Enrolments Policy and Procedure

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1. Purpose

Advanced Education and Training is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (SRTOs 2015). As such, Advanced Education and Training is required to comply with relevant Commonwealth, State and Territory laws regarding and including anti-discrimination and equal opportunity. Advanced Education and Training is committed to providing the best practice, professional products and services to its clients and acknowledges it can only succeed in this with effective and efficient quality processes.

The purpose of this policy is to provide fair and equitable process for client enrolment and ensure clients are provided with accurate and sufficient information to make an informed choice about their enrolment and chosen course.

2. Policy Statement

Advanced Education and Training is committed to ensuring all clients enrolling on courses are treated fairly and equitable, and are clearly informed of the enrolment process, conditions, details regarding their chosen course, rights and obligations. All the obligations of RTO Standards and VET Funding Contract are met.

Advanced Education and Training will provide prospective and current clients with advice regarding relevant training products to meet their needs, taking into account the individual existing skills and competencies.

3. Policy Principles

Information to Clients

Prior to enrolment each client is provided with access to a Student Handbook, Course Information, Fee information and refund Policy, Entry requirements, Class location, Complaint & Appeal Policy, Duration, Modes of Study and pathways, Funding Sources, Student Support, Recognition of Prior Learning.

Enrolment of Individual Clients

- Enrolment into training programs will be conducted at all times in an ethical and responsible manner, ensuring fairness and compliance with the Access & Equity Policy.
- Enrolments are subject to availability of places on the training program, based on the maximum number of clients who can be accommodated under the particular circumstances (e.g. safety, capacity of training venue, type of course, learning structures etc within program).
- All prospective clients will be provided with information regarding the RTO and the qualifications offered.
- All our prospective Students undertake a Pre-Training Review as part of the pre-enrolment process. This review identifies their literacy and numeracy skills, any competencies previously acquired (RPL, CT), ascertain the most appropriate qualification to be undertaken and that the proposed learning strategies and material are appropriate for the individual.
- Enrolments will be considered tentative until payment and the Unique Student Identifier (USI) has been received.
- All Clients enrolled are advised in writing of confirmation of enrolment, upon receipt of their enrolment form, completion of Pre-Training Review and payment.

- Course fees are payable in advance as per the Fee Charges and Refund Policy & Procedure
- Advanced Education and Training must ensure its marketing and advertising of AQF and VET qualifications to prospective clients is ethical, accurate and consistent with its scope of registration and meets:
  - State funding legal requirements (Victoria).
  - Skill for Victoria service agreement including
    1. Eligibility criteria for Skills First Program
    2. Evidence of Eligibility and student declaration
    3. Evidence of fee concession and fee waiver

4. Enrolment Process

The enrolment process is completed by carrying out following steps:

1. Student makes an enquiry about a qualification
2. Student completes the expression of interest
3. Student is guided to website for course information, student handbook, course fee etc.
4. LLN Assessment completed through LLN Robot
5. Pre-Training Review interview completed
6. Enrolment Form completed online or in person and submitted along with IDs to establish eligibility, Victorian residency and fee concession as per the Determination of Eligibility for Skills First Policy.
7. Prospective students are required to submit AET's Statutory Declaration. The authorised delegates must carry out mandatory requirements in accordance with the conditions below:
   - All documents must be in the name of the applicant
   - Funding and Fee concession documents must be sighted and retained for funding eligibility.
   - Individual statement of fees signed by student and AET representative
   - Student declaration signed and provided to AET
   - Enrolment must not proceed until Advanced Education and Training receives all documentation required.
   - No course moneys can be accepted by Advanced Education and Training until letter of enrolment is issued to the students and a valid invoice is raised.
   - Training plan developed taking into consideration the information gathered during Pre-Training Review.

4.1 **Special Needs of Clients**

Clients intending to enrol for training are requested, to advise of any physical or other impairments/ needs (eg English language difficulties, dyslexia) which may adversely affect their ability to successfully undertake the training. (See Access & Equity Policy). Support Plan is made to address any need identified and Trainer is advised about the same.

