PP2.2 – Enrolment

Policy area	Student support
Standards	Outcome Standards for RTOs, Standard 2.1 and 2.2 (b). Compliance Standards for RTOs, Standard 12
Responsibility	CEO, Student Support Officer, Office Manager
Classification	**Internal Only**

1. Purpose

The purpose of this policy and procedure is to:

- provide a pathway for students to make informed decisions about their training and assessment and enter a training pathway that is the right for their needs.
- ensure information provided to students is up to date, accurate, clear and easy to understand, and that students receive relevant and timely information that enables them to make informed decisions.
- provide prospective students with information prior to enrolment, including in relation to the training product, support services available, fees and costs, and student rights, obligations and requirements.
- Support the quality and self-assurance of the enrolment process to ensure this is performed consistently and supports record integrity.

Please note. Requirements relating to Outcome Standards for RTOs, Standard 2.2 (a) requiring a system for reviewing the skills and competencies of VET students prior to enrolment, including their language, literacy and numeracy proficiency and digital literacy, as appropriate to the training product are covered in the *PP2.3-Language, Literacy and Numeracy*. This policy should be read in conjunction with *PP2.3-Language, Literacy and Numeracy*.

2. Definitions

Training product means AQF qualification, skill set, unit of competency, accredited short course and module.

Short course means a low cost, short duration with a small number of units of competency usually conducted over 1-5 days. These courses usually relate to specific skills required in the workplace or required due to licencing or certification requirements.

Long course means a course designed to prepare the student to perform a vocational occupation such as a full qualification or a substantial course made up of multiple units of competency. These courses are usually delivered over many weeks or years.

3. Policy statement

3.1 **Identify the student's needs**

INSERT RTO NAME will engage with prospective students to identify a student's needs during the enrolment process. Specifically, this engagement will be conducted with each student to identify the following:

- the vocational outcomes the student is seeking and the associated information requirements,
- the wellbeing needs of the student and any required wellbeing support services,
- the training support needs of the student and required training support services,
- the current skills and competencies of each student,
- the language, literacy, numeracy and digital proficiency of each student.

To achieve this, INSERT RTO NAME will engage with each student systematically using multiple points of engagement which are adapted and proportional for each training product enrolment pathway. This includes:

- Undertaking engagement using an initial contact procedure to identify training needs and to push pre-enrolment information to the student and an invitation to complete an enrolment application form;
- Requiring the student to complete an enrolment application form to systematically collect details about the student including questions relating to their individual needs;
- Requiring the student to complete an assessment of their language, literacy, numeracy and digital proficiency (ref to *PP2.3-Language, Literacy and Numeracy*); and

– For long courses only, engaging with the student in a one-on-one enrolment interview to determine their needs through direct contact and to ensure they have reviewed the pre-enrolment information and aware of the service to be delivered.

3.2 Provision of Pre-Enrolment Information - General

Pre enrolment information is to be presented to the student systematically once we have received an enquiry about our services prior to their enrolment or their commencement, whichever occurs first. This enquiry may have come to INSERT RTO NAME by phone, email, webform, social media messaging, walk-in. In all situations, the prospective student is to be send the standardised **enquiry response** message with the pre-enrolment information either attached or provided as a link to be accessed through the Internet inviting the student to review this information before they seek an enrolment.

This information is made up of a number of information products including the following:

- **advertising and marketing material** which communicates information to the student about the services to be provided in the training product in which they have expressed their interest.
- the **student handbook** which communicates information to the student about INSERT RTO NAME , its support services and the student's rights and obligations.
- The **schedule of fees and charges** which communicates information to the student about the fees and charges of the services offered by INSERT RTO NAME Including the schedule of payments (where applicable) and the students rights regarding seeking a refund.

These documents combined form part of our Terms of Service with the student and the student is required to acknowledge these requirements as part of their enrolment.

3.3 Short course pre-enrolment information

In a short course enrolment, these enrolments are generally taken via the INSERT RTO NAME website either as a booking or registration. In some instances, the student may also complete the online enrolment webform. It is typical during a short course enrolment that the student will complete a registration or an application for the course they have selected from the website without talking to any staff members at INSERT RTO NAME . This means that the provision of pre enrolment information on the website is particularly important. Advertising and marketing material which is describing the service to be provided should be detailed in every respect because this maybe the only opportunity where are the student can be informed about the services to be provided prior to attending training.

Pre-enrolment information is to be presented to the perspective student enrolling in a short course through presenting the student with information via the website at the point when the student either registers for the course online or makes an online enrolment application. This is to be achieved by linking the pre-enrolment information in any registration or enrolment webform and by requiring the student to confirm prior to submitting any webform they have:

- reviewed the student handbook and have been informed about and accept my rights and obligations.
- reviewed the schedule of fees and charges and have been informed of the fee payment obligations and rights to a refund.
- reviewed the advertising and marketing material and have been informed of the services to be provided.

By actively presenting this information to the student on the website and requiring them to acknowledge this information, we have met our obligation to ensure students have access to clear and accurate information, including to make informed decisions about the training product and INSERT RTO NAME .

3.4 Short course pre-enrolment information when booking groups of students with an employer

Where an enrolment for a short course may be booked with a representative of an enterprise coordinating the enrolment of multiple employees (business to business service), this does not remove our obligation to provide pre-enrolment information to individual students. In this circumstance, the Office Manager or the team member responding to the request is to use the initial contact process to push pre-enrolment information to the representative with instructions to share the information with those who will be attending the training. This request should explain the importance of the pre-enrolment information and the need for students to review this prior to the training day. Either prior to the training or on the day of the training, the student will be requested to complete the full enrolment application form where they will complete their acknowledgment of having received and reviewed pre enrolment information. By providing clients with pre-enrolment information early, we are also enquiring that prospective students are informed about their rights and obligations, about the training and assessment services to be provided and about the fee payment and refund arrangements.

3.5 Long course pre-enrolment information

For a long course enrolment, the process is to follow the normal process which usually commences with an enquiry received from the prospective student. This is followed by making contact with the student to undertake an initial assessment of their training needs. This will include trying to determine what type of vocational outcomes the student is looking for and how that might align with the services that we provide and also highlighting any important information that the student should be reviewing prior to making an application for the course. Directly following this conversation, the student should be sent the standardised enquiry response email as explained at paragraph 3.2. The enquiry response email will provide the student with access to pre-enrolment information.

The email will also include access to an enrolment application form which will either be attached or provided as a link to a webform. The enrolment application form does require the student to provide an acknowledgement of having received and reviewed pre-enrolment information including the following acknowledgments:

- reviewed the student handbook and have been informed about and accept my rights and obligations.
- reviewed the schedule of fees and charges and have been informed of the fee payment obligations and rights to a refund.
- reviewed the advertising and marketing material and have been informed of the services to be provided.

One significant difference with a long course enrolment process is the mandatory requirement to undertake an enrolment interview with the student prior to accepting their application and progressing them to the full enrolment. The enrolment interview may be undertaken either face to face or remotely. Team members completing the enrolment interview are to use the **enrolment interview** form and checklist to cover the various points that it requires. This includes having a discussion with the student to identify their objectives in the course and any individual needs. It's also an opportunity to talk the student through the service that they are considering and to gauge their commitment to the course requirements. Where of course has specific requirements, such as work placement or on the job training, this is an opportunity to ensure that the student is fully informed about these requirements prior to committing to the course. It is an INSERT RTO NAME policy that no student can be enrolled into a long course without a completed and documented enrolment interview.

3.6 Consumer Protection

It is important to stress to a person making an enquiry that they are advised to read carefully the pre-enrolment information INSERT RTO NAME sends to them as this informs the prospective student about the services being provided including their rights as a consumer under Australian Consumer Law.

If a student undertakes a vocational education and training course, they are protected under Australian Consumer Law and under State and Territory consumer protection laws. These protections include areas such as unfair contract terms, the consumer guarantees, to statutory a cooling-off period, and unscrupulous sales practices. By agreeing to enrolment and by signing an enrolment form, the student is acknowledging our pre-enrolment information which forms part of our terms of service. Further information on the student rights and responsibilities can be found in the Student Handbook.

