

DOMESTIC – Application to Enrolment Process

Purpose

- Process incoming domestic applications and converting to Government funded and Fee for Service Enrolments

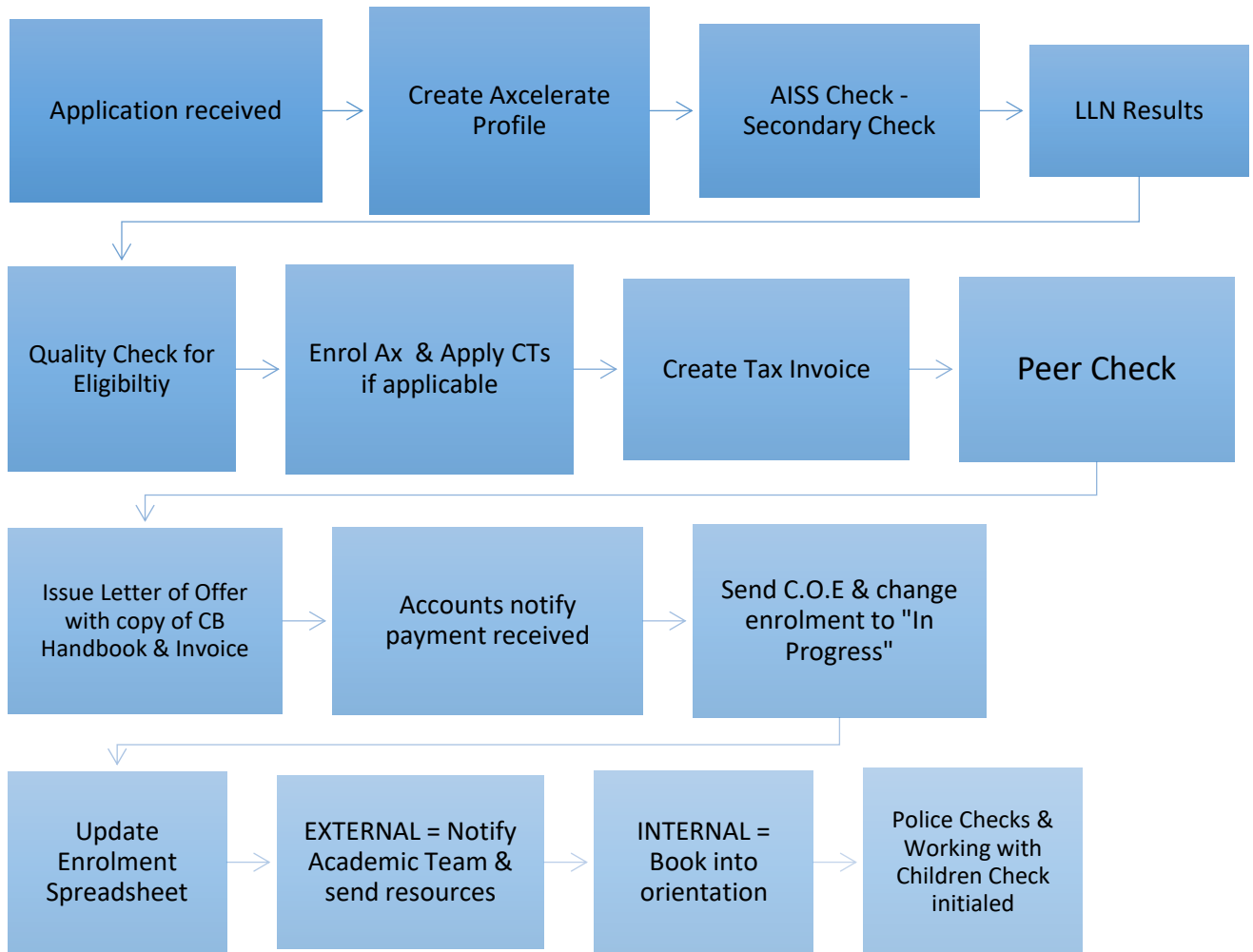
Who

- Potential Student
- Enrolment Team
- Student Services Team
- Trainers

Related Documents

- [PQS Evidence Guide](#)
- BKS User Quick Guide
- [Admission Policy & Procedure Domestic Student](#)
- [Sales and Enrolment Tracker](#)
- Charlton Brown LLN Entry Level Requirements
- Pre Enrolment Suitability Assessment - Domestic
- Certificate 3 Guarantee Eligibility Verification Documentation Requirements
- Higher Level Skills Eligibility Verification Documentation Requirements

Workflow



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Process

Application received and Acknowledgement call made

When an application is received, a courtesy call to the applicant should be made thanking them for their application and for choosing Charlton Brown for their learning journey. During the courtesy call, briefly outline the enrolment process and ensure the applicant is aware of the requirement to provide Identification documents and to ensure the form is fully completed to assist with the application process.

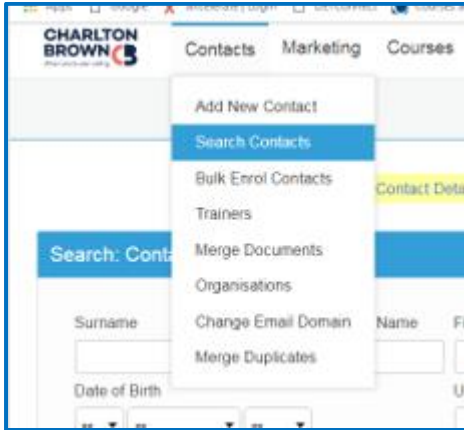
All application documents will need to be saved in O Drive Directory to upload into the applicant's Axcelerate profile. [O:\Student Services 2018\ DOMESTIC Applications**](#)

Details of the application will need to be recorded in the *Sales and Enrolment Tracker spreadsheet* and updated through each progression of the application, until the enrolment is confirmed via a confirmation of enrolment letter to the applicant.

****Filepath subject to change**

Create Accelerate Profile/Update existing

Once application has been confirmed, an Accelerate (Ax) profile will need to be created. To prevent duplication, first do a search on Ax by:



You can search on either Surname, DOB, email address or phone number

The 'Search Contacts' form includes the following sections:

- Search: Contact Details**
 - Surname, Preferred Name, First Name, Id No.
 - Date of Birth (dropdown)
 - USI
 - Organisation
 - Position: Any (selected), Employer, Payer, Other
 - City, State, Postcode
 - Email Address, Phone Number
 - How Sourced: Select Source
 - Submit button
- Display The Following Information**
 - Identification:** Contact ID (checked), Optional ID, USI, Title, Full Name (checked), Preferred Name, Given Name, Middle Name, Surname, Date of Birth (checked), Organisation (checked), Division, Section, Position, Manager/ Supervisor, Coach/ Mentor.
 - Contact Details:** Work Phone (checked), Home Phone, Mobile Phone (checked), Fax, Other Phone, Email Address (checked), Website, Photo, Comment, Date Entered, Password.
 - Street Address:** Address Line 1, Address Line 2, City (checked), Postcode, State, Country.
 - Postal Address:** Address Line 1, Address Line 2, Postal City, Postcode, State, Country.
 - Sort Alphabetically by: Organisation
 - Display last note, Add blank column for printing, Add new note, Exclude inactive contacts (checked), Exclude System Notes.

Add New Contact

If no records are found, create a new contact profile using information provided on the application form.

Every detail from the application must be transferred to the Accelerate Applicant profile.


Once details from the application have been entered in Accelerate a copy of the form will need to be uploaded into the relevant Portfolio Tab



Click her to view instructions for adding a contact: <https://www.youtube.com/watch?v=RXTR96LYEus>

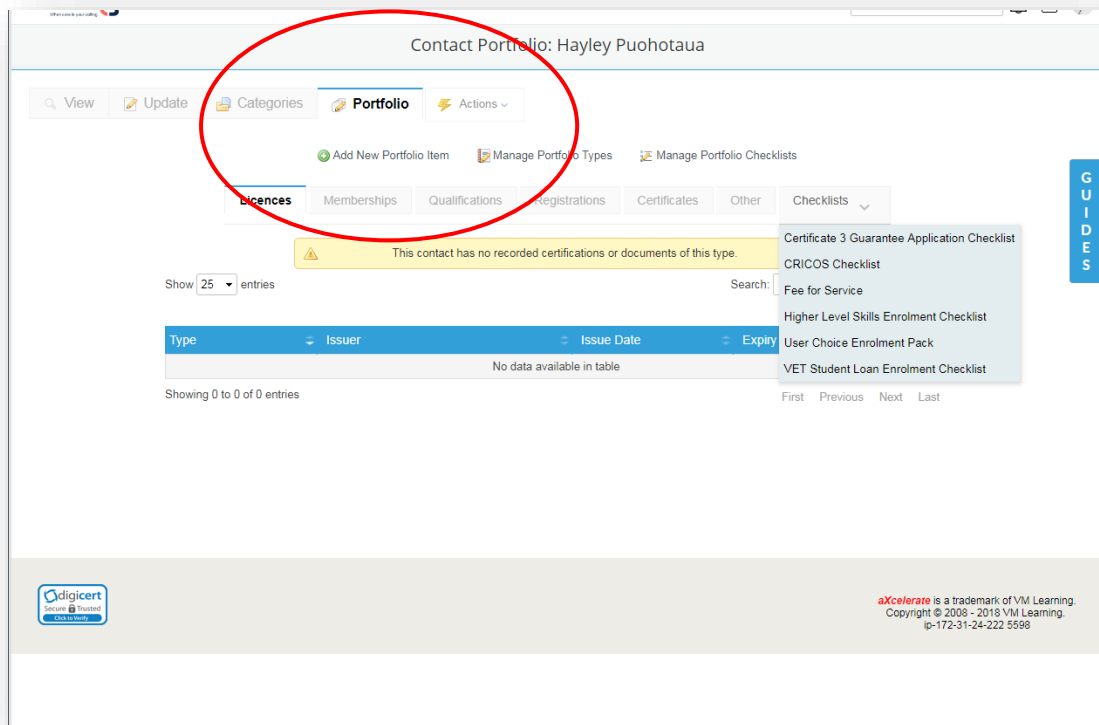
Basic Steps

1. Choose **Contacts > Add New Contact.**
2. Populate fields in each section.
3. Click **Submit** to create the contact record.
4. The [View Contact](#) page is displayed.

A note type "Student -Enrolment" will need to be added to the profile such as below:

Note	Type	Date Inserted	Added By
Application received 11.9.2018 CHC42015 Certificate IV in Community Services External/HLS/Concessional ***Criteria for HLS Funding under this qualification student must be an Existing Worker in the Community	Student - Enrolment	22/10/2018 04:10 PM	Hayley Puohotaua 

Type	Issuer	Issue Date	Expiry Date
 Application for Admission			



Apprenticeships Information Self Service (AISS) Check

AISS checks are commonly referred to as DET Connect Checks. To perform these you will need to gain access to the Database via your Line Manager.

A Preliminary check should have been completed by the Sales Representative (Rep) prior to an application received and uploaded by the Sales in Rep into Ax.

The Enrolment Team is responsible to ensure all Eligibility documents have been obtained for the enrolment. Relevant IDs should have been obtained from the Sales Team with preliminary DETCheck. A Secondary DETConnect is to be done by Student Services/Enrolment Team to ensure eligibility. DETConnect check is performed to identify previous qualifications in Queensland. It is a duty of the Enrolment Office to discuss with the applicant if they have identified any previous qualifications on their application form whether in Australia or Overseas.

For government funded applications AISS checks **must** be conducted **before enrolled** as per the [PQS Evidence Guide](#)

Reference: [PQS Evidence Guide v5.1 page 3](#)

Evidence of other actions / processes undertaken to ensure prospective students do not already hold or are not already enrolled in a certificate III or higher qualification relevant to the specific program under which training is being funded.

AISS may not capture all student records or awards, therefore the supplier must also confirm with prospective students whether they hold, or are currently enrolled in, a certificate III or higher level qualification and not rely solely on AISS

Complete a [DETConnect](#) check, save as PDF & upload to portfolio & checklist recording the date that check was performed

Type	Issuer	Issue Date	Expiry Date	
✓ Application for Admission	CHARLTON BROWN			
✓ Language, Literacy and Numeracy Test	BKSB			
✓ Proof of Age	Overseas Government	20/01/2017	19/01/2027	
✓ Proof of Queensland Residency				
✓ Proof of Citizenship/PR for PQS Contract	Medicare		11/08/2018	
✗ Pre-Enrolment Interview				
✓ DETConnect	Department of Education and Training			

Upload Identification (ID) & Eligibility docs to Axcelerate

The relevant ID's are obtained via the Sales Team however an Enrolment Team member can upload via the below process if overlooked. Upload all IDS, documents, SOAs etc into Ax portfolio tab as well as checklist dependent on which funding student is applying for – e.g. [C3G Checklist](#)

Examples of eligibility documents are listed in the Eligibility Verification Documentation Requirements Forms and can be found in Axcelerate under the Resources Library.

A valuable resource for Identity documents should also be referenced from the [PQS Evidence Guide](#)

Note some documents may meet two or more options in the Portfolio tab so ensure you upload to all.

Example: A Qld Driver's Licence should be added under "Licences" & "Checklist" option

GUIDES

Pre-Enrolment Suitability Assessment – Domestic Students

This should be completed by the Sales Representative as at the time of making the Sales.

The Interview conducted in line with our “Admission Policy and Procedure Domestic” to identify the level of education already attained, questions regarding interests, abilities and career aspirations. This information used to perform interim assessment of the suitability of the potential student for admission. The document *Pre- Enrolment Suitability Assessment* located in the Axcelerate Resources Library is to be used to conduct this interview. Currently this form is located [here](#).

Language Literacy & Numeracy (LLN) Testing

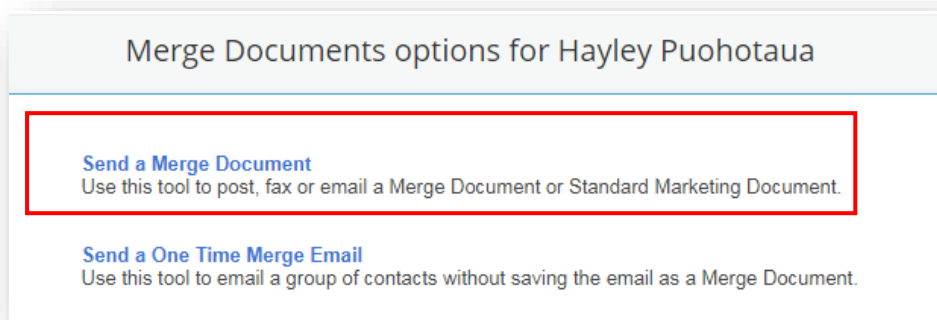
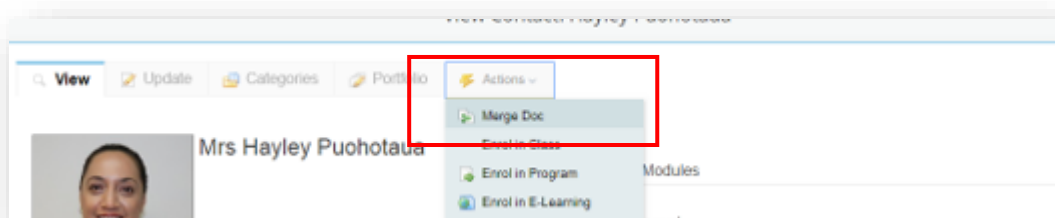
This tool is used to highlight potential learning difficulties applicant may have it is also a pre-requisite in the learner’s application to achieve the requirements of the course.

