

## 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), and
- all current TPOs who advertise, market deliver and assess on behalf of Niche Education.

The purpose of this policy and procedure is to ensure a consistent approach to the recruitment and enrolment of each individual learner is taken, including understanding, and determining the individual needs of each learner prior to enrolment, regardless of whether the learner is seeking enrolment with one of the divisions of Niche, or with one of its TPOs.

## 2. Definitions

For the purposes of this document the following applies:

**BKSB LLN Assessment Portal** – Is the approved LLN Assessment tool used by Niche Education.

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

**RTO** - Registered Training Organisation

**Student** - refers to a person enrolled or seeking to enrol in any course or unit of study. A student can be either a domestic or overseas student. For the purpose of 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 whether delivered directly or through a TPO.

**Language, Literacy & Numeracy (LLN)** - 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.

**VET** - Vocational Education and Training

## 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 to:

- Recruit and Enrol students
- Ensure staff 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 student's overall treatment.

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

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

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

Offers for enrolment are made on a conditional basis; if the applicant does not fulfil these condition(s), he/she may not be provided the opportunity to enrol.

In instances where a student does not meet the eligibility requirements for a course, staff will provide and suggest (where possible) alternative courses or delivery options.

## 5. Recruitment and Enrolment Procedures



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## Advertising & Marketing

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

All prospective students will be provided with information regarding their possible study options in alignment with the Advertising, Marketing & Website Policy and Procedure and including:

- the requirements for acceptance into a course, including academic suitability, educational qualifications, or work experience
- the course duration, including content, modes of study and assessment methods
- tuition and incidental fees including payment terms, deposits, and refunds
- 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 and advice that students who do not meet eligibility requirements will not be approved for VET Student loans.
- campus locations and a general description of facilities, equipment, and learning and support resources available to students
- requirements for satisfactory academic progress
- any work placement arrangements
- learners' obligations such as specialised resource requirements
- information in relation to the issuance of the AQF certification documentation, and
- information regarding any third-party arrangements

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

All relevant Policies and Procedures, including those relating to Complaints and Appeals is made available on the website.

## Enquiry & Application

The Enquiries Team and Enrolment Officers manage student enquiries in relation to application and enrolment. Enquiries may be received in different ways including via phone call, online, walk in, or email.

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

- Reference to the Niche website for more information about the chosen course
- Course prospectus or brochure
- Reference to documentation relating to studying with Niche, including Student Handbooks and Guides and Policies and Procedures
- Payment options and related information
- Details of the application process, and
- Explanations on the Pre-Training Meeting, LLN process and the completion of required documents / forms.

All applicants are required to complete an Application Form, either online or in hard copy and will be provided with a copy or be directed to the Niche website if they have not already done so.

Applications should be submitted with the requested supporting evidence relating to the eligibility for enrolment.

- Certified copies (where appropriate) may be requested for but not necessarily be limited to Birth Certificates, Passports, Certificates of Citizenship, Marriage Certificate, pre-requisite qualifications, High School Completion Certificates, or Academic Transcripts.
- Niche may determine that sighting original copies of the above documents is adequate. Notations will be made where originals have been sighted.

Once received, applications are initially assessed for suitability based on the published entry requirements and if required the student may be asked to complete additional steps such as the LLN Assessment process or provide additional information. Suitable candidates are progressed to the Pre-Enrolment stage.

## Pre-Enrolment Process

All students are required to attend a pre-enrolment meeting, which includes a discovery conversation and is used to support determination of enrolment suitability and as an opportunity to provide or confirm understanding of pre-enrolment information. This is regardless of whether the student is enrolling directly through a brand of Niche, or through one of its TPOs.

Conversation includes topics such as:

- 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
- Possibility for RPL or Credit Transfer
- Their interests and abilities
- Their reason(s) for seeking admission into the VET course of study
- Their educational and work history

Pre-Enrolment Meetings are held in person or over a web-meeting platform where the student is required to have access to a camera. These meetings may be completed in a group providing that the students do not fall into any of the following categories:

- English as a second language
- International Student
- Under 18
- Disclosed barrier to learning (e.g. disability or learning difficulty)
- Will be attending an on-campus course

Where students do fall into the above categories an individual pre-enrolment meeting will be held.

