

<b>Title:</b> <b>Customer Registration and Support</b>	<b>Document Number: MQPR 9-1</b> <b>Custodian:</b> <b>General Manager Business Development</b>
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## Purpose

- To ensure MADEC's pre-registration and registration processes meet customer satisfaction
- To describe MADEC's processes in programme recording and reporting
- To describe MADEC's processes in providing customer support
- To describe MADEC's processes in identifying and addressing the needs of customers who are not achieving successful outcomes
- To ensure that disadvantaged groups and individuals are provided assistance and support enabling them to enjoy the same basic rights and opportunities generally available to all Australians
- To provide high quality employment services that enable Job Seekers to achieve sustainable employment to their maximum capacity, promote capacity of people with a disability leading to improved employment opportunities and encourage innovation and continuous improvement in the provision of employment services
- To have the right approach to working with clients specifically each person with a disability who is seeking a service has access to MADEC services on the basis of relative need and available resources.

## Scope

- All client registrations in MADEC.
- Applies to employment consultants, teaching staff members, students, Job Seekers and employers.

## References

- Australian Quality Training Framework June 2010 Essential Conditions and Standards for Continuing Registration
- Disability Services Standards and Key Performance Indicators 2003, Evidence Guidelines Disability Employment Services (July) 2007
- Disability Employment Services Quality Framework 2010
- Job Services Australia Quality Framework 2010
- Job Services Australia Performance Management Advice
- Job Services Australia Quality Assessment Instructions Measure 1 JSA Provider Capability
- Job Services Australia Quality Assessment Instructions Measure 2 Service Delivery
- Job Services Australia Quality Assessment Instructions Measure 3 Engagement
- Job Services Australia Quality Assessment Instructions Measure 4 Client Experience
- ISO 9001:2008 Standard 4.2.4 – Control of Records
- ISO 9001:2008 Standard 7 – Product Realization
- VET Quality Framework / Standards for NVR Registered Training Organisations 2011

## DEEWR Contract References (DES Guidelines)

- Break in Employment Guidelines
- Change in Employment (Participants who Voluntarily Change Employment) Guidelines
- Creating and Updating an Employment Pathway Plan Guidelines
- Criminal Records Checks for activities where they are a requirement for Participants Guidelines
- Direct Registration Guidelines

- DES Participant Compliance Guidelines
- Disability Management Service – Special Class Clients Guidelines
- Disability Management Service Participants Not Receiving Income Support Guidelines
- Eligible School Leaver Guidelines
- Job in Jeopardy Guidelines
- Job Placement Guidelines
- Ongoing Support Guidelines
- Period of Service Guidelines
- Permanent Address Guidelines
- Referral and Commencement Guidelines
- Risk Assessment for DES Work Experience Activities Guidelines
- Work Based Personal Assistance Guidelines

## Definitions

### Employment Services

Centrelink - means the Commonwealth Services Delivery Agency established under the Commonwealth Services Delivery Agency Act 1997.

Disability Employment Services (DES) – provides eligible people with disability to have access to individually tailored services that provide capacity building, training, work experience and other interventions to help participants obtain sustainable employment.

The objective of DES is to help individuals with disability, injury or health condition to secure and maintain sustainable employment. DES increases the focus on the needs of the most disadvantaged job seekers and achieves greater social inclusion. DES boosts employment participation and the productive capacity of the workforce, address Skills Shortage areas and better meet the needs of employers.

This includes two distinct demand-driven programs:

- Disability Management Service – for job seekers with disability, injury or health condition who require the assistance of a disability employment service (and who may require irregular or occasional support) but are not expected to need regular long-term support in the workplace, and
- Employment Support Service – for job seekers with permanent disability and with an assessed need for long-term regular Ongoing Support in the workplace to retain their job.

Most DES participants will be able to exit as independent workers once a 26-week outcome has been achieved. For those who require Ongoing Support to retain their job, three support options are available:

- Flexible Ongoing Support – available in both Programs: Disability Management Service and Employment Support Service
- Moderate Ongoing Support – available in Employment Support Service only
- High Ongoing Support – available in Employment Support Service only.