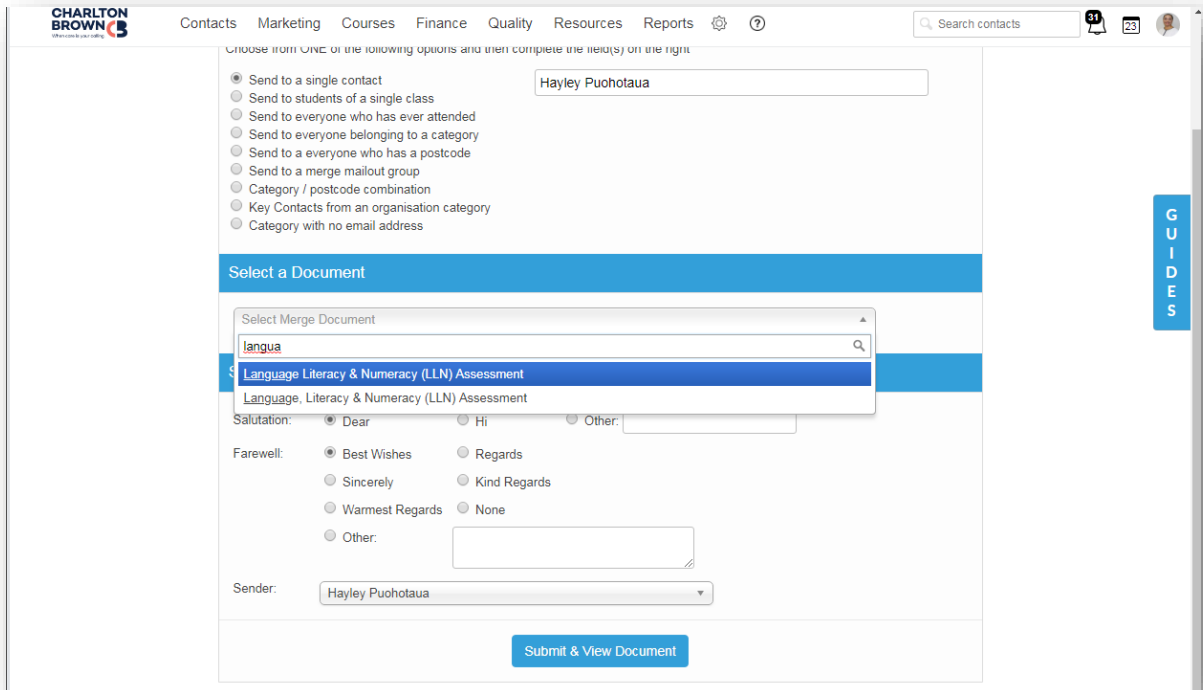
Access is required to the LLN Tool BKSb website from your Manager.

Login to [Charlton Brown BKSb](#) website to create logins for student in BKSb via selecting the below button. Use the BKSb User Quick Guide resource to assist with create logins and distributing the test. This document can be found in Axcelerate in the Resources Library.

This test should be sent by the Domestic Sales Team however if not sent the Enrolment Officer will send during the enrolment process.

The “bksb Student Guide” is sent from Axcelerate with template “Language Literacy & Numeracy (LLN) Assessment” to give the applicant instructions on how to conduct the test.





Dear [GivenName],

Thank you for your recent application.

Attached is our Student Guide document regarding our Assessment Tool. This guide will provide important details on the Assessment Tool and how to access. **Please read before commencing the test.**

Please remember to **only complete the Initial Assessments for Maths and English**

If you have any queries please contact our Enrolment Team on 07 3216 0288.

Best Wishes

Jennifer Johnson
 Student Services Officer
 CHARLTON BROWN

Phone: 07 3153 0724
 Email: jennifer@charltonbrown.com.au

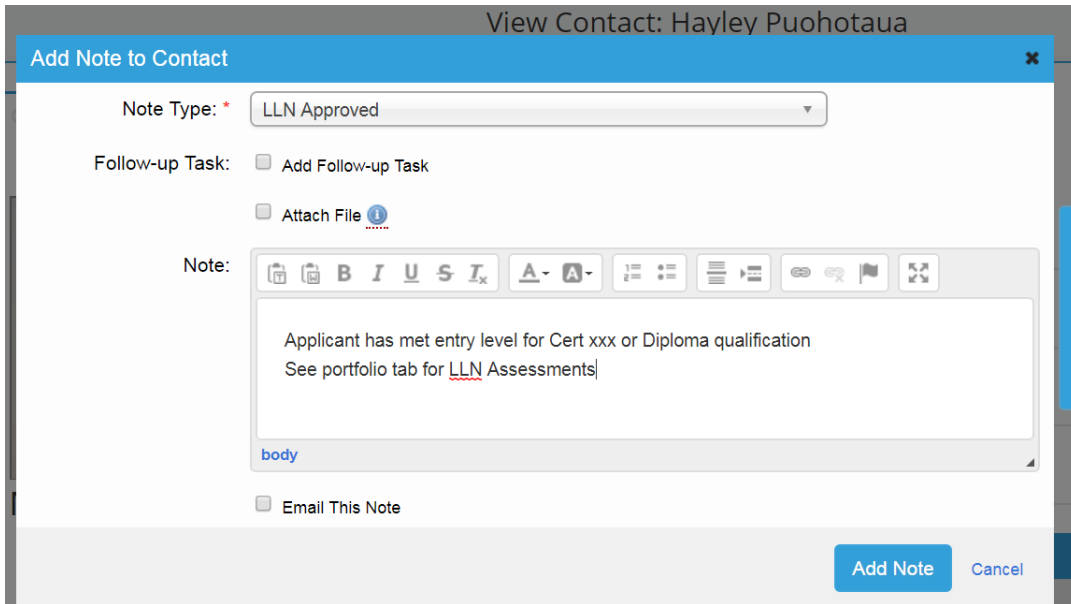
LLN Test Results

To be checked by the Enrolments Team regularly to progress the application. A phone call or reminder email is to be sent to Applicant if not completed within a 24hr period. Any follow up notes or calls are to be documented in the Applicants Axcelerate profile

The Enrolments Officer is to map the results back to the "Charlton Brown LLN Entry Level Requirements" document found on Axcelerate in Resources Library to determine the results.

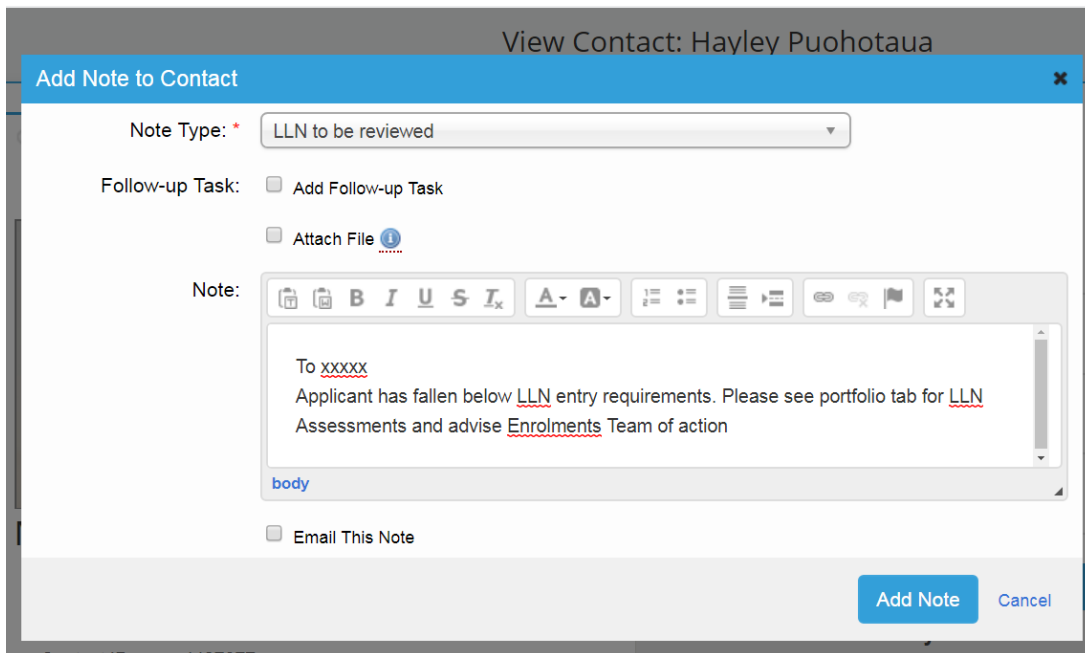
LLN Approved

When results meet the entry requirements a note type “LLN Approved” is documented in Axcelerate



LLN to be reviewed

Should the Applicant’s results fall below the entry level, a notification is sent via Axclerate to the Academic Manager or RTO Manager for review. A Diagnostic Test via BKSb maybe requested or a Support Plan will need to be implemented to assist the student.



Enrolment in Axcelerate

Enrol applicant into relevant intake via Axcelerate

Ensure correct **Commencement & Expected Completion Date** is entered.

The Enrolment date is to be updated once the enrolment has been confirmed.

The following fields in Axcelerate are vital to ensure AVETMISS data is correct and to ensure Letter of Offer details are correct

Credit Transfers are to be applied by the student services team where applicable.

