

# Enrolment Policy

## 1 Policy Statement

- 1.1 The purpose of this policy and procedure is to ensure that all student enrolments are handled in a manner that meets the relevant Government and RTO requirements whilst ensuring a high standard of customer service to the student in a timely, effective manner.

## 2 Scope

- 2.1 This applies to all staff that engage in activities related to the enrolment of students. RTO Enrolment Staff are required to ensure that all information and marketing materials provided to students are correct at the time of print and are an accurate reflection of the scope of registration as per the National Register. The team will ensure that all enrolments are completed in full and students are aware of their ability to apply for Recognition of Prior Learning (RPL) and mutual recognition via Credit Transfer.

## 3 Responsibility and Accountability

- 3.1 It is the responsibility of the CEO to ensure marketing materials provided are accurate and that enrolments are completed in full and as per policy.

## 4 Procedure

### Pre-Training Assessment

- 4.1 On receiving initial contact by a potential or enrolling student, RTO Enrolment Staff will provide enrolment information relating to the enquiry and ensure any specific needs of the student are identified. Students are provided:
  - Course Flyer
  - Training Enrolment Form with terms and conditions.
  - Student Handbook
- 4.2 Targeted discussion of course requirements and student needs will take place using the Course Suitability Discussion Record.
- 4.3 RTO Enrolment Staff will maintain a register of interested participants. This is documented on the Register of Interest.
- 4.4 The RTO Enrolment Staff will invite all interested participants to attend an “information session” covering:
  - Enrolment terms and conditions
  - Student LLN requirements and course suitability discussion
  - Course information and requirements, including duration, location, , delivery and assessment modes, RPL, Credit Transfer, any work placement and any specific requirements for working
  - Working with children, police clearances etc.
  - Information about the RTO
  - Fees and payment options

## Enrolment

- 4.5 Students wishing to enrol are required to complete the Training Enrolment Form. This form will be verified by the RTO Enrolment Staff to ensure the document is fully completed and understood by the candidate.

Students wishing to enrol are required to complete an online test of Language, Literacy and Numeracy (LLN) entitled LLN Robot.

This diagnostic tool has been designed to assess each learner's ACSF level across learning, reading, writing, oral skills and numeracy. The assessment is used to determine that the learner's capabilities align with the course AQF level. If it is identified that the student may find it difficult to complete the course in part or full with their existing LLN levels, a number of options may be available to them including:

- One on one tutoring with trainers in house
  - Modification to the delivery and assessment methodology
  - Access to LLN specialist services
  - Transition into a more suitable course with the RTO or recommendation on other courses through other RTOs.
- 4.6 The outcome of the LLN test will be discussed with the student by the enrolling officer prior to course commencement.
- 4.7 Students must provide identification evidence and original copies of Statement of Attainments, Testamurs and Records of Results.
- 4.8 The Training Coordinator will, upon receiving a request for information concerning RPL, send the RPL Application form and provide the student with information about the process of RPL.
- 4.9 Credit Transfer (CT) is available to students who provide AQF certification documentation issued by any other RTO, AQF authorised issuing organisation or authenticated VET transcripts issued by the Register.
- 4.10 The enrolment process includes the sourcing and validation of a Unique Student Identifier from the USI Registrar in accordance with the requirements of the Student Identifiers Act 2014. The procedures for the sourcing and verification of a Unique Student Identifier (USI) includes:
- verifying with the Registrar, a Student Identifier provided to the RTO by an individual before using that Student Identifier for any purpose;
  - ensuring that the RTO will not issue AQF certification documentation to an individual without being in receipt of a verified Student Identifier for that individual, unless an exemption applies under the Student Identifiers Act 2014;
  - ensuring that where an exemption described in Clause 3.6 (b) applies, the RTO Enrolment Staff will inform the student prior to either the completion of the enrolment or commencement of training and assessment, whichever occurs first, that the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the Registrar; and
  - ensuring the security of Student Identifiers and all related documentation under its control, including information stored in the RTO's student management systems.
- 4.11 A Student Handbook is available via the website or in hard copy at information sessions.

- 4.12 All students enrolled at the RTO have access to their own records that relate to their current progress or past training and assessment records. Students may contact the administration team during office hours and may request a copy of their student records.

## **5 Related Standards (for related Legislation see Parent Policy)**

Standard 1.3

Standard 1.2

Standard 3.6

Standard 5.3

Standard 5.2

Standard 5.1

## **6 Related Procedures, Manuals & Guidelines**

- 6.1 Pre-enrolment information session
- 6.2 Advertising and Marketing Policy
- 6.3 Financial Management Policy
- 6.4 Register of Interest

## **7 Associated Forms**

- 7.1 Training Enrolment Form

## **8 Definitions**

<b>Term</b>	<b>Definition/Description</b>
RTO Enrolment Staff	Staff authorised by the RTO Management to conduct enrolments, including the: <ul style="list-style-type: none"><li>• Training Coordinators;</li><li>• RTO Training and Deployment Manager;</li><li>• Career Advocates;</li><li>• Training Advisors</li></ul>