LATROBE COLLEGE OF ART AND DESIGN

ENROLLING, PROTECTING & INFORMING STUDENTS PP

Standard 2 & 3 ESOS Code of Practice 2018 / RTO Standards 2015 Standard 5/ VET Student Loan Act Section 50 and VET Student Loan Rules Section 98/ National Vocational Education and Training Regulator Act 2011

Purpose

The purpose of this policy is to outline Latrobe College of Art & Design's (LCAD) approach to enrolling, informing, protecting each student it enrols and undertakes deliver. This policy should be read in conjunction with the selection procedures stated in the S11.13 Fair Treatment PP under https://www.lcad.edu.au/policies-and-information

Policy

Latrobe College will inform new students as well as ongoing students all details about the course they are apply for and enrolling in, including admission requirements and their obligations, tuition and non-tuition fees and periods when payments are due; course start and completion dates; length and AQF level of their qualification; any prerequisites or conditions if required; year calendar including holidays and term breaks; qualification codes; location of study; modes of delivery; assessment; RPL or Credit transfer options; any third party arrangements with educational delivery; student services; deferring and withdrawing polices; refund policies; under age policies; privacy policy, complaints policy, and any work place delivery.

International Students will also be informed about

- English language proficiency required for students with English as their second language to enter the course including test types they can do to prove their English proficiency.
- CRICOS Course code, course content modes of study and any work placements if offered.
- Transferring to another college
- Details or options for accommodation, support, living expenses and general welfare

Procedures

Entry Requirements and Application Process

There are specific academic entry requirements for all applicants to the Diploma and Advanced Diploma qualifications at Latrobe College of Art & Design. Students who are eligible for admission will have met all the selection requirements, have completed an **Application Form**, provided with course and enrolment information, completed an **Interview**, in person or by email if they are remote, completed and submitted an **Acceptance Agreement Form** and selected a **fee payment option** for their designated year of entry.

See full application procedures under S11.10 Enrolling Procedure PP under https://www.lcad.edu.au/policies-and-information.

Applicants to LCAD's qualifications courses must complete and application form and will be individually interviewed in person or by email. They must also provide the college with personal information, show examples of their artwork or a portfolio or show experience relative to the qualification they are seeking entry into at LCAD, or detail previous experience that they might have had.

The interviewer must make sure they feel confident that the applicant is able to satisfactorily undertake and complete the course.

Applicant will complete

S4 Application Form or the online form on the college's website at www.lcad.edu.au under courses

If the applicant is successful, they will receive a

S8 Letter of Offer
S10 Acceptance Agreement Form including fees information
S11.9 VSL Info
S4 Enrolment Details Form

If the student accepts their offer and returns the Acceptance Agreement Form including payment of fees, they will receive a S8 Confirmation of Enrolment.

UNDER 18 - If the student is under 18, a parent or guardian must sign the Acceptance Form on behalf of the student, unless the student has received Youth Allowance from Centrelink, on the basis that the student is an Independent. They may also need to complete the S11.11 VSL Parental Consent Form available under https://www.lcad.edu.au/policies-and-information.

The applicant is advised of their rights and obligations and are directed to the college's website where they can access the college's policies and procedures, which are publicly available and include:

S11.1 Fees & Tuition Assurance PP

INFORMING THE STUDENT

Changes to Agreed Services
Students will be advised by the college, as soon as practicable of any changes their Agreement or agreed services because of change of college ownership, management, location or any third-party arrangements with the college that may affect the students learning or engagement with the college or their course.

See GS6 Third Party Arrangements PP or C7 Changes to Owners Management Location PP for further details.

Disclosure of Results
Latrobe College of Art & Design will advise applying students, undertaking reading and numeracy tests prior to entering their course, of their results of their test as soon as practical and preferably by the end of the test session.
Latrobe College of Art & Design will also report the results of such tests to the Secretary of the Department of Education, Employment and Workplace Relations (DEWR) when it is required to do so.

Assessing Aptitude Applying Students
The college has policy and procedures for making sure that applying students are suitable for entering courses delivered by Latrobe College. See S11.4 Assessing Aptitude Applying Students PP, and S11.12 Access & Equity PP under https://www.lcad.edu.au/policies-and-information.

VET Student Loans
Students are now able to defer most of their tuition fees with the government initiated VSL program. Students must be enrolled either full-time or part-time (2 or more units of study) to access this program and fulfil other eligibility requirements. Students must have Australian citizenship and have not used up their lifetime allowance, which is approximately $100,000 per person. The loan is not means tested and student who have completed previous higher education and are planning lower-level study can still access the loan. Vet Student Loans is an education loan program and must be paid back. See the college's policy and procedure under
S11.6 Student Accessing VSL PP under https://www.lcad.edu.au/policies-and-information.

