

# P01 – Admissions Policy and Procedure

Current Version: 4.0  
Approval Date: 02 August 2015  
Future Review Date: May 2017  
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Approval Authority: Manager of Compliance and Administrative Services



## Purpose

To ensure Australian Hospitality Skills Recognition Pty Ltd / Australian Skills Management Institute (AHSR/ASMI) maintains open, fair and transparent procedures for making decisions about the selection of students. These procedures are founded on the published clearly-defined entry requirements, and students are selected on merit based on those requirements, on an individual case by case basis.

## Scope

This policy provides information for all students (which include Australian citizens, permanent residents, permanent humanitarian visa holders and international student visa holders) about admission to VET courses of study offered by AHSR/ASMI.

## Content

AHSR/ASMI will ensure that all applicants seeking admission will be treated fairly and equitably. It has open, fair and transparent admission procedures that are based on clearly defined entry criteria used for making decisions about the selection of students. Students are selected on merit, based on the published criteria, and on an individual case by case basis. Throughout the process of selection and admission, all applicants are treated courteously and expeditiously.

All applicants who are eligible for funding under government loan schemes or programs are advised of this during the Pre-Admission Process. Applicants are neither advantaged nor disadvantaged by their eligibility for any loan scheme or program.

Entry criteria and application procedures are published in the brochures and on the website. These admission requirements do not present unreasonable barriers to access.

AHSR/ASMI consistently applies procedures for verifying applicants' credentials and the granting of Recognition of Prior Learning, including interviews, LL&N tests where applicable. This ensures that students entering a VET course of study have an adequate basis of knowledge and skills to successfully undertake the studies proposed.

Offers are for admission to a specific VET course of study, and may be made on a conditional basis; if the applicant does not fulfil the condition(s), he/she may not enter the VET course of study. These conditions may include English ability and/or achievement of an academic requirement where evidence of attainment was not available at the time of application.

In cases where the applicant is assessed as not being eligible to enter the VET course of choice, a review of alternative VET courses of study occurs and, where possible, the applicant is advised of any he/she is eligible to enter.

Applicants with past study in other VET courses of study or significant work experience may apply for exemptions through the Recognition of Prior Learning and Transfer Credit Policy and Procedure as required under the Australian Qualifications Framework (AQF) Qualifications Pathway Policy (2013).

Records are retained of the Admission Procedure, and students may access their individual records in accordance with the Privacy and Personal Information Policy and Procedure.

## **Pre-Admission Process**

AHSR/ASMI's courses offer multiple start dates across each calendar year. Applications for each qualification and start date are processed in the order in which they are received.

Entry criteria and application procedures are published in the brochures and on the website for the information of those seeking admission. Each application shall be reviewed by the relevant trainer and assessor against the entry criteria relevant to the VET course of choice. International student applications shall also be reviewed by the International Student Manager to sure English eligibility and other requirements are met (refer to the Procedural Checklist for Assessing International Student's Qualifications and Language Proficiency).

Applicants generally have significant contact with their trainer and assessor (through interview, telephone and/or email contact) and are assisted to obtain further clarification and information regarding their possible study options. This includes:

1. the requirements for acceptance into a VET course of study, educational qualifications or work experience required and whether Course Credit may be applicable;
2. the VET course of study content and duration, qualification applicable to graduates, modes of study and assessment methods;
3. eligibility of the applicant for funding under government loan schemes or programs, such as VET FEE-HELP, and associated information;
4. study locations and a general description of facilities, equipment, and learning and supportive resources available to students;
5. requirements for satisfactory academic progress; and
6. grievances, complaints and appeals policies and procedures.

During the Pre-Admission Process, the trainer and assessor identifies the level of education already attained. Applicants are also questioned in regard to interests and abilities. Their reason(s) for seeking admission to the VET course of study and their educational and work history are considered. Using this information, the trainer and assessor performs an interim assessment of the suitability of the potential student for admission into a VET course of study.

The trainer and assessor then identifies the VET course(s) of study that best align with the applicant's goals and educational and work histories, and provides sufficient information about each to enable the applicant to make an informed decision. The trainer and assessor shall also advise the student of any potential transfer credits or opportunities for recognition of prior learning.

## **Admission Procedure**

The applicant completes the Student Enrolment and Application Form either online or in hard copy, and submits it to the administration office along with the supporting evidence related to eligibility for enrolment. Copies of an applicant's credentials are required. Additionally, international students must submit the following documents:

- Certified evidence of date of birth
- Copy of passport details

- Copy of English language test/evidence of English language proficiency

The administration office forwards to the relevant trainer and assessor or International Student Manager for evaluation.

### **1.1 Methods for determining equivalency of academic qualifications**

An applicant may present overseas academic qualifications at the time of application. These are assessed for equivalency using the National Office of Overseas Skills Recognition (NOOSR) Country Education Profiles through <https://www.aei.gov.au/services-and-resources/pages/aeinoosr.aspx>

### **1.2 Methods for determining authenticity of academic qualifications**

Australian academic qualifications submitted can be authenticated by:

- original documents (i.e. award and transcript of results) being provided to the authorised representative; or
- copies of the original documents (i.e. award and transcript of results) being provided which have been either:
  - notarised by a Justice of the Peace or equivalent authority; or
  - verified as a true and correct copy of the original documents by an authorised representative of AHSR/ASMI.

The authorised representative must sign and print their name clearly, include the date and an official stamp or seal of the authorised officer's organisation.

Should an employee of AHSR/ASMI suspect that the academic document presented has been altered or fraudulently created, contact shall be made with the conferring institution to validate the claims of the applicant.

If an applicant is applying based on current studies being undertaken so is unable to present the academic qualification at that time, and that qualification is listed within the entry requirements, then the offer of enrolment will be conditional upon the achievement of that qualification.

### **1.3 Methods for determining authenticity of claims in a CV/Résumé relating to claimed work experience**

All claimed work experience that is offered as evidence of eligibility for entrance to a specific VET course of study must be relevant to that VET course of study, and be within the last five years of the date of application. Past employers are contacted to verify work experience on a case by case basis.

If the applicant has included an application for Recognition of Prior Learning or Transfer Credit, or has provided evidence through previous work experience and/or previous study the Recognition of Prior Learning and Transfer Credit Policy and Procedure shall be applicable.

If the applicant has disclosed any special needs, such as a disability or learning difficulty, this information is provided to the relevant team manager for review in relation to additional resources needs, reasonable adjustment and special consideration. The team manager shall contact the Student Support Services Manager who shall follow the requirements stipulated in the Provision of Student Support Services Policy and Procedure.

If once the credential verification is completed, the applicant is assessed as being eligible for entry to the VET course of choice, then the student is enrolled in the student database and fee payments are processed. The student will be and notified that the enrolment has been processed and a receipt issued. For international

students, the Procedural Checklist for Assessing International Student's Qualifications and Language Proficiency should be followed.

If once the credential verification is completed, the applicant is identified as not eligible for entry to the VET course of choice, a review of alternative VET courses of study occurs and where possible, the applicant is advised of any he/she is eligible to enter. Should the applicant accept the alternative VET course of study, the above point shall be applicable.

All documentation, including the Student Enrolment and Application Form and supportive evidence, shall be saved in the students file.

## **Enrolments**

Team Managers and the International Student Manager are responsible for ensuring all Student Application and Enrolment Forms within their team are collected and forwarded to the administration office for processing at least one week before start of study.

Team Managers are also responsible for ensuring any associated documentation is collected before the commencement of studies and processed/retained in an appropriate manner. Documentation may include but is not limited to:

- Student identification
- Blue card / completed Blue Card Application Form (refer to the Blue Card Work Instruction)
- Current Police Check / copy/receipt of the request for a current Police Check
- Evidence of vaccinations

Students are not permitted to attend class until their enrolment and all requested documentation has been processed/verified by AHSR/ASMI in the student management system VETtrak and relevant registers.

The administration office shall process Student Enrolment and Application Forms within 48 hours of receipt and notify Team Managers and/or relevant Trainers/Assessors when completed or if there are any issues with the forms. The administration office shall also forward confirmation of enrolment to the student with the exception of international student as they receive an electronic CoE.

Trainers/Assessors shall ensure all enrolled students in their class are recorded in the approved Student Attendance Register and are responsible for maintaining the register during the course of the program.

## **Commencement Procedure**

Team Managers are responsible for ensuring an orientation session is held for each new program. During orientation, the following items shall be addressed:

- the trainer and assessor confirms that an enrolment has been processed by the administration office and confirms that the student has brought any other required documentation, such as proof of citizenship
- the trainer and assessor issues students with their Timetables
- students are provided with a Student Information Handout, and reminded and guided through key policies and procedures, including academic progress, attendance, assessment, and grievances

The International Student Manager is responsible for ensuring a holistic international student orientation is delivered to all international students (may be run for multiple programs simultaneously). International Student orientations shall include information on:

- International Support Services
  - transitioning to life in Australia
  - legal services
  - emergency and health services
  - facilities and resources (including library)
  - complaints and appeals
  - visa condition requirements relating to course progress and/or attendance
  - welfare related support including accommodation issues
  - referrals to external support services
- International Student Handbook and Code of Conduct

## Related Documents

Forms	
F01	Application for Course Credit
F04	Language Literacy and Numeracy Assessment (Community Services)
F05	Language Literacy and Numeracy Assessment (Hospitality)
F14	Student Eligibility Checklist
F15	Student Application and Enrolment Form
F22	Letter of Offer and Acceptance (international students)
F27	International Student Orientation Checklist
F28	Domestic Student Orientation Checklist
N/A	Blue Card Application Form

Policy and Procedures	
P03	Cancellation and Refund Policy and Procedure
P06	Grievances, complaints and appeals policies and procedures
P08	Privacy and Personal Information Policy and Procedure
P10	Provision of Student Support Services
P11	Recognition of Prior Learning and Transfer Credit Policy and Procedure
P18	Procedural Checklist for assessing student's qualifications and language proficiency
P19	Satisfactory Academic Progress (International Students)
P20	Statement of Tuition Assurance
P21	Student Code of Conduct

Work Instructions	
W01	Cancellation and Refund Policy and Procedure
W02	Enrolments Work Instruction

Other	
B01	Contact Sheet (International Students)
B03	Student Information (Apprentices)
B04	Student Information
H01	International Student Handbook
R02	Attendance Register
T04	Blue Card Register Template
	AHSR PowerPoint Template
T26	AHSR Letter Template
N/A	AHSR Orientation Brisbane PowerPoint (International Students)
N/A	AHSR Orientation Sydney PowerPoint (International Students)

### Document Amendments

Details	Version	Date
Initial document creation	1.0	13 March 2015
Updated to meet legislative requirements	2.0	17 March 2015
Amended to align with new processes	3.0	27 August 2015
Amended to include international student processes	4.0	27 January 2016