Students can request an individual meeting if they feel it would better suit their needs. Additionally, if during or at the end of the group Pre-Enrolment Meeting the student would like to continue the conversation on an individual basis that option is provided.

If during the Pre-Enrolment Meeting the staff member feels an individual's eligibility to enrol has not been adequately addressed an additional individual meeting will be arranged.

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

Student responses are recorded in the Pre-Enrolment Meeting Form. Using this information, the Enrolment Officer will finalise the assessment of suitability for admission.

If the student is deemed suitable to undertake their course of choice, the Enrolment Officer will provide and confirm the following information:

- Industry and placement expectations/requirements (e.g. Police check, WWCC)
- course content and duration, mode of study, assessment methods, fees applicable and payment terms
- Eligibility for funding under government schemes or programs and the impact enrolment into a funded course may have in further funded study (where applicable).
- location and general description of facilities, equipment, learning and support resources available
- Requirements for satisfactory academic progress and attendance, and
- Relevant policies and procedures include Complaints and Appeals

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

- 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)

Students who are deemed not suitable to proceed with their course of choice, will be advised in writing and 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).

### Academic Suitability

During the application and pre-enrolment process, the academic suitability of the student is assessed and includes consideration of the provision one or more of the following:

1. evidence of a Senior Secondary Certificate of Education for the completion of year 12,
2. proof of assessment displaying competence at or above exit ACSF level 3 in both reading and numeracy.  
***This assessment is made via the online BKSB LLN Assessment Portal.  
Niche requires this process is completed with honesty and integrity.***
3. a copy of a certificate for successfully completing a qualification at level 4 or above in the AQF framework delivered in English.

The provision of one item from the above list does not preclude the requirement of another. For example, a student who provides a Senior Secondary Certificate of Education may also be required to complete an LLN assessment to demonstrate academic suitability.

Interactions with the student will also be considered in relation to academic suitability, such as their engagement with staff and use of LLN skills while completing forms and processes.

In the instance that the applicant has self-declared learning difficulties, even where they have completed studies at a Diploma level or higher, the Enrolment Officer may provide suitable students with an LLN assessment. A Student Support Plan will also be required for these students.

See **Appendix 2** below for instructions on booking and completing LLN Assessments. This ensures that all processes are conducted with honesty and integrity.

The results of a Student's academic suitability assessment will be reported to the student as soon as practicable after the assessment. The results of the LLN assessment undertaken will be reported to the student by the tool immediately upon completion. Results will be reported to the Secretary in the form, manner and time requested.

## Student Support

If during the application and pre-enrolment process a student has either self-identified or been determined through interview as needing additional support a Student Support Plan is to be developed prior to confirmation of enrolment.

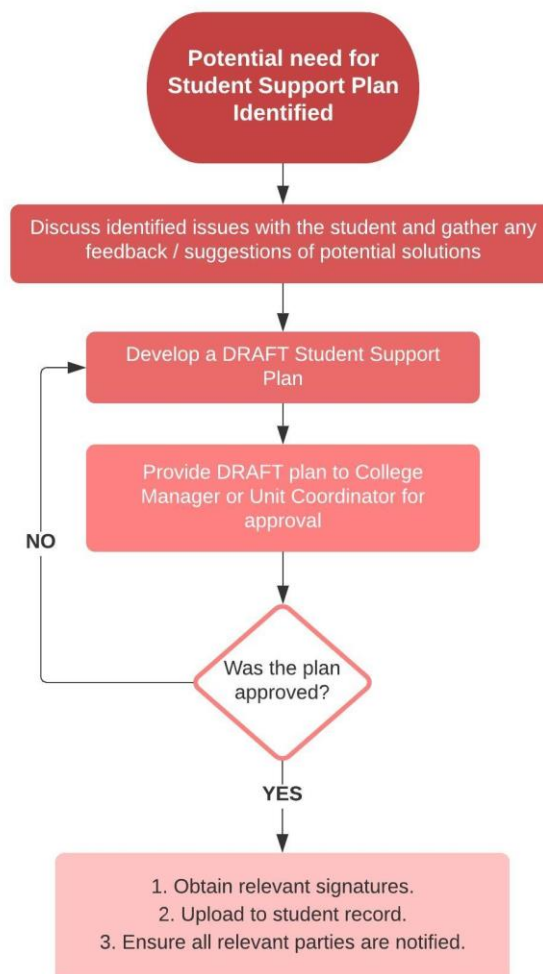
This Student Support Plan will ensure that any adjustments or additional assistance required by the student to undertake the course has been considered and agreed to by both the college and the student.

