Enrolment Policy and Procedure

Scope

The policy applies to all Australian College students and staff involved in the enrolment of students into Australian College vocational education courses.

The enrolment process is the first contact that most students will have with Australian College therefore, Australian College aims to be positive and informative throughout the process while also staying compliant and inform students according to Standard 1, Clauses 3.5, 5.1, 5.2, and 5.3 in the Standards for Registered Training Organisations 2015.

Purpose

The purpose of this policy is to ensure that Australian College:

- provides prospective students with sufficient information to make an informed choice about the course in which they wish to enrol;
- fully informs students about support and other student-related services which can be provided by Australian College;
- as far as possible, enrols students in the course most suited to their needs and capabilities;
- as far as possible, any special needs of students are identified and assessed during the enrolment process;
- staff are fully informed about their responsibilities regarding the enrolment and management of students.
- complies with relevant provisions of the Standards for Registered Training Organisations (RTOs) 2015 (RTO Standards).

Policy Statement

This policy defines how enrolment is managed at Australian College for accredited and professional education courses.

The focus is on protecting and informing the student so they may make informed choices about the options available to meet their learning needs. Operating under a fee-for-service model, corporate and individual enrolments are managed directly by Australian College without third party arrangements.

Australian College will advise all students and potential students of any changes to services offered by Australian College which may impact them directly.

Potential students who wish to enquire and pay funds at that time are not necessarily accepted or enrolled into a course. These potential students must meet the LLN requirements and accept the conditions of the course as all other students.

A full refund is available for unsuccessful potential students (see *Fees, Charges and Refunds Policy*). Australian College website must have a disclaimer stating that by paying money does not guarantee or enrol the student into the course and that the money is fully refundable.

Definitions

AQF - Australian Qualifications Framework
Credit - Credit (also known as Credit Transfer (CT) is the process of awarding credit for a unit or units of competency (UoC), attained from another Registered Training Organisation (RTO) which are the same as the unit

or units of competency in a Australian College qualification.

Enrolment - The process of a student making a decision to study a course with Australian College. For enrolment purposes, the student can be an individual or part of a cohort enrolled by a corporate client / employer to meet requirements of their employees' job role/s.

Mode of delivery - means the method adopted to deliver training and assessment, including online, distance, face-to-face or blended methods.

Recognition of Prior Learning (RPL) - means an assessment process that assesses the competency(ies) of an individual that may have been acquired through formal, non-formal and informal learning to determine the extent to which that individual meets the requirements specified in the training package or VET accredited courses. For more information see the CTRTO Policy.

RTO Standards 2015 and Users' Guide - The Standards for Registered Training Organisations (RTOs) 2015 (the Standards) set out the requirements for an organisation to be registered as a training provider. The Users' Guide aims to help RTOs make sure their practices deliver a quality experience for every student at each stage of their 'journey' through the VET system.

Statement of Attainment (SoA) - means a statement issued to a person confirming that the person has satisfied the requirements of the unit/s of competency or accredited short course specified in the statement.

Third party - means any party that provides services on behalf of the RTO but does not include a contract of employment between an RTO and its employee.

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

Unique Student Identifier (USI) - means an individual education number for life. It also gives a student an online record of their VET training undertaken in Australia.

VET - Vocational Education and Training

Policy Principles

Provide full information to the student

Prior to enrolment or the commencement of training and assessment, Australian College will provide students with current and accurate information that enables them to make informed decisions about undertaking training. The information provided to students will include, but not be limited to, the following:

- the code, title and currency of the training product to which the student is to be enrolled;
- any requirements or pre-requisites the student will need to meet to enter and successfully complete their chosen training;
- training and assessment, and related educational and support services Australian College will provide to the student including:
  - estimated course duration;
  - expected locations at which training and assessment will be provided, which for Australian College will be referred to as 'online';
  - modes of delivery;
  - resources required for study and completion of assessments;
  - any work placement or job-related requirements necessary for successful completion of the course;
  - provision of information regarding Credit Transfer and/or Recognition of Prior Learning (RPL);
  - details of any third party that will provide training or assessment, and any educational and support services to the student on behalf of Australian College, if applicable.
- Australian College's obligations to the student, including our responsibility for the quality of the training and assessment and certificate issuance in accordance with the RTO Standards;
- the student's rights including details of the complaints and appeals process;
- does not guarantee an employment outcome on completion of the course/qualification.

For students who are under 18 *years of age, the approval of the parent/guardian is required for the enrolment to proceed. For more information see the Students Under the Age of 18 Policy.*

The RTO Standards, Clause 5.2, specifies the minimum information that must be provided to prospective students prior to enrolment or commencement of a course.

The RTO Standards, Clause 4.1, also specifies information that must be made available to students before they make a decision about purchasing training products and services from an RTO and should be referred to regarding this policy.

At enrolment, students are provided with the *National VET Data Privacy Notice* so that students are informed about how their data is used by the Government. For more information refer to *National VET Data Privacy Notice* and Australian College's *Privacy Policy*.
Information is also provided to students by Australian College through communications including:

- Student Handbook
- Webpage for each training product
- Course Outline or Subject Outlines for each training product
- Course Brochure or Flyer for each training product
- Welcome email

Fee Information

Australian College will ensure that students receive full and accurate information about course fees and charges, and the student's rights, prior to enrolment or the commencement of training and assessment, whichever comes first, including:

- fees that must be paid to Australian College;
- payment terms and conditions including refunds;
- the student's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies;
- the student's right to obtain a refund for services not provided if the arrangement is terminated early, or Australian College fails to provide the agreed services.

Establish Student Needs and Suitability

- Australian College will provide tools and processes, as far as possible, to ensure that students are enrolled in the course most suited to their needs. This may involve establishing individuals' career goals, job requirements, regulatory or licensing requirements, and overall suitability and capability to undertake proposed course of study.
- Prospective students will be discouraged from enrolling in the courses that are identified as unsuited to their needs or capabilities. In such cases, alternative courses or pathways will be offered where possible.
- Any special support needs of students will be identified at the enrolment stage, if possible, and strategies to meet the needs developed. Students will not be enrolled in a course if it is known that Australian College is unable to provide the support the student needs. If this occurs, every reasonable effort will be made to identify an alternative provider who can meet the student's needs.
- If a student insists on enrolling in a course that Australian College staff believe is not suited to their needs, the circumstances must be noted on the student file within the student management system.

Student Support

- Australian College will actively seek to identify student support needs as early as possible and preferably at the enrolment stage. Once a student's support needs are determined, access to suitable support services will be provided to enable the student to meet the requirements of the training product, training package or VET accredited course, where reasonably possible.
- Australian College may require prospective students to undertake an assessment process to determine their support needs. Any processes used to determine individual support needs will be documented and retained on the student's file.

- Educational support may include:
  - language, literacy, numeracy (LLN)
  - technology
  - optional introductory subjects for students with less than 6 months in industry
  - reasonable adjustments
  - additional tutorials or other mechanisms such as assistance in using technology for online delivery.
- Support for students under 18 years of age is outlined in the *Students Under the Age of 18 Policy*.
- If the provision of support will attract an additional cost to the student, this cost must be made clear to the student prior to the enrolment being finalised. The student's agreement to any additional cost will be obtained.
- Any limitation to the support that Australian College can offer to students who have identified themselves as needing additional support or have been identified by Australian College as needed support, will be made clear to prospective students prior to the acceptance of their enrolment.
- Further information on reasonable adjustments is outlined in the *Assessment Policy* and the *Diversity, Inclusion and Equity Policy*.

Funding Entitlements and Obligations

Australian College will inform prospective students of any government funded subsidy or other financial support arrangements associated with the provision of training and assessment to which the student may be entitled. Students will also be informed of any debt obligation associated with such funding, if applicable.

Recognition of Prior Learning and Credit Transfer

Recognition of Prior Learning (RPL) is an assessment process that assesses the competency/ies of an applicant which may have been acquired through formal, non-formal and informal learning.

