

POLICY NO: 11

PURPOSE

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

This policy outlines the approach that YMCLC will take to:

Recruit and enrol students into courses on our Scope of Registration

Ensure that 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 student's overall treatment. YMCLC is committed to ensuring that we 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. YMCLC will not offer incentives to prospective applicants to enrol.

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

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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 Australian Privacy Principles.

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, Numeracy and Digital Skills Assessment, which is detailed below.

PROCEDURE

1. Advertising, Marketing and 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 to 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.
- 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.
- 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:

- Estimated duration.
- Expected locations at which training will be provided.
- Expected modes of delivery.
- the course qualification requirements comprising of core and elective units.

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- Whether RPL and Credit Transfer are available.
- Information and contact details of third-party arrangements (if any).
- Any work placement requirements, including whether YMCLC will arrange these for the student.
- Information in relation to the issuance of the AQF certification documentation.

Educational and support services YMCLC will provide, including the following:

- Training and assessment.
- Student support.
- Reasonable adjustment.
- Fees and charges.
- Refunds.
- Protection of tuition fees.

The student's rights, including:

- Details of the complaints and appeals process for YMCLC.
- The student's rights as a consumer.
- The student's right to obtain a refund.

The student's obligations in relation to:

- The payment of fees for the provision of services, including payment terms, deposits, and refunds.
- Any requirements the student must meet to enter and successfully complete their chosen course.
- Any materials and equipment that the student must provide during their course.

2. Application process

The YMCLC Training Manager and Training Assistant manage all student enquiries in relation to their application and enrolment into courses. Enquiries may be received by the Training Manager/Training Assistant 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.
- Explanations on the pre-training review, the LLN process and the completion of the Student Enrolment Form.

The Training Manager or Training Assistant will then establish a time with the prospective student for a pre-training review to be conducted if the student is interested in enrolling in a Certificate course or pre-Accredited course. 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.

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- Driver 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, with the exception of the concession card. A note will be made on file that a current concession card has been sighted (either the original or in the applicant's digital wallet).
- 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. Pre-training review

The Training Manager will conduct the pre-training review with the applicant for Certificate courses, 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.
- Eligibility for funding.

The Training Manager will record the student responses in the pre-training review form.

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, in compliance with the Child Safety and Wellbeing Policy.

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.
- Complaints, grievances and appeals policies and procedures.

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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).

4. Language, literacy, numeracy and digital skills assessment

The pre-training review for Certificate courses will include getting the student to complete an online Language, Literacy, Numeracy and Digital Skills (LLND) Assessment, using the LLN Robot platform. The results of the LLND assessment will be discussed with the student as soon as practicable after the assessment. The LLND assessment will be used to determine any support that may be required for each individual student throughout the training program, and YMCLC may 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.

Where LLN results indicate that student may not have the required working level of language, literacy, numeracy or digital skills, 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, numeracy and/or digital skill levels) for them to pursue further training in the future, or support options that YMCLC can implement to aid the student to undertake the Certificate course.

YMCLC must 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.

Student's will be provided with a copy of their LLND assessment upon request. A hard copy of their LLND assessment will be placed with their student file. An electronic copy of their LLND assessment will be uploaded into their student profile in the Student Management System.

5. Enrolment

Students who are deemed suitable and have the appropriate level of Language, Literacy, Numeracy and Digital (LLND) 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 (SMS), 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.
- Send the student a "confirmation of enrolment" email.

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- 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.

All students accepted for enrolment will be emailed their confirmation of enrolment via the student management system.

6. Students under 17 years of age

Where a student is aged under 17 years of age at time of enrolment with YMCLC, and they are no longer going to be attending school, YMCLC will require them to provide an "Exemption from School Application Form" that has been signed by their School Principal (if they have completed Year 10) or the Regional Director (if they haven't completed Year 10). Under the *Education and Training Reform Act 2006* schooling is compulsory for students aged 6 to 17 years. Students are expected to attend the school in which they are enrolled, during normal school hours every day of each term, unless an exemption is in place or if they are registered for home schooling. Exemptions are only available in certain circumstances and must be applied for by written application, made by at least one parent/carer of the student. Students must continue attending school until an exemption is granted. Exemptions are approved by different authorities depending on whether the student has completed Year 10. If a student ceases to attend training with YMCLC, and they have an exemption from attending school, the Training Manager will notify the relevant school and regional office.

