

Enrolments Policy

1. Purpose

All-Ways Training Services Pty Ltd (AWTS) is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (SRTOs 2015). As such, AWTS is required to comply with relevant Commonwealth, State and Territory laws regarding and including anti-discrimination and equal opportunity. AWTS is committed to providing the best practice, professional products and services to its students 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 processes for student enrolment and to ensure students are provided with accurate and sufficient information to make an informed choice about their enrolment and chosen course.

2. Policy Statement

AWTS is committed to ensuring all students enrolling in courses are treated fairly and equitably, and are clearly informed of the enrolment process, conditions, details regarding their chosen course, their rights and obligations.

AWTS will provide prospective and current students with advice regarding relevant training products to meet their needs, considering their individual existing skills and competencies.

3. Definitions

3.1 The following words and expressions have the following specific meaning, as in the Standards for Registered Training Organisations (RTOs) 2015.

Educational and support services may include, but are not limited to:

- a) pre-enrolment materials;
- b) study support and study skills programs;
- c) language, literacy and numeracy (LLN) programs or referrals to these programs;
- d) equipment, resources and/or programs to increase access for learners with disabilities and other learners in accordance with access and equity;
- e) learning resource centres;
- f) mediation services or referrals to these services;
- g) flexible scheduling of training and assessment;
- h) counselling services or referrals to these services;
- i) information and communications technology (ICT) support;
- j) learning materials in alternative formats, for example, in large print;
- k) learning and assessment programs contextualised to the workplace; and
- l) any other services that the RTO considers necessary to support learners to achieve competency.

Student Identifier has the meaning given in the *Student Identifiers Act 2014*.

4. Policy Principles

4.1 Information to Students

Each student is provided with access to our Student Handbook via the AWTS website. The Student Handbook and course information are emailed to students. Policies and procedures are available on request and in the classroom during each course. (See Client Information Policy).

4.2 Enrolment of Individual Students

- a) Enrolment into training programs will be conducted at all times in an ethical and responsible manner, ensuring fairness and compliance with the AWTS Access & Equity Policy.
- b) Enrolments are subject to availability of places on the training program, based on the maximum number of students who can be accommodated under the particular circumstances (e.g. assessment conditions, safety, capacity of training venue, type of course, etc).
- c) All prospective students will be provided with information regarding the RTO and the course they are seeking enrolment in, in accordance with the AWTS Client Information Policy.
- d) AWTS will review the individual needs of each prospective student, considering their existing skills and competencies, advising them of the most appropriate training product to meet their needs.
- e) If a training program is fully booked at the time a student enquires about enrolment into that particular training program they will either be placed on a wait list or offered a place on another course date with availability.
- f) Students on the wait list are given priority should a place become available. This is strictly on a first-in, first-served basis.
- g) Enrolments will be considered tentative until approved on the Enrolment Checklist and payment or a Purchase Order (for companies with an approved account), has been received. Should enrolment numbers reach the maximum (and another person wishes to enrol on a course where there is a tentative enrolment), the person with the tentative booking will be contacted to confirm payment. If payment is not made, the place will be given to the new student.
- h) All students enrolled on courses are advised in writing, upon receipt of their enrolment form and payment, that their place on the course is confirmed.
- i) Course fees are payable in advance (subject to Financial Management Policy).
- j) Students must sign the enrolment form in order to enrol on a course.

4.3 Special Needs of Students

Students intending to enrol for training are required to advise of any disability, impairment, long-term condition or need that may affect their ability to successfully undertake the training. (See Access & Equity Policy)

4.4 Language, Literacy and Numeracy Abilities of Students

Our enrolment form includes a section on language, literacy and numeracy (LLN). It contains descriptions of tasks students may be required to complete and asks students to confirm whether they are confident in their ability to carry out those tasks. Where specific learner needs are declared, strategies will be put in place to support the student or we will refer the student to external specialists to address any needs prior to enrolment with AWTS (see Access & Equity Policy). Any costs associated with accessing external specialists are the responsibility of the student and/or their employer.

