documentation relating to studying with Niche, such as the Student Handbook, Niche Policies and Procedures, Fees and Charges Policy, etc.
  - Details of the Application for Enrolment Process and
  - Explanations on the Pre-Training Review, the LLN process and the completion of the Student Enrolment Form.
2. The Enrolment Officer will then either provide the student with an application form, or will direct the student to apply through the Niche website.

Entry criteria and application procedures are published on the websites, advertising and marketing material for the divisions of Niche.

3. All applicants are required to complete an Application Form, either online or in hard copy. Applicants then submit their application to the enrolment officer, along with the supporting evidence relating to the eligibility for enrolment and certified copies of their qualifications and statements of attainment.
  - Certified copies (where appropriate) of Birth Certificates, Passports, Certificates of Citizenship, Marriage Certificate, pre-requisite qualifications, High School Completion Certificates or Academic Transcripts, etc.
  - Niche may determine that sighting original copies of the above documents is adequate. Copies will be made with a note that originals have been sighted.

The enrolment officer assesses applications based on the published entry requirements for the relevant VET course and identifies the level of education already attained by the applicant.

4. If required student is provided with an LLN Assessment via the online BKSBLN Assessment Portal
5. Enquiries team liaise with student to answer any initial questions. Applicants are also questioned regarding the reason(s) they are seeking administration into their desired course of study, prior study and work experience are also considered. Using this information the Enrolment Officer performs an interim assessment of the suitability of the applicant for admission into the course of study.

## Pre-Enrolment Process

1. At pre-enrolment, based on the information gathered at the application stage the Enrolment Officer of Niche (or its TPO) will initiate the Pre-Enrolment Interview which involves the conduct of a discovery conversation with the

student to identify their learning needs, and establish:

- The reason for the student's chosen course
- The student's future aspirations/goals
- Their preferred learning style/s
- Any support the student may require
- The student's prior experience in the industry (if any)
- The level of education already attained by the student
- Their interests and abilities
- Their reason(s) for seeking admission into the VET course of study
- Their educational and work history

For Students under the age of 18 a parent or guardian will be required to accompany the student.

2. The Enrolment Officer of Niche (or its TPO) will record the student responses in the Pre Enrolment Interview Record. Using this information, the Enrolment Officer will perform an interim assessment of the suitability of the potential student for admission into a VET course of study.
3. If the student is deemed suitable to undertake their course of choice, the Enrolment Officer of Niche (or its TPO) will present the student with all possible study options and advise the student of the entry requirements for their chosen course, including the payment of fees and any available payment options. Information will include:

- The requirements for acceptance into a VET course of study, the educational qualifications or work experience required and whether RPL or CT may be applicable;
- Industry and placement expectations/requirements for specific course (e.g. Police check, WWCC)
- The VET course of study content and duration, modes of study, assessment methods, fees applicable and payment terms;
- Eligibility of the applicant for funding under government schemes or programs and ensure that **the** student is aware of the impact their enrolment into a funded course may have in further funded study (where applicable).
- Campus locations and a general description of facilities, equipment, and learning and supportive resources available to students;
- Requirements for satisfactory academic progress and for attendance; and
- Complaints, grievances and appeals policies and procedures.

The student at this stage, will also be provided with:

- Niche's Schedule of Fees
  - The eligibility criteria for VET Student Loans and process to apply for a VET Student Loan (if applicable)
  - Opportunity to apply for Recognition of Prior Learning (RPL) and Credit Transfer (CT)
4. Students who are deemed not suitable to proceed with their course of choice, will be provided with alternative options or opportunities to participate in other courses or enrol and complete courses at a lower AQF level (where possible).

In the instance that the applicant self-declares learning difficulties, even where they have completed studies at a Diploma level or higher, the Enrolment Officer of Niche (or its TPO) will then provide suitable students with an LLN Assessment via the online BKSBLN Assessment Portal.

5. The completed LLN test together with the Pre Enrolment Interview documentation will form the basis to determine:
- If the student meets the required level of skills for entry into their chosen course, as per training package and Niche curriculum requirements and Niche's Training and Assessment Strategy (TAS)
  - If there are any individual or LLN needs that will need to be catered for by Niche and its staff members, during delivery and assessment of the program
  - If the applicant has disclosed any special needs, such as a disability or learning difficulty, this information is provided to the campus Academic Leader for review in relation to additional resource needed, reasonable adjustment and special consideration.
  - If Niche (or its TPO) is able to provide the support needed by the student, the Assessor will document this on a Student Support Strategy and provide all relevant information for the trainer assessor responsible for the delivery of the program, to follow.