7. Eligibility exemptions

YMCLC may exempt an otherwise ineligible individual from eligibility requirements or limits on the amount of training that can be subsidised only if it is permitted to do so in accordance with Part C of Schedule 1 of the current Skills First contract. YMCLC will refer to Part C of Schedule 1 and the Guidelines About Eligibility for information about specific programs or circumstances that are not to be considered in determining an individual's eligibility.

8. 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 the RPL process.
- Provide the student with information about the types of evidence they may gather to support their RPL application.
- Provide the RPL policy and procedure.

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

Refer to the RPL policy for further information.

9. Credit transfer

If the applicant has provided prior qualifications or their USI transcript that shows identical units of competency to those in the course they are applying for, YMCLC will grant a credit transfer to them upon verification of authenticity by the issuing RTO. Refer to the Credit Transfer policy for further information.

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10. Orientation/Start of Tuition

YMCLC wants to set their students up for success, so prior to the Certificate course commencing, we run a one-day "Prepare for Study" 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/Online Behavioural Expectations.
- Attendance.
- Consent for Release.
- Accessing Moodle and online learning components.

11. Training Plan

Enrolled students will have a training plan created for them via the student management system, and this will be provided to the student within four weeks of their training commencement. The student, trainer and training manager must all sign and date the training plan when it has been issued to the student. If a student is undertaking paid work with their employer that will be deemed their practical placement, their employer must also sign the training plan.

Any changes to the training plan will be communicated to the student as soon as practicable, and they will be provided with an updated version of their training plan.

At the completion of their training and assessment, the training plan will be updated with the final date of completion.

12. 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.

RELATED DOCUMENTS

Skills First VET Funding Contract
ACFE Delivery Plan
Pre-enrolment information
Enrolment Form
Pre-Training Review
Exemption from School Application Form

RELATED POLICIES

Fees and Charges
Recognition of Prior Learning (RPL)
Credit Transfer

RELATED STANDARDS FOR RTO'S 2015

Standard 5

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APPROVAL AND REVIEW DETAILS

Approval and Review	Details
Approval Authority	Executive Officer
Advisory Board to Approval Authority	Board of Management
Administrator	Executive Officer
Next Review Date	December 2024

Approval and Amendment History	Details
Original Approval Authority and Date	V1.0 - Board of Management - 28/02/2006
Amendment Authority and Date	<p>V2.0 - 09/07/2013 – updated for new SVTS regs</p> <p>V3.0 - 10/02/2015 – updated to reflect changes to standards and conditions of VTG funding contract</p> <p>V4.0 - 28/04/2016 – corrected errors and made formatting uniform</p> <p>V5.0 - 09/05/2017 – added incentives not offered, digital assessment</p> <p>V6.0 - 11/07/2018 – reordered to reflect need to provide information prior to enrolment, added ensure meets objectives of the funding contract, ensure exemptions and exceptions are taken into consideration.</p> <p>V7.0 - 07/04/2020 - Board of Management</p> <p>V8.0 - 01/11/2021 – update to policy to include key elements as outlined in External Audit.</p> <p>V9.0 - 27/02/2022 – addition of students under 17 years of age and Training Plan information.</p> <p>V10.0 - 11/04/2023 – alteration to Eligibility Exemption information in line with 2023 Skills First contract.</p> <p>V11.0 - 21/12/2023 – update to new format and addition of Digital Skills to LLN assessment.</p> <p>V11.1 - 26/06/2024 – update to separate information about Students under the age of 17 and include requirement to notify School/Regional Office if student ceases to attend training.</p> <p>V11.2 - 19/11/2024 scheduled review approved by Board of Management</p>
Notes	

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