

# No.1.1.3: Pre-enrolment Policy and Procedure

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## Policy Context

This policy relates to:	
Registration Manager	Australian Skills Quality Authority (ASQA)
Conditions of Registration	VET Quality Framework (VQF)
Codes and Standards	ESOS National Code 2018 – Standard: 1.2; 2.1; Standards for RTOs 2015 – Standard: 5.1; 5.2; 5.3; 5.4;
Legislation or other requirements	National Vocational Education and Training Regulator Act 2011

## Purpose

The purpose of this policy is to ensure that:

- All individuals that enrol in a Nationally Recognised training course have the appropriate skills and ability to complete their studies successfully.
- RTO provides accurate and ethical marketing through its pre-enrolment information.
- RTO informs prospective students about pre-requisites, entry requirements, eligibility requirements and fees for the training program in which they are seeking to enrol.
- RTO informs prospective students about the requirement for a Unique Student Identifier (USI).
- RTO within qualification and industry requirements encourage the enrolment of all eligible students to available educational opportunities regardless of age, religion, gender, cultural, ethnic background, impairment, sexuality, language skills, literacy or numeracy level, unemployment, imprisonment or remote location.
- RTO objectively screens students according to eligibility requirements, special needs and opportunities for recognition.

- RTO assesses language, literacy and numeracy levels to ensure prospective students have the necessary skills to meet qualification requirements.
- RTO determines the need for reasonable adjustment, assistance and/or referral.
- RTO informs students about alternate pathways to training (e.g. direct credit transfer/recognition).
- RTO's enrolment and induction process enable students to make informed decisions about their training and assessment requirements and the suitability and appropriateness of the qualification for that individual
- Students enter a training pathway that is suitable and free from discriminatory barriers.

## **Objectives**

The objective of this Policy and Procedure for RTO is to ensure that:

- RTO personnel know about their responsibilities and obligations to providing pre-enrolment Information to students
- RTO has suitable and appropriate mechanisms in place to provide pre-enrolment Information to students to comply with Standards for Registered Training Organisations, 2015
- RTO has a policy framework for providing pre-enrolment Information to students

## **Scope**

This policy applies to all prospective students, all staff and other RTO stakeholders.

## **General Processes**

### **1. Enquiry –**

The following guidelines are applied when engaging with an enquiring person:

- Appropriate training solutions are discussed and where relevant possible program/courses identified. If a person requires a training program, not on the RTO's scope of registration, they are referred to alternate organisations/websites, for example, [www.training.gov.au](http://www.training.gov.au) for more information.
- Course information outlining the training program eligibility criterion, pre-requisite requirements, content, duration, location, delivery style and fees is provided and where required explained.

- This includes providing information about any government-funded subsidy or other financial support arrangements associated with the RTO's provision of training and assessment, as applicable.

Prospective students are provided with pre-enrolment information directed to the RTO website and if a course information session is set up by their Compliance Manager or an officer appointed by the Compliance Manager /Administration, then RTO staff will provide the potential student with information and assistance on how to book into a session.

Prior to accepting an overseas student for enrolment in a course, the RTO must make the following information, in plain English, available to the prospective student or current student on:

- the requirements for an overseas student's acceptance into a course, including the minimum level of English language proficiency, educational qualifications or work experience required, and course credit if applicable
- the CRICOS course code, course content, modes of study for the course including compulsory online and/or work-based training, placements, other community-based learning and collaborative research training arrangements, and assessment methods
- course duration and holiday breaks
- the course qualification, award or other outcomes
- campus locations and facilities, equipment and learning resources available
- the details of any arrangements with another provider, person or business who will provide the course or part of the course
- indicative tuition and non-tuition fees, including advice on the potential for changes to fees over the duration of a course, and the RTO's cancellation and refund policies
- the grounds on which the overseas student's enrolment may be deferred, suspended or cancelled
- the ESOS framework, including official Australian Government material or links to this material online
- the policy the RTO has in place for approving the accommodation, support and general welfare arrangements for younger overseas students
- accommodation options and indicative costs of living in Australia

RTO distinguishes between nationally recognised training and assessment leading to the issuance of AQF certification documentation from any other training or assessments delivered by the RTO.

## **2. Provision of pre-enrolment information –**

Potential students may be invited to attend a scheduled group information session and meet with Compliance Manager or an officer appointed by the Compliance Manager / Administration. Alternatively, potential students may have a one to one session with an Compliance Manager or an officer appointed by the Compliance Manager / Administration before deciding to enrol in a training program.

