Application Process

Step 1: Obtaining Student Handbook

Students who are interested in the qualifications offered at CHC Services Pty Ltd are advised to read through this Student Handbook. A copy of this document can be requested by sending an email to info@chcservices.edu.au, and it is also available on the CHC Services website at www.chcservices.edu.au.

Step 2: Consider Applying for Credit Transfer and/or Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is an assessment process through which the skills, knowledge and experience that students already have may count towards the achievement of a qualification.

RPL involves a formal assessment which focuses on a student’s ability to demonstrate that he/she already has the required level of skills, knowledge and experience to meet the requirements for competency in a unit/s of study within a course offered by CHC Services. If the evidence provided by a student clearly proves they already have the skills and knowledge relating to a unit of study, they will receive credit for that unit and not be required to study that unit. For details, please refer to our Credit Transfer and RPL Policy and Procedure. Students can get access to the RPL and/or Credit Transfer application form by sending an e-mail to info@chcservices.edu.au.

Step 3: Complete an Enrolment Form

Should a student find the courses offered at CHC Services will satisfy their needs and career plan, they should carefully read through the entry requirements to determine if they are eligible to apply. For details of the entry requirements for each qualification, please refer to the Student Handbook.

Eligible students should complete the enrolment form by downloading one from our website at: www.chcservices.edu.au.

The completed enrolment form together with all supporting documents should be sent to CHC Services via e-mail to info@chcservices.edu.au or via post to Suite 201, 4-10 Goulburn Street, Sydney 2000, for processing.
Students will need to provide certified copies of all documents required together with the completed enrolment form in order for their application to be processed. During the orientation session, original documents will be sighted for verification and copies will be signed by the RTO Manager/Program Manager.

Documents required may include:

- Proof of photo identification documents such as a Passport, Driver’s License, etc.
- Original or certified copy of English proficiency test results such as IELTS test report.
- Certified copies of previous qualifications (including certificates, academic transcripts etc), if required.
- Working experience certificate (including the name, address and contact details of the organisation or person which provides such certificate etc), if required.

Documents not in English must be accompanied with certified translation by a NAATI accredited translator.

For current onshore international students only, if a student is currently enrolled in another course at another training provider in Australia, they will need to provide a Letter of Release from that training provider before the application can be processed.

**Step 4: Enrolment Documents Verification Procedures**

The verification might include a reference check, telephone or face-to-face interview with the student or a request for the qualifications to be verified by the Australian National Office of Overseas Skills Recognition (NOOSR) or Vocational Education and Training Assessment provide (VETAssess).

**Step 5: Issuing Letter of Full Offer**

1. A Letter of Offer will be issued to the successful applicant, or,
2. A Letter of Rejection with reasons will be sent to the unsuccessful applicant.

All the original versions of documents will be verified and copies stored in the students files at CHC Services for future reference.
Step 6: Accepting the Letter of Offer

Upon receiving the Letter of Offer, students will need to carefully read the terms and conditions. If the student fully understands and agrees with the terms and conditions of the enrolment they should sign the offer acceptance form as attached to the Letter of Offer and pay the tuition fee as outlined in the payment schedule.

The agreement to accept the offer must be signed and returned to CHC Services before enrolment can be confirmed.

Step 7: Confirmation of Enrolment

A Confirmation of Enrolment letter will be issued to international students for visa purposes upon receipt of student’s tuition fee payment and signed offer acceptance form.

Please note that acceptance of the offer serves as a binding contract between CHC Services and the student.

Step 8: Orientation Day

A compulsory Orientation Day Program is arranged for enrolled students before the commencement of each qualification, where course registration will be completed. Orientation day would include the following activities:

1. Introduction and welcome by academic and administrative staff.
2. Emergency evacuation directions & protocols
3. Student registration process
4. Introduction to Overseas Students Health Cover (OSHC)
5. Introduction to health and welfare services
6. Introduction to course information, timetable, learning & assessment strategies
7. Introduction to student rights and responsibilities
8. Introduction to the complaints and appeals process
9. Introduction to library & computer facilities
10. Introduction to student support services
11. Students needs survey/interview session
12. Details on student visa conditions regarding course progress and attendance
13. Taking photos of students for distribution of ID cards.
Students who miss the orientation day program, will have their enrolment cancelled unless the absence has been approved by the CEO or his representative. Supplementary arrangements will be in place for the absentee, once it is approved.
ENROLMENT INFORMATION CHECKLIST

<table>
<thead>
<tr>
<th>Student Name</th>
<th>Contact telephone</th>
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<tr>
<td>Email</td>
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The CEO, or the Academic Manager or Head Trainer will access the following information from the documents submitted as part of the application to determine whether students’ qualifications, experience and English language proficiency are appropriate for the course for which enrolment is sought.

**Action required (by the CEO, or the Academic Manager or Head Trainer)**

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<th>Tick as</th>
<th>Comment</th>
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When a prospective student submits an application for a qualification offered at CHC Services, we need to identify the following information to determine whether to issue or not a letter of offer.

- Who they are and where they are located?
- What qualification are they seeking?
- Why they want to do this course?
- Do they work full-time/part-time/shift work/are on leave or not working?
- What qualifications and experience do they have in the area they are going to study (here we are thinking about whether they may be eligible for RPL/RCC)?
- Do they have access to the internet? How do they like to study? (online learning, face to face, individualised, combination of any of these)?
- Have they been to our website to browse the information on our courses?
- How did they hear about us?

Then we need to identify the following information prior to issue the letter of offer:

- What the course is about and what vocational outcomes they can expect
- Special needs or requirements such as language literacy and numeracy problems or other disabilities that may affect their ability to meet the required competency level
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<thead>
<tr>
<th>Question</th>
<th>Yes</th>
<th>No</th>
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<tbody>
<tr>
<td>Any pre-requisites needed before they are eligible to enrol (if required).</td>
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<td>The delivery options and which ones might best suit their situation given their employment, location and study preferences.</td>
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<td>Information about the program and the customised learning resources, and individualised support that is offered.</td>
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<td>Advantages and disadvantages of the different delivery modes.</td>
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<td>Our highly qualified and experienced trainers and assessors</td>
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<td>Our RPL process</td>
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<tr>
<td>Details of the assessment requirements and process</td>
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<td>How much the course will cost and when can they pay their fees. (EFT)</td>
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<tr>
<td>How to access information on our website (Student Information, Handbook and Enrolment terms and conditions).</td>
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Final Decision:
- Acceptance
- Rejection

Comments: