

P-001 Enrolment Policy and Procedure

Enrolment Policy

Policy Overview:

To establish and implement responsibilities to ensure that the RTO fulfils the requirement of Standards for Registered Training Organisations 2015 ensuring student enrolments are fair, consistent and non-discriminatory.

Objective:

To ensure an informative, systematic process occurs nationally by implementing and maintaining a centralised system to ensure a reliable, fair, accurate enrolment process between the RTO and the student enabling students to make informed decisions on selecting the RTO and the RTO to confirm the student's ability in completing the course.

Scope:

This policy applies to all students, programs and courses on the RTO's scope of registration.

Staff Responsible:

- State Managers
- Operation Managers
- National Compliance & Quality Manager (NCQM)
- Business Development Managers
- Training Advisors
- RTO Trained Personnel responsible for enrolment
- Branch Administrators

Compliance Standards:

This policy relates to the following 2015 Standards: 1.7, 3.6, 4.1, 5.1, 5.2, 5.3.

Related Policies/Templates/Documents:

- P-017 Student Support Policy & Procedure
- P-018 Reasonable Adjustment Policy & Procedure
- P-020 Student Engagement & Induction Policy and Procedure
- P-039 Privacy & Personal Information Policy
- P-330 USI Policy and Procedure
- F-005 Student Enrolment Form
- F-011 Code of Conduct for Students
- F-013 Student Support Form
- F-023 Entry Assessment
- F-048 Statement of Fees & Course Overview
- F-030 USI Information Form & Student Sign Off
- F-305 Suitability Discussion Form
- D-001 Student Information Guide

P-001 Enrolment Policy and Procedure

Definitions:

Unique Student Identifier (USI) is a reference number which is made up of numbers and letters to each student enrolled within an RTO to complete a Nationally Recognised Qualification or skillset.

AVETMISS – The Australian vocational Education and Training Information Statistical Standard is the national data standard that ensures consistent and accurate capture and reporting of VET information about students.

The sign up date is when the student provides the bulk of the paperwork and initially signs the enrolment form;

The enrolment date is the date when the enrolment is accepted as being in full and noted into the SMS

The commencement date is the date when the student actively commences study, this may be by attending their first class or commencing their first unit online.

1. Enrolment Policy

All students who choose to study at the RTO must participate and complete the mandatory enrolment process prior to commencement of the course.

This enrolment process forms an agreement between the RTO and student bound by the regulations, policies and procedures of the RTO. The general principles apply:

- 1.1 Students must be provided prior or during the enrolment process all necessary information to allow students to make an informed decision on course selection.
- 1.2 Students enrolled at the RTO agree to pay all fees relevant to the course in which they are enrolled.
- 1.3 Students enrolled must be provided with a Unique Student Identifier (USI) prior to commencement of the course. – refer to **P-330 USI Policy and Procedure**.
- 1.4 Students enrolled are able to participate in learning through various modes of delivery, receive recognition and be awarded with AQF certification on successful completion.
- 1.5 Students whom required support services are identified during the enrolment process and a support form is completed and reported to the operations manager to ensure support services and/or reasonable adjustments are implemented and monitored throughout the student's term of enrolment – refer to **P-017 Student Support Policy & Procedure, P-018 Reasonable Adjustment Policy and Procedure**.
- 1.6 Students remain enrolled until such time as the student:
 - 1.6.1 Has achieved competency and qualified for an AQF award
 - 1.6.2 Has completed all requirements of the course
 - 1.6.3 Has withdrawn from the course
 - 1.6.4 Has transferred to another training provider

P-001 Enrolment Policy and Procedure

1.6.5 Has cancelled their enrolment with the RTO

1.7 The RTO will ensure that students are provided with all necessary information and resources including support to enable students to fulfil the requirements of their enrolment, refer to: **P-017 Student Support Policy & Procedure, P-018 Reasonable Adjustment Policy and Procedure.**

2. Enrolment process

The RTO is responsible for ensuring that each student undertakes the following as part of the enrolment process:

2.1 Suitability Discussion

The RTO is responsible for facilitating a suitability discussion as the first point of contact in the enrolment process. This discussion will help identify if the course selected is appropriate for the individual and/or if the student is at risk in not completing the course due to misinterpretation / expected outcomes – **refer to procedure.**

2.2 Entry Assessment

The RTO is responsible for identifying student support requirement as per **P-017 Student Support Policy & Procedure.** At the completion of the suitability discussion (and students happy to proceed) an entry assessment will be conducted at the appropriate AQF level - **refer to procedure.**

2.3 Enrolment

The RTO is responsible for ensuring that all students are enrolled according to procedure and all mandatory documents are completed and uploaded in the student file prior to commencement of course – **refer to procedure.**

3. Enrolment Application Form

All application forms contain the mandatory enrolment questions as outlined by AVETMISS VET Provider Collection specifications.

One generic form is used by each RTO nationally with their own logo and RTO ID number to differentiate the RTO.