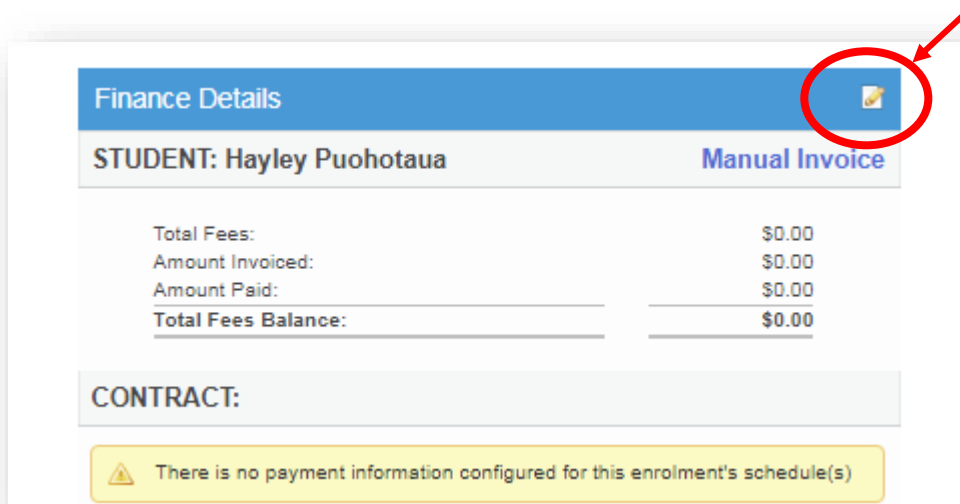
Evidence via a Statement of Attainment, Certificate or USI Transcript is acceptable evidence to obtain. The evidence can be given to a Student Services Team member to apply in AXcelerate.

All Statements of Attainments of USI Transcripts are to be authenticated as per RTO Standard 3

Invoicing

Once enrolled in Axcelerate an invoice and payment plan is to be created

Payment Plans can be obtained from *2018 Tuition Fees Government Payments and Payment Plan* excel spreadsheet located in the O Drive directory [here](#)



Finance Details	
STUDENT: Hayley Puohotaua	Manual Invoice
Total Fees:	\$0.00
Amount Invoiced:	\$0.00
Amount Paid:	\$0.00
Total Fees Balance:	\$0.00

CONTRACT:

⚠ There is no payment information configured for this enrolment's schedule(s)

Program Fees and Invoicing

Fees For: Hayley Puohotau


Intake: 2018 (CHC50113) External 

Finance Model:

Fees Default to Model Value

Tuition Finance Code:

Agent / Sales Staff: Hayley Puohotau (CHARLTON BROWN)

Agent / Sales Staff Commission: 

Student Contribution

Tuition Fee/Plan: \$ 0.00

Items: n/a

Payment Plan:

Employer Contribution


Employer Contact: [Leonard Bytheway](#) 

Tuition Fee/Plan: \$ 0.00

Items: n/a

Payment Plan:

Other Contribution

Other Contact: Choose other contact 

Tuition Fee/Plan: \$ 0.00

Items: n/a

Payment Plan:

Action

- Set up the student invoice now
- Set up the employer invoice now
- View the enrolment summary



Letter of Offer and Invoice

The Letter of Offer is generated from Axcelerate as well as the invoice. This can only be done once the student is enrolled in the relevant intake.

Simply select the Intake Enrolment from the Student Profile page (Diagram 1) which will take you to the [Program Subject Status & Enrolment](#) (Diagram 2) page on Axcelerate

Diagram 1.

