

## 4.1.01 Enrolment & Selection Process 400 Queen Street

### 1. Policy

In accordance with the requirements of the Australian Quality Training Framework the college will ensure that student records are accurate, up-to-date and the information relevant to student, attendance, payments and outcomes are recorded appropriately.

### 2. Purpose

The purpose of this procedure is to ensure that students enrolling with NCPS are correctly processed.

### 3. Responsibility

The Operations Manager is responsible for compliance with this procedure.

### 4. Guidelines

*H.E.* – refers to Higher Education

*T.D.* - refers to Training and Administration Division

### 5. Pre–Course Requirements

1. Applicant must meet any course pre-requisites in order to enrol for the course and meet any eligibility requirements for licensing purposes. For Security and Risk Management courses, applicants must meet and provide the following criteria:

- Must be able to provide two written character references from the list of acceptable referees (authority types) that have known the individual for a minimum of 12 months indicating the applicant's suitability to hold a private security license. The writer must be an acceptable authority type not related by birth or marriage.
- Must have an acceptable referee (authority type) whom can certify the identification and can sign the referee declaration. Documentation must be certified and witnessed in the acceptable referee's presence. (that being one of the authorities that have written the character reference).
- If applicant is from overseas they must have a valid work visa and have at least 12 months remaining on that visa at the time of application.
- Should be able to provide 140 points of identification.
- Must be at least 18 years of age.
- Must not be a prohibited person.

### 6. Enrolment Procedure

1. NCPS accepts Visa, Bankcard, Mastercard, Money Order or Cheques as a form of payment.
2. Make sure applicant has filled out their enrolment form correctly providing information for VTG, VSN and Fee Help. If eligible for VET Fee Help ensure VET Fee Help form is completed and attached or send request for form to be completed.
3. Complete the rest of the course details before the applicant signs enrolment.
4. If applicant is eligible for Certificate courses and has not provided payment details, arrange for an invoice to be forwarded.

5. If applicant has applied for a Diploma course and meets the eligibility criteria, send a letter of offer with payment details.
  6. If discounts apply, ensure that the applicant is aware that the discount card e.g. Student/Health Care Card should be provided to the reception on the first day of the course.
  7. Credit card payments must be manually processed through the EFTPOS machine and two receipts should be printed.
  8. Enter the sale details in MYOB for receipting.
  9. The credit card receipt should be signed and attached to the enrolment form and the customer's copy should be attached to the MYOB receipt.
  10. Staple the duplicate receipt to the enrolment form with the receipt to be signed by the payee.
  11. When the customer attends the course they are required to sign the receipt and the signature is checked against the enrolment form. If the customer has paid with someone else's credit card they will be required to sign at the back of the credit card receipt to verify the transaction.
  12. Administrative staff must write the name of the credit card holder and the person for whom they are paying for on the MYOB receipt.
  13. Enrolment forms to be processed by administration staff, entering details into the College's Client Relationship Management and student management systems.
  14. Forward VET Fee Help forms to the ATO for processing.
  15. For those applicants enrolling in Distance Learning must be advised that their original receipt and workbook/manual will be sent to them via post.
  16. Administration staff is required to send a confirmation of enrolment letter to the student (T440).
  17. Create login details for library, online learning systems and any other IT or learning resource.
  18. Advise the applicant that they are required to provide the identification in the form of a driver's licence or passport before commencement of their first lesson.
  19. Create a student file.
7. **Authority**

Authorised by the Operations Manager (Navitas College of Public Safety).

8. Amendments

Date	Modified by	Sections amended/added	Approved by AC (If Required)
12/09/2011	Cameron Ingram	Update procedure and terminology	Approved on 22/09/2011