

## ENROLMENT POLICY

### 1. Purpose

This policy and procedure has been designed to ensure students are provided with current and accurate information and are advised of the information and documentation they need to provide, as well as their rights and obligations prior to enrolling in a course. At the time of enrolment, students are asked to sign a declaration confirming that the advice they received enabled them to enrol into an appropriate course, have been provided access to the Student Handbook, and understand their rights and responsibilities as outlined in the handbook.

### 2. Scope

Access Training & Education (ATE), in alignment with the Standards for Registered Training Organisations (RTOs) 2015, must provide advice to prospective students about the training product appropriate to meeting their needs, whilst recognising their existing skills and competencies.

The information provided to prospective students must include details about:

- the training product, including:
  - course duration,
  - course location,
  - delivery mode,
  - applicable fees and payment terms and conditions.
- the support services available,
- the recognition processes in place (Credit Transfer and Recognition of Prior Learning),
- the RTO's obligations towards students and the student's rights and obligations towards the RTO,
- the implications of Government training entitlements and subsidy arrangements.

ATE does not discriminate between prospective students when accepting enrolments and will treat students fairly and equitably, in accordance with all relevant legislation.

### 3. Definitions

For the purpose of this policy:

- ACT stands for Australian Capital Territory,
- NSW stands for New South Wales,
- QLD stands for Queensland,
- SA stands for South Australia.

Term	Description
Credit Transfer (CT)	Refers to the process of awarding credit for a unit of competency attained from another RTO, which is the same as the unit of competency offered by ATE.
Recognition of Prior Learning (RPL)	Refers to a form of assessment of a student's competence using evidence from formal, non-formal and informal learning rather than specific assessment activities directed by the RTO.
Language, Literacy and Numeracy (LLN) Test	Refers to a Test that may be required to be completed by students for the RTO to assess their knowledge and skills against recognised foundation skills benchmarks and associated core skills (learning, reading, writing, oral communication and numeracy).



Unique Student Identifier (USI)

Refers to a student's individual identifier made of ten numbers and letters that is issued by the Students Identifiers Registrar and needed by students to undertake nationally recognised training delivered by an RTO.

## 4. Responsibilities

Responsible Person(s)	Responsibilities
Customer Service Staff/Administration Officer	<ul style="list-style-type: none"> <li>Review Enrolment Forms,</li> <li>Administer Language, Literacy and Numeracy (LLN) Test (if applicable),</li> <li>Review eligibility evidence,</li> <li>Follow up with students where additional evidence is required,</li> <li>Notify students where enrolments are not approved,</li> <li>Issue invoices for appropriate fees,</li> <li>Respond to students' enquiries in relation to enrolments,</li> <li>Escalate issues when appropriate.</li> </ul>
Management	<ul style="list-style-type: none"> <li>Ensure accurate application of policy,</li> <li>Manage escalated issues.</li> </ul>

## 5. Procedures

### 5.1. Pre-enrolment information

#### Training product

Prior to enrolling in a course, all students are provided access to the Course Guide relevant to their course of choice, which contains the following information:

- Course overview (including entry requirements) and units of competency,
- Course workload,
- Course structure, timetable, venue and trainer/assessor contact, as well as additional opportunities,
- Assessment submission, extensions and schedule,
- Community contact and Self-Reflection Journal.

Information about the applicable fees for the course is available on the website.

Prior to enrolling in a course, students are also provided access to the Fees and Refunds Policy, which outlines the applicable fees and payment terms and conditions.

#### Students in QLD

A Program Factsheet relevant to each course offering is also available on the website for students to view prior to enrolling in a course, which provides summarised information about the course and outlines the breakdown of costs.

#### Support services

Prior to enrolling in a course, students are provided access to the Support Services Policy, which outlines the measures applied by ATE to identify support needs, as well as the support services available.

Information about the support services is available on the website and in the Student Handbook.



## Students in QLD

A Program Factsheet relevant to each course offering is also available on the website for students to view prior to enrolling in a course, which provides information about the support services available to students in QLD.

### Recognition processes

Prior to enrolling in a course, students are provided access to the Credit Transfer and Recognition of Prior Learning Policy, which outlines the application process students are required to follow for ATE to recognise their prior studies or training, knowledge and skills.

Information about the recognition processes is also available on the website and in the Student Handbook.

### Rights and obligations

Prior to enrolling in a course, all students are provided access to the Student Handbook which contains information about ATE's obligations towards students, information about the student's rights and obligations towards ATE, as well as links to all the relevant policies.

### Government training entitlements and subsidy arrangements

Information about the implications for students of Government training entitlements and subsidy arrangements is available on the website.