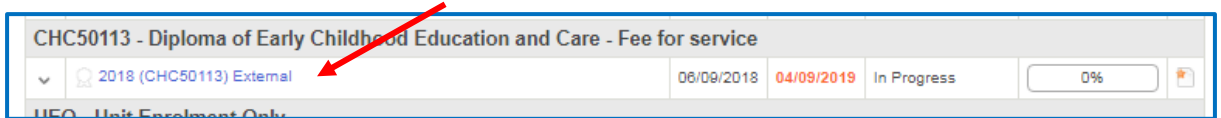
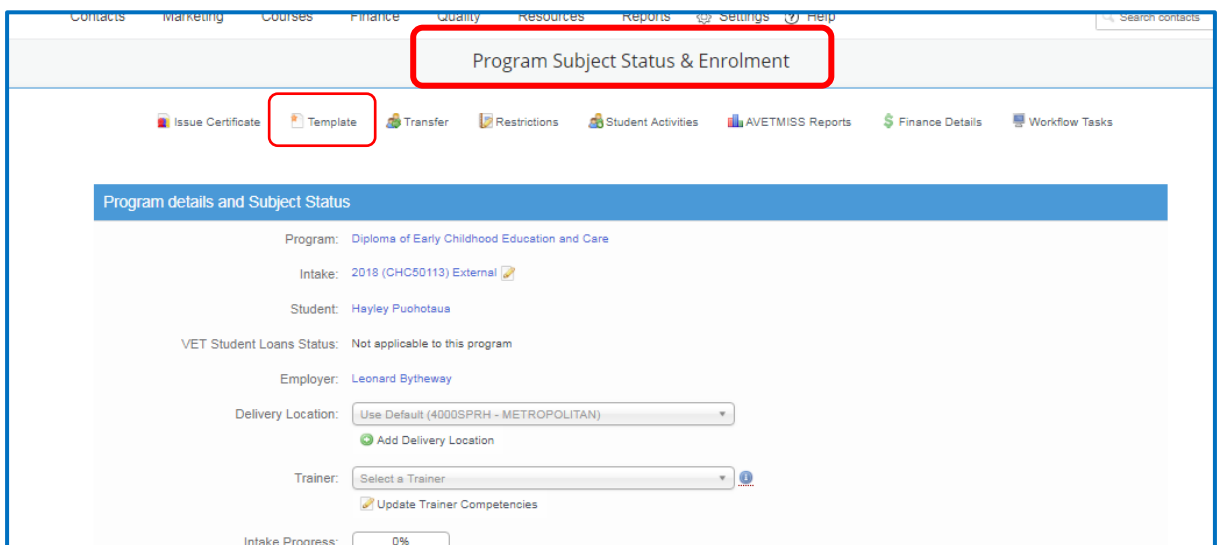
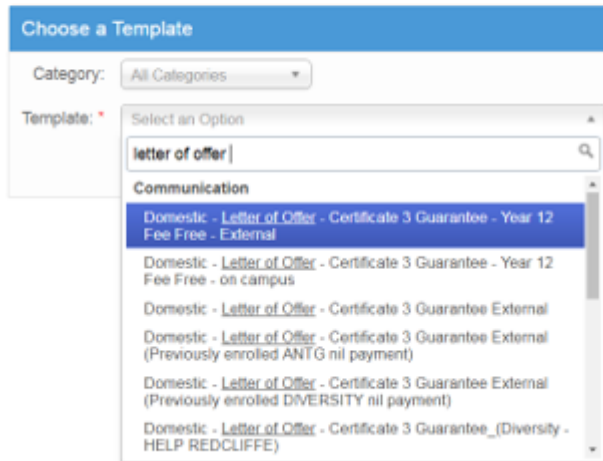


Diagram 2.



Once you are at the template page you will need to select the relevant Letter of Offer Template for the enrolment you are conducting

Template: Hayley Puohotaua



A **peer check** is to be conducted to ensure the potential student receives the correct letter of offer and invoice the first time and also for Quality Assurance.

Once peer check conducted and approved the Letter of Offer and & Invoice is to be sent and payment chased to ensure enrolment occurs within time stipulated on the Letter of Offer.

Confirmation of Enrolment

A Confirmation of Enrolment Letter is to be sent once Accounts Department have confirmed receipt of deposit. The Sales and Enrolment Tracker is updated for completion once deposit payment has been received.

Campus Students – Enrol in Orientation class via Axcelerate and send Orientation details to student vial mail merge facility in Axcelerate

External Students – Notify the Academic Manager of via Note Type “New External Student” with details of course start date & qualification.

All *Individual Support Students* will require a National Police Check clearance. VET Investment funded students do not pay as this is inclusive in the course price, International Students will need to pay the \$49 fee. Please refer to the National Police Check process to complete

All *Childcare students* will require a Blue card. Click [here](#) for the application. If a student already holds a Blue card this will need to be [validated](#) and [linked to our organisation](#).