

RTO Student Enrolment & Induction Policy

Purpose:

The purpose of this enrolment and induction policy is to identify the student's needs during the enrolment and induction process to ensure that our training and assessment services are suitable to each individual student and if necessary their employer. Training and assessment services are appropriately adjusted to accommodate the student and employers unique requirements.

Introduction:

The Centre of Professional Learning and Education's (CPLÉ) approach to enrolment and induction, provides pathways for students and if necessary employers to make informed decisions about their training and assessment needs and to enter a pathway for training and assessment that is suitable for them.

This policy supports within clauses 1.3, 1.7, 3.5, 4.1, 5.1, 5.2, 5.3, 5.4 and 7.3 of the Standards for Registered Training Organisations (RTO's) 2015

Authorisation:

This policy shall be endorsed and issued under the authority of the RTO Manager and the Deputy CEO of Communities@Work.

Policy:

- Provide persons making an enquiry with accurate and ethical marketing and pre-enrolment information such as training program outlines and any applicable fees that enables them to make a confident and suitable decisions about selected training services and programs;
- Conduct a one-on-one and or/group enrolment interview face-to-face to individually assess the person's needs and circumstances and provide them with information about their rights and obligations;
- Conduct a language, literacy and numeracy assessment (LLN) during the pre-enrolment phase and determine that the applicants have appropriate language, literacy and numeracy skills and abilities to meet the requirements of their desired training program.

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- Provide information about special requirements such as additional support funding, mentoring opportunities and professional development suggestions for their desired training program and pathways to obtain these;
- Provide information on student and RTO obligations and expectations, including code of conduct and terms and conditions of enrolment
- Validate that applicants meet the entry requirements and eligibility for their selected training program to ensure that they have the greatest opportunity for success and completing the course;
- Provide information about the occupational outcomes produced by their selected training program and discuss how these align with their occupational goals and aspirations;
- Determine if the applicant has the required access to information technology including modern computer systems and access to the internet if applicable.
- Determine if the applicant has any need for reasonable adjustment at the point of enrolment to allow training programs to be suitably adjusted;
- Ensure there are no unnecessary barriers for persons to participate in the training program of their choice;
- Provide comprehensive administrative support that allows the applicant to complete enrolment efficiently and commence training at an agreed time and place; and
- Inform applicants about alternate pathways to training such as gaining national recognition for current competence, credit transfer recognition or recognition of prior learning assessment pathways.

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CPLE will apply the following steps during the enrolment process:

Initial Contact

- Establish Training needs
- Supply pre-enrolment information including;
 - o Training program funding options
 - o Qualification outline
 - o Fee and refunds structure
 - o Frequently asked questions
 - o USI information



Pre-Enrolment Interview

- Conduct & assess LLN Assessment
- Establish applicant needs
- Determine funding eligibility
- Complete an enrolment form
- Discuss terms and conditions of enrolment
- RTO and student code of conduct



Enrolment

- Applicant attends RTO induction
- Provide applicant student handbook
- Assess applicant credit transfer and recognition of prior learning eligibility
- Complete training plan
- Enrolment checklist
- Provide applicant with training resources
- Training program and assessment requirements
- RTO and student obligations
- Provide workshop schedules
- Process enrolment and invoice for successful enrolments



Commence Training and Assessment

- Attend relevant workshops
- Issue login for Learner Management System (LMS)

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Initial contact

The primary purpose of the initial contact process is to establish the needs of the applicant and ensure the applicant receives all pre-enrolment information applicable to the training program and/or service they are interested in. Establishing the applicant's needs is important to ensure that those clients enrolling in training programs are aligned to training and assessment that meets their vocational education and training requirements in the industry of their choice. By providing applicants with pre-enrolment information early, we are also ensuring that prospective students are informed about their rights and obligations, about the training and assessment services to be provided and about the fee and refund policy.

There will be times when CPLE staff are contacted by potential applicants (often these contacts will be employers) for information pertaining to available training programs. CPLE staff should establish a positive client relationship from the start. Staff responding to inquiries is to do so courteously and professionally.

The following are guidelines are to be applied when engaging with an enquiring person:

- Try to establish over the phone which training program would be most appropriate. If the person really needs a training program that is not on CPLE's scope of registration, advise the person that we are not able to provide the training being requested and tell them how they can find a course that better suits their needs. One way of doing this is to direct them to <http://training.gov.au> or refer the person to an Australian Network Provider (ANP).
- If the person's needs do align with one of our training programs, inform the person of the CPLE's delivery model and the choices they have in the scheduling of training to suite their particular circumstances.
- Obtain an email address from the person and send them via email a copy of the training program funding options, fees and refunds structure, qualification outline, frequently asked questions and USI information that are applicable to the program they have enquired about **Please note.** It is important to stress to an applicant making their enquiry that they are advised to read carefully through the materials you are sending to them before they make an informed decision about enrolment.

