



INSTITUTE
Global Educators
Melbourne - Australia

Student Enrolment Procedure

This database of policies and procedures contains the current, official version of policies and associated procedures. Printing a policy or procedure or transferring a policy or procedure into another electronic format will result in the document being an uncontrolled copy that might not be current.

Procedure PROSA13 Student Enrolment Procedure

The Procedure for Student Enrolment consists of ten (10) components:

1. [Enrolling in a course \(Australian citizens, permanent residents or temporary residents\)](#)
2. [Enrolling in a course \(Inbound International students\)](#)
3. [Enrolling in a short course](#)
4. [Cancelling enrolment in a course](#)
5. [Cancelling enrolment in a unit](#)
6. [Cancelling enrolment in a short course](#)
7. [Applying for a refund of enrolment fees](#)
8. [Adding units to a course](#)
9. [Changing personal details](#)
10. [Replacing lost ID cards](#)

1. Enrolling in a course (Australian citizens, permanent residents or temporary residents)

Students must complete an enrolment form per course each calendar year

- The enrolment form used must be in accordance with the student's course category and funding type
- Students enrolling in a government subsidised place must satisfy relevant eligibility criteria and requirements, and present required documentation
- Students enrolling as an apprentice or trainee must have a valid Training Agreement, and must use the Apprentice/Trainee Enrolment Form for the calendar year

Students:

- Obtain the appropriate enrolment form from Student Administration or teaching centre enrolment officer
- Complete the personal details section, eligibility section and employer details section of the enrolment form, read any general and/or important information sections on the form, sign the conditions of enrolment section, and sign the eligibility for a government-subsidised place declaration where required.
- Take the enrolment form along with required eligibility evidence where relevant to the teaching centre enrolment officer completion of the course, unit, group, funding and fee details, and for final authorisation and sign-off of the enrolment form

- Take the signed enrolment form to the data entry staff for processing into the Student Management System (for scheduled enrolment sessions only)
- Take the completed enrolment form, with fee payment to the enrolment cashiers, Student Administration, and pay fees
- Where relevant and together with the enrolment form, submit completed HELP Loan application including citizenship evidence, and either a valid TFN or evidence of their application for a TFN with the ATO, to the enrolment cashiers, Student Administration
- Obtain or update their ID card
- Collect the Student Diary
- For HELP Loan applications, where evidence of an application for a TFN was submitted, final TFN allocated by the ATO must be subsequently submitted to Student Administration prior to the student's first census date. Non provision of a TFN by the student's first census date will result in an invoice being raised to the student for the full cost of their fees, and a hold being placed on all records

Student Administration:

- Provide students with appropriate enrolment forms
- Direct the students to appropriate teaching centre enrolment officers
- Process the completed form
- For government-subsidised students, undertake eligibility check where not already completed
- Certify any fee concessions
- Certify and process any HELP Loan applications
- Issue students with an ID card, or update their existing card where relevant
- Provide students with a copy of the Student Diary
- For HELP Loan students, issue students with a CHESN
- For HELP Loan students, issue students with a CAN within 28 days of their first census date
- For HELP Loan students who have not provided a TFN by their first census date, raise an invoice to the student for the full cost of their fees, and place a hold on their records in the Student Management System
- Issue Enrolment Confirmations upon request
- Allocate an authorised Victorian Student Number to relevant students
- For students where an invoice was raised to their sponsor/employer for fee payment by the Teaching Centre enrolment officer, and where the invoice remains unpaid within the prescribed period as notified by Finance, place a hold on the student's record until advice is received from Finance that the invoice has been paid.