Standard privacy notices will be outlined in the enrolment form advising students how their data may be supplied to various agencies governed by legislation

4. Recognition

During the enrolment process, the RTO will offer recognition to all students. Recognition may be offered as a single unit of competency or for the entire qualification depending on the evidence the student can provide. For further details **refer P-048 Recognition Policy.**

P-001 Enrolment Policy and Procedure

Enrolment Process Procedure

Written by:	Aleena Velich	Date written:	1 May 2017
Approved by:	Patricia Fulcher	Effective date:	30 May 2017

1. Enrolment Process		
Action / Task	Responsible	Timeline
<p>It is recognised and understood by the RTO that enrolment is a process, and that students may need 1-3 visits to complete their enrolment.</p> <p>Suitability Discussion</p> <p>Students to attend a face to face suitability discussion with a designated RTO staff member.</p> <p>RTO staff member must be trained in order to facilitate the discussion.</p> <p>The Discussion must take between 30 to 45 minutes and cover the following:</p> <ul style="list-style-type: none"> • Key questions posed on F-305 Suitability Discussion Form • Course requirements such as: <ul style="list-style-type: none"> ○ Pre-requisites ○ Work-placements ○ Licences ○ Working with children checks ○ Police clearances ○ Resource requirements ○ Physical requirements ○ Intellectual requirements • Delivery methodology and location • Delivery schedules and duration in terms of hours and weeks • Assessment requirements both formative and summative • Student personal expectations and needs <p>RTO staff member to conduct discussion Using F-305 - Suitability</p>	<p>Operations Manager</p> <p>Business Development Manager</p> <p>Training Advisor or trained Administration Personnel</p>	<p>Prior to enrolment</p>

P-001 Enrolment Policy and Procedure

Action / Task	Responsible	Timeline
<p>discussion form, documenting the student’s outcomes to questions posed in a comprehensive and clear manner.</p> <p>RTO staff member to sign along with student F-305 - Suitability discussion form informing student that they are able to move onto the next stage being – the entry assessment.</p> <p>F-305 - Suitability Discussion Form to be uploaded into SMS.</p> <pre> graph TD A[Discuss student's preferences, employment and training history] --> B[Discuss courses, ID potential career paths] B --> C[If we don't offer a course they are interested in, Stop Enrolment.] B --> D[Discuss course requirements: intellectual, physical, pre-requisites] D --> E[Inability to meet requirements? If no alternative course (level or structure) Stop Enrolment] D --> F[Discuss delivery schedules, duration, location, assessment] F --> G[If unable to adjust training/ assessment methodology, Stop Enrolment] F --> H[Student agrees on suitability of course to their needs, wants, & aspirations] H --> I[Start formal enrolment process] </pre>	Administration	

P-001 Enrolment Policy and Procedure

Action / Task	Responsible	Timeline
<ul style="list-style-type: none"> • F048- Statement of Fees & Course Overview <p>F-005 Student Enrolment Form:</p> <p>The generic form is used at a national level where each RTO will be differentiated by their own branding and RTO ID number.</p> <p>The enrolment form can be found on N drive/CONTROLLED DOCS/ENROLMENT FORMS.</p> <p>All fields MUST be complete by the student.</p> <p>Once enrolment form complete RTO Staff member to obtain necessary and legible Identification including:</p> <ul style="list-style-type: none"> • Photo identification including: passport, drivers licence, Medicare card or healthcare/concession card. • 100 points of ID. • Funding evidence requirements as identified by each state. <p>RTO Staff member to forward enrolment pack along with suitability discussion form and entry assessment to appropriate persons:</p> <ul style="list-style-type: none"> • F-305 Suitability Discussion Form – Admin. • F-023 Entry Assessment – Trainer to assess the outcome and identify support requirements if applicable then forward to Admin. • F-005 Enrolment Form – Admin. <p>The completed enrolment form will be kept on the student file and uploaded into the SMS. Any original documents submitted as part of the enrolment process will be copied and maintained on the student file confidentially. All originals will be returned to the student.</p> <p>The Administrator is responsible for checking the accuracy of all documentation and dates relating to forms of identification.</p> <p>USI information</p> <p>Refer to P-330 USI Policy and Procedure.</p> <p>F-011 Code of Conduct for Students</p> <p>Student to read through the Code highlighting their responsibilities with the responsible RTO Staff member and sign. This form to be included in the Student File.</p>	<p>BDM, Training Advisor or trained RTO Staff member</p> <p>Administration</p>	<p>At</p>

P-001 Enrolment Policy and Procedure

Action / Task	Responsible	Timeline
<p>D-001 Student Information Guide</p> <p>RTO staff member to walk through the student information guide with the student answer relevant questions posed.</p> <p>Only when the file is accurate and complete, the student is entered in to the Student Management System. Once the enrolment information is entered into the SMS, the student will need to be provided with a confirmation letter. Incomplete enrolments are returned to Training Advisors or Account Managers for rectification.</p>		enrolment after entry assessment
2. Government funded enrolment additions		
Action / Task	Responsible	Timeline
<p>Every state has different policies regarding enrolment which can change from year to year.</p> <p>The Operations Manager must ensure that the correct enrolment requirements for each state are notified to staff and met.</p>	Operations Manager	When applying for funding

P-001 Enrolment Policy and Procedure

Document Revision History

Version Number	Author	Date Published	Description
3.0	Aleena Velich	30/05/2017	Revised Enrolment Policy and Procedure <ul style="list-style-type: none">• Expanded on Overview and Objective• Included relevant definitions.• Expanded on actual policy.• Clarified Procedure.
3.1	Natalie Robinson	14/07/2017	Correcting spelling errors in procedure.
3.2	Aleena Velich	21/7/17	Formatting
	Natalie Robinson & Patricia Fulcher	25/07/2017	Further formatting, removing static information about state government funding, as this is subject to change.