4.2 **Language, Literacy and Numeracy Abilities of Clients**

Clients intending to enrol for training are assessed on their language, literacy and numeracy abilities to determine their capability to successfully undertake the training and determine whether any additional support is needed. The LLN assessment is conducted via LLN Robot which map the assessment as per the

ACSF required level for the qualification (See Pre-Training Review Policy). Support Plan is made to address any need identified and Trainer is advised about the same.

4.3 **Unique Student Identifier (USI)**

All clients are required to provide their unique Student Identifier, in accordance with requirements of Student Identifier Act. Students will be advised on the process of obtaining a Student Identifier if they do not already have one, via http://www.usi.gov.au/Pages/default.aspx

Advanced Education and Training will verify and maintain all Student Identifier numbers in its Student Management System (SMS).

4.4 **Confirmation of Enrolment**

Upon acceptance of enrolment the client is provided with written confirmation of their enrolment, including a schedule for training and assessment dates, times and location of training (as relevant to mode of learning).

4.5 **Changes to Training and Assessment**

Any changes to a training program or services will be advised to clients, as soon as possible prior to the date the change is to occur.

4.6 **Student Induction**

Advanced Education and Training provides clients with induction/orientation to ensure they have appropriate information to facilitate their interactions with and their learning.

Each client receives a copy of the Student Handbook which outlines key information including their rights and responsibilities as a learner.

4.7 **Transfer of Enrolment**

- Transfer to another "Course date" – Clients are able to transfer to another course date, providing they make a request in writing a minimum of one week in advance. The transfer is subject to course availability.
- Transfer to another "Course" – Should a client wish to transfer to another course, they need to make the request in writing a minimum of one week in advance. This will affect their future funding eligibility (For funded students)
  The transfer is subject to course availability.
- Transfer to another "Delivery mode" – Should a client, enrolled in a course, wish to transfer to another "delivery mode" for the same course they are able to do so providing they make a request in writing a minimum of one week in advance. The transfer is subject to course availability.

4.8 **Client Records of Enrolment**

Advanced Education and Training is obligated to report all enrolments, in compliance with national reporting requirements.

Individual client records are created for each enrolment and maintained for a period of 30 years

5. Fees

Fees are collected in accordance with the Fees Charges and Refund Policy and Procedure and payment plan could be made for students facing hardship.

5.1 **Cancellation of Training program**

It is NOT normal policy to cancel scheduled training programs. However, in case cancellation due to unforeseen circumstances, all clients will be offered the opportunity to attend the training program on another date, at another location (if available) or in another delivery mode.

5.2 **Refund for Cancellation of Enrolment by Client**

Refunds can be provided, in accordance with Refund Policy.

6. Responsibilities

The CEO/ Compliance Officer is responsible for ensuring compliance with enrolments processes.

Administration staff are responsible for correct and accurate enrolments in accordance with this policy and procedures.

7. Access & Equity

The Access & Equity Policy applies.

8. Records Management

All documentation from Enrolment processes are maintained in accordance with Records Management Policy.

9. Monitoring and Improvement

The CEO or the delegated Manager must monitor, evaluate, and review this Policy and relevant procedures on an ongoing basis and suggest appropriate changes to the Compliance and Quality Assurance Department for approval.

10. Enrolment Procedure

Enrolment Procedures – Standard 1.2, 1.7, 1.12, 5.1, 5.2, 5.3, 5.4		
STEP 1 – Initial Enquiry		
No.	Who	Actions
1.1	Client	Makes a request for course information
1.2	Admin	Provide course information to client by: • directing client to website; • Email • Create a record of the online enquiry on the Lead Sheet and then the lead tracker is created to follow up online leads. • Send Expression of Interest Form along with course information and pre enrolment information
STEP 2 – Follow-Up Initials enquiries - Traineeship/ Non Traineeship		
No.	Who	Actions
2.1	Admin	Contact all initial enquiries within one (1) week, attempt to confirm enrolment.
2.2	Admin	Provide all relevant information to the student prior to their course commencing through information and/or induction sessions, marketing materials, etc. • Qualification information • Proposed course start and end dates • modes of delivery • work placement requirement • government funding eligibility • fees and charges including payment options • Requirements of Unique Student Identifier Number (USI) in enrolment process, e.g. Proof of ID, etc.
2.3	Authorised Delegates	For Traineeships, when the Employer has agreed to place the Employee into a Traineeship / Apprenticeship, the Authorised Delegates presents the employer with an outline the roles and responsibility of the workplace mentor when a trainee is signed up on an Apprenticeship/Traineeship.
2.4	Compliance Officer/Admin Coordinator	The Epsilon Report is circulated by Compliance Officer or Administration Coordinator and follow up with Authorised Delegates to ensure, upon notification of the receipt of the Epsilon number for their trainees, the Authorised Delegates hands over to Administration Staff all the compliant Trainee enrolment paperwork,

Enrolment Procedures – Standard 1.2, 1.7, 1.12, 5.1, 5.2, 5.3, 5.4		
STEP 3 – Pre training review – Traineeship/Non-Traineeship		
No.	Who	Actions
3.1	Prospective Student	Submits Expression of Interest
3.2	Authorised Delegate	Identify suitability of the course/s which the student /Trainee is applying to enrol in, by conducting pre training interview using the pre-training review form and Language Literacy and Numeracy (LLN) test using LLN Robot
3.3	Authorised Delegate	All components for pre-training review must pre-date each student's/ Trainee's enrolment.
3.4	Authorised Delegate/ Trainer	Credit Transfer and Recognition of Prior Learning (RPL) must be presented to the potential student during the pre-training review.
3.5	Authorised Delegate	Confirm if the student is able to enrol at level requested by checking if **pre-requisites** are required to enter the course.
3.6	Admin	Provide Student Handbook
3.7	Authorised Delegate	Conduct the Skills First eligibility assessment with the student as per the procedure Determining Eligibility for Skills First
STEP 4 –Enrolments – Traineeship/Non Traineeship		
No.	Who	Actions
4.1	Student	Fill in **all relevant sections of enrolment form** and **sign the student declaration on the "enrolment eligibility form"**
4.2	Student	Provide IDs for eligibility assessment, for concession (if applicable), Statutory Declaration and evidence of any prior qualifications
4.3	Authorised Delegate	Confirm all relevant sections are completed correctly on the "enrolment eligibility form" and the declaration has been signed by the student
4.4	Authorised Delegate	Collect and copy appropriate identification from the student to confirm funding eligibility, Victorian residency and sign that the original document has been sighted. If the ID is unable to be copied due to the location then a camera capture is OK, but this is not to be considered general practice. If the original documentation has not been sighted by AET's authorised delegate, it must be a certified copy by an authorised person. Students using certified photocopies of their original documents will be required to present or mail them to the RTO. For the purpose of the *Evidence of Eligibility and Student Declaration*, **certified photocopies that are scanned**

Enrolment Procedures – Standard 1.2, 1.7, 1.12, 5.1, 5.2, 5.3, 5.4		
		or faxed are not sufficient to meet this requirement and will not be accepted at audit. Refer: Determination of Eligibility and evidence retention guidelines.
4.5	Authorised Delegate	Discuss funding eligibility with the student and any student cost involved confirming **the cost** of the course with the student as per Advanced Education and Training fees and charges service agreement. The service agreement has an allowance for a payment plan if required. **Explain the written agreement to the student and complete all enrolment documentation with them.** The student must sign this **and as well as the** Advanced Education and Training authorised delegates.
4.6	Authorised Delegate	Where the student was found to be not eligible for Skills First funding discussions are held with the student to see what other options, they may select so that they may be able to participate in the course.
4.7	Authorised Delegate	Hand all the completed documentation over to the administration staff to be checked for compliance and **for further processing**

STEP 5 – Processing Course Enrolments		
No.	Who	Actions
5.1	Admin	• All components for the Pre-training Review form must pre-date the student's enrolment date. • Receive the completed and duly signed 'Enrolment form'. • Confirm if the client meets the minimum eligibility for the course. • Confirm student has completed the "enrolment eligibility form" correctly, including signatures and dates • Skills First funded enrolments are not processed if the Skills First eligibility requirements are not demonstrated. • For Skills First funded courses, all staff will ensure that the Eligibility Declaration Form (Skills First) dates pre-date the first date of training commencement • Check all the IDs like Driver Licence, Passport, Medicare, Address proof etc for funding eligibility & Health Care Card, Pensioner Card etc for fee concession (Refer to the Determining eligibility Policy) • Check and file the educational transcripts for previous education, this could be done by retaining Certificates, Statement of attainment or USI transcripts for the purpose of CT as well as eligibility check • Check to see if the client is a past student (check SMS). • Check to see if client details are on SMS. • Process client enrolment in SMS. • Process payment (if applicable). Select the appropriate funding source for the student.

