

# 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). RTO's have obligations under the Disability Standards for Education 2005 and the Disability Discrimination Act 1992 to support students with disability to access and participate in training and assessment on the same basis as students without a disability. 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. We acknowledge that disclosure of disability or ongoing ill health, including mental illness, is the student's choice to share and is not a requirement for participation in a training product.

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 (SRTOs).

**Reasonable Adjustments** include any adjustments for a VET student with a disability made by an NVR registered training organisation in a manner consistent with the Disability Standards for Education 2005.

**Services** means:

- a) training and assessment;
- b) training support services (but excludes counselling, mediation, and information and communication technology services); and
- c) any activities related to the recruitment of VET students including marketing, enrolment, induction, or the collection of fees.

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

**Training product** means an AQF qualification, a skill set, a unit of competency, accredited short course or module.

**Training support services** means services and resources designed to support and skill VET students to meet training product requirements and complete the training product in which they are enrolled.

**Wellbeing support services** means support services and resources to assist with VET students' physical, mental, and emotional wellbeing.

## **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. Several policy and procedure documents are available on the AWTS website and all Policies and Procedures are available on request 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) In instances where a student has indicated they have different needs, an AWTS staff member will contact them to establish whether there are things we can do during enrolment and/or training and assessment period to ensure the student has every opportunity for a successful outcome. This contact will be documented and if deemed appropriate, a note or tag will be added to their PowerPro records.
- f) If a training program is fully booked at the time a student enquires about enrolment into that particular training program, they will be offered a place on another course date with availability.
- g) Enrolments will be considered tentative until a student has completed an online enrolment, satisfied all conditions on the Enrolment Checklist and either full payment or a Purchase Order (for companies with an approved account), has been received. Where a course approaches maximum capacity and there are more interested parties than available course spaces, positions on the course will be allocated on a "first-come" basis.

- h) Once a student has completed an online enrolment, satisfied all conditions on the Enrolment Checklist and arranged payment, the student (an client, if applicable) will be advised in writing that their position on the course is confirmed.
- i) Course fees are payable in advance (subject to Financial Management Policy).
- j) Students must sign/digitally 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 disclose any disability, impairment, long-term condition or need that may affect their ability to successfully undertake the training. (See Access & Equity Policy)

Students are also encouraged to disclose any wellbeing support services and/or resources they may require to assist with their physical, mental and/or emotional wellbeing. The earlier in their engagement that they share this information, the more we are able to put reasonable adjustments in place in a timely way.

### **4.4 Language, Literacy, Numeracy and Digital Literacy 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. Digital literacy is not a requirement of the courses that AWTS offers (digital processes are only used in the knowledge questions section of MSMWJ202 Use high pressure water jetting equipment via RPL) and we are able to do those using a paper copy if the student requests.

### **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 and have declared all learning and wellbeing support needs to AWTS.

#### **4.7 Recognition**

Credit Transfer (CT) and Recognition of Prior Learning (RPL) are acknowledged and accepted as a standard practice of NVR registered training organisations. (See Recognition policy) Our enrolment form includes a section asking whether students require CT. All requests for CT will be followed up. (See Recognition procedure). NB. Recognition of Prior Learning (RPL) is not appropriate or practical for our short, low-cost courses so it is not offered at AWTS; it is only used for students who already hold MSMWJ201 Use high pressure water jetting equipment or MSMWJ301 Operate a high pressure water jetting system and are seeking to enrol in MSMWJ302 Operate a high pressure water jetting system.

#### **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**

It is not usual AWTS policy to cancel scheduled training programs. However, if for an 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).

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 Student/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, free of charge, providing they make a request in writing a minimum of 8 days in advance. The transfer is subject to course availability.
- b) **Transfer to another course** – Students may transfer to another course (e.g. switch from an Assistant Course to a Drain Cleaning course), providing they make a request in writing a minimum of 8 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 8 days in advance. A Course Transfer Fee of \$100 (incl. GST), per new person enrolled, is applicable for all transfers to another student. NOTE: Where 7 days' notice or less is provided, or where the course has already commenced, no refund or transfer is available.

#### **4.13 Student Records of Enrolment**

- a) AWTS is required to report 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 is 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)