## **Enrolment Process (Domestic Students)**

1. Students who are deemed suitable and have the appropriate level of Language, Literacy and Numeracy (LLN) skills will be provided with an Enrolment pack to complete for their course of choice.



This enrolment pack typically includes:

- an Enrolment Contract which will need to be signed by the student and will become the written agreement;
    - showing details of the campus location, VET course, Course fees, Additional/Incidental Costs,
    - confirmation of Terms and Conditions and links to Policy and Procedures, including the Cancellation and Refund Policy and Procedure, and a plain English explanation of what happens in the event of a VET course of study not being delivered;
    - Students under the age of 18 will require a parent or guardian to counter sign the Enrolment Contract.
  - Upon receipt of an Enrolment Contract a Confirmation of Enrolment document is provided,
    - confirming course name and course code, study start dates, end dates, and date of orientation;
    - any other information documents that may apply to the course enrolment including attendance days and class times
  - The Enrolment Officer will then book the student into the chosen / next available course orientation which is their first class.
2. When all Enrolment documentation is completed satisfactorily and the applicant has been assessed as being suitable for entry into their VET course of choice, all Enrolment records are passed to Administration team.
3. All enrolment documentation & checklists will be passed on to Niche's Enrolment Officer and Administration Team who will:
- Check completed forms for accuracy and completeness of information
  - Counter sign and date the enrolment form as received
  - Collate application information and confirms that the student meets the pre-requisites for the desired course.
  - Request from the Student Identifiers Registrar to verify the Unique Student Identifier (USI) submitted by the student ensuring that this is in fact the USI of that student.
  - Post or Email the invoice/receipts to students
  - Create the course folder and the individual student hard copy files
  - Place the enrolment forms with copies of receipts in the Student hard-copy file and store this in a lockable cabinet until scanned and filed electronically on the Student Management System (SMS)
  - Record all student AVETMISS details and enrol students into the relevant course in the SMS, Axcelerate.
  - Where individual students require additional support, the Required Student Support Strategy will be provided to the relevant trainer assessor(s)

## RPL

1. If the applicant has requested for Recognition of Prior Learning (RPL), the application and the relevant Student Kit will be forwarded to the student for completion in accordance with the RPL Policy and Procedure.

## APPLICATION FOR VET STUDENT LOAN (Eligible Students Only)

1. Process for the application of VET Student Loans is provided to Eligible Students through the [VET Student Loans Information for Students Applying for VET Student Loans – 2017 document](#).

2. To establish student eligibility for VET Student Loans the student must supply proof of either:

### **Australian Citizenship**

- a) Australian Passport. *If the student does not have an Australian Passport, then*
- b) Australian Citizenship Certificate. *If the student does not have an Australian Citizenship Certificate, then*
- c) Australian Birth Certificate. If a student was born after 20 August 1986:
  - i. The student's Australian birth certificate must evidence that at least one parent was born in Australia
  - ii. If neither parent was born in Australia, then the student must provide:
    1. Australian Citizenship Certificate of at least one parent that evidences that the parent was an Australian Citizen at the date of birth of the student.
- d) If the student cannot provide any of the above evidence the student may apply for evidence of Australian Citizenship from the Department of Immigration and Border Protection (DIBP) by completing a form 119 Application for evidence of Australian Citizenship.

### **A Holder of a Permanent Humanitarian Visa who is usually resident in Australia**

- a) A copy of their Permanent Humanitarian Visa

Niche will check with DIBP via vevo to confirm the class of visa held by the student and to make a determination as to whether the student is usually a resident of Australia and will be a resident of Australia for the duration for their course. Any time spent outside of Australia will be disregarded if the student cannot be reasonably regarded as indicating an intent to reside outside Australia for the duration of the course or the student is required to leave Australia to complete the requirements of the course.

### **Qualifying New Zealand Resident**

- a) A copy of their Special Category Visa

Niche will check with DIBP via vevo to confirm the class of visa held by the student and to make a determination as to whether the student:

- Has usually been resident in Australia for at least 10 years
- Was a dependent child under 18 years of age when they first were usually resident in Australia
- Has been in Australia for periods totaling 8 years during the previous 10 years and
- Has been in Australia for periods totaling 18 months during the previous 2 years.

3. An Electronic Commonwealth Assistance Form (eCAF) for VET Student Loan is sent to the student no earlier than 48 hours after receiving signed contract. Where a student is under 18 years of age:
  - the student is provided with a Request for a VET Student Loan Parental Consent form. Their 'responsible parent' must agree to and sign the student's request for VET Student Loan. [OR](#)
  - The student may not require a responsible parent signature where they are independent by providing evidence of the receipt of youth allowance.

The eCAF assists in capturing evidence of a student's tax file number. If the student has applied for, but has not received, a tax file number, the student must attach a certificate from the Commissioner that the student has applied for a tax file number.

## INVOICING / VET STUDENT LOAN

1. Once payment is received; or payment plan is set up; or VET Student Loan established, enrolments can be finalised.
2. Once the student's enrolment is finalised, the student is provided with online access to the student portal or class.

## Enrollment Processes (CRICOS Students – Niche only)

The Enrollment of Overseas or CRICOS students is only Direct with Niche and not with TPOs and requires the following modifications to the above Processes

### Application Process

1. Niche Enrolment Officer will provide Overseas students with the following additional documents
  - Overseas Student Application Form
  - CRICOS Course Prospectus or Brochure
  - Conditions of Enrolments
  - Code of Conduct / Student Handbook
  - Overseas Student – Important Information document
  - Student Withdrawal and Refund Policy (International Students)
  - ESOS Framework
  - Fact Sheet – Overseas Health Cover
  - Tuition Protection Scheme ('TPS') Brochure
2. Student must supply with Application:
  - Certified Copies of Proof of English competency or IELTS score
  - Certified true copy of valid Passport
  - 2 x passport sized photos
  - Must be 18 years of age or older

### Pre Enrolment Process

1. Niche Enrolment Officer will provide:
  - Overseas Student Enrolment Contract
  - Code of Conduct / Student Handbook
  - Refund Policy
  - Condition of Enrolment

### Enrolment Process

1. Student must provide
  - Signed Overseas Student Enrolment Contract
  - Signed Refund Policy
  - Signed Code of Conduct
  - Signed Conditions of Enrolment

2. Once the documents have been reviewed a pre-enrolment phone interview will be arranged. If student is successful a Letter of Offer is issued and Acceptance Procedure provided.
3. Student must provide
  - Signed copy of Reply Form
  - Provide copy of OSHC purchased for duration of course
4. Upon receipt of the documents and admin fee, a Confirmation of Enrolment (CoE) can be issued through PRISMS and a copy of CoE is provided to student to apply for their student visa.

## **ORIENTATION / START OF TUITION**

1. An orientation day is held prior to the first class for all students, regardless of whether they are enrolling with a division or TPO of Niche.
  - During the orientation day, all students are required to sign the Student Induction Checklist, confirming:
    - Class schedule
    - Personal Presentation requirements
    - Code of Conduct
    - Uniform

## **6. Statutory and Regulatory Compliance**

The following Standards, Legislative Requirements and Contractual Obligations are relevant to this policy and procedure:

- National Vocational Education and Training Regulator Act 2011.
- Standards for RTOs 2015
  - Clause 1.7
  - Clause 5.1
  - Clause 5.2
  - Clause 5.3
- High Education Support Act (HESA) 2003 (Cth)
- Higher Education Support Amendment (VET FEE-HELP Reform) Act 2015;
- VET Student Loans Act 2016
  - VET Student Loans Rules 2016
- Privacy Act (1988)
- Australian Privacy Principles (APP) as outlined in the Privacy Amendment (Enhancing Privacy Protection) Act 2012 (C'With),
- Australian Consumer Law (ACL)
- National Code under the Education Services for Overseas Students Act 2000 (Commonwealth);
- National Code 2007 Disability Discrimination Act 1992, Available at URL:
  - <https://www.comlaw.gov.au/Details/C2015C00252>
- Disability Standards for Education 2005 (Plus Guidance Notes), Available at URL:
  - <https://education.gov.au/disability-standards-education>
- ESOS Act 2000

## 7. Related Policies and Procedures

- Application Form
- Pre-Enrolment Interview Checklist
- Enrolment Contract
- Student Handbook
- LLN Assessment
- Student Support Services Policy and Procedure
- Monitoring Student Progress and Intervention Process

## 8. Publication

This Student Recruitment and Enrolment Policy and Procedure will be made available to Students through publication on the website [www.nicheducation.com.au](http://www.nicheducation.com.au) and will also be available in the student handbook and from the Niche reception.

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