

Student Enrolment & Induction Policy

Purpose and Legislative Background

As required under Clause 5.1 to 5.3 of SRT0 2015

Clause 5.1

Prior to enrolment or the commencement of training and assessment, whichever comes first, this policy will provide details on how HILTON ACADEMY provides advice to the prospective learner about the training product appropriate to meeting the learner's needs, taking into account the individual's existing skills and competencies.

Clause 5.2

Prior to enrolment or the commencement of training and assessment, whichever comes first, this policy demonstrates how HILTON ACADEMY provides, in print or through referral to an electronic copy, current and accurate information that enables the learner to make informed decisions about undertaking training with HILTON ACADEMY and at a minimum includes the following content:

- 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
 - name and contact details of any third party that will provide training and/or assessment, and related educational and support services to the learner on the RTO's behalf
 - any work placement arrangements.
- the RTO's obligations to the learner, including that the RTO is responsible for the quality of the training and assessment in compliance with these Standards, and for the issuance of the AQF [Australian Qualifications Framework] certification documentation
- the learner's rights, including:
 - details of the RTO's complaints and appeals process required by Standard 6
 - 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.
- the learner's obligations:
 - any requirements the RTO requires the learner to meet to enter and successfully complete their chosen training product
 - any materials and equipment that the learner must provide

Clause 5.3

This policy will also provide details of the process followed by HILTON ACADEMY where college collects fees from the individual learner, either directly or through a third party, the college provides or directs the learner to information prior to enrolment or the commencement of training and assessment, whichever comes first, specifying:

all relevant fee information including:

- fees that must be paid to the college
- payment terms and conditions including deposits and refunds.
- the learner's rights as a consumer, including but not limited to any statutory cooling-off period, if one

applies

- the learner's right to obtain a refund for services not provided by the RTO in the event the:
- arrangement is terminated early
- the RTO fails to provide the agreed services.

At HILTON ACADEMY we understand and acknowledge that as Registered provider we must:

- Provide clear information to prospective students to enable them to decide if HILTON ACADEMY and chosen course is suitable for them, based on their existing skills and knowledge and any specific needs.
- As required by clause 1.7, we will identify any support an individual student needs through pre-enrolment or pre-training checks.
- Before enrolment or commencement of training or assessment activities (Note that in this context, assessment includes the collection or analysis of evidence for recognition of prior learning (RPL) activities.), we will provide clear information to students.

Scope

This policy is applicable to all current & prospective students and staff of HILTON ACADEMY. It will also impact other third party contractors for example Agents to ensure timely and accurate information is provided to students at all times.

All staff at HILTON ACADEMY is responsible for adherence to this policy.

Policy

Admission Requirements for qualifications on HILTON ACADEMY's scope of registration are provided via the HILTON ACADEMY website, student handbook and course flyer.

A pre-enrolment assessment will be conducted to determine your current competency, LLN Skills, and/or vocational experience, as well as your expectations from this course, and to identify any support you may need.

Notification of Entry Requirement

Students must be informed about Initial Skills assessment during the initial stages of their expression of interest. Course entry requirements information will be provided via the HILTON ACADEMY website, student handbook and course flyer. In addition to this, Agents will be advised of student entry requirements on a regular basis by way of emails and other written notification.

Assessing Student's Qualifications, Experience and English Proficiency Procedure

HILTON ACADEMY has a procedure to assess whether the student's qualifications, experience and English language proficiency is appropriate for the course in which they wish to enrol, so as to ensure the student has the ability to complete the qualification.

The steps in the process are as follows:

- The agent or a representative from HILTON ACADEMY must conduct Initial Skills Assessment (Pre-Training Review) of the students either face to face or at representatives office or on phone when internet is not accessible to the student. This Initial Skills assessment (Pre-Training Review) helps to check if the student's qualifications, experience and English proficiency are suitable for the chosen course. This Initial Skills assessment (Pre-Training Review) will be retained on student records.
- All enrolment applications and supporting documents are received and assessed by Administration

Manager.

Enrolment applications are only accepted with appropriate supporting documentation. All overseas students are required to submit the following with their application form:

- an authorised copy of their visa
- evidence of English proficiency evidenced by a recognised English Language testing score as per the admissions requirements
- any other supporting information such as previously attained qualifications.
- Result of Initial Skills assessment ((Pre-Training Review)

All above documents will be retained on student file as per the Documents Management Policy of HILTON ACADEMY.

