

Enrolment Procedure – Assessor and Administration Tasks

Procedure Number	PR-17
Approval Date	22/6/2020
Implementation Date	22/6/2020
Proposed Review Date	31/05/2027

Purpose

This procedure is designed to ensure that the information and enrolment processes for all applicants and re-enrolling students comply with VRQA, AQTF, Skills First, AMEP and ACFE requirements. This includes booking for appointment and enrolment assessment processes, provision of information, completion and collection of paperwork and record keeping.

Scope

This procedure covers administrative protocols for booking assessment appointments and processing enrolments by NMLL assessor and administration staff in compliance with VRQA, AQTF, Skills First, AMEP and ACFE requirements.

Application

This procedure applies to applicants of all NMLL courses and NMLL administrators and staff involved in selection process.

Procedure

- 1. Pre-enrolment provide course information to applicant**
 - a) Determine if the applicant's needs and aspirations could be met by NMLL's courses by checking study entitlements and AMEP eligibility.
 - b) Provide course offers and timetables to see if the schedule suits well with applicant. Course brochure and information on NMLL web site for a full listing of units, timetable, Student Handbook offered (or link on website), code of conduct, and start date options if required.
 - c) Provide information on eligibility criteria for Government funded places in pre-accredited and accredited course funded by ACFE, Skills First and the AMEP.
 - d) Introduce free childcare service for eligible AMEP clients if they have child.
 - e) Applicant should provide contact phone number.
- 2. Enrolment if applicant chooses to enrol, make appointment for student assessment interview (apply to EAL students only)**
 - a) A potential student / student representative contacts NMLL to book an appointment.
 - b) Applicants will receive a booking confirmation and a reminder by text, email or SMS.
- 3. Complete the following paperwork before and during language assessment with Assessor (apply to EAL students only)**

Ensure that all steps in the following grid are completed:

<ul style="list-style-type: none"> • ARMS checked for AMEP eligibility* OR Skills First funding eligibility confirmed (A screen shot printed and placed in student file) • ID collected (colour photocopies made of original documents and authorised copies. Copies retained in student file. Refer to Enrolment Form for details). • NMLL enrolment form and the 1st page of AMEP IPG forms (if applicable) • Endorse copies for NMLL records. Return originals to the student. <p>*re AMEP: if clients need an override request, a request has to be submitted in ARMS after having ACSF scores.</p>	Admin
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<ul style="list-style-type: none"> Explain to clients to complete Privacy notice and USI Application Authorisation form, Code of Conduct. For AMEP clients, provide benefits of AMEP program such as Childcare, Volunteer Tutor Scheme and complete additional AMEP forms: Acknowledgement of Obligations, AMEP Code of Conduct and AMEP Privacy Notice. 	Assessor
<ul style="list-style-type: none"> Student Handbook offered, Code of Conduct, and AMEP Learning English for Free: provided to the student 	Assessor
<ul style="list-style-type: none"> Assessment of level checked: class allocation 	Assessor
<ul style="list-style-type: none"> Fees form explained: fees calculated on enrolled hours once having class placement 	Admin
<ul style="list-style-type: none"> For AMEP clients only: If childcare needed, collect latest immunisation and other documents and complete childcare (CC) application form and send to AMEP CC. 	Admin

T/A = Teacher/Assessor; Admin = Administration staff

4. Language Assessment takes place with the teacher/assessor

- Make an appointment: time is available each Wednesday morning or Friday if necessary.
- The assessment outcomes is provided to Admin team with a recommendation of the appropriate EAL level.

Check

- Enrolment Form and other required forms are correctly filled and having client signatures.
- All original copies filed with paperwork
- Students take home copies:
 - Timetable
 - Student Handbook, unless the student is referred to the handbook on website
 - Statement of fees provided if required/ refer student to Statement of fees on website
 - USI information sheet for student (if required)
 - Code of Conduct
- Services Australia letter – issued after student attends first three classes, and only if required.

5. Enrolment Fees

- Skills First, FFS and ACFE student pays fees for semester or year or term. Fees are not payable by AMEP students.
- Invoice issued or
- Hardship Fee Exemption is processed

6. Create student file and create/ update student profile in Wisenet and ARMS (for AMEP)

7. Class attendance

- The enrolment must be completed before the student attends class

Related Procedure/s or other Quality Documents

- NMLL Fees Schedule
- Enrolment Fee: calculation, collection, hardship Exemption/waiver and refund Procedure
- Enrolment Form
- USI documents
- Hardship form
- Student Handbook
- Code of Conduct (NML and if applicable AMEP)
- Request for Refund
- Current year Guidelines about Determining Student Eligibility and Supporting Evidence Skills First Program
- Pre-training Review Forms Part A and B
- NMLL Privacy Notice and Application Authorisation Form (F32)

Relevant Links

APPROVAL AND REVIEW

Approved by: C.Rundle
Position: GM NMLL
Effective Date: 22/6/2020
Review Date: 31/5/2026
Procedure Owner: Sam Navaria (EC)

Amendments

Version	Date	Author	Change Description
V1	7/6/2016	Unknown	
V2	22/6/2020	C.Rundle	Complete re-write.
V3	24/10/2020	C.Rundle	Corrected the inconsistency of the review dates. Changed procedure owner to ECC role. Added 8 c
V4	23/02/2022	A Connell	Review date amended, subject to ECC approval Attached updated Pre-training review Part B, which includes DL requirements stated in SF 2021
V5	22/7/2025	C.Rundle	Table at 4 c amended for clarity Review date amended
V6	18/2/2026	S Navaria	Amended to better integrate AMEP
V7	21/2/2026	C.Rundle	Amended the related document list