Teaching Centre enrolment officers:

- Check and verify eligibility for students applying for a government-subsidised place in a course
- For apprentice/trainee students only, obtain a DELTA printout of the student's Training Agreement in that course and check that it matches the course in which the student is enrolling. Attach the DELTA printout to the enrolment form.
- Complete the course and unit enrolment sections

- Complete the correct funding source based on the student's eligibility for a government-subsidised place (or not)
- Complete the fee calculation section
- For any special fee reductions or waivers, ensure the appropriate Registrar's authorization is attached to the enrolment form
- Check and sign the form
- Direct the student to the data entry point (for scheduled enrolment sessions only)
- Direct student to the enrolment cashiers, Student Administration
- For students where an authority to enrol is received by their sponsor/employer, raise an invoice to the sponsor/employer, and write invoice details on the student's enrolment form

Enrolment cashiers:

- Allocate and/or confirm student identification numbers
- For government-subsidised students, undertake eligibility check where not already completed
- Verify enrolment fees in line with relevant government fee regulations and Institute full-fee rates
- Verify and certify concession fee eligibility where relevant
- Accept the payment of fees
- Issues the student with a receipt
- Accept and certify HELP Loan applications
- Issue/update student ID Cards
- Issue Student Parking Permits
- Authorise travel concession card applications

2. Enrolling in a course (International students on a Student Visa)

All **international students** must go to the International Student Office prior to enrolling.

All **international students** obtain an International Student Enrolment Form from their teaching centre or from Student Administration.

All international students:

- Complete personal details section, and sign the Conditions of Enrolment section
- Obtain a sign-off from the International Student Office
- Take the forms to the centre enrolment officers for processing
- Take the completed enrolment form, with fee payment, to the cashier in Student Administration or to the designated campus cashier
- Obtain their ID card
- Collect the Student Diary

The International Student Office:

- Provides new students an International Student Enrolment Form
- Organises the payment of international student tuition fee with the Institute cashier

- Allocates the new student with a student identification number
- Directs new students to appropriate centre enrolment officers
- Checks that the course enrolment matches the student's registration in PRISMS
- Signs all enrolment forms prior to their entry into the Student Management System

Student Administration:

- Provides continuing international students with an International Student Enrolment Form
- Directs all international student to the appropriate centre enrolment officers
- Processes the completed form
- Issues an Enrolment Confirmation (upon request)
- Allocates a Victorian Student Number to relevant students

Teaching Centre enrolment officers:

- Complete course and subject details on the International Student Enrolment Form (VET or Degree version)
- Ensure that the correct student identification number is entered on the International Student Enrolment Form
- Ensure that the subsidy of 'U' (VET) and 'DU' (Higher Education) is recorded on the enrolment form (if relevant International Student Enrolment Form is not used)
- Calculate payment of retained materials fees and student services and amenities fees sign the form
- Direct the students to enrolment cashier, Student Administration

Enrolment cashiers:

- Accepts the payment of fees
- Issues the student with a receipt
- Issues students with an ID card
- Provides students with a copy of the student diary

3. Enrolling in a Short Course

Students must complete a short course enrolment form for every short course offering they wish to undertake, either online via the Box Hill Institute web enrolment facility, or manually via the Short Course Enrolment Form.

Students:

- Obtain the appropriate enrolment form from either Short Courses Student Administration, the relevant Teaching Centre Short Course Administrator, download the form from the Institute website, or, complete the form online via the Institute's web enrolment facility.
- Complete the personal details section, employer details section where relevant. course and group section, payment details section, and read any general and/or important information sections. For web-based online enrolment, tick for agreement of Institute conditions of enrolment.

- Submit the form to Short Courses – Student Administration via the manual form submission options as indicated on the enrolment form, or, submit online via the web-based enrolment facility.

Short Courses - Student Administration:

- Provide students with appropriate Short Course enrolment form
- Allocate student identification numbers
- Check group availability
- Process the completed form
- Apply discounted fee rate on receipt of fee concession details (for short courses where fee concession is available)
- Issue students with a Short Course Enrolment Confirmation/Receipt, which includes payment receipt, venue, map and parking details.
- For students enrolling via the web and opting for the emailed receipt option, issuance of the Short Course Enrolment Confirmation/Receipt is automatic. For students enrolling via the web and opting for a pre-printed receipt, retrieve the printed Short Course Enrolment Confirmation/Receipt from the printer, and post to the student.
- For students where an authority to enrol is received by their sponsor/employer, raise an invoice to the sponsor/employer, and place a hold on the student's record until the invoice is paid.