Students can find out more information about their rights as a consumer from the Australian Consumer Law website which includes a range of helpful guides relating to specific areas of protection (Australian Consumer Law).

3.7 Changes to terms and conditions

From time to time, there may be changes to INSERT RTO NAME operating arrangements or our agreed terms of service with the student. These changes may include the following:

- changes to policies relating to the student's rights and obligations,
- changes to fee payment or agreed service charges,
- changes to the agreed training and assessment delivery or expected outcomes,
- changes to training products the student is enrolled in (transition),
- changes to any third-party arrangements relevant to the student's enrolment, or
- changes to the ownership of INSERT RTO NAME .

The above list is not exhaustive. There may be other changes that affect the student's enrolment that are not listed. If in doubt, inform the student anyway. The overarching intent is to ensure the student is advised of any changes that may affect them and their service with INSERT RTO NAME before the change comes into effect.

Students will be notified in writing (email) of any changes 28 days prior to these changes coming into effect. On being informed of these changes, students have the right to appeal the decision of INSERT RTO NAME if the decision effects the terms of their enrolment or the services agreed to at the beginning of their enrolment. The appeal of any decision is to be handled in accordance with *PP2.10 - Appeals Handling*. The 28 day notification period aligns with the 28 day appeals period. INSERT RTO NAME is committed to procedural fairness in our support of students. Communication is the key to navigating all situations and we will strive to provide timely notification and to keep the student informed.

3.8 Orientation

INSERT RTO NAME will conduct an orientation process prior to the student's training commencement. The purpose of orientation is to help new student's transition into their study, welcome them to INSERT RTO NAME and introduce the student to the facilities, trainers and general rules.

Short Course orientation is to involve a short 10-15 minute opening presentation which covers the following:

- An introduction to the trainer and INSERT RTO NAME
- What is required from the student whilst undertaking their course
- Safety arrangements including action on fire or an emergency
- Behaviour and language expectations
- Treating others with respect
- General rules i.e. use of mobile phones, smoking
- Access to amenities
- Access to Resources

Long course enrolment involves a more comprehensive orientation process. INSERT RTO NAME will provide an in-depth presentation followed by a tour of the facilities. The following information is covered throughout the student's orientation:

- the purpose of the course
- the qualification they are undertaking
- the outcome required in terms of workplace
- the units of competency to be covered
- assessment requirements
- attendance requirements including recording attendance
- equipment and resources they will need to provide
- equipment and resources they can access at the RTO
- study load requirements relating to things like self-paced learning

- IT access arrangements
- a brief on any work placement requirement applicable
- any rules such as mobile phones, smoking, information technology access or use
- behaviour and language expectations
- Treating others with respect
- plagiarism and academic integrity requirements
- support arrangements including where to go if they need assistance
- the support services which are available
- confirmation of any fee payment requirements
- how to provide feedback or to raise a complaint or appeal
- security and personal safety including lockdown procedures
- safety arrangements including hazard reporting procedure
- emergency evacuation arrangements
- first aid arrangements
- administrative requirements including providing a student digital image, monitoring progress
- points of contact

3.9 Unique student identifier

All students studying nationally recognised training in Australia are required to have a Unique student identifier (USI). A USI is a reference number made up of numbers and letters. The USI will allow students online access to their training records and results (VET Transcript) through their online USI account. https://www.usi.gov.au/help/login-to-usi-registry

INSERT RTO NAME will comply with the requirements of the *Student Identifiers Act 2014*, including:

a) verifying with the USI Registrar a student's USI before using that USI for any purpose,

b) not issuing AQF certification documentation to an individual without being in receipt of a verified USI for that individual, unless an exemption applies under the *Student Identifiers Act 2014,*

c) ensuring that where an exemption described in clause 3.4(b) applies, it 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 USI Registrar.

Collecting and verifying the student's unique student identifier is technically a requirement that must occur prior to any AQF certificate being issued. Noting this, it is the INSERT RTO NAME policy that the students USI will be collected and verified as part of the enrolment process. The USI Is collected as part of the enrolment application form and no enrolment should be confirmed unless the students USI has been verified.

3.10 Enrolling students who are visiting Australia on a Visa

Under the provisions of the *Education Services for Overseas Students Act 2000 (ESOS Act)*, it is an offence for an RTO that is not registered for CRICOS to enrol and provide training services to a person who are visiting Australia on a Student Visa (overseas student). INSERT RTO NAME is not a registered CRICOS Provider and; therefore, must implement arrangements to prevent overseas students from enrolling into our courses either by mistake or by omission.

All students applying for enrolment into a course offered by INSERT RTO NAME must be required to declare if they visiting Australia on a Visa and if yes, what type of visa category does the prospective student hold? The enrolment application is to be reviewed by the Office Manager or delegate to identify if the Visa holder is eligible to undertake the training. If the applicant is not eligible to undertake the training, they should be advised of this in writing with an explanation. In some situations, there are visa holders such as those visiting Australia on a temporary or working Visa that may be eligible to undertake training and education whilst visiting Australia. If in doubt, the Office Manager or delegate is to check the Visa conditions at the Department of Home Affairs website at the following address:

https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions.

The Office Manager or delegate is to record their assessment of students declaring as a visa holder using the enrolment procedure checklist.

There are also some exemptions to this law that may apply in some circumstances where students are applying to undertake a short course. This applies to only specific training products which are named in the following legislative instrument which has exempted certain nationally recognised courses from requiring CRICOS registration. This allows overseas students to attend in addition to their full-time main course of study, specified exempt courses to enable these students to meet local requirements as part of any employment they are entitled to undertake.

These courses are typically short in duration and low cost, such as first aid, infection control, construction white cards, or responsible service of alcohol courses. Many workplaces require mandatory units of competency to undertake work, and this legislative instrument enables overseas students to access these skills at a wider range of training providers. Note that this only applies to very specifically named training products in the legislative instrument which can be accessed at the following link:

https://www.education.gov.au/international-education/resources/supplementary-courses-instrument

Where are here name is offering training product that is named in this legislative instrument it is permitted to accept an enrolment from an overseas student.

3.11 Verifying entry requirements

INSERT RTO NAME may impose entry requirements for entering a course that it offers. This may be in addition to specified entry requirements required by the nationally endorsed training package. Additional entry requirements nominated by INSERT RTO NAME are referred to as "local entry requirements". Local entry requirements may be imposed to ensure that a student is meeting a particular entry level to undertake a course. This may relate to the students age, level of education, current work experience, current employment status, prior competency or qualification. This small list is not exhaustive and there is no particular limit on what local entry requirements that INSERT RTO NAME may impose whilst being mindful not to impose any barriers to entry which breach legislative discrimination requirements.

The Office Manager or delegate is collect and review / verify evidence submitted by students accompanying their enrolment application to satisfy course entry requirements. Where any doubt exists regarding this evidence, the Office Manager is to seek advice from the Training Manager. Where any clarification is required from the student, the Office Manager is to contact the student and seek this clarification. All evidence relating to enter requirements is to be saved on to the student file and retained in the student record. The Office Manager is to update the enrolment procedure checklist to confirm that entry requirement evidence has been verified.

3.12 Processing applications for credit transfer

INSERT RTO NAME will offer all prospective students the option to seek credit transfer for units of competency the student has previously achieved in prior nationally recognised training. These applications are to be administered in accordance with the policy and procedure *PP1.12 - Credit Transfer*. Evidence of credit transfer applications and supporting evidence is to be retained on the student's record and the Office Manager or delegate is to update the enrolment procedure checklist accordingly.

3.13 Assessing a student's language, literacy, numeracy and digital proficiency

INSERT RTO NAME will assess all student's language, literacy, numeracy and digital proficiency as part of their enrolment without exception. This assessment is administered in accordance with the policy and procedure *PP2.3-Language, Literacy and Numeracy*. Evidence of the student's language, literacy, numeracy and digital proficiency assessment is to be retained on the student's record and the Office Manager or delegate is to update the enrolment procedure checklist accordingly.