Disability Employment Services Code of Practice – reflects the Australian Government's expectations of how MADEC will interact with job seekers, employers and each other. Together with the Service Guarantee they form part of the performance framework and ensures each job seeker receives a high-quality service

Disability Employment Services Service Guarantees – specifies the level of service each client can expect to receive. Together with the Code of Practice they form part of the performance framework and ensures each job seeker receives a high-quality service.

Disability Services Act (1986) – provides the legal framework for the disability open employment services employment assistance.

DES Eligibility Criteria – is determined by Job Capacity Assessment providers. A job seeker is referred to the DES programme if they have a permanent or likely to be permanent disability and have a reduced capacity for communication, learning or mobility and require support for more than six months after placement in employment and/or require specialist assistance to build capacity in order to meet participation requirements.

DES Eligible Job Seeker – is a person who is not employed and has been specified as an eligible worker following assessment by a job capacity assessment (JCA) provider for the purposes of the DES programme.

DES Eligible Worker – is a person who is employed and has been specified as an eligible worker following assessment by a job capacity assessment (JCA) provider for the purposes of the DES programme.

DES Eligible School Leaver – means a participant who meets the eligibility requirements for and eligible school leaver in accordance with DEEWR guidelines.

DES Job Capacity Assessment – means a holistic assessment of a participant's participation barriers and current work capacity, undertaken by a Job Capacity Assessment provider.

DES Job in Jeopardy Participant – means a participant who meets the eligibility requirements for a Job in Jeopardy participant according to DEEWR Guidelines.

DES Non-vocational Barriers – means the range of barriers that can prevent a person from obtaining and sustaining employment or education or from undertaking further skills development, other than Vocational Barriers.

DES Vocational Barriers – means a lack of appropriate training, skills or qualifications for employment.

DES Ongoing Support – means the DES program services a participant may receive while they are in employment, unsubsidised self-employment, an apprenticeship or a traineeship after a 26 week employment outcome or job in jeopardy outcome until they exit.

DES Ongoing Support Assessment (OSA) – means an assessment by an Ongoing Support Assessor as to a participant's need for ongoing support. In both Programs: Disability Management Service and Employment Support Service, ongoing support in the workplace is available for as long as the participant is assessed by an OSA Assessor as requiring it. OSA assessors independently assesses the ongoing support needs of participants to determine whether ongoing support is required and which level will best suit the needs of the participant and employer.

DES Participant – is an eligible job seeker and an eligible worker.

DES Special Class Client – means a Disability Management Service participant who meets the eligibility requirements of a class of persons determined by DEEWR to be a Special Class Client in accordance with DEEWR guidelines.

Department of Education, Employment and Workplace Relations – purchases employment services on behalf of the Australian Government and is responsible for contract management and administration and will continually monitor, evaluate and promote performance improvement in the employment and related services market in achieving the government's objectives.

Department of Human Services – was established in October 2004 to support the Minister for Human Services and improve the development, delivery and coordination of Government services. Its' role is to administer Comprehensive Work Capacity Assessment / Job Capacity Assessment

activities and direct, coordinate and broker improvements to service delivery with other departments and agencies to ensure the effective and efficient implementation of Government policy.

Disability Services Act (1986) – provides the legal framework for the Disability Employment Services employment assistance.

Eligible Job Seeker - means a person to whom Employment Services are provided, or have been provided, by MADEC.

Employment Services - means the services described and set out in the Employment Services Contract.

Job Services Australia - means the services that MADEC is required to provide under a clause in the employment services contract.

National Harvest Labour Information Service - means the body which coordinates and disseminates harvest labour information through the JobSearch Harvest Trail Website; through a national telephone information service; and through the provision of a national harvest guide and other information.

## Community College Services

Access and Equity – means the policies and approaches aimed at ensuring that Vocational Education and Training are responsive to the individual needs of clients whose age, gender, cultural or ethnic background, disability, sexuality, language skills, literacy or numeracy level, unemployment, imprisonment or remote location may present a barrier to access, participation and the achievement of suitable outcomes. Access and equity do not mean that an RTO has to accept anyone as a client.

Admission – is the overall process from first contact with the customer to the signing of the enrolment form.

Apprenticeship / Traineeship – means a structured training arrangement for a person employed under an apprenticeship/traineeship training contract. It usually involves the person receiving training and being assessed both on and off the job.

