Community College Services

Pre-Enrolment Requirements

F1  The Community College Manager is responsible for ensuring that the following information has been disseminated to each client prior to enrolment

F1.1  Client selection, enrolment and induction/orientation procedures
F1.2  Course information, including content and vocational outcomes
F1.3  Fees and charges, including
   F1.3.1  course fees
   F1.3.2  administration fees
   F1.3.3  materials fees
   F1.3.4  payment terms including the timing and amount of fees to be paid and any non-refundable deposit/administration fee
   F1.3.5  fees and charges for additional services including such items as issuance of a replacement qualification testamur and the options available to students who are deemed not yet competent on completion of training and assessment, and
   F1.3.6  MADEC’s refund policy and exemptions (where applicable)

F1.4  Provision for language, literacy and numeracy assistance
F1.5  Client support, including any external support MADEC has arranged for clients
F1.6  Flexible learning and assessment procedures
F1.7  Welfare and guidance services
F1.8  Appeals and complaints procedures
F1.9  Disciplinary procedures
F1.10  Staff responsibilities for access and equity as per MADEC’s code of practice
F1.11  Recognition of Prior Learning and Credit Transfer arrangements.

F2  The Community College Manager is responsible for ensuring that

F2.1  Staff members handling course enquiries are not to provide any course or study information to customers other than that which has been provided by the Community College Manager

F2.2  Customers requiring additional course or study detail shall be referred to the Community College Manager or the relevant delegated responsible person

F2.3  The Community College Manager or relevant delegate is responsible to provide course and or career guidance to the customer as per the relevant discipline area.

F3  The Community College Manager is responsible for ensuring that staff members receiving expressions of interest in course records the interest

F3.1  Customers can complete an Expression of Interest form to register their interest in a course prior to an enrolment period

F3.2  Expressions of interest forms are held by and forwarded to the Community College Manager or delegated responsible person
F3.3 Front Office staff members shall send an email message to the Community College Manager and the delegated responsible person to register a customer expression of interest in a course prior to enrolment.

F3.4 Customers are not to be enrolled without first being referred to the Community College Manager or delegated responsible person.

Selection and Admission

G1 Each teaching area shall maintain their own process for the selection of customers including:

G1.1 The documented criteria for selection

G1.2 Establishing the needs of customers and delivering services that meet their needs.

G2 Teaching areas shall ensure that:

G2.1 The customer has the appropriate pre-requisites to undertake the program

G2.2 There is a match between the customer’s potential to achieve the stated program outcomes

G2.3 The customer is provided with all necessary information to make an informed decision including information regarding electives which are offered

G2.4 Customers are informed that electives offered are subject to change and they will be informed of any such changes and given the opportunity to negotiate alternatives

G2.5 Enrolment variation processes are followed as per the enrolment variation section of this procedure

G2.6 Customers must not be placed on waiting list or enrolled unless a selection process has been completed.

G2.7 Customers selected for admission are enrolled as per the enrolment section of this procedure.

Enrolment and Attendance Requirements

H1 The Community College Manager shall ensure that the following procedure is followed by staff members:

H1.1 A copy of the student booklet and course information brochure, as per AQTF pre-enrolment requirements, is supplied by the delegated responsible enrolling staff member to customers prior to enrolment

H1.2 Customers are advised of the following, before the enrolment is completed:

H1.2.1 The total amount of all fees including course tuition fees, administration fees, materials fee including books, amenities fee, the curriculum structure, recognition of prior learning and credit transfer processes, and withdrawal and refund policies
H1.2.2 Payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee

H1.2.3 The nature of the guarantee given by MADEC to complete the training and/or assessment once the student has commenced study in their chosen qualification or course

H1.2.4 The fees and charges for additional services, including such items as issuance of a replacement qualification testamur and the options available for students who are deemed not yet competent on completion of training and assessment

H1.3 Course commencement has been approved, if course commencement has not been approved customers are placed on waiting list pending course approval

H1.4 Teaching staff members ensure that the course is not full

H1.5 If the course is full the customer is placed on a waiting list maintained by the Community College Manager and the customer is advised of the next available course start date

H1.6 Customers complete enrolment details following the completion of a selection and acceptance process

H1.7 Completed enrolment forms are submitted to the Community College for processing and payment

H1.8 Customers are not considered enrolled and enrolments cannot be confirmed on the VETTRAK students records system unless they have paid or been issued an invoice for enrolment fees

H1.9 Delegated responsible enrolling staff members are required to issue a receipt to customers upon payment of fees

H1.10 Students are advised of attendance requirements during the enrolment process or induction program conducted by teaching staff members

H1.11 There is no minimum requirement to attend classes or sessions unless students are advised of specific requirements by teaching staff members, however, some students must comply with their participation requirements deemed by Centrelink or other external obligations e.g. Job Network

H1.12 Students are also advised of MADEC’s training and assessment processes once the student has commenced study in their chosen qualification or course, and

H1.12.1 The fees and charges for additional services, including items as issuance of a replacement qualification testamur and the options available to students who are deemed not yet competent on completion of training and assessment and

H1.12.2 MADEC’s Refund Policy
H2 Teaching staff members are responsible for recording attendance of students in their courses.