## Students in QLD

Students will no longer be eligible for a Government subsidised training place under the same program in another vocational sector once they complete the qualification level targeted through the program.

## 5.2. Enrolment

### Online enrolment

Students are required to enrol in the course offering of their choice online via a link, which is either provided on the website, or directly communicated to the students.

As part of their online enrolment, students are required to read and understand the Privacy Notice provided in the form, and agree to the associated conditions. This notice relates to the collection and disclosure of students' personal information to Government departments by ATE.

Students must ensure that they have completed the online Enrolment Form in full and have provided true and correct information prior to submitting it.

ATE will be unable to approve an enrolment where the student has not signed the declaration on the Enrolment Form.



## Confirmation of tentative enrolment

Once they have submitted their Enrolment Form, students will receive an email confirming their tentative enrolment.

A student's enrolment status will remain as tentative until they complete the following:

- Provide ATE with their valid Unique Student Identifier (USI),
- Provide ATE with their evidence of funding eligibility and concessional status (if applicable),
- Demonstrate that they meet ATE's entry requirements for their course of choice.

Entry requirements vary depending on the course and may include the assessment of a student's Language, Literacy and Numeracy (LLN) skills or the successful completion of another qualification by the student.

Where ATE assesses a student's LLN skills, information about the completion of the LLN Test will be communicated to the student upon submission of their Enrolment Form.

More information about the LLN Test process is available in the Support Services Policy and in the Student Handbook.

Where a student is required to successfully complete a specific qualification in order to enter their course of choice, ATE will either:

- Monitor/review the student's completion of the qualification and use their certification documentation issued by ATE to record it as evidence (where the student is a current or former student of ATE), or
- Request the student to send their certification documentation or VET Transcript to record it as evidence (where the student is not a current or former student of ATE).

## Evidence submission

Evidence of funding eligibility and/or concessional status, as well as any relevant entry requirement evidence, must be submitted to ATE via email at [enrolments@accesstraining.edu.au](mailto:enrolments@accesstraining.edu.au).

ATE will assess the information provided by students during the completion of their Enrolment Form online, as well as any evidence submitted to support their eligibility for the course prior to approving the student's enrolment.

ATE will not approve a student's enrolment where all the necessary acceptable evidence has not been submitted, which means that the student's place in the course will not be secured.

## Confirmation of enrolment

Once ATE is satisfied that student's enrolment is complete and that they have provided all the required evidence, they will email the student a final confirmation of enrolment.

This confirmation of enrolment will include the following information:

- Duration of the course,
- Class start and end date,
- Class day(s) and time(s),
- Class address,
- Units of competency.



A first invoice will also be emailed and students will be required to pay it as per the Fees and Refunds Policy.

### **5.3. Pre-course commencement information**

Prior to the course commencement, ATE will provide students additional information specific to their class, including:

- Moodle (Learning Management System) login details and Moodle Help document,
- Venue specifications or Zoom details.

In a situation where one or more changes to agreed services were to occur prior to the course commencement, ATE would advise students as soon as practicable.

### **5.4. Recording and record keeping**

ATE will keep a record of all enrolment information provided by students, as well as any evidence submitted to support their eligibility for the course, in the Student Management System (aXcelerate).

## **6. Related policies or work instructions**

- Fees and Refunds Policy,
- Support Services Policy,
- Credit Transfer and Recognition of Prior Learning Policy,
- Completion and Certification Issuance Policy,
- Relevant Work Instructions.

## **7. Relevant forms or documented records**

- Course Guide
- Student Handbook,
- Program Factsheet (*for students in QLD*),
- Enrolment Form,
- Credit Transfer and Recognition of Prior Learning Application Form.

## **8. Relevant legislation or standards**

- ASQA Standards for Registered Training Organisations (RTOs) 2015:
  - Clause 1.12,
  - Clause 3.5,
  - Clause 3.6,
  - Clause 4.1,
  - Clauses 5.1 to 5.3,
  - Clause 5.4,
  - Clause 7.3.
- ACT:
  - ACT Standards Compliance Guide for Skilled Capital,
  - ACT Standards Compliance Guide for Skilled Capital – JobTrainer Fund
- NSW:
  - Smart and Skilled Operating Guidelines,
  - Smart and Skilled Contract Terms and Conditions,
  - Adult and Community Education (ACE) Provider Operating Guidelines.



- QLD:
  - Skills Assure Supplier Policy,
  - Certificate 3 Guarantee Policy and Higher Level Skills Policy.
- SA
  - Accredited Training Service Agreement (ATSA),
  - Directions under WorkReady ATSA.