3.14 Issuing a confirmation of enrolment

Where a student is enrolling into a course offered by INSERT RTO NAME , the Office Manager or delegate Is to ensure that each student is issued with a written confirmation of enrolment. For short course enrolments, this process may be automated via the website using an automatic generated email once the students booking or course registration has been received. For long course enrolments, the confirmation of enrolment should be issued individually using the confirmation of enrolment letter template. A copy of the enrolment confirmation in all situations should be retained on the students record and the Office Manager or delegate is to update the enrolment procedure checklist accordingly.

3.15 Student requests for course substitutions, transfer or deferral

Students are entitled to make requests of INSERT RTO NAME about their enrolment. Common requests may include requests for a course substitution where one student requests to have their place in the course substituted by another student, request to be transferred between courses or a request to defer from a course before its commencement. The following provides the policy guidelines for INSERT RTO NAME to administer these requests:

- **Requesting to substitute a course**. Course substitutions are not permitted after the course has commenced under any circumstances. Requests for course substitutions are to be made in writing using the form *Application for Course Substitution* and can be made at any time up to 5 working days before the course commencement date. The administrative team is to engage with the substitute student as soon as possible to expedite the enrolment administration.

- **Requesting to transfer between courses**. Requests for transfers to an alternate course can be made at any time. Requests for course transfer are to be made in writing using *Application for Course Transfer*. Request for course transfer are subject to the availability of an alternate course, the crossover of units of competency the student has already completed and where a credit transfer would align with the new course. In some circumstances where there is no available course and there is no viable pathway for the student to credit transfer completed units of competency into the new course, course transfer will not be approved. Where student is accessing a training subsidy, there may also be restrictions preventing course transfer. These restrictions will be considered taking into account the student's individual circumstances.

- **Requesting to defer a course**. Deferral from a course after the course has commenced is not permitted. In this circumstance, the student has the option to withdraw from the course (ref to *PP1.13 - student Completion and Issuing Certificates*). Requests for deferral from the course prior to it commencing can be arranged if INSERT RTO NAME is advised in writing more than 5 working days prior to the course commencing. Requests for course deferral are to be made in writing using the form - *Application for Course Deferral*. Requests to defer a course commencement longer than six months is to be declined and the student's enrolment is to be closed if the student is not able to commence earlier.

For policy relating to student requests for course withdrawal ref to *PP1.13 - student Completion and Issuing Certificates*.

Considerations

4.1 Content of pre-enrolment information

INSERT RTO NAME provide pre-enrolment information as a package of documents or other formats that communicate the student's rights and obligations. As outlined at paragraph 3.2, this information is made up of a number of information products including the following:

- the **student handbook** which communicates information to the student about INSERT RTO NAME , its support services and the student's rights and obligations.
- **advertising and marketing material** which communicates information to the student about the services to be provided in the training product in which they have expressed their interest.
- The **schedule of fees and charges** which communicates information to the student about the fees and charges of the services offered by INSERT RTO NAME Including the schedule of payments (where applicable) and the students rights to a refund.

This section should be read in conjunction with *PP2.1 – Advertising and Marketing.* The following considerations are provided to guide the development of pre-enrolment information*:*

a. **Student Handbook.** The student handbook is the primary information vehicle to inform students about their rights and obligations prior to their enrolment. Ideally, the student handbook is supplied electronically as a PDF document. It is important that this document is professionally presented as it reflects the quality of the organisation.

   The student handbook is effectively the policy manual for all the student's participation in training and engagement with INSERT RTO NAME . It should constitute a valuable information source for the student who can reference the handbook when the student has questions about their course participation and their options with various requirements.

   The student handbook should contain information on the following topics for the student:

   - Introduction to INSERT RTO NAME and key personnel;
   - INSERT RTO NAME contact information;
   - Description of services;
   - Delivery locations (if applicable);

- Parking arrangements (if applicable);
- Public transport options (if applicable);
- Food options (if applicable);
- Our expectation of the student;
- Our partners and third parties (if applicable);
- Training safety arrangements;
- Language, literacy and numeracy skills;
- Accessing support services;
- Equity and diversity support arrangements;
- Disability inclusion;
- Children and young students (if applicable);
- Privacy protection;
- National VET Data Policy;
- Unique Student Identifier requirements;
- Student access to records arrangements;
- Fees and charges;
- Payment methods;
- Refund policy;
- Training funding and subsidy obligations;
- Consumer protection and guarantees;
- Learning material cost and replacement;
- Statutory cooling off period;
- Changes to our terms of service;

- Requesting to substitute a course;
- Requesting to transfer between courses;
- Requesting to defer a course;
- Withdrawing from a course;
- Student who are not contactable or not responding;
- Plagiarism and academic integrity policy;
- Behaviour misconduct;
- Continuous improvement arrangements;
- Assessment requirements;
- Work placement requirements (if applicable);
- General material the student will require;
- Re-assessment policy;
- Recognition of prior learning;
- Credit transfer options;
- Issuing Qualifications and Statements of Attainment;
- Making a complaint or an appeal;
- Legislation that applies to the services we deliver.

b. **Course Brochure.** The *PP2.1 – Advertising and Marketing* outlines a range of options for the content to be included in pre-enrolment information. In accordance with the requirements of Outcome Standards for RTOs, Standard 2.1 the following represents the minimum level of detail to satisfy pre-enrolment information requirements to inform the prospective student about the service to be delivered:

   - Business name or logo,
   - RTO number or code,

- The training product being offered with the full code and title as published on the national training register;
- Disclosure of services being delivered by a third party (if applicable);
- Details of funding, subsidy or financial support (if applicable);
- Details of licence or certification outcomes (if applicable);
- The NRT logo (optional);
- The entry requirements for the course;
- Basic description of the service to be delivered including:
  - Outline of the course program and how it is structured,
  - Where a qualification is being advertised, a list of the units of competency being delivered as part of the service with an indication or core and elective designation,
  - The modes of the training delivery,
  - Delivery locations,
  - The duration of the course,
  - Attendance requirements including the hours or attendance and/or designated days or block training periods,
  - The time commitment required by the student including for any self-paced study or assessment work,
  - The requirement for assessment to complete the course,
  - The requirement for work placement (if required) including, the time commitment required for work placement,
  - Material the student needs to hold to participate in training including consideration of access to information technology capabilities for after-hours study, dress and equipment requirements, stationary requirements, and

- Licences or certifications the student needs to hold to participate in training such as holding a white card, holding a current working with children check, etc.

- Direct the student to review pre-enrolment information including the schedule of fees and charges and the student handbook prior to their enrolment.

- Call to action, such as a link to the website to obtain more information or contact details to make an enquiry.

c. **Schedule of Fees and Charges.** The schedule of fees and charges provides a central place where the nominated fees and charges to participate in services with INSERT RTO NAME are listed. Schedule of fees and charges should contain the following minimum information:

- the total amount of all fees including course fees, administration fees, material fees and any other charges for enrolling into a course;
- payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee;
- the nature of the guarantee given by INSERT RTO NAME to honour its commitment to deliver services and complete the training and/or assessment once the student has commenced study;
- any discounts, fee reductions or exemptions available for multiple enrolments, concession card holders, continuing students, group bookings etc (if applicable);
- information on the obligations for the student of government training entitlements and subsidy arrangements in relation to the delivery of the services (if applicable);
- the fees and charges for additional services, including such items as issuance of a replacement qualification parchment or statement of results and the options available to students who are deemed not yet competent on completion of training and assessment; and
- INSERT RTO NAME refund policy.