Enrolment / Induction Procedure

Step 1 – Find a course

[Search for a course](#) that interests you.

Each course description will tell you its specific details of the course like intake available, duration of the course, structure of the course, campus and how to apply as an international student and what the course entry requirements are.

Step 2 – Check the entry requirement

Check on HILTON ACADEMY website that you qualify for the program's entry requirements including:

- English language requirements
- Academic entry requirements
- Pre-requisites

If you have further enquiries, please feel free to contact us.

Step 3 – Collect required documents

To avoid delays in admission processing, submit a complete set of supporting documents including:

- Passport
- Certified copies of academic transcripts (not required for currently enrolled students applying to another program in HILTON ACADEMY)
- Certified copies of all graduation certificates in both the original language and English (not required for currently enrolled students applying to another program in HILTON ACADEMY)
- Evidence of English language proficiency or Australian qualification held if applicable
- Any other information or documents that are specified in the usual course entry requirements (this may involve a recent portfolio of your work, resume or interview)
- If you are in Australia on a student visa, please provide evidence of your current course enrolments

Please note that documents submitted will not be returned.

What are certified documents?

A certified copy is a copy of an original document verified to be a true copy by an authorised witness. The person certifying the photocopy must sight the original document and include the following details on all pages that contain information:

- Stamp or write, 'This is a true copy of the document sighted by me'
- Sign, date and provide contact details (name, address and telephone number)
- The official stamp or seal of their organisation or their profession and organisation name.

Who can certify my documents?

- HILTON ACADEMY staff
- Notary of the Public
- [Authorised Education Agents](#)

Who can translate my documents?

[NAATI](#) accredited translator

Step 4 – Submit your application

Complete the [International Student Application Form](#) with all the required documents and submit to our International Office:

You can also talk to [an authorised Education Agent](#) in your home country who can offer you advice about studies at HILTON ACADEMY and assistance in applying for both your course and your student visa.

You will need the following supporting documents:

If you are applying from outside Australia, you will also need to complete:

- a) International Student Statement of Purpose (SOP) Genuine Student (GS)

The information you provide on SOP is used to assess your admission against [Department of Home Affairs Genuine Temporary Entrant and Genuine Student criteria](#).

There is no fee charged for submission of an application.

Step 5.1– Receive pre-training review for Initial skills assessment

Once you submit a complete application with all certified supporting documents, you are required to complete Pre-Training Review Form. This is to assess your existing knowledge and skills to determine the suitability to the training product prior to issuance of Offer Letter. Offshore students will participate the interview via videoconferencing or teleconferencing. This process is to confirm that all students who apply for admission to HILTON ACADEMY are fully informed before making decisions about their training. We understand that if the students are not fully informed about the suitability of their course to their career plans and future; this lack of information can have a significant impact on students—increasing the potential for them to drop out of the course and/or suffer financial loss.

Step 5.2 – Complete the Foundation Skills Assessment (LLN test)

This is a diagnostic process to identify if prospective student requires LLN support. This LLN test must be taken by every student either during the process of enrolment or on orientation day. Applicants without the required IELTS or equivalent evidence to prove that they have met the English proficiency requirement may be required to undertake the Language Literacy and Numeracy (LLN) test to achieve a result of ACSF level 3 to be admitted to the course applied for.

Step 5.3 – Receive Letter of Offer/Acceptance Agreement

Our application will be assessed in line with HILTON ACADEMY policies and procedures.

If your application is successful, you will receive a Letter of Offer/Acceptance Agreement.

Courses that require interview, assessment, or where credit assessment is requested often take longer than other programs.

If your application is unsuccessful, you will receive notification explaining the reasons.

Step 6— Accept your Letter of Offer/Acceptance Agreement and make payment

This is the final stage for applicant to understand and agree to all terms and conditions of the LOO

You can accept your offer by following the instructions in your Letter of Offer.

Fees will not be accepted until HILTON ACADEMY has received the signed copy of the Acceptance Agreement and all conditions on Letter of Offer have been met.

If you do not accept by the expiry date stated on the Letter of Offer, or wish to defer your offer to a different intake, HILTON ACADEMY will cancel your offer and you will need to make a new application.

The Letter of Offer/Acceptance Agreement is the contract between HILTON ACADEMY and you. Please read all details carefully and ensure you understand before signing and returning **with the payment specified**

In some cases the Letter of Offer/Acceptance Agreement will state conditions that must be met prior to submitting payment and accepting your offer.

Step 7 – Receive Confirmation of Enrolment

Soon after HILTON ACADEMY receives your Acceptance Agreement signed by you, confirms that you have met any outstanding conditions on your Letter of Offer and received tuition fee deposit and payment for Overseas Student Health Cover (if the OSHC is arranged by HILTON ACADEMY on your behalf), you will be issued with a Confirmation of Enrolment (eCoE).

An eCoE is an official document that is issued by HILTON ACADEMY and used by the Australian Government.

It records exactly what you are studying, including the start and end dates expected for each program, any fees paid and total fees required.

You must have a valid eCoE while studying on a student visa in Australia.

Step 8 – Apply for and understand your visa

Visa arrangements may take anywhere from a few weeks to 6 months to finalise depending on the assessment level of your country and other requirements set out by the Australian Department of Home Affairs. Start the application process as soon as possible!

You must include in your visa application

- Copy of eCoE
- Copy of Statement of Purpose
- Be prepared to show evidence of access to funds to cover first 12 months in Australia
- Be prepared to answer questions about your knowledge of HILTON ACADEMY, the course you intend to study, and how it will benefit your future career ambitions outside of Australia and that you have a genuine intentions to remain in Australia temporarily

Step 9 – Prepare for arrival into Australia

Understand what to expect when clearing customs and what not to bring.

Scan and make copies for your important documents, such as passport, COE, academic transcripts, reference letters that may assist in gaining a part time job.

Step 10 – Book accommodation and airport pick-up

The student is also required to arrange their travel and temporary accommodation for their initial period in Australia (until permanent accommodation can be established). Once these arrangements have been made, the

student is requested to notify the HILTON ACADEMY of the following:

- Confirmation of Student Visa (subclass 500)
- Confirmation of temporary accommodation including address, Confirmation of travel booking and the planned arrival time, carrier, airport, etc.
- phone number
- Contact details on arrival in Australia (must include a mobile phone where possible)

This information is to be provided in the HILTON ACADEMY **Student Visa/ Travel/ Accommodation Confirmation Form** and submitted to agent or directly by mail or email to:

Administration Manager:

info@hilton.edu.au
HILTON ACADEMY

Step 11 – Attend International Student Orientation

Make a successful transition to life and study at HILTON ACADEMY, find out about services available and make some new friends by attending **compulsory** Orientation for International Students

You will also receive details of where and when your course specific orientation and enrolment will take place.

Step 12 – Create your Unique Student Identifier (USI)

You will need your passport for this, and to progress to Step 12, you will need a USI

See **USI Student Video** for details on how to apply, and complete

Step 13 – Complete course specific enrolment at the Orientation

- Complete your **LLN assessment** at the time of Orientation prior to commencement of your chosen course (if the student has not yet taken the LLN test during the enrolment process). This LLN assessment will help the HILTON ACADEMY to assess any additional academic support required for you to study and complete your course successfully at HILTON ACADEMY. This assessment will be conducted online and will take approximately 60 Mins to complete. You will be assisted by designated staff.
- Academic team will also assist you to complete the personal details and getting your **Training Plan** on the Orientation Day.

Step 14 – Come to class!

The student is notified of the course commencement details at the point of confirmation of enrolment. On arrival at HILTON ACADEMY (usually 9:00am on the first day of the course), the student will participate in an induction program. It is critical that the student's personal details are confirmed including the following:

- Accommodation details
- Contact details – mobile phone number and email address
- Next of kin details
- Overseas Student Health Cover (OSHC)
- Individual needs
- USI requirements

On the day of commencement

On the day of the first scheduled training the nominated trainer is required to:

- engage with students identified as requiring support services during the enrolment interview. Support services are to be negotiated with the student and put in place before the commencement of the training program.
- record the attendance of students and report any non-attendance to administration to enable a follow-up phone call/email to be made.
- Provide student with Student Training Plan / Delivery and Assessment Schedule

Provision of pre-enrolment Information to students

The Standards for Registered Training Organisations under Standard 5 identify that each student is properly informed and protected either prior to enrolment or the commencement of training and assessment. At HILTON ACADEMY, we achieve this by providing prospective students with the following three pre-enrolment information sources:

