Enrolment Policy

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Related policies	- Marketing Policy - RPL and Credit Transfer Policy - Additional Support Policy - Fee Administration and Refund Policy - Privacy Policy - Records Management Policy
Related procedures	- Credit Transfer Procedure - RPL Procedure - Additional Support Procedure - Enrolment Procedure - Refund Procedure - Records Management Procedure
Forms and supporting documents	- Student Handbook - Couse Booklet - Pre-Enrolment Assessments - RPL Eligibility - LLN Assessment - Interview Form - Enrolment Form - Credit Recognition Form - RPL Application Form - Training Plan - Fees and Charges Sheet

Enrolment Policy

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PURPOSE

1. The purpose of this Policy is to establish the bases of enrolment procedures for Australian Polytechnic Institute, including its development, review, approval, and implementation.
2. The decision-making authority upon which this Policy is based follows existing regulatory requirements stipulated in the Standards for Registered Training Organisations 2015 (SRTOs 2015), and corresponding directions provided through its regulator, the Australian Skills Quality Authority (ASQA). In particular:
   - Clause 4.1 – Provide accurate and accessible information to prospective students
   - Clauses 5.1 to 5.3 – Informing and protecting students
   - Clause 6.3 – Protecting pre-paid fees by students
   - Clause 3.5 – Accept and provide credit to students

SCOPE

This Policy applies to all Australian Polytechnic Institute Enrolments, including all admissions staff and students enrolling to any nationally accredited training offered by Australian Polytechnic Institute, regardless of the location and mode of delivery.

POLICY STATEMENT

Australian Polytechnic Institute will use a systematic, non-discriminatory and transparent process to select and enrol its students. This selection and enrolment processes ensure that all relevant legislation and funding program requirements are met. All Australian Polytechnic Institute prospective students are well informed and receives a high level of service and support throughout the selection and enrolment process.

Before enrolment or commencement of training or assessment activities (Note that in this context, assessment includes the collection or analysis of evidence for recognition of prior learning (RPL) activities.), Australian Polytechnic Institute provides clear information to its prospective students (*see Marketing Policy and Procedure*).

1. **Information to Students**
   1.1. Prior to enrolment, each student is provided with access to a student handbook, course information, and student policies. In order for prospective students to make informed decisions about their studies, **Error! Reference source not found.** provides students with information about the RTO's training products and services, information on training and assessment and access to student support.

   1.2. Information provided to the prospective students may include, but is not limited to:
      1.2.1. RTO information and code;
      1.2.2. possible course outcomes and pathways;
      1.2.3. full training product information as published in the national register;
      1.2.4. estimated course duration;
      1.2.5. training and assessment arrangement;
      1.2.6. mode of training delivery;
      1.2.7. enrolment and selection process;
      1.2.8. name and contact details of third party providers (if applicable);
      1.2.9. third party obligations (if applicable);
      1.2.10. work placement arrangements (if applicable);

1.2.11. fees and other charges;

1.2.12. issuing of Certification information;

1.2.13. refund policy and process;

1.2.14. additional support provisions;

1.2.15. flexible learning and assessment options;

1.2.16. complaints and appeals process;

1.2.17. RPL and credit transfer;

1.2.18. student responsibilities and expected behaviour;

1.2.19. materials and resources to be provided by the student;

1.2.20. privacy information.

2. Enrolment of Individual Students

2.1. Enrolment into training programs will be conducted in an ethical and responsible manner, ensuring fairness and compliance with the **Error! Reference source not found.**'s Additional Support Policy at all times.

2.2. **Error! Reference source not found.** will ensure that there is a valid enrolment for each student. A valid enrolment is a complete, signed and dated AVETMISS compliant enrolment form.

2.3. Enrolments are subject to availability of places on the training program, based on the maximum number of students who can be accommodated under certain circumstances (e.g. safety, capacity of training venue, type of course, learning structures, etc.) within a program.

2.4. No new enrolments or commencements will be accepted into any training product that has been removed or deleted from the national register.

2.5. Enrolments will be considered tentative until payment and the USI have been received.

2.6. Should enrolment numbers reach maximum capacity, and another person wishes to enrol in a course where there is a tentative enrolment booked, the tentative booking will be contacted to confirm payment. If payment is not made, the enrolment will be given to the new student.

2.7. In order to protect consumers under 18 years of age, guardian consent will be required for enrolment.

2.8. All students are confirmed enrolled, and are advised in writing that their place in their respective courses are confirmed, after they have fulfilled the following:

2.8.1. student application is completed;

2.8.2. all required pre-enrolment documents and supporting evidence received;

2.8.3. fees paid in accordance with **Error! Reference source not found.**'s Fee Administration and Refund Policy;

2.8.4. consent, acknowledgement and declarations read, understood and signed.