Apprenticeship / Traineeship Training Contract – means a contract governing the terms of an apprenticeship or traineeship that is made between an employer and a person employed by them as an apprentice or trainee. The contract must be registered with the relevant state or territory's government department or agency in accordance with the state's or territory's legislation. The training provided under the contract must be delivered by an RTO approved by the state or territory's department or agency and a training plan developed by the RTO must form the basis of the person's training and assessment.

Client (in Community College) – means learner, enterprise or organisation which uses or purchases the services provided by MADEC.

Customer Agreement – is the enrolment contract between a customer and MADEC.

Fee for Service Fee – a fee charged on a full cost recovery basis.

Learning Concern – is an impediment to a student's progress which may put them at risk of not achieving successful outcomes in their chosen area of learning.

Learning Difficulty – is an identified learning problem that has been demonstrated in the student's previous learning experience and environment.

Materials Fee – a fee charged to recover cost of providing goods or materials that are retained by the student as their personal property.

New South Wales Contracted Training Provision – is a NSW program established by the NSW Board of Vocational Education and administered by the Department of Education and Training and forms part of a nationally agreed strategy to expand vocational training relevant to industry skill needs.

Recognition of Prior Learning – An assessment process that assesses an individual's non-formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes, competency outcomes, or standards for entry to, and/or partial or total completion, a qualification.

Risk Management - is the systematic application of management policies, procedures and practices to the tasks of identifying, analysing, evaluating, treating and monitoring risk.

Selection – is the process specific to learning areas whereby they match the customers to the course offered to ensure success for the customer.

Short Courses - courses are deemed short at the discretion of the Community College

Student Tuition Fee – is a compulsory academic fee as per MADEC's Fees and Charges Policy.

Unit of Competency – means the specification of industry knowledge and skill and the application of that knowledge and skill to the standard of performance expected in the workplace.

## Acronyms

AQTF	– Australian Quality Training Framework
ASQA	– Australian Skills Quality Authority
DEEWR	– Department of Education, Employment and Workplace Relations
DES	– Disability Employment Services
DESQA	– Disability Employment Services Quality Assurance
DSS	– Disability Services Standards
ESS	– Employment Services System (DEEWR IT System)
FaHCSIA	– Department of Families, Housing, Community Services and Indigenous Affairs
IYLP	- Indigenous Youth Leadership Program
JSA	– Job Services Australia
NVR	– National Vocational Regulator
RTO	– Registered Training Organisation
VET	– Vocational Education and Training
VRQA	– Victorian Registration and Qualifications Authority

## Procedure

### Employment Services

#### Direct Registration

A1 To be eligible to directly register with MADEC, Job Seekers must either be:

A1.1 registering for Stream 1 (Limited);

- A1.2 a Vulnerable Youth or Vulnerable Youth Student;
  - A1.3 pre-release prisoner;
  - A1.4 CDEP participant with access to CDEP wages;
  - A1.5 a volunteer (non-activity tested) in receipt of Disability Support Pension or Parenting Payment
  - A1.6 registering for Harvest Labour or Drought Force; or
  - A1.7 eligible for assistance under Labour Adjustment Package or Structural Adjustment Package
- A2 Employment Consultants shall refer to the Eligibility Table in DEEWR Referral and Commencement Guidelines for detailed information on Fully Eligible and Partially Eligible status for different Job Seeker circumstances.
- A3 Employment Consultants shall comply with DEEWR Guidelines regarding
- A3.1 Direct Registration
  - A3.2 Creating and Updating an Employment Pathway Plan Guidelines
  - A3.3 Vulnerable Youth and Vulnerable Youth (Student) Direct Registration
  - A3.4 Job Seeker Compliance
  - A3.5 Referral and Commencement
  - A3.6 Stream Services Review
  - A3.7 Permanent Address
  - A3.8 Harvest Placement
  - A3.9 Job Search Facilities
  - A3.10 Intensive Activity
  - A3.11 Getting a Job Seeker Commenced in the Work Experience Phase
  - A3.12 Criminal records checks for activities where they are a requirement for Supervisors
  - A3.13 Criminal records checks for activities where this is a requirement for Job Seekers
  - A3.14 Generating, Assessing and Approving Work Experience Activities
  - A3.15 Work Experience Activity Types
  - A3.16 Insurance for Work Experience Activities
  - A3.17 Placement for Assignments with Host Organisations.