- **Student Handbook.** The student handbook is the primary information vehicle to inform students about their rights and obligations prior to their enrolment. Ideally, the student handbook is supplied electronically as a PDF document. It is important that this document is professionally presented as it reflects the quality of the organisation. The student handbook is effectively the policy manual for all the student's participation in training and engagement. It should constitute a valuable information source for the student who can reference the handbook when the student has questions about their course participation. The student handbook contains information on the following topics for the student, but is not limited to:
 - Introduction to HILTON ACADEMY
 - Our expectation of you
 - Location of HILTON ACADEMY and Public Transport options
 - Step by Step Application Process (applicable to overseas students)
 - Introduction to Australia and Victoria
 - Visa conditions (applicable to overseas students)
 - Introduction to Australian Vocational Education and Training
 - Legislative and Regulatory Responsibilities
 - Student Support Services
 - Training safety arrangements
 - Equity and diversity support arrangements
 - Privacy arrangements
 - Refund policy
 - Student access to records
 - Continuous improvement arrangements
 - Assessment arrangements
 - Making complaints & appeals
 - Recognition of existing skills & knowledge
 - Academic Misconduct
- **Course Brochure.** The course brochure is the primary means of informing prospective students about the services to be provided in relation to a specific course leading to a qualification or units of competency. Course information can be displayed on the website and be available in a downloadable PDF for the student to print and review. A course brochure will also be sent to the student via email as pre-enrolment information. The course brochure should contain the following minimum information:
 - the nationally endorsed outcome by code and title
 - the expected duration of the course
 - the entry requirements or prerequisites

- the mode of delivery of training and assessment
 - the units of competency that comprise the course
 - the assessment requirements to successfully complete the course
 - student resource requirements
 - the expected locations for delivery
 - identify clearly any third-party providers (if applicable)
 - identify any work placement arrangements
 - the expected occupational outcomes
 - contact details for HILTON ACADEMY
 - identify the RTO by its national code and legal name.
- **Schedule of Fees and Charges.** This schedule of fees and charges provides a central place where the nominated fees and charges to participate in services with HILTON ACADEMY are listed. Schedule of fees and charges should contain the following information:
 - the total amount of all fees including course fees, administration fees, material fees and any other charges for enrolling in a training program.
 - payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee.
 - the nature of the guarantee given by HILTON ACADEMY to honor its commitment to deliver services and complete the training and/or assessment once the student has commenced study.
 - information on the implications for the student of government training entitlements and subsidy arrangements in relation to the delivery of the services.
 - the fees and charges for additional services, including such items as issuance of a replacement qualification parchment or statement of results and the options available to students who are deemed not yet competent on completion of training and assessment
 - HILTON ACADEMY refund policy.

Informing students of changes

If at any time there is a change to the agreed services to be provided or policies relating to the student's rights and the payment of fees and other charges, HILTON ACADEMY must advise current students prior to any of these changes coming into effect. This includes changes in relation to new third-party arrangements or changes to ownership of HILTON ACADEMY.

Completion Procedure

All approved student enrolment application must be stored in the student admin file. Along with enrolment application form, below documents must also be recorded:

Overseas Students

- IELTS score
- Initial Skills Assessment
- copies of previous qualifications or work experience
- Health/ Medical conditions/ Special Needs (if applicable)
- Letter of Offer
- Student Agreement
- CoE
- Details of Student Visa, OSHC
- Other Supporting documents

The steps to complete an enrolment from an administrative process are largely explained within a combination of

the **Records Retention and Management policy** and the **Successful Completion Policy**. These policies specify the procedures for:

1. Confirming the completeness of completed student assessment items before results are entered into the PowerPro (Student Management System)
2. Correctly entering competency outcomes into the PowerPro (Student Management System) and recognising when a student has completed all of the requirements for the course in which they are enrolled;
3. Generating the relevant AQF certificate and checking that it contains the correct details about the student and their achievements;
4. Obtaining authorisation for the AQF certificate from the authorised person and together with the letter of completion sending them to the student no later than 30 days after the date of the student's finalisation of result, provided no fees are due from student;
5. Recording the dispatch of the AQF certificate to the student in the POWERPRO (Student Management System) and
6. Filing the student's records into archive and noting this within the archiving register of the POWERPRO (Student Management System).