4. Procedure

Steps	**Person/s responsible**

5.1 Initial contact procedure		
i.	**Receive enquiry from the prospective student** Receive enquiry from prospective student. This may be received via email, social media messaging, phone call, via the website or if the student physically walks into the premises.	Officer Manager or delegate
ii.	**Follow up the enquiry – Identify training needs** Contact the perspective student preferably by phone to discuss their interest in the relevant course and to determine if their training needs align with the services that INSERT RTO NAME is offering. If the person training needs cannot be supported by INSERT RTO NAME , advise the person that we are not able to provide the training and advise them of some known alternatives or how they can find a course that better suits their needs using the government service Your Career https://www.yourcareer.gov.au/.	Officer Manager or delegate
iii.	**Send enquiry response email** The prospective student is to be send the standardised *enquiry response email* with the pre-enrolment information either attached or provided as a link to be accessed through the Internet inviting the student to review this information before them seeking an enrolment. This must include the following: – **advertising and marketing material** which communicates information to the student about the services to be provided in the training product in which they have expressed their interest. – the **student handbook** which communicates information to the student about INSERT RTO NAME , its support services and the student's rights and obligations. – The **schedule of fees and charges** which communicates information to the student about the fees and charges of the services offered by INSERT RTO NAME Including the schedule	Officer Manager or delegate

	of payments (where applicable) and the students rights regarding seeking a refund. The enquiry response email will also include either an attached form or a web link for the student to complete the enrolment application form or course registration.	
iv.	**student submits an enrolment application or course registration** Once the perspective student has reviewed the pre enrolment information and they want to proceed with and enrolment application or course registration, they will submit the relevant form either in hard copy or via the INSERT RTO NAME website. The Officer Manager or delegate will review the enrolment application in accordance with the enrolment procedure checklist and update the checklist accordingly. All evidence received as part of the enrolment application is to be retained on the students file within the student management system. Confirm if the student has identified any support requirements, wellbeing or disability needs. Confirm if any LLND support is required by reviewing the initial core skills assessment.	Officer Manager or delegate
v.	**Consider any Opportunities for Improvement to this process** Consider the opportunities for improvement that may have emerged during the process and record these within a record of continuous improvement for consideration at a future management meeting. Refer to: *PP4.7 - Continuous Improvement* and *PP4.3 - Management Meeting*.	Officer Manager or delegate
vi.	Refer to the relevant student enrolment process for next steps.	

The Student Enrolment Procedure

The enrolment procedure below outlines three (3) different enrolment procedures, these include:

- Short course
- Long course - Fee for service
- Long course - Subsidised training

Steps		Person/s responsible
5.2 Student Enrolment Process - Short course		
i.	**Application is received and reviewed** Upon completion of the Initial contact procedure at 5.1, commence the enrolment procedure below. Receive the *Enrolment Application Form* or online course registration and check that it is completed correctly. Take note of any individual student needs and student's language, literacy, numeracy and digital proficiency after completion of the initial core skills assessment. **Note**. This application process and assessment of LLND proficiency may be facilitated completely online and automated. In this circumstance, the Officer Manager or delegate is to review the results of this online application usually received as an email and review it for completeness or any required follow-up action.	Officer Manager or delegate
ii.	**Confirm payment of course fee** The Officer Manager or delegate is to review the payment information for each enrolment and confirm payment of tuition fees aligned with the student's course enrolment application or course registration. **Note**. This payment confirmation process may be facilitated completely online and automated. In this circumstance, the Officer Manager or delegate is to review the results of this online application usually received as an email and review it for payment confirmation. In some situations, it is not possible to submit a course registration without making a payment as part of this process.	Officer Manager or delegate
iii.	**Determine the need for student support before commencing the course** Consider any individual student needs communication in the enrolment application or the student's language, literacy, numeracy and digital proficiency to identify the need for support. If support is considered suitable, the Officer Manager or delegate is to make a note and refer the students details to the Student Support Officer via	Officer Manager or delegate Student Support Officer

	email. If the student requires specialist support, contact the student and suggest specialist support options (ref to: *PP2.3 - Language Literacy and Numeracy* and *PP2.4 - Student Support and Wellbeing).* The Student Support Officer will communicate directly with the student and the relevant Trainer regarding support strategies.	
iv.	**Complete the Enrolment Procedure Checklist** Complete the *Enrolment Procedure Checklist* and process the enrolment application and record any training support or wellbeing support needs applicable to the student and alert training staff of these. The following criteria must be verified before an enrolment confirmation can be supplied: – Enrolment form complete and signed – Visa verified, not on a student visa – USI provided and verified – A valid form of ID provided – Entry requirements evidence provided – Student data entered into the student management system – Course and training products allocated to enrolment in SMS – Student digital or hard copy student file created – Credit Transfer application administered (if applicable) – LLND completed and support needs and communicated	Officer Manager or delegate
v.	**Issue the student with an Enrolment Confirmation** The Officer Manager or delegate is to issue the student with an enrolment confirmation and receipt for tuition fees. The enrolment confirmation is also to confirm the date, time and location of training for the first day and provide contact details if the student has any questions prior to the course commencing. Update *Enrolment Procedure Checklist*. **Note**. This enrolment confirmation process may be facilitated completely online and automated. In this circumstance, the Officer Manager or delegate is to review the results of this online application usually received as an email and review it for confirmation.	Officer Manager or delegate

vi.	**Provide access to pre-training material** Where a short course has a pre-training component where the student needs to undertake study and submit evidence of completing pre-training prior to attending face to face training, the Officer Manager or delegate is to either authorise or send this pre-training material to the student with notification of submission dates. This material may be digital and sent via email or may be delivered via a learning management system. Update *Enrolment Procedure Checklist*. **Note**. The supply of pre-training material may be facilitated completely online and automated. This may be linked to the online course registration and payment and triggered by the students payment which automatically creates an email to the student with login details to access pre-training material.	Officer Manager or delegate
vii.	**Consider any Opportunities for Improvement to this process** Consider the opportunities for improvement that may have emerged during the process and record these within a record of continuous improvement for consideration at a future management meeting. Refer to: *PP4.7 - Continuous Improvement* and *PP4.3 - Management Meeting*.	Officer Manager or delegate

Steps		Person/s responsible
5.3 Student Enrolment Process - Long course - Fee for service		
i.	**Application is received and reviewed** Upon completion of the Initial contact procedure at 5.1, commence the enrolment procedure below. Receive the *Enrolment Application Form* and check that it is completed correctly. Take note of any individual student needs and student's language, literacy, numeracy and digital proficiency after completion of the initial core skills assessment. Raise an *Enrolment Procedure Checklist* to support the enrolment process.	Officer Manager or delegate

	Note. This application process and assessment of LLND proficiency may be facilitated completely online and automated. In this circumstance, the Officer Manager or delegate is to review the results of this online application usually received as an email and review it for completeness or any required follow-up action.	
ii.	**Confirm payment of course fee** The Officer Manager or delegate is to review the initial payment information for each enrolment and confirm payment of tuition fees aligned with the student's course enrolment application or course registration. Update *Enrolment Procedure Checklist*. **Note**. This payment confirmation process may be facilitated completely online and automated. In this circumstance, the Officer Manager or delegate is to review the results of this online application usually received as an email and review it for payment confirmation. In some situations, it is not possible to submit a course registration without making a payment as part of this process.	Officer Manager or delegate
iii.	**Administer language, literacy, numeracy and digital proficiency assessment (LLND)** Where additional LLND assessment is either indicated or required, organise the time for the student to attend INSERT RTO NAME for LLND assessment to be facilitated. This will occur directly before the student is engaged in the enrolment interview. Please refer to: PP2.3 *Language Literacy and Numeracy*. Update *Enrolment Procedure Checklist*. **Note**. LLND assessment may be facilitated online through a third party service provider. In this situation, the Officer Manager or delegate will initiate this process, and the student will receive an email to complete the assessment. INSERT RTO NAME will receive a copy of the assessment results with any support recommendations.	Officer Manager or delegate
iv.	**Undertake an enrolment interview** The Officer Manager or delegate is to contact the student to organise and conduct the enrolment interview with all students entering a Long Course. This interview may be conducted in person at the office or via Zoom/Teams or by phone. The enrolment interview is to be conducted and recorded using the *Student Enrolment Interview Form*.	Officer Manager or delegate

