

ENROLMENT POLICY

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1 PURPOSE

The purpose of the Enrolment policy and procedure is to ensure that Yarrowonga Mulwala Community & Learning Centre (RTO 21765) provides potential and current students, and RTO staff with information regarding course enrolment. The policy and procedure are also an expression of our commitment to fair, transparent, and ethical enrolment procedures ensuring potential students are informed before commencing any studies.

2 POLICY

This policy outlines the approach that YMCLC will take to:

- Recruit and Enrol students into courses on their scope of registration
- Ensure the staff are aware of the Student Recruitment and Enrolment processes
- Ensure students are provided with adequate information about the services they are to receive
- Inform students of their rights and obligations and
- Provide students with information on any third-party arrangements affecting the delivery of training and assessment, prior to their commencement in a course.

YMCLC takes a consistent, open, fair, and transparent approach to the selection and admission of all students into its training programs and the students overall treatment. YMCLC is committed to ensuring we that provide all prospective students with sufficient information to make an informed decision about choosing to enrol into a course of study with YMCLC.

YMCLC will ensure that all applicants seeking admission will be treated fairly and equitably.

Students are required to apply for enrolment and are accepted on merit, based on the published criteria, academic suitability and on an individual case by case basis. Throughout the process of selection and admission, all applicants are treated courteously and expeditiously. Information is provided to prospective students prior to their enrolment and commencement in a course, so that they:

- Can make informed choices about studying with YMCLC and can select a training program that best suits their needs
- Are aware of course entry and work-placement requirements
- Know who is delivering their training and who is issuing the qualification or Statement of Attainment
- Are aware of their rights and responsibilities when undertaking training

Prospective students at YMCLC who possess extensive life / work experiences in the relevant field of study or have attained competencies through the completion of prior studies will be provided with the option of attaining a recognition of prior learning.

Where applicable, those students who have completed previous study in the VET sector will be provided with Credit Transfers for the units of relevant competency completed. YMCLC makes its policy and procedures for verifying applicants' credentials in relation to the granting of Recognition of Prior Learning, and Credit Transfer publicly available on its website.

Offers for admission to a specific VET course of study, are made on a conditional basis; if the applicant does not fulfil these condition(s), he/she may not be provided the opportunity to enter the VET course of study. These conditions may include language, literacy, and numeracy skills, which are measured by the student completing a language, literacy, and numeracy (LLN) assessment at the time of the pre-training review.

In certain instances where a prospective student does not meet the eligibility requirements for a course of choice YMCLC will suggest (where possible) alternative courses to these students.

YMCLC will retain all student records in accordance with the guidelines as specified in the AQF and Standards for RTOs 2015. Provision can be made for students who wish to access their personal records in accordance with the APP.

Pre-Training Review

YMCLC requires all students wishing to enrol in a Certificate course to complete a pre-training review prior to enrolment, which will be used to determine individual students' suitability to enrol into a training program. The pre-training review is designed to reasonably establish a prospective student's academic suitability based on:

- the specified requirement for the course.
- YMCLC's belief on reasonable grounds that the student is academically suited to undertake their chosen course. Part of assessing a student's academic suitability involves a Language, Literacy and Numeracy Assessment, which is detailed below.

Language, Literacy & Numeracy

All students wishing to enrol in a Certificate course are required to undertake a Language, Literacy and Numeracy assessment using our online assessment system, LLN Robot.

To be deemed academically suited a prospective student must be assessed as displaying competence at or above exit level 3 in the Australian Core Skills Framework in both reading and numeracy. This assessment is made via the online LLN Robot portal. YMCLC must also reasonably believe that the student displays the competency resulted by the online assessment and that the test has been conducted by the student with honesty and integrity.

Students will be provided with a copy of their LLN assessment upon request. A hard copy of their LLN assessment will be placed with their student file. A soft copy of their LLN assessment will be uploaded into their student profile in PowerPro.

The results of the LLN assessment will be reported to the student as soon as practicable after the assessment. The LLN assessment will be used to determine any support that may be required for each individual student throughout the training program, and YMCLC will utilise any or all the resources available in the LLN Robot portal to provide support to a student. This may include a Training Supplement generated by LLN Robot.

Advertising, Marketing & Sales

YMCLC is committed to ensuring that all prospective students are well informed prior to applying to enter a course of study with YMCLC. All prospective students will be required to speak the Training Assistant or Training Manager and will be provided with information regarding their possible study options, including:

- RTO Code and name of the training provider
- the requirements for acceptance into a VET course of study, educational qualifications or work experience required.
- the course duration, modes of study and assessment methods.
- tuition and incidental fees.
- eligibility of the applicant for funding under state and federal government initiatives
- campus locations and a general description of facilities, equipment, and learning and supportive resources available to students.
- requirements for satisfactory academic progress.
- any work placement arrangements.
- learners' obligations such as specialised resource requirements; and
- complaints, grievances and appeals policies and procedures.

Information that will be provided to the student prior to enrolment through the marketing materials and/or the website will incorporate information about the course, the Pre-enrolment process and the student rights and obligations throughout their course of study. Information will include:

- Training and assessment information including:
 - o Estimated duration
 - o Expected locations at which training will be provided
 - o Expected modes of delivery
 - o the course qualification requirements comprising of core and elective units
 - o Whether RPL and Credit Transfer are available
 - o Information and contact details of third-party arrangements (if any)
 - o Any work placement requirements, including whether YMCLC will arrange these for the student
 - o Information in relation to the issuance of the AQF certification documentation
- Educational and support services YMCLC will provide, including the following:
 - o Training and Assessment
 - o Student Support
 - o Reasonable Adjustment
 - o Fees and Refunds
 - o Protection of Tuition Fees
- The student's rights, including:
 - o Details of the complaints and appeals process for YMCLC
 - o the student's rights as a consumer and
 - o the student's right to obtain a refund
- The student's obligations in relation to:
 - o the payment of fees for the provision of services, including payment terms, deposits and refunds
 - o Any requirements the student must meet to enter and successfully complete their chosen course
 - o Any materials and equipment that the student must provide during their course

3 PROCEDURE

3.1 Application process

The Training Manager of YMCLC manages all student enquiries in relation to their application and enrolment into Certificate courses. Enquiries may be received by the Training Manager via Phone Call, Online Enquiry, Walk In, E-mail, etc. Information to be provided to the student at this stage will include:

- Reference to the YMCLC website for more information about their chosen course

- Course brochure
- Reference to all documentation relating to studying with YMCLC, such as the Student Handbook, YMCLC Policies and Procedures, Fees and Charges Policy, etc.
- Details of the Application for Enrolment Process and
- Explanations on the Pre-Training Review, the LLN process and the completion of the Student Enrolment Form.

The Training Manager will then establish a time with the prospective student for a pre-training review to be conducted. The prospective student is requested to bring to the pre-training review the following:

- Certified copies of any previous qualifications, statements of attainment, and academic transcripts
- Certified copies (where appropriate) of birth certificates, passports, certificates of citizenship, marriage certificate, visa entitlements (VEVO documentation), etc
- Medicare Card
- Driver's Licence
- Current Concession Card (if held)
- YMCLC may determine that sighting original copies of the above documents is adequate.
- Copies will be made with a note that originals have been sighted

The Training Manager assesses applications based on the published entry requirements for the relevant VET course and identifies the level of education already attained by the applicant.

3.2 Pre-Training Review

The Training Manager will conduct the Pre-Training Review with the applicant, which involves the conduct of a "discovery conversation" with the student to identify their learning needs and to establish:

- The reason for the student's chosen course
- The student's future aspirations/goals
- Their preferred learning style/s
- Any support the student may require
- The student's prior experience in the industry (if any)
- The level of education already attained by the student
- Their interests and abilities
- Their reason for seeking admission into the VET course of study
- Their educational and work history

The Training Manager will record the student responses in the Pre-Training Review form.

The Pre-Training review will include getting the student to complete an online LLN Assessment, the results of which will be discussed with the student. The Training Manager will determine if they are adequate for enrolment into the course. Where LLN results indicate that student's do not have the working level of language, literacy or numeracy, alternative enrolment options will be discussed with the student (which may be enrolment into a pre-accredited course to build the student's language, literacy, or numeracy levels) for them to pursue further training in the future.

For Students under the age of 18 a parent or guardian will be required to accompany the student to the Pre-Training Review and co-sign all documents.

Using this information, the Training Manager will perform an interim assessment of the suitability of the potential student for admission into a VET course of study and present the student with all possible study options and advise the student of the entry requirements for their chosen course, including the payment of fees and any available payment options. Information will include:

- The requirements for acceptance into a VET course of study, the educational qualifications or work experience required and whether RPL or CT may be applicable.
- Industry and placement expectations/requirements for specific course (eg. Police check, WWCC)

- The VET course of study content and duration, modes of study, assessment methods, fees applicable and payment terms.
- Eligibility of the applicant for funding under government schemes or programmes and ensure that the student is aware of the impact their enrolment into a funded course may have in further funded study (where applicable).
- Campus locations and a general description of facilities, equipment, and learning and supportive resources available to students.
- Requirements for satisfactory academic progress and for attendance; and
- Complaints, grievances and appeals policies and procedures.

The student at this stage, will also be provided with:

- A Statement of Fees
- An instalment payment agreement
- Opportunity to apply for Recognition of Prior Learning (RPL) and Credit Transfer (CT)

Students who are deemed not suitable to proceed with their course of choice, will be provided with alternative options or opportunities to participate in other courses or enrol and complete

courses at a lower AQF level (where possible).

3.3 Enrolment

Students who are deemed suitable and have the appropriate level of Language, Literacy and Numeracy (LLN) skills will be provided with an Enrolment form to complete for their course of choice. Students under the age of 18 will require a parent or guardian to countersign the enrolment form.

Upon receipt of an Enrolment Form, the Training Assistant will:

- check the completed enrolment form for accuracy and completeness of information, counter sign and date the enrolment form as received
- enter the student's details into the course enrolment listing
- enter the student's details are entered into the Student Management System (PowerPro), including verifying the Unique Student Identifier (USI) submitted by the student
- Create the course folder and the individual student hard copy files and store this in a lockable cabinet
- Record all student AVETMISS details and enrol students into the relevant course in the SMS, PowerPro
- Send the student a "confirmation of enrolment" email
- prepare an Induction Pack for the student, which the Trainer will go through on the student's first day of attendance.

Where individual students require additional support, the Training Manager will consult with the relevant trainer/assessor to develop an Individual Support Plan for the student.

3.4 Eligibility Exemptions

YMCLC may grant exemptions under Clause 14.1 of Schedule 1 of the Skills First Contract for up to 30% of its total number of commencements in the 2021 calendar year. Preference for exemptions should be granted to individuals seeking to enrol in training that meets identified skills shortages and localised labour market needs and/or improves their employment prospects, and in accordance with any guidance issued by the Department. Whilst there are no criteria a student must meet, YMCLC will:

- Preference exemptions for students seeking training that will meet identified skills shortages and localised labour market needs and/or improve employment prospects; and
- Offer an exemption to a student who is:
 - A retrenched worker
 - An automotive supply chain worker, or
 - A Jobs Victoria Employment Network (JVEN) client

YMCLC may only exempt a student from the eligibility requirements in accordance with Part C of Schedule 1 of their Skills First contract. We will sight and retain evidence of a student's eligibility to receive an exemption and keep in the student's file.

3.5 Recognition of Prior Learning (RPL)

If the applicant has requested for Recognition of Prior Learning (RPL), a separate meeting will be set up with the Training Manager and Trainer/Assessor to:

- explain and show the online RPL Assess system
- provide the student with information about the types of evidence they may gather to support their RPL application

More than one meeting may be required to support the student through the RPL process.

3.6 Orientation/Start of Tuition

YMCLC wants to set their students up for success, so prior to the Certificate course commencing, we run a 4 week "Prepare for Study/Career Planning" course that takes the student through their induction with their relevant Trainer. This includes:

- The Student Induction Checklist
- Timetable
- Student Handbook (including relevant policies and procedures)
- Code of Conduct
- Attendance
- Consent for Release
- Accessing Moodle and online learning components

4 Publication

This Enrolment Policy and Procedure will be made available to Students through publication on the website and will also be available in the student handbook.

5 APPROVAL AND REVIEW DETAILS

Approval and Review	Details
Approval Authority	Executive Officer
Advisory Committee to Approval Authority	Committee of Management
Administrator	Training Manager
Next Review Date	November 2022

Approval and Amendment History	Details
Original Approval Authority and Date	
Amendment Authority and Date	
Notes	Update to existing Enrolment Policy