

STATEMENT

The purpose of this policy is to ensure that all student enrolments are handled in a manner that meets the relevant Standards and RTO requirements, whilst ensuring a high standard of customer service to the student in a timely, effective manner.

DEFINITIONS

ACSF - Australian Core Skills Framework.

AQF – Australian Qualifications Framework.

CEO – Chief Executive Officer.

COO – Chief Operating Officer

CT – Credit Transfer.

LLN – Language literacy and numeracy.

RPL – Recognition of prior learning.

RTO – Registered Training Organisation:

- ABV Training & Consulting Pty Ltd (ABV) (RTO 52592)

TAG – Training Alliance Group, has a partnership agreement with the RTO to provide services and resources to assist in quality delivery of nationally recognised training.

SCOPE

This policy applies to all staff that engages in activities related to the enrolment of students. Enrolment Staff engaged by the RTO to provide enrolment services must ensure that all information and marketing materials provided to students are accurate and reflect of the scope of registration as per the National Register. Enrolment staff will ensure that all enrolments are completed, and students are made aware of their options for RPL and mutual recognition via CT.

RESPONSIBILITY

The RTO COO - Training holds the responsibility to ensure accuracy of the marketing materials and the completion of enrolment as per this policy.

PROCEDURE

PRE-TRAINING ASSESSMENT

Upon initial contact by a potential or enrolling student, whether directly or through a Job Active provider, Enrolment Staff will provide enrolment information and engage in a targeted discussion to assess course suitability. This discussion will encompass existing skills, knowledge, experience, LLN need, and any special requirements using:

- Course flyer
- Course Suitability Discussion Record
- Training Enrolment Form with terms and conditions and attachments
- Student Handbook
- Relevant RTO policies

Targeted discussion of course requirements and student needs, including existing levels of skills, knowledge and experience, LLN needs and any special needs, by the enrolling officer will take place using the Course Suitability Discussion Record, an online LLN test and a Disability Form.

Enrolment Staff will engage potential students individually or invite interested participants to attend an “information session” covering:

- Course entry requirements including information on funding (if applicable)
- Course expectations and attendance requirements including course duration, class times, and delivery and assessment.
- Learning environment, location/s, and student participation and engagement
- RTO policies and procedures as outlined in the Student Handbook
- Typical hours of work, Industry expectations, Type of workplace environment, Specialised workwear or equipment
- Student LLN requirements and course suitability discussion.
- Other course information and requirements, including RPL, Credit Transfer, any work placement requirements and any specific requirements for working (if applicable).
- Working with children, police clearances
- Information about RTO
- Fees and payment options

ENROLMENT

Students wishing to enrol are required to complete the Training Enrolment Form. This form will be checked by Enrolment staff to ensure the document is fully completed and understood by the candidate.

Students wishing to enrol are required to complete an online test of LLN entitled LLN Robot.

This diagnostic tool has been designed to assess each learner’s ACSF level across learning, reading, writing, oral skills and numeracy. The assessment is used to determine that the learner’s capabilities align with the course AQF level. If it is identified that the student may find it difficult to complete the course in part or full with their existing LLN levels, a number of options may be available to them including:

- One on one tutoring with trainers in house
- Modification to the delivery and assessment methodology
- Access to LLN specialist services
- Transition into a more suitable course with the RTO or recommendation on other courses through other Registered Training Organisations.

The outcome of the LLN test and, in the case of scores lower than required, what subsequent action will be taken will be discussed with the student and his / her representative by the enrolling officer prior to course commencement.

Students must provide identification evidence and original copies of Statement of Attainments, Testamurs and Records of Results where applicable.

The RTO Training Coordinator will, upon receiving a request for information concerning RPL, send the RPL Application form and provide the student with information about the process of RPL.

Credit Transfer is available to students who provide AQF certification documentation issued by any other RTOs, AQF authorised issuing organisation or authenticated VET transcripts issued by the Register.

The enrolment process includes the sourcing and validation of a USI includes:

- Verifying with the Registrar, a Student Identifier provided to RTO by an individual before using that Student Identifier for any purpose.
- Ensuring that RTO will not issue AQF certification documentation to an individual without being in receipt of a verified Unique Student Identifier for that individual, unless an exemption applies under the Student Identifiers Act 2014.
- Ensuring that where an exemption described in Clause 3.6 (b) of the Standards for RTOs (2015) applies, the Enrolment staff will inform the student prior to either the completion of the enrolment or commencement of training and assessment, whichever occurs first, that the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the Registrar.
- Ensuring the security of Student Identifiers and all related documentation under its control, including information stored in RTO's student management systems.

A Student Handbook is available via the website or in hardcopy at information sessions.

All students enrolled at the RTO have access to their own records that relate to their current progress or past training and assessment records. Students may contact the Manager during office hours and may request a copy of their student records.

ENROLMENT CANCELLATIONS

Enrolled students have the right to cancel their enrolment before the course commencement date. The cancellation request must be provided in formal written notification to the RTO. Students may be eligible for a refund of tuition fees and/or resource fees, in accordance with the Student Withdrawal Policy, and guidelines outlined in Student Handbook.

The RTO reserves the right to cancel a course due to unforeseen circumstances. In the event of such cancellation, all fees paid by the student will be refunded in full. RTO's liability, in such cases, will be limited to the amount of fees already paid by the student.

RELATED DOCUMENTATION

- Advertising and Marketing Policy
- Code of Conduct Policy
- RTO Fees and Charges Policy
- Induction Policy
- Student Support Policy
- RTO Course Suitability Discussion
- RTO Course Enrolment forms
- Student Withdrawal Policy
- Student Handbook

ENDORSEMENT / REVISION NOTES

Approved by CEO, RTO.

Approved Date: 16/12/2022

Reviewed On: 01/02/2024