Credit Transfer (CT) is the process of awarding credit for a unit or units of competency (UoC), attained from another Registered Training Organisation (RTO) which form part of a Australian College qualification. Further information is outlined in the *RPL and Credit Transfer Policy*.
Australian College will advise prospective students of any RPL or Credit opportunities available for the course they are considering.

Unique Student Identifier (USI)

Registered Training Organisations such as Australian College are not permitted to issue a qualification or Statement of Attainment unless the student has provided a Unique Student Identifier (USI).

To avoid delays in the issuance of Qualifications and Statements of Attainment, students will be requested to provide their USI at the time of enrolment. Once the USI has been provided, Australian College will verify the number with the USI scheme Registrar and students will then be provided with access to the learning materials.

Certain student and course exemptions exist under the *Student Identifiers Act 2014*. If this is the case, students will not be required to provide a USI, however if they do not provide a USI, they will be unable to access their record of participation and achievement using the USI system. Australian College will maintain such records in accordance with the requirements of the RTO Standards.
Students' USI and other information will be secured in accordance with Australian College's *Privacy Policy*.

Confirmation of Enrolment

Australian College will review the student's enrolment application against stated enrolment requirements and advise the student, in writing once the enrolment has been accepted and finalised.
Access to the learning platform (eCampus or CREATINE) will not be provided to the student until the enrolment

has been finalised.

If for any reason Australian College is unable to accept the enrolment application, the applicant will be contacted and the reasons for the decision will be explained. Any alternative courses or pathways will be discussed with the applicant.

A 'Welcome' email is sent upon enrolment, providing information to assist students to be fully informed prior to finalising the enrolment process and commencing studies.

Students enrolled in a 'Smart and Skilled' program, will receive a 'Notification of Enrolment' email.

Ongoing student communication

Australian College will inform students, as early as possible, if any circumstances arise which may have an impact on the services to be provided.

Student access to records

Australian College will ensure that current and past students are able to access their records on request. All students who hold a valid USI, and whose results have been reported into the USI system, will be able to access their records through that system. If a student's information is not held in the USI system, they will still be able to access their records by contacting Australian College.

Guiding procedures

Australian College is continually improving procedures to address the *Enrolment Policy* principles in this document, including but not limited to the following:

- Updates to marketing collateral to align with the Training and Assessment Strategy for new training products including course webpages, course/subject outlines, and course flyers/brochures and fee information;
- Annual updates to the Student Handbook;
- Individual student-led enrolments;
- Corporate / Employer-led enrolments;
- Determining student needs, student support and any reasonable adjustments;
- Recognition of Prior Learning and Credit Transfer processes;
- Point of Contact team procedures for managing and monitoring support for Under 18 students;
- Management of USI collection and verification.

Complaints and Appeals

Any complaint or appeal in relation to the implementation of this policy will be managed in accordance with the *Complaints and Appeals Handling Policy.*

Related Policies and Forms

This policy should be read in conjunction with the following Australian College policies and documents:

- Continuous Improvement Policy
- Recognition of Prior Learning Policy
- Access and Equity Policy
- Complaints and Appeals Handling Policy / Complaints and Appeals Form
- Learning Facilities and Resources Policy
- Privacy Policy

- Fees, Charges and Refund Policy / Refund Application Form
- Student Record Management Policy
- Students Under the Age of 18 Policy
- Student Pre-Enrolment Interview Questionnaire
- Student Enrolment Processing Checklist

Relevant Legislation and Guidelines

- Standards for Registered Training Organisations 2015
- Student Identifiers Act 2014
- Users' Guide – Standards for Registered Training Organisations (RTOs) 2015
- National Vocational Education and Training Regulator (Data Provision Requirements) Instrument 2020

Review

This policy and procedure will be reviewed annually or amended following continuous improvement strategies implemented by the Australian College.

Version Control and Responsible Officers

Responsible Officer:		Quality and Compliance Manager
Approved by:		Chief Executive Officer
Next review scheduled:		May 2024
Approved and commenced:		May 2023
Version	Authored/Reviewed by	Brief Description of Changes
V2.0	Quality and Compliance Manager	New policy developed to meet the Standards for RTO's 2015 requirements and to provide staff with information on enrolment requirements for students.