Key information explained at this session may include;

- Eligibility criterion
- The currency of the training product
- Delivery mode, duration and location of the training product
- Course pre-requisites
- Entry and admission requirements
- Unique Student Identifier
- Anticipated course duration including instructed led, self-paced (home) and non-classroom-based sessions of learning and assessment
- Training and assessment requirements
- Course availability and delivery details
- Opportunities for recognition of prior learning (RPL) and credit transfer
- Fees
- Student's rights and obligations
- Refunds
- Complaints and Appeals

All published course information contains eligibility criterion and course prerequisite requirements and must also include: (Refer Standard 5 – Clauses 5.1, 5.2 and 5.3)

- the code, title and currency of the training product to which the student is to be enrolled, as published on the National Register
- the training and assessment, and related educational and support services that RTO will provide to the students including the:

- estimated duration
- expected locations where training and assessment will be provided
- expected modes of delivery
- name and contact details of any third party that will provide training and/or assessment, and related educational and support services to the student on RTO's behalf, and
- any work placement arrangements.
- the student's obligations:
  - any requirements that RTO requires the student to meet to enter and successfully complete their chosen training product, and
  - any materials and equipment that the student must provide.
- Information on the implications for the student of government training entitlements and subsidy arrangements in relation to the delivery of the services.

The following is provided in the Student Handbook:

- the RTO's obligations to the student, including the responsibility for the quality of the training and assessment in compliance with these Standards, and for the issuance of the AQF certification documentation using the NRT logo in accordance with the conditions of use specified in Schedule 4.
- the student's rights, including:
  - details of RTO's complaints and appeals process
- the provider must clearly outline and inform the student, prior to commencing the course of the requirements to achieve satisfactory course progress and, where applicable, attendance in each study period.

The following is to be provided in the Student Agreement:

- If RTO, or a third-party delivering training and assessment or recruiting on its behalf, closes or ceases to deliver any part of the training product that the student is enrolled in.

RTO personnel are advised to refer to Clause 5.3 of the Standards for the requirements of what fee information must be provided to a student. RTO must include this information for each course in the Course Outline and Student Agreement.

RTO does not guarantee that the learner will successfully complete a training product on its scope of registration or a training product can be completed in a way that does not meet the requirements, or that the learner will obtain a particular employment outcome where this is beyond the control of RTO.

### **3. Advertising Materials –**

Refer to the Marketing Information Checklist to ensure that information included in an advertisement is compliant with the Standards.

- Ensure advertising materials are approved by the CEO.
- Keep a register of approved advertisements on the Advertising Register.
- Advertisements made by third parties must also be approved and recorded on the register.
- Keep a copy of all advertising materials.

### **4. Permissions –**

Only refer to an external person/organisation's marketing material if consent has been obtained from that party which holds the material.

Gain and record permissions for use of testimonials and images;

- If testimonials and/or images or other works of an individual are to be used in marketing material, gain their permission using the Marketing Permission Form.
- Record the details of the permission on the Permissions Register.
- Keep a copy of the signed Permission Form in the relevant student file as well as a copy in the marketing folder.
- When a student's image or work is used, record this on the permissions register

<b>Sr.No.</b>	<b>Procedure Steps</b>	<b>Responsibility</b>	<b>Reference</b>
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1)	<p>The potential student is provided with the latest course information which outlines:</p> <ul style="list-style-type: none"> <li>• Qualification description</li> <li>• Pre-requisites</li> <li>• Pathway</li> <li>• Core/elective units (including nominal/volume hours)</li> <li>• Job outcomes</li> <li>• Duration</li> <li>• Delivery modes</li> <li>• Assessment methods</li> <li>• Work placement requirements (if relevant)</li> <li>• Fees</li> <li>• Refunds</li> <li>• Student Support</li> </ul> <p>They are directed to RTO website for fee information. If a potential student doesn't have access to the internet, the Compliance Manager or an officer appointed by the Compliance Manager /administration will provide the access to the internet to ensure access to the fee information on the RTO website.</p>	Compliance Manager or an officer appointed by the Compliance Manager / Administration	Pre-training review form and process
(2)	<p><b>All prospective students:</b></p> <p>Prospective students are given the Information for Prospective Students which outlines the roles</p>	Compliance Manager or an officer appointed by the Compliance Manager /Administration	Information for Prospective Students

	<p>and the responsibilities of the students, employer (if applicable) and as well as RTO policies and procedures.</p> <p>Information such as tuition fees, CT and RPL, refund, complaints, appeals and other relevant information. The potential student may also be required to submit evidence of WWCC, Police Check, Pre-requisites if applicable.</p>		
(3)	<p>The Compliance Manager or an officer appointed by the Compliance Manager / RTO representative conducts a pre-training review with the potential student</p> <p>The Pre-Training review form is completed.</p> <p>If the qualification, which the potential student is interested in, has pre-requisite requirements, the Compliance Manager or an officer appointed by the Compliance Manager /RTO representative must discuss with the potential student the relevant requirements and record this discussion in the pre-enrolment documentation.</p>	<p>Compliance Manager or an officer appointed by the Compliance Manager /RTO representative</p>	<p>Pre-Training Review</p>