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- If the person requests to proceed with enrolment, inform them of the details for the pre-enrolment interview provide them with instructions on the next stage of the enrolment process.
- During the pre-enrolment interview, the applicants needs will be assessed, determine eligibility for funding into the training program, completion of an LLN, enrolment form completed, terms and conditions of enrolment and code of conduct discussed. **Please note.** It is important to stress to an applicant that enrolment is not guaranteed by attending a pre-enrolment interview. CPLE will inform applicants if they are successful to then proceed with formal enrolment into their elected training program.
- Eligible and successful applicants are required to attend an RTO Induction which is the applicant's final stage of the enrolment process before commencing training and assessment. During induction applicants are issued with their student handbook, eligibility for credit transfer and RPL are discussed, completion of the training plan, training resources are issued, training program, assessment and workshop requirements discussed, inform applicants of RTO and student obligations and an enrolment checklist is completed to ensure applicants have been informed of all enrolment aspects including completed enrolment documents and training program processes.
- CPLE Administration are to process formal enrolment for the applicant and their elected training program. CPLE Administration to issue confirmation of successful enrolment to the applicant.

Informing students of changes

If at any time there is a change to the agreed services, updated training packages, policies or procedures that relate to the student's rights, the payment of fees, training plan and assessment, and other charges, CPLE must advise current students and employers prior to any of these changes coming into effect. This includes changes in relation to new third-party arrangements or changes to ownership of CPLE. Where relevant changes occur to training delivery and assessment, all parties involved must be informed and a record of this documented for all the parties effected. All parties must endorse the changes

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Definitions:

Australian Network Provider (ANP)	Australian Network Providers are contracted by the Australian Government to offer a free service to apprentices, trainees and employers to assist them with the sign-up, administration and management of apprenticeships and traineeships.
State Training Authority (STA)	The state and territory training authorities (STAs) are accountable to plan and report on VET strategies and purchase and fund training on behalf of their government.
Language, Literacy and Numeracy (LLN)	The purpose of an LLN is to assess the initial skills of an applicant to ensure they meet the Australian Core Skills Framework requirements for language, literacy and numeracy.
Vocational Education & Training (VET)	Vocational education and training (VET) is that part of tertiary education and training which provides accredited training in job related and technical skills.
Training.gov	Training.gov.au is the National Register on Vocational Education and Training (VET) in Australia and is the authoritative source of Nationally Recognised Training (NRT) which consists of Training Packages.
User Choice Funding	User Choice is a national policy whereby State and Territory Governments fund RTOs to provide structured training to Australian Apprentices. These funds reduce the cost of the training that an Australian Apprentice or the employer will have to pay under an Australian Apprenticeship.
Skilled Capital Funding	Skilled Capital. Skilled Capital is an ACT Government funded training initiative. ... Skilled Capital will improve access to high quality training in areas of skills needs and maximise improved employment opportunities for students.
Notification of Business (NOB)	A NOB alerts an RTO of an approved User Choice funded training contract with relevant enrolment and contact details.
AVETMISS	AVETMISS stands for the Australian Vocational Education and Training Management Information Statistical Standard. It is a national data standard which ensures the consistency and accuracy of vocational education and training (VET) information and covers three national data collections.
Student Management System (SMS)	A student management system is a software program that consist of relevant information to manage student and employer data related to their specific training program and training outcomes.
Learner Management System (LMS)	A learner management system is a software program that consist of relevant information, materials, assessment items and resources that students access for their training program.
AVETARS	The ACT Vocational Education and Training Administration Records System is the online application used by the STA to manage vocational education and funded training initiatives in the ACT.

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Responsibilities:

RTO Manager

- To conduct initial pre-enrolment interview
- To oversee and advise training and administration services

Training Facilitators/Assessors:

- To conduct an RTO Induction
- Assess applicants LLN and ensure it meets entry requirements for the training program
- To assess applicant assessment needs
- To provide training and assessment services
- To ensure employers have the capacity and facilities to support an applicant through their enrolment

Administration:

- Respond to initial enquiry for enrolment
- To manage AVETARS Government portal of training contracts
- To assess funding program eligibility
- To process enrolment documents
- Liaise with third parties such as Australian Network Provider (ANP) and State Training Authority (STA) around applicant enrolment.
- Confirm successful enrolment with applicant and if necessary employer

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Attachments & Forms:

1. Terms & Conditions of Enrolment
2. Credit Transfer Application
3. Refund Request Form
4. Code of Conduct & Practice
5. File Name Approach

Related Documents:

RTO-QMS-PRO-	Enrolment and Induction Policy
RTO-QMS-POL-	National Recognition Credit Transfer Policy
RTO-QMS-PRO	National Recognition Credit Transfer Procedure
RTO-QMS-POL-	National RPL Policy
RTO-QMS-PRO	National RPL Procedure
RTO-QMS-POL-	Fees and Refunds Policy
RTO-QMS-POL-	Access & Equity Policy
RTO-QMS-POL-	Retention of Records Management
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References:

1. Training.gov.au
2. [Skills Canberra \(STA\)](#)
3. [Australian Network Provider \(ANP\)](#)
4. [Communities@Work](#)
5. CPLE Student Handbook
6. CPLE Qualification Outlines
7. CPLE Funding Arrangements booklets
8. CPLE Fees and Refund Structure

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Review Specifications:

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Written/reviewed by: Renee Chick Authorised for release by: Carla Scalia
 Version number: v1.0 Signature of authorising person: Text

VERSION HISTORY

Version	Date of effect	Brief summary of change
1	21 SEP 2018	ORIGINAL

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