## Assessing Eligibility

- B1 When a Job Seeker attends MADEC asking to register Admin must first check if the Job Seeker is already registered by conducting Job Seeker Search on ESS.
- B1.1 Where Job Seeker is already registered with MADEC Admin will check if need to make an appointment to update records (e.g. Résumé or Job Seeker Classification) or access other services and arrange appointment where necessary
  - B1.2 Where Job Seeker is already registered but not attached to MADEC then Admin will check on Registration screen if available to be linked to MADEC:
    - B1.2.1 If able to be linked then a Direct Registration Form should be completed by Job Seeker prior to refer button being activated
    - B1.2.2 If attached to another JSA Provider then Admin Assistant will provide appropriate advice as follows:
      - B1.2.2.1 where Job Seeker knows who their JSA Provider is and wishes to remain registered with them that they can only be registered with one JSA Provider

- B1.2.2.2 where Job Seeker knows who their JSA Provider is and wishes to transfer:
  - B1.2.2.2.1 within ESA that they must discuss this with their current JSA Provider
  - B1.2.2.2.2 from outside ESA that they must notify change of address to Centrelink or update their personal page and they will be automatically referred to a new JSA Provider
- B1.2.2.3 where Job Seeker doesn't know who their current JSA Provider is that they must contact the Customer Service Line for the information and provide the phone number for the Job Seeker to ring and find out
- B1.3 Where Job Seeker has been registered but their record is inactive then:
  - B1.3.1 Stream1 Limited Job Seeker record wishing to reactivate record following inactivation can be registered by MADEC on completion of Direct Registration form;
  - B1.3.2 Fully Eligible Job Seeker eligible for direct registration can be registered on completion of Direct Registration form;
  - B1.3.3 Previously Fully Eligible Job Seeker wishing to register as No Stream Services Referral Required or Stream 1 services can be registered by MADEC on completion of Direct Registration form.
- B1.4 Where there is no Job Seeker record on ESS then Admin must determine where Job Seeker should be registered:
  - B1.4.1 if Job Seeker intends to apply for Newstart or Youth Allowance or wishes to have their eligibility for full range of JSA services assessed then the Job Seeker should be referred to Centrelink.
  - B1.4.2 if Job Seeker is currently in receipt of a Centrelink payment which is non-activity tested then Job Seeker should be advised of difference in services for partially eligible and fully eligible to make a choice and Direct Registration form should be issued and Job Seeker registered as fully eligible participant
  - B1.4.3 if the Job Seeker meets Vulnerable Youth or Vulnerable (Youth Student) definition then the Direct Registration form should be issued and the Job Seeker registered as fully eligible Stream 4 participant by flagging as VY or VY(S) (remember that Job Seeker must be referred to Centrelink within 4 weeks for eligibility assessment or if not completed their registration will be exited after 90 days).
  - B1.4.4 if Job Seeker is only eligible to receive Stream 1 Limited services, then the Direct Registration form should be issued and the Job Seeker registered as partially eligible.

- B1.4.5 if Job Seeker is seeking harvest work or wishing to participate in Drought Force only then the Direct Registration form should be issued and the Job Seeker registered as No Stream Services Referral.

## Registering on ESS (DEEWR IT Systems)

- C1 When the Job Seeker has completed and signed his/her registration form and provided proof of identity then Admin must input the Job Seeker details into ESS. Full instructions on how to do this are available in DEEWR Job Aids. When the information has been successfully input then
- C1.1 Job Seeker must be given his/her JS ID number;
  - C1.2 Job Seeker must be given an appointment time for initial interview to complete Résumé; this should wherever possible be made immediately;
    - C1.2.1 the initial interview for Vulnerable Youth Job Seekers and Job Seekers registered as fully eligible must be scheduled with an Employment Consultant so that the Job Seeker Classification screen can be completed;
  - C1.3 Staff Member who conducted initial interview must sign the Employment Service Provider declaration on the registration form.
  - C1.4 Registration form, along with any copies of documents taken as Proof of Identity, is filed
    - C1.4.1 for Stream 1 Limited and Harvest Job Seekers alphabetically in active Job Seeker registration folder or filing system
    - C1.4.2 for fully eligible, Drought Force only and Vulnerable Youth Job Seekers in newly created JSA file.