	The topics to be discussed with the student may vary according to the student and the course. The following are the general points to be discussed to ensure the student is fully informed and ready to commence training: • Determine the applicant's career/work objectives. Why are they seeking this course? • Assess the person's individual needs and circumstances and present /discuss support options available to the person both within INSERT RTO NAME and those available through specialist service providers; • Inform the person about opportunities for recognition of their prior learning (RPL) or current competence (Credit Transfer); • Confirm the mandatory work placement requirements (if applicable) that apply to the course. Confirm the arrangements to establish this, orientation, supervision, required hours and duties; • Confirm the person received all required pre-enrolment information and talk through the person's rights and obligations, confirm fee payment arrangements and the services to be provided; • Explain the training and assessment services involved in the relevant training program; • Highlight the delivery model and assessment methods that will be used throughout the training program; • Explain the requirements applicable to the USI; and • Confirm the next step to complete the enrolment process and commence their training program. Retain a copy of the completed student enrolment interview form and Update *Enrolment Procedure Checklist*.	
v.	**Complete all steps in the Enrolment Procedure Checklist** Complete all steps in the *Enrolment Procedure Checklist* and process the enrolment application and record any training support or wellbeing support needs applicable to the student and alert training	Officer Manager or delegate

	staff of these. The following criteria must be verified before an enrolment confirmation can be supplied: – Enrolment form complete and signed – Visa verified, not on a student visa – USI provided and verified – A valid form of ID provided – Entry requirements evidence provided – Student data entered into the student management system – Course and training products allocated to enrolment in SMS – Student digital or hard copy student file created – Credit Transfer application administered (if applicable) – Set up payment schedule in payment system Update the *Enrolment Procedure Checklist*.	
vi.	**Determine the need for student support before commencing the course** Consider any individual student needs communication in the enrolment application or the student's language, literacy, numeracy and digital proficiency to identify the need for support. If support is considered suitable, the Officer Manager or delegate is to make a note and refer the student's details to the Student Support Officer via email. If the student requires specialist support, contact the student and suggest specialist support options (ref to: *PP2.3 - Language Literacy and Numeracy* and *PP2.4 - Student Support and Wellbeing).* The Student Support Officer will communicate directly with the student and the relevant Trainer regarding support strategies. Update *Enrolment Procedure Checklist*.	Officer Manager or delegate Student Support Officer
vii.	**Issue the student with an Enrolment Confirmation** The Officer Manager or delegate is to issue the student with an enrolment confirmation and receipt for tuition fees. The enrolment confirmation is also to confirm the date, time and location of training for the first day and provide contact details if the student has any	Officer Manager or delegate

	questions prior to the course commencing. Update *Enrolment Procedure Checklist*. **Note**. This enrolment confirmation process may be facilitated completely online and automated. In this circumstance, the Officer Manager or delegate is to review the results of this online application usually received as an email and review it for confirmation.	
viii.	**Provide access to pre-training material (where applicable)** Where a short course has a pre-training component where the student needs to undertake study and submit evidence of completing pre-training prior to attending face to face training, the Officer Manager or delegate is to either authorise or send this pre-training material to the student with notification of submission dates. This material may be digital and sent via email or may be delivered via a learning management system. Update the *Enrolment Procedure Checklist*. Student commences training. **Note**. The supply of pre-training material may be facilitated completely online and automated. This may be linked to the online course registration and payment and triggered by the student's payment which automatically creates an email to the student with login details to access pre-training material.	Officer Manager or delegate
ix.	**Verify students nominated workplace (where applicable)** The Training Manager is to organise to undertake a visit by appointment to the workplace nominated by the student where on the job training or work placement is planned to be undertaken as part of the planned course. This workplace verification will be completed in accordance with *PP1.7-Work Placement*.	Training Manager
x.	**Consider any Opportunities for Improvement to this process** Consider the opportunities for improvement that may have emerged during the process and record these within a record of continuous improvement for consideration at a future management meeting. Refer to: *PP4.7 - Continuous Improvement* and *PP4.3 - Management Meeting*.	Officer Manager or delegate Training Manager

Steps		Person/s responsible
5.4 Student Enrolment Process - Long course – Subsidised Training		
i.	**Receive referral from Australian Apprenticeship Centre or employer** Respond to referral from Australian Apprenticeship Centre or employer and complete the Initial contact procedure outlined at 5.1.	Officer Manager or delegate
ii.	**Application for enrolment is received and reviewed** Upon completion of the Initial contact procedure at 5.1, commence the enrolment procedure below. Receive the *Enrolment Application Form* and check that it is completed correctly. Take note of any individual student needs and student's language, literacy, numeracy and digital proficiency after completion of the initial core skills assessment. Raise a *Funded Enrolment Procedure Checklist* to support the enrolment process. It should be noted that applications for enrolment into subsidised training usually have a higher level of evidence that must be collected and verified. This will usually include evidence of the student either working or residing within the state, no longer in secondary education, is aged 15 years or older, evidence of citizenship or permanent residency, and photo identification. **Note**. This application process and assessment of LLND proficiency may be facilitated completely online and automated. In this circumstance, the Officer Manager or delegate is to review the results of this online application usually received as an email and review it for completeness or any required follow-up action.	Officer Manager or delegate
iii.	**Obtain consent and declaration from the student** INSERT RTO NAME must obtain consent from the student to for the students details to be shared with the relevant funding authority and for these details to be used by the funding authority to administer any training subsidy. This consent is mandated by the funding authority and is to be incorporated either into the enrolment application form or requested to be completed by the student prior to any further administrative processing with the funding authority.	Officer Manager or delegate

	INSERT RTO NAME is also two obtain a completed perspective student declaration required by the funding authority to confirm that the information provided by the student is accurate, that a claim for training subsidy has not been claimed in respect of the same training product previously, the student is aware of any third party arrangements with INSERT RTO NAME and the student has been provided with details of any applicable student fee contributions and obligations they must meet in regard to receiving the subsidy. Update *Funded Enrolment Procedure Checklist*.	
iv.	**Confirm level of subsidy and any required student payment** The Officer Manager or delegate is to process a quote using the funding providers system to determine the student's eligibility and level of subsidy in support of the student's enrolment. Determining the level of subsidy should consider details of any applicable credit transfer, RPL, and additional subsidy due to disadvantage such as remote delivery, First Nation status, etc. The details where applicable should be recorded in the student managements system and communicated to the student. The record of the eligibility and level of subsidy should be retained on the student file. Update *Funded Enrolment Procedure Checklist*.	Officer Manager or delegate
v.	**Generate a notification of enrolment to funding authority** INSERT RTO NAME is to generate a notification of enrolment using the funding provider system. This notification of enrolment will include the issued commitment ID applicable for the student's enrolment. The commitment ID will be entered into the student management system and is important in linking claims for payment to the student's progress in the course. A copy of the notification of enrolment is to be retained on the student's file. Update *Funded Enrolment Procedure Checklist*.	
vi.	**Administer language, literacy, numeracy and digital proficiency assessment (LLND)** Where additional LLND assessment is either indicated or required, organise the time for the student to attend INSERT RTO NAME for LLND assessment to be facilitated. This will occur directly before the student is engaged in the enrolment interview. Please refer to: PP2.3	Officer Manager or delegate

	Language Literacy and Numeracy. Update *Funded Enrolment Procedure Checklist*. **Note**. LLND assessment may be facilitated online through a third party service provider. In this situation, the Officer Manager or delegate will initiate this process, and the student will receive an email to complete the assessment. INSERT RTO NAME will receive a copy of the assessment results with any support recommendations.	
vii.	**Undertake an enrolment interview** The Officer Manager or delegate is to contact the student to organise and conduct the enrolment interview with all students entering a Long Course. This interview may be conducted in person at the office or via Zoom/Teams or by phone. The enrolment interview is to be conducted and recorded using the *Student Enrolment Interview Form*. The topics to be discussed with the student may vary according to the student and the course. The following are the general points to be discussed to ensure the student is fully informed and ready to commence training: • Determine the applicant's career/work objectives. Why are they seeking this course? • Assess the person's individual needs and circumstances and present /discuss support options available to the person both within INSERT RTO NAME and those available through specialist service providers; • Inform the person about opportunities for recognition of their prior learning (RPL) or current competence (Credit Transfer); • Confirm the mandatory work placement requirements (if applicable) that apply to the course. Confirm the arrangements to establish this, orientation, supervision, required hours and duties; • Confirm the person received all required pre-enrolment information and talk through the person's rights and obligations, confirm fee payment arrangements and the services to be provided;	Officer Manager or delegate