VET Student Loans Re-Crediting Fee Help Balance
There are two circumstances when a student can apply to have their FEE HELP balance re-credited.
See the college's policy and procedure under S11.5 VSL Re-Crediting Fee Help Balance PP under https://www.lcad.edu.au/policies-and-information.
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Recognition of Prior Learning (RPL) and/or Credit Transfer
Latrobe College of Art & Design does not expect students to repeat learning that has been successfully completed at a similar level and standard elsewhere, where that work is substantially the same in content and standard as that required for the student's course at Latrobe College of Art & Design. Two types of learning may be recognised to enable students to gain credit towards their course at Latrobe College of Art & Design these are:
• Recognition of Prior Learning (RPL)
• Credit Transfer, including National Recognition of any of the imported endorsed units already completed.
Details of the policy and procedures relating to RPL, and Credit Transfer applications are contained in the RPL and Credit Transfer Policy and in the Student Manual. See: S7 RPL PP and S7 CT PP under https://www.lcad.edu.au/policies-and-information.

Refunds
See college policy and procedures under S15 Refunds PP under https://www.lcad.edu.au/policies-and-information.

Discrimination
Throughout this process of application and admission, and in accordance with legislation, no person will be treated unfairly or discriminated against, based on age, colour, race, gender, religious or political conviction, sexuality, ability or disability, location, family responsibilities, membership, or non-membership of an association or for any other stereotypical or illegal reason. See policy and procedure S24 Fair Treatment PP under https://www.lcad.edu.au/policies-and-information.

Australian Consumer Law
The college complies with the Australian Consumer Law with all financial dealings and in particularly with its students.

Complaints and Appeals
The college has detailed complaints and appeals policy and procedures under S27 COMPLAINTS Academic Grievance PP and S27 COMPLAINTS Non-Academic Grievance PP under https://www.lcad.edu.au/policies-and-information.

Tuition Fee Protection and Tuition Assurance
The college has detailed policies and procedures under S11.1 Tuition Assurance PP and 11.2 Statement of Vet Tuition Assurance PP under https://www.lcad.edu.au/policies-and-information.

Record Keeping
See MCI26 Records Control PP
LCAD has a comprehensive recording keeping system that ensures that all college information and documents, including student files, records and documents, written agreements and receipts of payments are retained for a period of no less than 5 years. LCAD will retain all student information for a minimum of 5 years from the time the student ceases their studies at LCAD. Students are urged to also retain their receipts, agreements, assessments, records of competencies or statements of attainment and certificates that they receive from LCAD. The college keeps records of student payments in its accounting software XERO.

Students will have a copy of their payment obligations and conditions within their Acceptance Agreement and / or Enrolment Forms.

Student assessment evidence are kept electronically for a minimum of 2 years (6 months as required by the college's RTO compliance body and 2 years for ESOS Act 2000 compliance). It is stored in students own digital folder shared with the college called Student Work. See P12 Retaining Student Assessment Evidence PP

Student Assessment records - Testamurs and marks are kept for 30 years.
S22 STATEMENT OF ATTAINMENTS
S21 NC, WD & DEF
S25 ASSESSMENT
S 26 TESTAMURS

LCAD keeps a secure backup of all college files and documents through a paid digital cloud storage subscription, for example DROPBOX.

If the student is unable to provide required minimum entry evidence that they have a high school certificate or Certificate III upwards, then they are invited to complete a specific reading and numeracy assessment. LCAD uses the CSPA test from ACER to test that students' reading and numeracy levels.

VET Student Loans information S11.9 VSL INFO is given to students when they apply for the courses at LCAD. Students are also directed to access further information on its website within S11.6 Student Accessing VSL PP

VET Student Loans information is also given to students within their S10 Acceptance Agreement Form which they sign prior to prior to enrolling.

Student information and documents, course progress and results are monitored and checked through
S10 Student Checklist Coversheet
S0 Student Index Check
MCI 4 College Compliance Checklist
MCI 26 Records Control Checklist
S19 Task Completion Forms

All students must advise the college within 7 days of any changes to their contact and / or address details.
This is instructed in all the college's Orientation handout which is discussed with all students at Orientation.

Admin uses the S10 Student Checklists Coversheet to verify all students' records have been collected under d:\dropbox\lcad\student. This form is attached to students enrolment documents and admin uses it to check all required documents are in place.

The college also completes an annual audit of its record keeping though its Monitoring Continuous Improvement policies. It uses the MCI 4 College Compliance Checklist/ S0 Student Index Check/ MCI 26 Records Control Checklist to make a random sample check of 5 students to verify its record keeping system and administration are complying with this policy.

Publication
The policy S11.3 Enrolling, Protecting & Informing Students PP will be made public on the Latrobe College of Art and Design (LCAD)'s website at https://www.lcad.edu.au/policies-and-information.

Latrobe College of Art and Design (LCAD) will also advise students about where the S11.2 Statement of Vet Tuition Assurance PP may be obtained from as part of their enrolment information, which is also publicly available on the website.

Tuition Fee Protection and Assurance
See policy details on S11.1 Tuition Assurance PP and S11.2 Statement of Vet Tuition Assurance PP