Enrolment Procedures – Standard 1.2, 1.7, 1.12, 5.1, 5.2, 5.3, 5.4		
		• Create a Client file • Send confirmation letter and Training Plan to client. • Trainer to be allocated to student and create training plan for the student. • Confirmation SMS to be sent confirming start date of the course • Send relevant course materials to client, as applicable. **For Non - Traineeship -** Ensure the Training Plan that is generated from the enrolment process is signed by relevant parties preferably within 2 (two) weeks after the commencement of training but by no later than 4 (four) weeks after training commences. Ensure Training Plan signed by student is retained in student file and copy is provided to all signatories. **For Traineeship -** A customised compliant Training Plan is signed by the Employer, Apprentice/Trainee, and the AET representative within three months of the date of the Training Contract as noted on Epsilon. Training Plan must be signed within four weeks of training commencement. **For School Based Traineeship and Apprenticeship -** A customised compliant Training Plan is signed by the Employer, Apprentice/Trainee, school and the AET representative within three months of the date of the Training Contract as noted on Epsilon. Training Plan must be signed within four weeks of training commencement. • The RTO prepares the Training Plan with the employer. • The employer, RTO, and student agree to an appropriate Training Plan and sign it. • The school is the final party to sign the Training Plan after verifying arrangements and prior to the student being enrolled with the training provider. • The Training Plan is sent to the ANP to register the SBAT. • The school records the VET Certificate and flags it as being undertaken as an apprenticeship or traineeship on VASS AET provides a copy of the signed Training Plan to all signatories. Develop individual Learning Plan for student on data from the Pre-Training Review and LLN assessment File all documents in client file.

Enrolment Procedures – Standard 1.2, 1.7, 1.12, 5.1, 5.2, 5.3, 5.4		
Client Withdrawal / Deferral / amendment to enrolment by student		
STEP 1 – Application to Withdraw/ defer/ amend enrolment		
No.	Who	Actions
1.1	Client	Client informs AET via email or telephonic conversation. Client completes 'Course Defer and Withdrawal form, and submits to admin for processing.
1.2	Admin	Review 'Course Withdrawal/Amend Form' request and check feasibility of request. Forward 'Course Withdrawal/Amend Form' to Training Coordinator for approval/ authorisation.
STEP 2 – Authorisation		
2.1	Training Coordinator	Review 'Course Withdrawal/Amend Form' request and make determination for approval. Return form to admin for processing
STEP 3 – Processing Withdraw/ deferral / amend enrolment request		
3.1	Admin	Make relevant changes in SMS. Make relevant notification on client file. Contact client to advise outcome. Follow-up with Refund (if applicable) Provide client with relevant materials /logins (as applicable)

Interim Arrangements during COVID-19: This Policy should be read in conjunction with the Novel Coronavirus Interim Arrangements Policy & procedure during COVID -19 and until it is safe to return to the normal practices. Interim changes are implemented in the procedures of Marketing, Pre-Training Review, Enrolment, Training Delivery as per the Department of Education and ASQA's guideline during COVID-19 pandemic.

Pre-Training review was conducted via telephone or zoom and enrolment was moved to online enrolment portal via Platoforms during COVID-19. ID's were submitted by the student as part of the enrolment process and verified by authorised delegate in line with the Department of Education Guidelines.

Related Policies Procedures & Forms

- Pre-Training Review Form
- LLN Assessment
- AET Website
- Evidence of Eligibility Policy & Procedure

- Student Handbook
- Enrolment Form
- Novel Coronavirus Interim Arrangements Policy & procedure