A copy of the Student Support Plan will be saved in the student file and provided to the College Manager to enable distribution to Trainers and Assessors associated with the individuals course of study.

Where a support need has been identified an enrolment can not be completed until the plan has been agreed.

## RPL & Credit

If during application and pre-enrolment processes the student has requested Recognition of Prior Learning (RPL) or Credit Transfer (CT), the application and the relevant tools will be forwarded to the student for completion in accordance with the RPL Policy and Procedure and / or Credit Transfer Policy and Procedure.



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## Enrolment

Students who are deemed suitable will be provided with an Enrolment Pack.

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.

All enrolment documentation and checklists will be passed on to the 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
- Post or Email the invoice/receipts to students
- Create the course folder and the individual student hard copy files
- Place any hard copies of enrolment forms with any supporting documents in a secure location until scanned and filed electronically on the Student Management System (SMS). Once scanned into SMS hard copy records can be securely disposed of.
- Record all student AVETMISS details and enrol students into the relevant course in the SMS.
- Where a Student Support Plan has been approved upload to the SMS and communicate to the relevant staff

### Re-enrolling as part of a course

A student may apply to re-enrol into a course or part of a course that they had previously withdrawn from by emailing the enrolment department and completing an Application for Re-enrolment Form. The enrolment officer will:

- review the application and the original enrolment documents
- request any new information (if required)
- organise for the student to attend a re-enrolment interview
- The enrolment officer may require the student to execute a new enrolment contract dependent on the time since the student originally withdrew from their studies
- If successful, organise for the student to start in the next available intake (in consultation with the student) and organise the payment of any further tuition fees

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## Application for VET Student Loan (Eligible students only)

Process for the application of VET Student Loans is provided to Eligible Students through the [VET Student Loans information booklet](#).

Students must be deemed Academically Suitable during the pre-enrolment process to be eligible for Vet Student Loans.

Students who do not meet eligibility requirements will not be approved for a VET Student Loan.

To confirm student eligibility for VET Student Loans the student must supply proof of either:

### 1. 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 Home Affairs by completing a form 119 Application for evidence of Australian Citizenship.

### 2. 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.

### 3. 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 totalling 8 years during the previous 10 years and
- Has been in Australia for periods totalling 18 months during the previous 2 years.



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.

Niche will collect and verify all evidence, documents and information supplied by the student to support their application for a VET Student Loan including:

- Student's identity
- Student's date of birth
- If a student is under 18:
  - One of the signatories to the application is a responsible parent of the student or
  - The student has received youth allowance (within the meaning of the Social Security Act 1991) on the basis that the student is independent (within the meaning of Part 2.11 of that Act)
- Student meets the requirements of Section 11 of the VSL Act and all Eligibility Criteria for a VET Student Loan
- If the student has applied for, but not been issued with, a tax file number – a certificate from the Commissioner that the student has applied for a tax file number.

### Invoicing / Payment

Once payment is received, payment plan is set, or VET Student Loan established, enrolments can be finalised.

Once the student's enrolment is finalised, the student is provided with online access to the student portal.

### Enrolling Students as a Replacement Provider

Tuition assurance protects students in the event a course provided by an approved VSL provider ceases to be provided after it starts but before it is completed. Affected students are offered a replacement course with another provider and where this is not possible, the students' VETSL balance for the affected part of the course will be re-credited.

Where Niche enrolls students as the replacement provider: Niche will:

- grant course credits for parts of the original course successfully completed by the student, as evidence by a statement of attainment issued in accordance with the Australian Qualifications Framework provided by the original Provider
- not charge tuition fees for a replacement component of the replacement course.

### **International Students (CRICOS)**

The enrolment of International students is only possible directly with Niche and not with TPOs and requires the following modifications to the process used for domestic students:

## Application

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 or Guides
- Overseas Student – Important Information document
- Student Withdrawal and Refund Policy (International Students)
- ESOS Framework
- Fact Sheet – Overseas Health Cover
- Tuition Protection Scheme ('TPS') Brochure

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

Niche Enrolment Officer will provide:

- Overseas Student Enrolment Contract
- Code of Conduct / Student Handbook or Guides
- Refund Policy
- Condition of Enrolment

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.