H3 Teaching staff members shall contact students either by telephone or letter to establish reasons for absence when a student has been absent for 2 weeks without having communicated with their teacher.

H4 Where teaching staff members have ascertained that a student will not be completing a course of study and the teaching staff members are unable to contact that student then a formal withdrawal process can be generated by the teaching staff member.

Payments

I1 Delegated enrolling staff members are responsible to ensure that

I1.1 Enrolment forms are submitted and processed according to the fees and charges policy

I1.2 Fee payments are collected and submitted on behalf of customers for courses delivered off site

I1.3 Staff members collecting off site fee payments issues a manual receipt to customers

I1.4 An Authority to Invoice form is completed when an organisation is to be invoiced for enrolment fees

I1.5 Customers receive a confirmation of enrolment on time of enrolment or by post via a receipt issued by the Community College admin staff at the reception.

I2 Customers may request the option to pay by instalment

I2.1 Customers are advised that payment by instalment cannot be offered as an option unless total course fee payment exceeds $100.00

I2.2 Customers are advised about the details of payment by instalment option

I2.3 Fixed 12 week payment schedule including term breaks

I2.4 First instalment is a minimum of the prescribed minimum fee as per the current Fees and Charges Policy issued by the State in which the enrolment is made (e.g. Skills Victoria and ACFE in Victoria and DFEEST in SA), and subsequent payments are of equal amounts and are due fortnightly

I2.5 First instalment is due on enrolment and subsequent payments will be aligned with Abstudy, Austudy etc.
Student Fees

J1 All fees and concessions are in line with the Fees and Charges Policy.

J2 The Community College Manager is responsible for fees maintenance within the VETTRAK system. This includes defining and maintaining unit parameters, GST codes, fee categories and MADEC defined fees.

J3 Fees are generated within the VETTRAK system against all student enrolments at time of enrolment.

J4 Fees are applied according to fee category types as per the Government statistical data guidelines (Victoria – Skills Victoria or South Australia – DFEEST).

J5 Fees can be allocated to a sponsor where the relevant sponsor has completed an Authority to Invoice form.

J6 Fees are receipted through the Community College Reception by either cash payments of enrolments or through debt management by raising instalment plans or tax invoices for the students or sponsors.

J7 The Finance Manager is responsible for the maintenance of cash payments and debt management within the financial system. This includes the management of student and sponsor debtors.

J8 Where a cancellation or withdrawal occurs and refund is required a request for refund must be made by the student by completing the application for refund form together with notification of cancellation or withdrawal form.

J9 Where a student’s fee category changes and MADEC is notified within 30 days from time of enrolment and become eligible for a refund, proof of eligibility must be produced together with a completed application for refund form.

J10 The VETTRAK system is updated to reflect the adjusted fees and also initiates a credit which is processed via the financial system.

J11 Either a refund payment, adjustment to instalment plan or credit note is then acted on within the financial system depending on the payment option originally applied to the fee.

J12 The Finance Department monitors and actions outstanding debts in relation to student fees and notifies the Community College of student’s fee status.

J13 The Community College updates the student’s status on the VETTRAK system to reflect the student fee status.

Student Learning Concerns Support

K1 An existing learning difficulty may be recorded at enrolment by the delegated enrolling staff member and this is communicated to the relevant teaching staff member.

K2 The teaching staff member identifies that student’s particular learning support need.

K3 When the teaching staff member identifies that a student has problems in achieving competence the teaching staff member may
K3.1 Deal with the concern directly by developing an appropriate support strategy such as an alternative study program, supplemental teaching, alternative learning styles or alternative assessment modes.

K3.2 Refer the student to Community College Manager.

K4 The Community College Manager advises that student have the following options:

K4.1 Reduce workload

K4.2 Transfer to an alternative course

K4.3 Negotiate to defer the course to a later date

K4.4 Apply for reassessment

K4.5 Continue to course negotiated with or without conditions.

K5 If the student is unable to achieve competency after 2 consecutive training attempts, Community College may choose the option for:

K5.1 Students to resubmit to a selection process to retain their position in the training program

K5.2 Teaching staff to appeal to the procedure and review the guidelines for the reselection process provided to students on enrolment.

Course Cancellation and Enrolment Termination

L1 The Community College Manager is responsible to ensure that prospective participants and relevant staff members are notified when courses are cancelled and customers have been selected, enrolled or placed on a waiting list.

L2 The Community College Manager is responsible to ensure that relevant staff members follow the refund and concession of fees policy when students withdraw from a course.

L3 The Chief Executive Officer may terminate an enrolment as a result of grievance process where disciplinary action and grievance procedures have failed to resolve an issue.

Authority
General Manager Operations

Reviewed By
Custodian of this Procedure