## Disability Employment Services

### Referrals

- D1 Employment Consultants shall only accept referrals of participants made through DEEWR's IT systems.
- D2 DEEWR will alert MADEC to referrals by recording an appointment for participants in the Electronic Diary.
- D3 On receipt of a referral, Employment Consultants shall immediately confirm whether the participant meets the eligibility requirements for a Disability Management Service Participant or Employment Support Service participant.
- D4 If the participant does not meet the eligibility requirements for a Disability Management Service or Employment Support Service participant, Employment Consultants shall dispute the current assessment.

## Disputed Assessments

- D5 Employment Consultants may dispute a current assessment within 28 calendar days of assessment conducted by a JCA provider if Employment Consultants considers that the current assessment does not specify the most appropriate program services for the participant.
- D6 If Employment Consultants disputes a current assessment, Employment Consultants shall contact the relevant JCA provider or OSA who conducted the participant's current assessment.
- D7 If a current assessment is in dispute during the participant's period service or ongoing support, as the case may be, Employment Consultants must continue to provide program services to the participant but cannot claim any fee with respect to the participant until the dispute is resolved and the participant is commenced.

## Direct Registration of Participants without a Referral

- D8 If a participant presents to Employment Consultants without a referral, Employment Consultants shall confirm that the participant is not currently registered with another program provider of employment service provider as identified in the DEEWR IT system and meets the eligibility requirements for a Disability Management Service Participant or Employment Support Service Participant.
- D9 If Employment Consultants has confirmed participant eligibility, Employment Consultants shall directly register the participant and confirm that the participant has a valid JCA.
- D10 If Employment Consultants has confirmed that the participant has a valid JCA, Employment Consultants shall conduct an initial interview with participant and commence the participant in the appropriate Disability Management Service or Employment Support Service.
- D11 If the participant does not have a valid JCA, Employment Consultants shall immediately refer the participant to a JCA provider for an assessment.

## Special Class Client

- E12 If a special class client presents to Employment Consultants without a referral, Employment Consultants shall confirm that the special class client is not currently registered with another program provider as identified in the DEEWR IT system and meets the eligibility requirements for a special class client.
- E13 If Employment Consultants has confirmed the above, Employment Consultants shall immediately directly register the special class client, immediately conduct an initial interview and commence the special class client as a Disability Management Service participant.

## Eligible School Leaver

- E14 If an eligible school leaver presents to Employment Consultants without a referral, Employment Consultants shall confirm that the eligible school leaver is not currently registered with another program provider as identified on the DEEWR IT systems and meets the eligibility requirements for an eligible school leaver.
- E15 If Employment Consultants has confirmed the above, Employment Consultants shall immediately directly register the eligible school leaver, immediately conduct an initial interview, and commence the eligible school leaver participant.

## Job in Jeopardy Participant

- E16 Where a job in jeopardy participant presents to Employment Consultants without a referral, Employment Consultants shall confirm that the job in jeopardy participant is not currently registered with another program provider as identified on the DEEWR IT systems and meets the eligibility requirements for a job in jeopardy participant.
- E17 If Employment Consultants has confirmed the above, Employment Consultants shall immediately directly register the job in jeopardy participant, immediately conduct an initial interview, and commence the job in jeopardy participant in either Disability Management Service or Employment Support Service.