4.5 Student Identifier

- a) All students are required to provide their Unique Student Identifier (USI), in accordance with requirements of the Student Identifier Act (2014). No student will receive certification if a Unique Student Identification (USI) is not provided prior to or upon commencement.
- b) Students will be advised on the process of obtaining a USI if they do not already have one, via <http://www.usi.gov.au/Pages/default.aspx>
- c) AWTS will verify and maintain all USI numbers in its Student Management System (SMS) and will black out USI numbers from all student paperwork prior to filing.

4.6 Group Enrolments (Corporate Client/Employer)

- a) AWTS negotiates course requirements with relevant company client representatives.
- b) Written confirmation is required to confirm course booking with names of individual students included.
- c) Individual enrolment forms are required for all individual students to secure a place.
- d) AWTS provides all relevant materials to the Corporate Client. The Corporate Client is required to provide all information to each individual student. Each student is required to complete the Enrolment Form and declare that they have received all relevant material.

4.7 Recognition

Credit Transfer (CT) and Recognition of Prior Learning (RPL) are acknowledged and accepted as a standard practice of AWTS. (See Recognition policy) Our enrolment form includes a section asking whether students require CT or RPL. All requested for CT or RPL will be followed up. (See Recognition procedure).

4.8 Confirmation of Enrolment

Upon acceptance of enrolment, the student is provided with written confirmation of their enrolment, including a schedule for training and assessment dates, times and location of training.

4.9 Changes to Training and Assessment

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

4.10 Cancellation of Courses

- a) It is NOT usual AWTS policy to cancel scheduled training programs.
- b) However, if for some unforeseen reason a course is cancelled or postponed, all students will be offered the opportunity to attend the training program on another date (if available).
- c) If, in the event that the student does not accept the offer, or for some reason the offer cannot be made, the course fees will be refunded in full within one week of the date of the cancellation of the course. (See Refund Policy)

4.11 Refund for Cancellation of Enrolment by Client

Refunds can be provided, in accordance with AWTS Refund Policy. (See Refund policy)

4.12 Transfer of Enrolment

- a) **Transfer to another date** – Students may transfer to another course date, providing they make a request in writing a minimum of 7 days in advance.
The transfer is subject to course availability.
- b) **Transfer to another course** – Students may transfer to another course, providing they make a request in writing a minimum of 7 days in advance.
The transfer is subject to course availability.
- c) **Transfer to another student** – Where a student wishes to transfer their enrolment to another person, or where a corporate client wishes to make changes to the students attending a course, they must make a request in writing a minimum of 7 days in advance. An administration fee of \$50, per new person enrolled, is applicable for all transfers to another student.

4.13 Student Records of Enrolment

- a) AWTS is obligated to report all enrolments, in compliance with national reporting requirements. (See Management of RTO Policy)
- b) Individual student records are created for each enrolment and maintained for a period of 30 years. (See Records Policy)

4.14 Fees

Fees are collected in accordance with the fees processes or a Purchase Order obtained from an approved Corporate Client. (See Financial Management Policy)

4.15 Student Induction

- a) AWTS provides all students attending WOMA sites with an induction/orientation to ensure they have appropriate information to facilitate their interactions with AWTS (including any third party operating for AWTS) and their learning. Where a course is taking place at another location, all students must submit evidence at enrolment, or prior to course commencement, to confirm completion/currency of an induction for that site.

- b) Each student receives a copy of the AWTS Student Handbook which outlines key information including their rights and responsibilities as a learner.
- c) All students sign an acknowledgment that they have read, understood and agree to conditions in the Student Handbook.

5. AWTS Responsibilities

The Director and staff of AWTS are responsible for ensuring compliance with enrolment processes.

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

6. Access & Equity

The AWTS Access & Equity Policy applies. (See Access & Equity Policy)

7. Records Management

All documentation from enrolment processes are maintained in accordance with the Records Management Policy. (See Records Management Policy)

8. Monitoring and Improvement

All enrolment practices are monitored by the Compliance Team and the Director of AWTS. Areas for improvement are identified and acted upon. (See Continuous Improvement Policy)