Whilst this is a typical process where the student has achieved all outcomes, there are circumstances where a student may finalise their enrolment early for personal or academic reasons. Where this is the case, the student is requested to complete the form Application for Deferment/ Withdrawal form. This provides the student the opportunity to specify their reasons and select to indicate their preference to defer their enrolment, to transfer their enrolment to another course or to terminate their enrolment altogether.

Where the enrolment is being deferred, or terminated, students are to be issued a statement of attainment to recognise the outcomes they have achieved during their enrolment. A student who defers and returns to complete a course will be eligible to recommence their training and receive a credit transfer for any completed units of competency. The PEO will review these applications, where possible is to interview the student to understand their circumstances and is to record their decision using the section provided on the application. Students are to be informed of this decision in writing.

Student who are not contactable or not responding

If an overseas student, after receiving CoE is not contactable or **responding within 90 calendar days of receiving CoE**, HILTON ACADEMY has the right to cancel the CoE and terminate the enrolment. The Refund Policy will apply for all fee received from the student in such cases.

Where a student is not contactable or fails to respond to requests by the HILTON ACADEMY, the student's enrolment may be terminated in absentia. This action may only be taken where HILTON ACADEMY has made every reasonable attempt to engage with the student or contact the student to seek their instructions about their intentions to continue with or complete the applicable course. Advice received from a student via email or phone conversation communicating their request is to be accepted where the student is not willing to complete an Application for Course Deferment / Transfer / Withdrawal. Email records and written records of phone conversations are to be retained on the student's file as evidence of these expressed instructions from the student.

Before a student's enrolment can be terminated without their written or expressed consent the following protocol is to be followed:

- A minimum of three attempts (four weeks apart) must be made using the last known contact details (email, phone and mail) to contact the student and issue the student with a warning letter notifying them of the intent to terminate the enrolment.
- Where the student fails to respond, the student's enrolment is to be terminated and the student's record within the PowerPro (Student Management System) is to be updated with the outcome of "withdrawn"

entered into each unit of competency that has not been completed at the time.

- Any final AQF certificate to which the student is entitled is to be sent registered mail to the student's last known mailing address. This should also be noted in the students enrolment record and a photocopy of the certificate retained on the student's record.
- The student's record is to be archived in accordance with the Records Retention and Management Policy.
- Applicable trainers are to be informed of the students enrolment termination and advised to inform the AC if the student makes contact.

Management action & Responsibility

Academic Manager is responsible for overall implementation of this policy.

The Student Support officer is responsible to receive review and process a new enrolment with due care and diligence.

CEO holds the overall authority to approve this policy.

Definition

Course: A program of study leading to a qualification or an award. A course may comprise of units or modules. Also referred as "program".

Pre-requisite: Means specified minimum requirements an applicant must satisfy in order to be considered eligible for admission to a particular program.

Offer: Means the formal notification from college's Student Administration Office on behalf of HILTON ACADEMY, offering an applicant a place in a nominated program under specified conditions, such as location, mode of study, duration, course fee and type of place offered.

Admission: Acceptance of an applicant as a student of HILTON ACADEMY in the nominated course(s) Enrolment: Allocation of unit(s) of competency as prescribed under each course as part of student's training plan that leads to attainment of the relevant competency or qualification on successful completion

LMS: Learning Management System Learning Management System: Software that allows educational institutions to create and host courses on the Internet

USI: Unique Student Identifier.

Legislative Context

- National Vocational Education and Training Regulator Act 2011
- Standards for Registered Training Organisations 2015
- The ESOS Act 2000 and subsequent amendments
- VET Student Statistical Collection Guidelines
- Student Identifiers Act 2014
- Equal Opportunity Act 1995
- Human Rights and Equal Opportunity Commission Act 1986
- Disability Standards for Education 2005

Policy Control

Version	Date	Changes / Updates	Approved
1.0	Jan 2020	RTO Policy and Procedure of HILTON ACADEMY	CEO
2.0	Aug 2020	<p>Delete the VET Fee Help and Government subsidies info under clause 5.2 as this does not apply to Hilton Academy</p> <p>Make it clear that initial skills assessment means Pre-Training Review.</p> <p>Delete the part related to CERT-ACER product, as Hilton uses LLN Robot instead.</p> <p>Change the Student Management System from VETTRAK to PowerPro</p>	CEO

Enrolment Procedure (Overseas Students)