## Unpaid Work Experience Placements (UWEP)

- E18 Employment Consultants may provide, broker or purchase unpaid work experience placement activities for participants.
- E19 If Employment Consultants purchases UWEP activities, MADEC is not entitled to claim reimbursement from DEEWR for the cost of purchase.
- E20 Unpaid work experience placement activities shall not have the effect of displacing or replacing paid workers or reducing the amount of paid work available to workers.
- E21 Employment Consultants shall not provide, broker or purchase an unpaid work experience placement activity if the activity already receives funding under a Commonwealth, state, territory or local government program; the activity fulfils a function which would normally be undertaken by MADEC and DEEWR; or some or all of the work would have been undertaken by a paid worker if the activity had not taken place.
- E22 Where Employment Consultants places a participant into an UWEP activity with an UWEP host organisation prior to the commencement of the activity, Employment Consultants shall ensure that the participant and the host organisation have signed appropriate DEEWR documentation.
- E23 At the start of the UWEP activity and throughout the activity, Employment Consultants shall satisfy itself that there is a safe system of work in place for the activity, including that the host organisation is complying with
- E23.1 Relevant occupational health and safety requirements, as though the participant is an employee in the relevant industry in which the UWEP activity occurs and
- E23.2 Relevant statutory workers' compensation requirements.
- E24 Employment Consultants shall undertake a risk assessment of each UWEP activity and shall undertake any action identified in the risk assessment.
- E25 Employment Consultants shall ensure that participants undertaking any UWEP activity are adequately and appropriately supervised at all times.
- E26 Employment Consultants shall ensure that all personnel and supervisors involved in UWEP activities
- E26.1 Are fit and proper persons to be involved in that role

- E26.2 Have had national criminal history record checks required by law
  - E26.3 Have a high level of skill/knowledge and/or experience in working with, training and supervising persons in work experience placements and
  - E26.4 An appropriate person employed by the UWEP host organisation is present at any activity location when the activity involves direct contact between participants and children or other classes of vulnerable people.
  - E27 Employment Consultants shall ensure that UWEP activity supervisors are required to notify MADEC of the non-attendance of participants on all UWEP activities.
  - E28 The General Manager Business Development shall notify DEEWR as soon as possible, and at the latest within 24 hours, of any incident involving an UWEP activity including
    - E28.1 Any accident, injury or death occurring during, or as a result of, the specified activities, including in relation to a participant or a member of the public and
    - E28.2 Any incident that may negatively impact upon the Disability Employment Services or bring the activities into disrepute.
  - E29 Where the incident is an accident, or involves injury or death, irrespective of whether the injured party makes a claim at the time of the incident, the General Manager Business Development shall also, as soon as possible, and at least within 24 hours
    - E29.1 Notify DEEWR's insurance broker
    - E29.2 Submit an incident report to DEEWR's insurance broker (in the form required by DEEWR's insurance broker) giving full details of the accident and
    - E29.3 Provide a copy of the incident report to the Account Manager.
  - E30 DEEWR may, at any time and at its absolute discretion, give a written direction to MADEC to cease or vary an UWEP activity, and the General Manager Business Development shall immediately take any action required by the direction.
  - E31 Employment Consultants shall ensure that both the participant and host organisation are aware that, to the extent allowable by law, MADEC or DEEWR may terminate the activity at any time.
  - E32 Employment Consultants shall not demand or accept payment from an UWEP host organisation in relation to an UWEP activity.
  - E33 Employment Consultants shall ensure that, to the extent allowable by law and unless otherwise expressly agreed by the parties, there is no intention or understanding on the part of the host organisation or the participant that the UWEP activity itself will create legal relations between the participant and DEEWR, MADEC or host organisation.
- DEEWR Contract Requirements and DES Guidelines
- E34 Disability Employment Services managers, team leaders and staff are responsible for complying with DEEWR contract requirements and DES Guidelines for
    - E34.1 Break in Employment Guidelines

- E34.2 Change in Employment (Participants who Voluntarily Change Employment) Guidelines
- E34.3 Criminal Records Checks for activities where they are a requirement for Participants Guidelines
- E34.4 Direct Registration Guidelines
- E34.5 DES Participant Compliance Guidelines
- E34.6 Disability Management Service – Special Class Clients Guidelines
- E34.7 Disability Management Service Participants Not Receiving Income Support Guidelines
- E34.8 Eligible School Leaver Guidelines
- E34.9 Job in Jeopardy Guidelines
- E34.10 Job Placement Guidelines
- E34.11 Ongoing Support Guidelines
- E34.12 Period of Service Guidelines
- E34.13 Permanent Address Guidelines
- E34.14 Referral and Commencement Guidelines
- E34.15 Risk Assessment for DES Work Experience Activities Guidelines
- E34.16 Work Based Personal Assistance Guidelines.