Enrolment cashiers:

- Allocate student identification numbers
- Check group availability
- Apply discounted fee rate on receipt of fee concession details (for short courses where fee concession is available)
- Accept the payment of fees
- Issue the student with a receipt

4. Cancelling enrolment in a course

Students:

- Obtain a Course Exit Form from the teaching centre, Student Administration, or download from the Student Web or Institute website
- Complete the Course Exit Form
- Take the Course Exit Form to the Teaching centre Manager for authorisation
- Take the Course Exit Form to a campus Library for clearance
- Take the Course Exit Form, student ID card and original receipt to Student Administration

Students exiting from a course cannot re-enrol in the course until the start of the semester following the exit, unless there are exceptional circumstances.

Managers:

- Provide students with a Course Exit Form
- Indicate on the Course Exit Form:

- where participation in any units has occurred and for which participation evidence exists, the amount of hours for which the student has participated and the student's last date of participation per unit
- insert the reason for exit
- insert the starting date of course
- Authorise completed Course Exit Form
- Indicate on the Course Exit Form whether there should be any refund of material fees and camp/excursion fees
- Return the Course Exit Form to the student, or
- Forward the Course Exit Form to Student Administration via Internal Mail

Student Administration:

- Provides students with Course Exit Forms
- Processes completed Course Exit Forms
- Processes any refund entitlements
- Reverses HELP loan where course exit has occurred prior to census date

5. Cancelling enrolment in a unit

Students:

- Obtain a Unit Withdrawal Form from the teaching centre or Student Administration
- Complete the Unit Withdrawal Form
- Take the Unit Withdrawal Form to the Manager for clearance and authorisation
- Take the Unit Withdrawal Form to Student Administration
- Obtain an Application for Fee Refund Form from Student Administration (if applicable)

Managers:

- Provide students with a Unit Withdrawal Form
- Indicate on the Unit Withdrawal Form:
 - where participation in any units has occurred and for which participation evidence exists, the amount of hours for which the student has participated and the student's last date of participation per unit
 - insert the starting date of course
- Provide clearance and authorise completed Unit Withdrawal Form
- Indicate on the Unit Withdrawal Form whether there should be any refund of material fees and camp/excursion fees
- Return the Unit Withdrawal Form to the student, or
- Forward the Unit Withdrawal Form to Student Administration via Internal Mail

Student Administration:

- Provides students with Unit Withdrawal Forms
- Processes completed Unit Withdrawal Forms
- Processes any refund entitlements

- Reverses HELP loan where unit withdrawal has occurred prior to census date

6. Cancelling enrolment in a short course

Students:

- Advise Short Courses either in writing via post, email, fax or via phone of their intention to withdraw from the short course

Short Courses - Student Administration:

- Receives the short course withdrawal request
- Processes the short course withdrawal in the Student Management System
- Processes any refund entitlements, depending on the date of withdrawal in relation to the course start date
- Where an invoice has been raised to a sponsor/employer for a student's fee payment, raise a credit RFI and forward to the Registrar for authorisation, depending on the date of withdrawal in relation to the course start date

7. Applying for a refund of enrolment fees

- The Ministerial Directive on Fees and Charges applies to domestic students seeking refund of enrolment fees in courses at the Certificate I-IV levels.
 - Refunds are activated upon the submission of the relevant trigger form that may result in a refund of fees, such as a Course Exit or Unit Withdrawal form. No separate fee refund application is required.
- The Higher Education Support Act applies to domestic students seeking a refund of enrolment fees in courses at the Diploma and above levels.
 - Refunds are activated upon the submission of the relevant trigger form that may result in a refund of fees, such as a Course Exit or Unit Withdrawal form. No separate fee refund application is required.
 - For HELP Loans, where formal Unit Withdrawal or Course Exit has occurred prior to the unit census date, the student's HELP loan is automatically reversed by Student Administration. No separate fee refund application is required
- For short course students, the following applies
 - Applications for refunds and transfers are accepted if a request is received at least five working days prior to the start of the course.
 - A standard handling charge applies to all transfers. The handling charge fee rate is set by the Registrar annually
 - A 25% administration fee applies to all short course withdrawals.
 - A full refund is given only if the class is cancelled, or if exceptional circumstances exist at the discretion of the Registrar
 - No refunds or transfers apply once a course has commenced
 - Processing of short course refunds may take up to 20 working days.
 - All short course refunds are made directly to the payee and are mailed to the payee's address as shown on the enrolment form. For online/web-based fee payments made via credit card, refunds are only be made to the payee's credit card as was used for the original fee payment