Student must provide

- Signed copy of Reply Form
- Provide copy of OSHC purchased for duration of course

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.

## Enrolment

Student must provide

- Signed Overseas Student Enrolment Contract
- Signed Refund Policy
- Signed Code of Conduct
- Signed Conditions of Enrolment

## **Orientation & Commencement**

An orientation day is held prior to the first class for all students, this is the first official day of the course.

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. Record Keeping and Monitoring

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.

Regular review, in alignment with the internal compliance schedule will be made to determine the activities outlined in the Policy and Procedure are being upheld and reasonably carried out.

## 7. 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

## 8. Supporting Documents and Systems

- Application Form
- Pre-Enrolment Meeting Checklist
- Enrolment Contract
- Student Handbook / Guide
- BKSB LLN Assessment System
- Student Support Services Policy and Procedure
- Student Support Plan
- Monitoring Student Progress and Intervention Process
- Recognition of Prior Learning (RPL) Policy and Procedure
- Credit Transfer Policy and Procedure
- Advertising, Marketing and Website Policy and Procedure

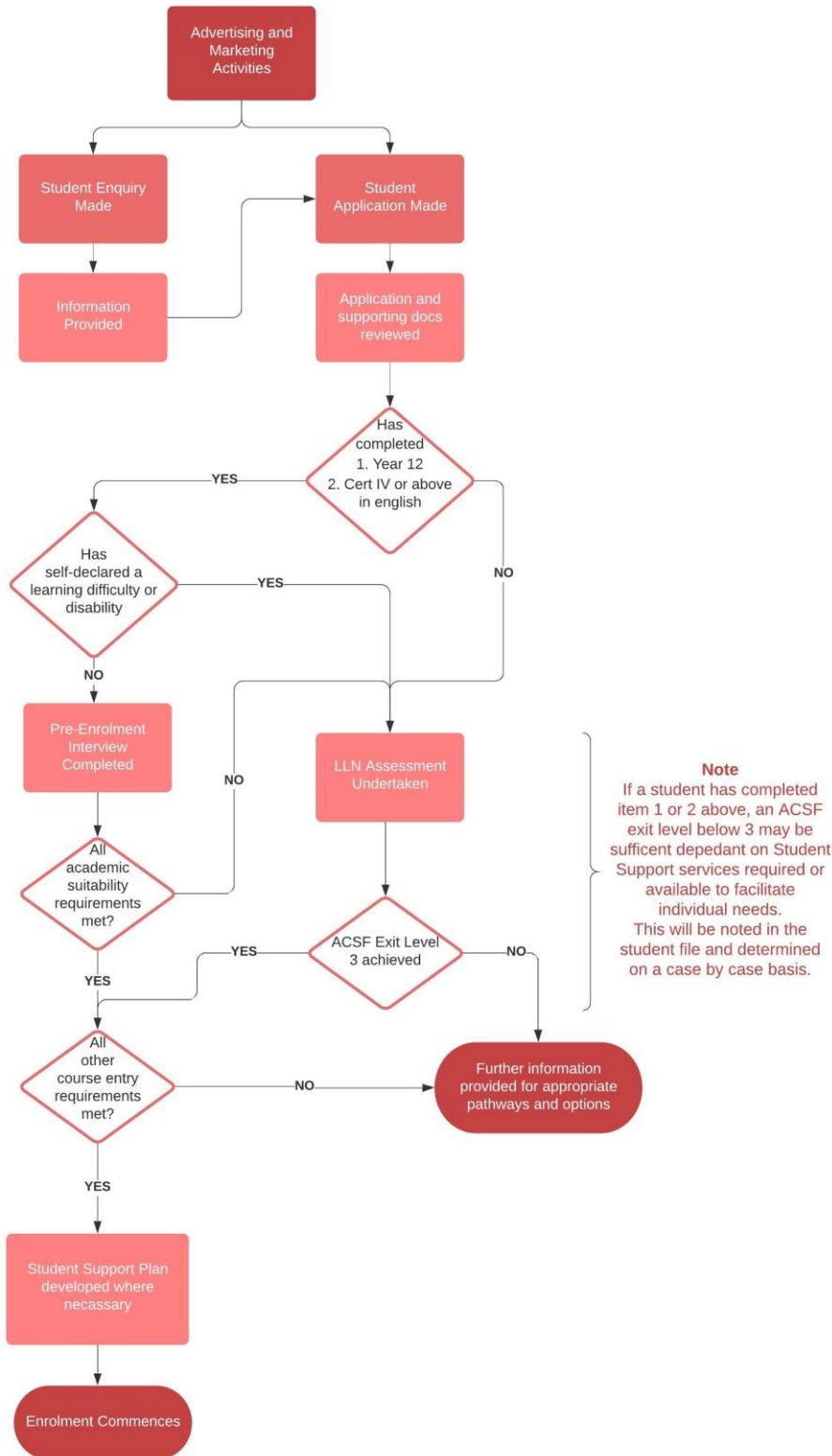
## 9. Publication

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

## 10. Version Control

Version:	4.2	Date	30/06/2022
Author	Harmony Thuresson	Role	Compliance Manager
Approved by:	Simon Ross	Position	Chief Financial Officer/ Chief Compliance Officer

## Recruitment and Enrolment Flow Chart



## Steps for Conducting LLN Assessment

All LLN Assessments will be conducted in a live environment where participation can be monitored to ensure that the process is conducted with honesty and integrity.

Where it is not possible, either due to student availability or RTO availability to perform the assessment in person a virtual environment will be provided.

All LLN Assessments should be scheduled for no longer than 2.5 hours. If the student has not been able to complete the assessment in this time frame, then one more appointment may be scheduled.

**NOTE** – Reasonable actions are to be taken in relation to extending the scheduled LLN booking. E.g. where an individual may require a short amount of additional time to complete a few final questions. Up to 30 minutes.

Students will not receive more than two bookings to complete their LLN Assessment for any individual enrolment. Where the enrolment is disbanded and recommenced later, students may receive further bookings.

Enrolment staff will:

1. Send the student a notification via email that completion of an LLN Assessment is required
  - a. This may be prior to their Pre-Enrolment interview, or
  - b. After the completion of the Pre-Enrolment interview
2. Complete the steps required to give student access to the LLN Assessment Portal.
