

Enrolments Policy and Procedure

1. Purpose

Advanced Education and Training (AET) 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

AET is committed to ensuring that treatment of all enrolling students is fair and equitable, and that they are clearly informed of the enrolment process, conditions, details regarding their chosen course and their rights and obligations. These processes will be in compliance with the RTO Standards and VET Funding Contract to ensure all regulatory requirements 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's existing skills and competencies.

3. Policy Principles

Information to Clients

Prior to enrolment each client is provided with access to a Student Handbook and course information that includes mode of delivery, duration, entry requirements, and class location. In addition they are provided with policy and procedure information on fees and charges, refund terms and conditions, and Complaints and Appeals processes as well as pathways, funding sources, Student Support, and 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 and 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, Credit Transfer), ascertain the most appropriate qualification to be undertaken and that the proposed learning strategies and material are appropriate for the individual.
- All Clients enrolled are advised in writing of confirmation of enrolment, upon receipt of their enrolment form, completion of Pre-Training Review.

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- 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:
 - Standards for RTO's 2015
 - Standard VET Funding Contract including:
 1. Eligibility criteria for Skills First Program
 2. Evidence of Eligibility and student declaration
 3. Evidence of fee concession and fee waiver

- **Enrolment Process**

The enrolment process is completed by carrying out the following:

- Student makes an inquiry about a qualification and/or completes the expression of interest
- Student is guided to the website for course information, student handbook, course fee etc.
- Enrolment Interview conducted to include
 - LLND Assessment
 - Pre-Training Review
 - Enrolment Form and PTR Form completion
 - Skills First eligibility assessment and evidence retention
 - Concession assessment and evidenced
- These processes are detailed in the following documents
 - Pre-Training Review Policy and Procedure
 - Skills First Eligibility Assessment Policy and Procedure
 - Skills First Concession Application and Evidence Retention Policy and Procedure
- Prospective students are required to submit AET's Statutory Declaration.
- For assessment of Skills First eligibility an 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.
 - Student declaration must be signed and provided to AET
 - Enrolment must not proceed until AET receives all documentation required.
 - Confirmation of enrolment, Statement of Fees and invoice is issued
 - A Training plan is developed based on course requirements and information gathered during the student's 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 (e.g. English language difficulties, dyslexia) which may adversely affect their ability to successfully undertake the training. A Support Plan is made to address any need identified and the 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 LLND assessment is conducted and results mapped to the ACSF required level for the qualification. A Support Plan is made to address any need identified and the 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 the 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, and a Training Plan schedule for training and assessment dates, times and location of training (as relevant to the 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 has access to the Student Handbook which outlines key information including their rights and responsibilities as a learner.

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

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5. Fees

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

6. Responsibilities

The CEO/ Compliance Manager are responsible for ensuring compliance with enrolments processes. Authorised RTO Delegates are responsible for correct and accurate enrolments in accordance with this policy and procedures.

7. Access and Equity

The Access and Equity Policy applies.

8. 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 Manager for approval.