(4)	Compliance Manager or an officer appointed by the Compliance Manager s are updated on a regular basis in line with the ongoing changes to the State and Commonwealth eligibility criteria.	Compliance Manager	
(5)	Management Team are responsible for ensuring the information provided in the Student Handbook is up to date. The Compliance Manager provides latest industry information for reference.	Management Team	Student Handbook
(6)	When potential students have had sufficient time to review the Student Handbook and have agreed to the terms and conditions, they are provided with the appropriate LLN and Enrolment forms to complete.  Potential students are to be advised of all fees and charges. Refer to Policy and Procedure: Fees and Charges.	Compliance Manager or an officer appointed by the Compliance Manager / RTO representative	LLN Enrolment forms Fees and Charges Policy and Procedure
(7)	The potential student completes the LLN Assessment. The Compliance Manager or an officer appointed by the Compliance Manager / RTO representative marks the LLN Assessment.	Trainer and assessor	LLN Assessment

(8)	<p>The Compliance Manager or an officer appointed by the Compliance Manager / RTO representative discusses with the potential student, previous experience and qualifications relevant to the qualification they wish to enrol in.</p> <p>CT or RPL information is provided in the Student Handbook, on the course flyer, and the website. For details refer to Policy and Procedure: RPL/CT.</p>	Compliance Manager or an officer appointed by the Compliance Manager / RTO representative	RPL/CT Policy and Procedure
(9)	If CT is applied for, the Compliance Manager or an officer appointed by the Compliance Manager / RTO representative collects copies of any evidence. If not available at the time, certified copies* of any certificates will need to be sent to RTO office and provided to the Training Department for assessment.	Compliance Manager or an officer appointed by the Compliance Manager / RTO representative	CT Application form
(10)	If RPL is applied for, the Compliance Manager or an officer appointed by the Compliance Manager / RTO representative is to refer to the Policy and Procedure: RPL/CT.	Compliance Manager or an officer appointed by the Compliance Manager / RTO representative	RPL Application form

## Continuous Improvement

A summary of all pre-enrolment related matters and concerns will be presented as a part of the Continuous Improvement Policy and Procedure at the Management Meeting for review. The purpose of this is to ensure management are up-to-date and aware of:

- Any general adverse trend that needs correcting
- Common threads relating to compliance and quality assurance.
- Repeat issues

### **Confidentiality and Privacy Statement**

For more information, please refer to our Privacy and Confidentiality Policy.

### **Publication**

This policy once approved, will be available to all students and staff by accessing RTO Intranet or on request. This policy will also be available through RTO's website as well.

This policy and procedure will form part of the information distributed and communicated during staff orientation.

### **Review processes**

This policy and procedure will be reviewed annually by the Compliance Manager .

### **Other related policies and procedures**

Related policies	Marketing Policy and Procedure  Marketing Information Policy and Procedure
Forms or other organisational documents	
Documents related to this policy	Student Handbook

### **Review processes**

<b>Policy review frequency: Annually</b>	<b>Responsibility for review: Compliance Manager (CM)</b>
Documentation and communication: Describe how the policy decisions will be documented and communicated	
Version 5.0 <ul style="list-style-type: none"> <li>• Major updates are made after an Internal audit</li> <li>• The Policy is reviewed for grammatical errors</li> <li>• The Policy is forwarded to all staff members via an email</li> <li>• The Policy is uploaded to the website</li> </ul>	

## Section 2: Enrolment

<b>Policies and procedures:</b>	<b>Mapping</b>		<b>Comments</b>
Policy 2.1.1: International Student Admissions & Enrolment Policy and Procedure	SRTOS 2015	5.1, 5.2, 5.3, 5.4	
	ESOS National Code 2018	3.1, 3.2, 3.3, 3.4, 3.5, 3.6	
Policy 2.1.2: Assessing English Language Proficiency Policy	SRTOS 2015	5.1	
	ESOS National Code 2018	2.2	
Policy 2.1.3: English Only Policy and Procedure	SRTOS 2015	1.1; 1.3(b); 1.7;	
	ESOS National Code 2018		
Policy 2.1.4: Language, Literacy and Numeracy Policy and Procedure	SRTOS 2015	1.7; 5.1;	
	ESOS National Code 2018	2.2; 6.1.2;	
Policy 2.1.5: Access and Equity Policy and Procedure	SRTOS 2015	5.1	
	ESOS National Code 2018	6.1, 6.2, 6.3, 6.4, 6.5, 6.6, 6.7, 6.8, 6.9	
	SRTOS 2015	1.2:	

Policy 2.1.6: Course Credit Policy and Procedure	ESOS National Code 2018	2.1.1; 2.3; 2.4; 2.5;	
Policy 2.1.7: Recognition of Prior Learning (RPL) Policy and Procedure	SRTOS 2015	1.8, 1.12	
	ESOS National Code 2018	2.3	
Policy 2.1.8: Fees, Charges, and Refunds Policy and Procedure	SRTOS 2015	Standards 4, 5	
	ESOS National Code 2018	2.1.7; 3.1; 3.3.4; 3.3.5; 3.3.8; 3.4, 3.4.1; 3.4.2; 3.4.3	