3. Provide options for available dates for the assessment to take place.
4. Schedule the preferred date / time with the student either by email or phone call
  - i. When providing information about a “virtual” appointment the student is to be made aware that they will need to provide their own computer (with access to a microphone and camera) and must have access to the internet. The student should schedule their appointment for a time when they can be uninterrupted for the full allocated timeframe (or until the assessment is completed) as interruptions may deem the assessment invalid and require re-sitting.
5. Student to attend booking and complete the assessment.
6. At the scheduled time students are to either:

### IN PERSON

*This may not always be available in the student's location.*

- a. Attend the RTO nominated site
- b. Provide photo identification (matching what was supplied at application)
- c. Use a computer supplied either by the RTO or themselves
- d. Log in with the personal invitation link to the LLN Assessment Portal
- e. Complete the LLN Assessment

### VIRTUAL ENVIRONMENT

- a. Use their own supplied computer with access to a microphone and camera
- b. Connect to the internet
- c. Click on the meeting link previously provided by the RTO via email (this may have been through a calendar invite)
- d. Provide photo identification (matching what was supplied at application)
  - i. This is to be held up to the camera to be verified by the RTO staff member
- e. Once authenticity is confirmed log in to the LLN Assessment Portal.

f. Complete the LLN Assessment

**NOTE** – the student is to keep their camera and microphone on (not muted) for the duration of the LLN Assessment to ensure authenticity of activity.

The enrolment staff member who is monitoring the process does not have to have their camera or microphone on during the process. They may choose to mute the sound from the student unless they suspect activity which requires the microphone to be active.

On completion of the LLN Assessment students will immediately receive, via email, the results of their attempt. This is provided directly from the LLN Assessment System. Results will also be immediately provided to the RTO and will be compiled into the student file for suitability assessment. Students will be made aware of their overall academic and course suitability as soon as viable.

If a student exit level is not sufficient during this process and a further attempt is deemed necessary, it is encouraged that the student is not re-assessed within 3 months to allow them time to work on improving skills. Functions to support this are provided in the BSKB system. If a re-assessment within 3 months is approved, it would be due to an external factor impacting the student at the time of assessment (e.g. connectivity issues, mis-understanding of the process, interruption from an external party) a notation should be made in the student management system.