	• Explain the training and assessment services involved in the relevant training program; • Highlight the delivery model and assessment methods that will be used throughout the training program; • Explain the requirements applicable to the USI; and • Confirm the next step to complete the enrolment process and commence their training program. Retain a copy of the completed student enrolment interview form and Update *Funded Enrolment Procedure Checklist*.	
viii.	**Complete all steps in the *Funded Enrolment Procedure Checklist*** Complete all steps in the *Funded Enrolment Procedure Checklist* and process the enrolment application and record any training support or wellbeing support needs applicable to the student and alert training staff of these. The following criteria must be verified before an enrolment confirmation can be supplied: – Enrolment form complete and signed – Visa verified, not on a student visa – USI provided and verified – Received all eligibility evidence – Obtained consent and declaration from the student – Confirmed level of subsidy – Generated notification of enrolment – A valid form of ID provided – Entry requirements evidence provided – Student data entered into the student management system – Course and training products allocated to enrolment in SMS – Student digital or hard copy student file created – Credit Transfer application administered (if applicable) Update the *Funded Enrolment Procedure Checklist*.	Officer Manager or delegate

ix.	**Determine the need for student support before commencing the course** Consider any individual student needs communication in the enrolment application or the student's language, literacy, numeracy and digital proficiency to identify the need for support. If support is considered suitable, the Officer Manager or delegate is to make a note and refer the students details to the Student Support Officer via email. If the student requires specialist support, contact the student and suggest specialist support options (ref to: *PP2.3 - Language Literacy and Numeracy* and *PP2.4 - Student Support and Wellbeing).* The Student Support Officer will communicate directly with the student and the relevant Trainer regarding support strategies.	Officer Manager or delegate Student Support Officer
x.	**Issue the student with an Enrolment Confirmation** The Officer Manager or delegate is to issue the student with an enrolment confirmation and receipt for tuition fees. The enrolment confirmation is also to confirm the date, time and location of training for the first day and provide contact details if the student has any questions prior to the course commencing. Update *Funded Enrolment Procedure Checklist*. **Note**. This enrolment confirmation process may be facilitated completely online and automated. In this circumstance, the Officer Manager or delegate is to review the results of this online application usually received as an email and review it for confirmation.	Officer Manager or delegate
xi.	**Create and gain authorisation of the student's training plan** Where required by the funding authority, within 12 weeks of the student's commencement (when the notification of enrolment was submitted), INSERT RTO NAME is required to create a training plan that meets the funding providers requirements and facilitate authorisation for the training plan with all parties. This includes a representative of INSERT RTO NAME (the Training Manager), the student and the student's employer. The purpose of the training plan Is to ensure that the planned training and assessment meets the requirements of all parties and particularly considers workplace requirements of the host employer. The training plan is not complete until all details are completed and it is signed / dated by all parties. The training plan should be retained on the student's file and updated when necessary if the student's progress is diverging from the plan or	Officer Manager or delegate Training Manager

	at a minimum every six months. Update the *Funded Enrolment Procedure Checklist*.	
xii.	**Verify students nominated workplace (where applicable)** The Training Manager is to organise to undertake a visit by appointment to the workplace nominated by the student where on the job training or work placement is planned to be undertaken as part of the planned course. This workplace verification will be completed in accordance with *PP1.7-Work Placement*. Update the *Funded Enrolment Procedure Checklist*.	Training Manager
xiii.	**Provide access to pre-training material (where applicable)** Where a short course has a pre-training component where the student needs to undertake study and submit evidence of completing pre-training prior to attending face to face training, the Officer Manager or delegate is to either authorise or send this pre-training material to the student with notification of submission dates. This material may be digital and sent via email or may be delivered via a learning management system. Update the *Funded Enrolment Procedure Checklist*. Student commences training. **Note**. The supply of pre-training material may be facilitated completely online and automated. This may be linked to the online course registration and payment and triggered by the student's payment which automatically creates an email to the student with login details to access pre-training material.	Officer Manager or delegate
xiv.	**Consider any Opportunities for Improvement to this process** Consider the opportunities for improvement that may have emerged during the process and record these within a record of continuous improvement for consideration at a future management meeting. Refer to: *PP4.7 - Continuous Improvement* and *PP4.3 - Management Meeting*.	Officer Manager or delegate Training Manager

5. Other documents to consider with this policy

Policies

– PP1.14 Student Record Retention and Management

- PP1.7-Work Placement
- PP2.3 Language Literacy and Numeracy
- PP 2.4 Student Support and Wellbeing
- PP2.10 Appeals Handling
- PP4.3 - Management Meeting
- PP4.7 Continuous Improvement

Forms

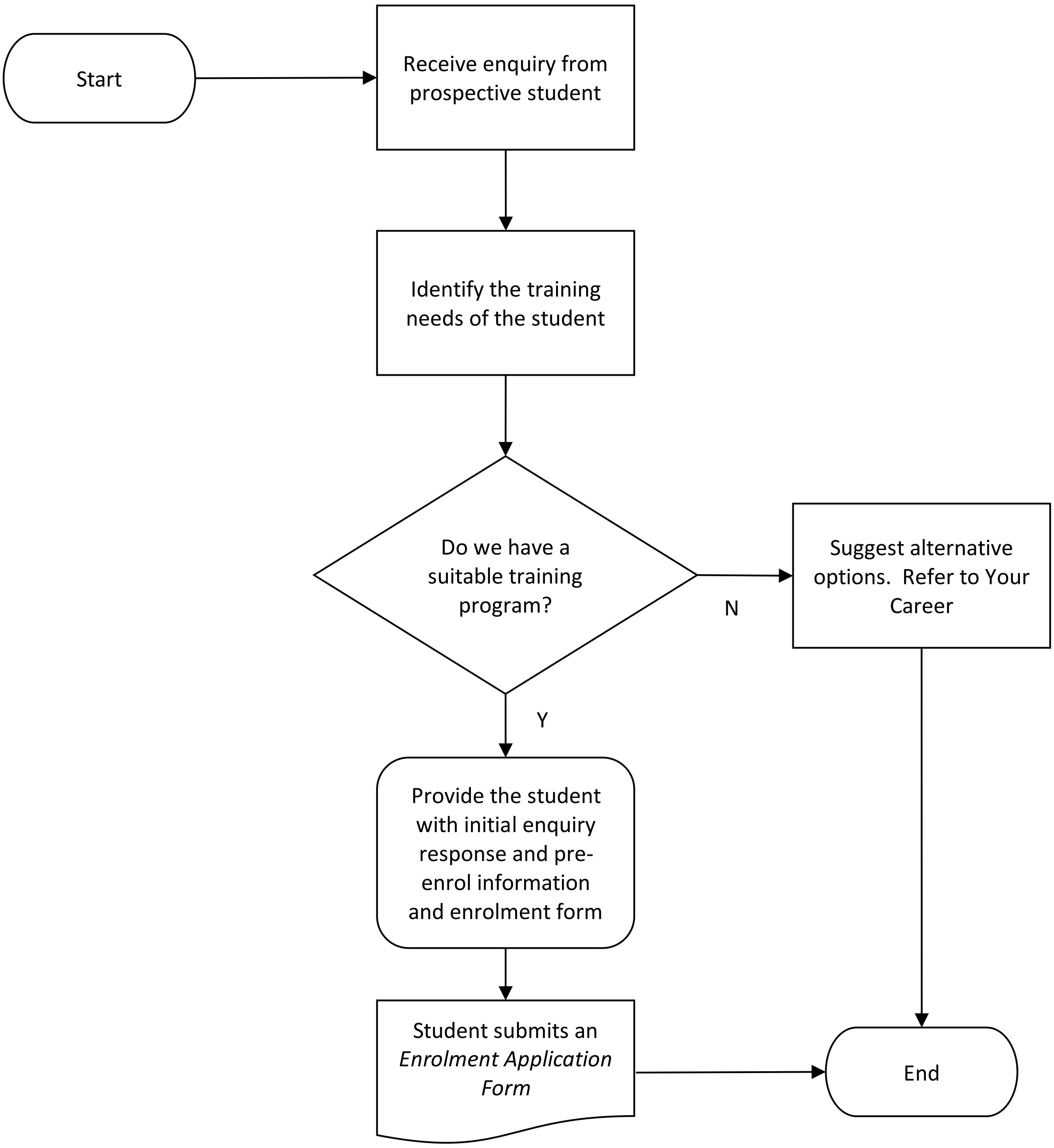
- Enrolment Application Form
- Enrolment Procedure Checklist
- Funded Enrolment Procedure Checklist
- Schedule of Fees and Charges
- Language, Literacy and Numeracy Assessment
- Workplace Suitability Checklist
- Continuous Improvement Report