- For Inbound International students, please refer to the Inbound International Students Refund Policy and Procedure

The Student Administration Refunds Administrator:

- Processes the Refund Trigger form in the Student Management System
- Where a refund is due to the student, prints an Application for Refund from the Student Management System
- Completes specific payee and method of payment details on the Application for Refund Form as relevant
- Submits the Application for Refund Form along with the refund trigger form to the Registrar (or Registrar's delegate) for refund authorisation
- Where an invoice has been raised to a sponsor/employer for a student's fee payment but is not yet paid, raise a credit RFI and forward to the Registrar for authorisation, in line with the above short course refund policy

Registrar (or delegate):

- Checks and signs the Application for Refund form
- Returns the Application for Refund form to the Student Administration Refunds Administrator for copying and pre-Finance processing through the cash register
- For Short Course credit RFIs, checks and authorises the credit RFI, and forwards on to Finance for processing

Assistant Cashier Financials – Student Administration:

- Processes the refund through the cash register
- Sends the Application for Fee Refund form to Finance for issuing of the refund to the student

Finance:

- Processes the Application for Fee Refund Form
- Issue the refund either via cheque or direct debit to student or their payee
- For credit RFIs, process the credit RFI

8. Adding units to a course

[Back to top](#)

Students:

- Obtain an Additional Unit Enrolment Form from Student Administration or teaching centre
- Complete the Additional Unit Enrolment Form
- Take the Additional Unit Enrolment Form to the Manager for authorisation
- Take Additional Unit Enrolment Form and any prescribed fees to the cashier in Student Administration or the designated campus cashier

Teaching Centre enrolment officers:

- Provide students with a Additional Unit Enrolment Form
- Complete relevant course, unit, group and funding code details on the form

- Calculate additional fees
- Authorise completed Additional Unit Enrolment Form

Student Administration:

- Provides students with Additional Unit Enrolment Forms

Enrolment cashiers:

- Processes Additional Unit Enrolment Forms and any prescribed fees
- Verify and certify concession fee eligibility where relevant
- Accepts fee payments
- Issues the student with a receipt

9. Changing personal details

Students, within seven (7) days of change of details, must:

- Obtain a Personal Details Variation Form from Student Administration, teaching centre staff, or download from the Student Web or Institute website
- Complete relevant section on Personal Details Variation Form
- Return Personal Details Variation Form to Student Administration
- Include certified documentary evidence if there has been a change of name

Student Administration:

- Provides students with Personal Details Variation Forms
- Processes Personal Details Variation Forms

10. Replacing lost ID cards

Registrar:

- Determines the Student ID Card replacement fee rate annually

Student Administration:

- Replace student ID cards upon request to enrolled students upon:
 - The student providing appropriate evidence as to their identity; and
 - Receipt of payment of the Student ID Card replacement fee; or
 - Waives the Student ID Card replacement fee where a Police Report or Statutory Declaration is supplied, indicating the student's ID card was stolen

Students who have lost or had stolen ID cards must:

- Bring a Police Report or Statutory Declaration where their ID card was stolen
- Provide appropriate evidence as to their identity (where unable to provide photo identification, teacher verification in person, is required)
- Will have the Student ID Card replacement fee waived in this circumstance

Forms

Additional Unit Enrolment Form

Application for Fee Refund (internal use only)

Course Exit Form

Enrolment Forms (a range of enrolment forms apply each calendar year)

Short Course Enrolment Form
Personal Details Variation Form
Unit Withdrawal Form