## 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
    - H1.8.1 Trainees are invoiced within three (3) months of commencing in the course and at the beginning of every consecutive year
  - 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 Services Australia, Disability Employment Services
- 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 actioned 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.

## Records

Completed Application for Refund Form  
Completed Authority to Invoice Form  
Completed Direct Credit Transfer Application Form  
Completed Enrolment Checklist

Completed Enrolment Form  
Completed Enrolment Variation Form  
Completed Expression of Interest Form  
Completed Payment by Instalment Form  
Completed Pre-Enrolment Student Induction Checklist  
Completed Recognition of Prior Learning Application Form  
Completed Record of Interview  
Completed Waiting List Template  
Completed Withdrawal Form

## **Associated Quality Documents**

AATP Claim for reduced enrolment fees  
AATP Details of part time and school bases apprentices and trainees  
AATP Enrolment Process VIC  
AATP Induction Visit Form  
AATP Monitoring Visit Form  
AATP Part Time School Traineeship Checklist / Procedure  
AATP School Based  
Authorisation of Reference Check  
Business Card order Form  
Children Services enrolment questions  
Claim for Reduced Enrolment Fees  
Community College House Rules  
Community College Information Release  
Community College Pre-Enrolment Checklist  
CSS Client Registration and Information Sheet  
CSS Internet Usage Log Book  
DES Disability Services Standards Information Sheet  
DES Induction Checklist  
DES OH&S Client Induction  
Enrolment Form  
Enrolment Form Fee for Service  
Enrolment Questionnaire Cert III Community Services  
Excursion Health Report and Consent Form  
Expectations of Students  
Harvest Confirmation Sheet Berri  
Harvest Office Referral Sheet Berri  
House Rules Kadina  
IEP Mentoring Checklist  
IYEC Client Details Form  
IYLP Scholarship funding agreement  
IYLP Scholarship funding agreement Variation Form  
Monitoring Visit Form (Aged Care / Children's Services)  
NHLIS Accommodation Provider Registration Form  
NHLIS Guide Book Order Form  
NMLP Application for Payment Plan  
Officeworks Stationary Order Form  
Personal Details / Enrolment Variation Form  
Referral Slips  
RTC2701A Follow OHS procedures Student Guide  
STEP ERS Consent to Release Information  
STEP ERS Eligibility/Commencement "Fax-back" Form Employment Placement Service Element  
STEP ERS Participant Referral Form  
STEP ERS Participant Self Referral and Assessment

STEP ERS VIC Mentoring Summary Sheet  
Student Eligibility Declaration Form Traineeship Checklist / Procedure  
Unpaid Work Experience Placements Checklist  
Vacancy Details  
Wesley Corporate Stationary order Form  
Wesley Kitchen and Cleaning Material order Form  
Wesley Stationary Order Form  
Work Experience Activity Comment Sheet  
Work Experience Activity Participant Details  
Work Experience Activity Placement Details  
Work Experience Activity Proposal Form  
Work Experience Host Agreement  
Work Experience Induction Questionnaire  
Work Experience Participant Induction Handbook  
Work Experience Participant Risk Assessment Form  
Work Placement Evaluation Form

## **Associated Work Instructions**

Additional Contacts  
DES Behaviour Management Guidelines  
DES Eligibility and Registration  
DES Employment Services Delivery  
DES Initial Interviews and Employment Assistance Plans  
DES Legal and Human Rights Policy Guidelines  
DES Vacancy Placement Management  
Enrolling Job Seekers  
Job Services Australia Initial Interviews  
Jobseeker Registration  
NHLIS Cold Calling Process  
NHLIS Collection of Australian Job Search Statistics  
NHLIS Facebook Maintenance Process  
Office works Stationary Handling Procedure – All MADEC Sites  
Stream 1 Services  
Stream 2 to 4 Services  
Use of Stamps for Mail All MADEC Sites  
Wesley Cleaner Schedule and Other Duties  
Wesley Handling Mail  
Wesley Ordering Kitchen and Cleaning Materials  
Wesley Phone Etiquette  
Wesley Reception Coding Timesheets  
Wesley Stationary Orders

## **Authority**

Chief Executive Officer

## **Reviewed By**

Custodian of this Procedure