Handbooks, manuals or other documents

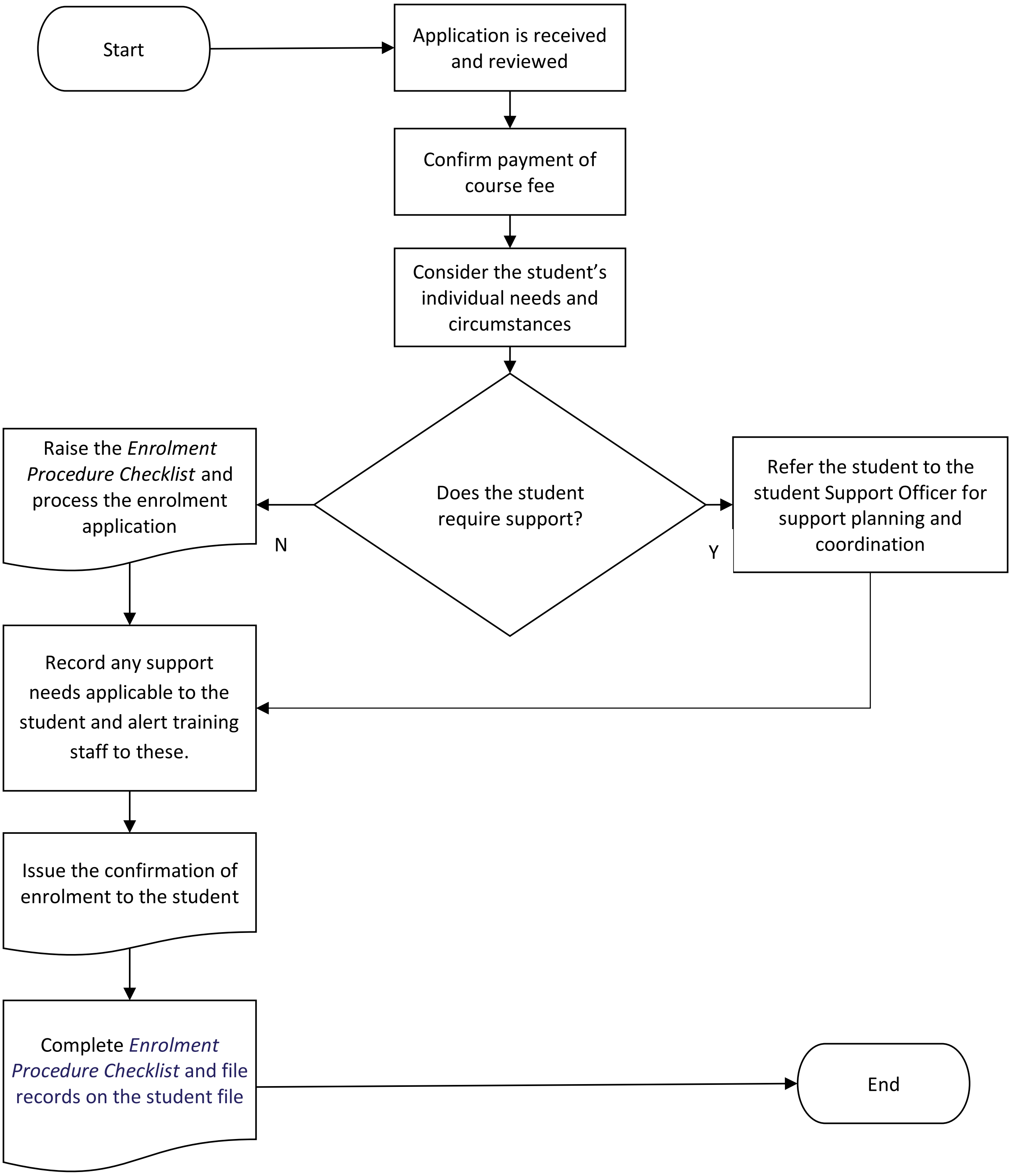
None

6. Flow chart

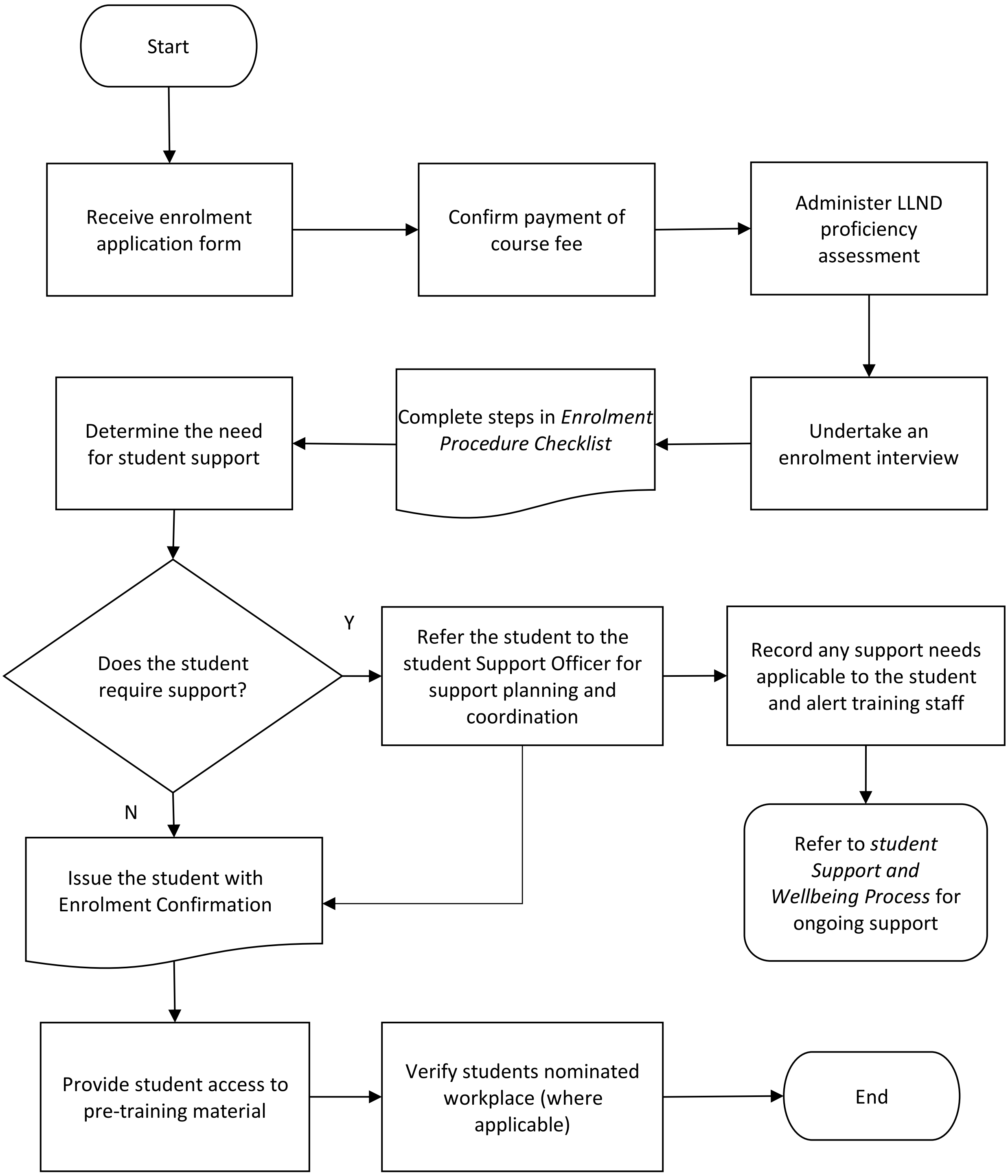
Initial Contact Process



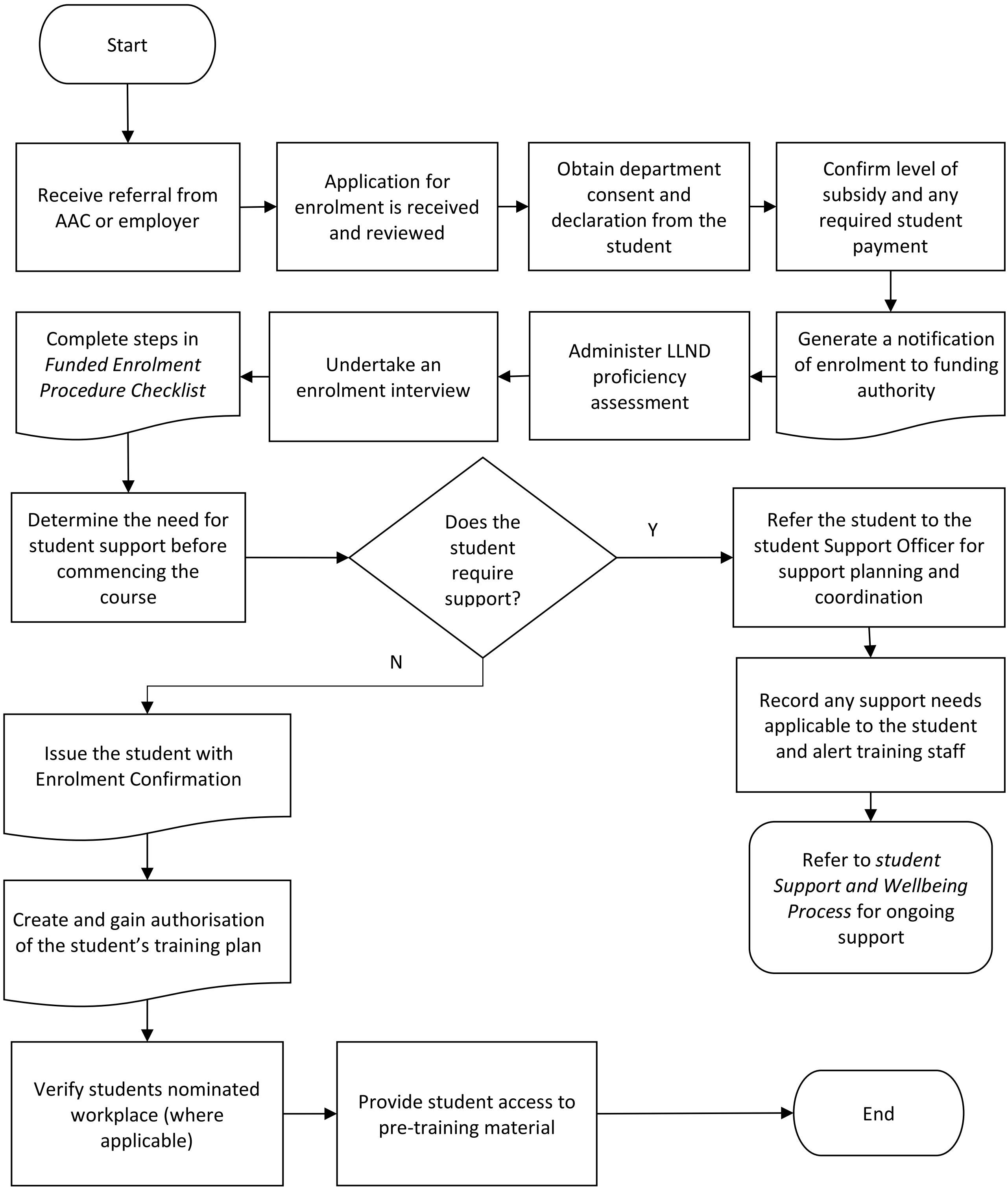
Short Course Enrolment Process



Long Course - Fee for Service Enrolment Process



Long Course – Subsidised Training Enrolment Process



7. Reference(s)

Outcome Standards for RTOs, Standard 2.1, VET students have access to clear and accurate information, including to make informed decisions about the training product and the RTO, and are made aware of changes that affect them.

(a) information given to VET students is clear, accurate and current, including where this is disseminated by a third party

(b) how it identifies the information that is needed by VET students prior to enrolment and how that information is communicated

(c) the following information is easily accessible to VET students:

  (i) the training product code and title, duration, mode(s) of delivery, location, commencement dates, scheduling, any requirements to commence or complete the training product including assessment requirements, whether any licencing or occupational licence requirements apply, and details of any third party arrangements

  (ii) the training support services and wellbeing support services that are available and how to access them

  (iii) any fees and costs payable by the VET student, including payment terms and conditions, refund policies and the availability of any relevant government training entitlements and subsidy arrangements

  (iv) the VET student's obligations or liabilities, including any obligations relating to work placements, materials, equipment or IT, costs and processes associated with VET student withdrawal and obtaining a Unique Student Identifier

(d) prior to enrolment or before any fees are required to be paid, written information is provided to the VET student about the agreed training to be provided, the amount of any fees to be paid by the VET student, and the VET student's obligations

how it identifies changes that affect VET students, including transition of superseded, deleted, or expired training products, and informs VET students of these as soon as practicable.

Outcome Standards for RTOs, Standard 2.2, VET students are advised, prior to enrolment, about the suitability of the training product for them, taking into account their skills and competencies.

(a) a system for reviewing the skills and competencies of VET students prior to enrolment, including their language, literacy and numeracy proficiency and digital literacy, as appropriate to the training product

(b) it provides advice, based on the review, to VET students about the suitability of the training product for them.

Compliance Standard 12, Student identifier requirements

(1) An NVR registered training organisation must:

(a) not include any individual's student identifier on a VET qualification or VET statement of attainment; and

(b) request the Registrar to verify that any student identifier provided to it by an individual belongs to that individual before the organisation uses the identifier for any purpose.

(2) Subject to subsections (3) and (5), an NVR registered training organisation must not issue a VET qualification or a VET statement of attainment to a VET student unless the student has been assigned a student identifier.

Exemptions given by the Minister

(3) The Minister may, in writing and as agreed by the Ministerial Council, specify an issue to which the requirement in subsection (2) does not apply, by reference to one or more of the following:

(a) the organisation doing the issuing;

(b) the VET qualification, or VET statement of attainment, being issued; or

(c) the VET student to whom the VET qualification, or VET statement of attainment, is being issued.

(4) Where an exemption described in subsection (3) or subsection 53(3) of the *Student Identifiers Act 2014* applies – an NVR registered training organisation must inform the VET student prior to the completion of enrolment or commencement of training and assessment, whichever occurs first, that the results of the training:

(a) will not be accessible through the Commonwealth; and

(b) will not appear on any authenticated VET transcript prepared by the Registrar.

(5) Subsections (2) and (3) only apply to NVR registered training organisations that are not constitutional corporations.

Note: Similar requirements to those set out in subsections (2) and (3), that apply to NVR registered training organisations that are constitutional corporations, are set out in section 53 of the *Student Identifiers Act 2014*.