3. Assessment of Need

3.1. **Error! Reference source not found.** will conduct assessment of needs before commencement of training or after it confirms the student's eligibility (if applicable). In such cases, **Error! Reference source not found.** will ensure that the assessment of need is undertaken at the earliest possible

opportunity and any identified support needs issues are managed. Upfront assessment of need is done by conducting the following:

3.1.1. Special Needs and Disability
Students intending to enrol for training are requested to advise of any physical or other impairments and needs (e.g. English language difficulties, Dyslexia) which may adversely affect their ability to successfully undertake the training. (See Additional Support Policy)

3.1.2. Language, Literacy and Numeracy Abilities of Students
Students intending to enrol for training are assessed on their language, literacy and numeracy abilities to determine their capability to successfully undertake the training and determine whether any additional support is needed. This is done by conducting LLN assessment as part of the enrolment process. (See Additional Support Policy for more information)

3.1.3. Competency Assessment
Students are assessed on their present knowledge and previous experience of the relevant course they are enrolling into. Using the information provided in the enrolment form and the outcome of the Pre-enrolment Assessment Form, the assessor can determine the best training plan to suit the student's needs.

3.1.4. Recognition of Prior Learning, Credit Transfer and Amount of Learning
Mutual recognition, credit transfer and recognition of prior learning (RPL) are acknowledged and accepted as a standard practice of **Error! Reference source not found.**. Each student's skills and experiences relevant to respective vocational competencies are considered in the development of their learning plans. **Error! Reference source not found.** determines how the student's existing skills, knowledge and experience impacts the amount and level of training they will provide prior enrolment.

3.2. **Error! Reference source not found.** ensures that students are made aware of opportunities for recognition prior to the commencement of training and that adequate information, support and opportunities are provided to students to engage in RPL.

4. Unique Student Identifier (USI)

4.1. All prospective students are required to provide their Unique Student Identifier, in accordance with requirements of Student Identifier Act.

4.2. **Error! Reference source not found.** will advise prospective students with no USIs on how to obtain one and refer them to USI website: *http://www.usi.gov.au/Pages/default.aspx.*

4.3. Australian Polytechnic Institute will then shred the personal information provided by the students after they have successfully obtained a USI for them.

4.4. It will verify and maintain all student identifier provided by the student through its Student Management System (SMS).

5. Notification of Enrolment

5.1. Upon acceptance of enrolment **Error! Reference source not found.** provides students with a written confirmation of enrolment and all necessary enrolment documents needed by the student to start their training. This includes:

    5.1.1. USI details (if applied for the client);

    5.1.2. student log in;

    5.1.3. training resources and how to access them;

    5.1.4. trainer and assessor information;

    5.1.5. subcontracting arrangements (if applicable);

    5.1.6. details of the fee chargeable;

    5.1.7. Information on how to access support.

5.2. Each client receives a copy of the student handbook which outlines key information including their rights and responsibilities as a student.

5.3. All clients sign an acknowledgment that they have received, read and understood **Error! Reference source not found.** policies and details within the student handbook.

6. Cancellation of Courses

6.1. It is NOT normal policy to cancel scheduled training programs.

6.2. **Error! Reference source not found.** will ascertain the reason if an enrolled student indicates that they wish to discontinue training. If **Error! Reference source not found.** finds that the reason is related to the performance and delivery and assessment of its training, it will make reasonable efforts to address concerns related to the delivery and assessment of training.

6.3. If, for some unforeseen reason, the student decides to cancel training, **Error! Reference source not found.** will offer the student an opportunity to attend the training program on another date, at another location (if available) or in another delivery mode.

7. Transfer of Enrolment

7.1. **Transfer to another "course date"** – Only requests made more than a week prior to the commencement of training will be entertained. Requests for transfers to other course dates made within a week of the commencement of training will be considered invalid.

    Requests must be made in writing. Transfer approvals are subject to course availability.

7.2. **Transfer to another "course"** – Clients who wish to transfer to another course must submit their request in writing more than a week prior to the commencement of training. Requests submitted within a week of the commencement of training will be considered invalid.

    Transfer approvals are subject to course availability.

7.3. **Transfer to another "delivery mode"** – Clients may request a different delivery mode for the same course must submit their request in writing more than a week prior to the commencement of training. An administration fee is applicable for all transfers to another course delivery mode.

Transfer approvals are subject to course availability. If the client fails to provide written notice of his request more than a week in advance, he forfeits the full course fee.

7.4. **Transfer to another "client"** – enrolment is non-transferable.

8. **Client Records of Enrolment**

8.1. **Error! Reference source not found.** is obligated to report all enrolments, in compliance with national reporting requirements. (*see Records Management Policy and Procedure*)

8.2. Individual client records are created for each enrolment and maintained for a period of 30 years. (*see Records Management Policy and Procedure*)

8.3. **Error! Reference source not found.** will ensure that all individual clients have access to their own records, and the progress of their learning. This is enabled through the student management system. (*see Records Management Policy and Procedure*)

8.4. **Error! Reference source not found.** will only create student records when there is evidence of a valid enrolment.

9. **Fees and Fee Waivers**

9.1. Fees are collected in accordance with the Fee Administration procedure. (See Fee Administration and Refund Policy)

9.2. **Error! Reference source not found.** will publish and make available to the student and employer all fees and charges and its fees relating to training and its refund policy. The fees and charges may include:
   9.2.1. compulsory fees;
   9.2.2. additional charges or co-contributions;
   9.2.3. methods of collection;
   9.2.4. refund information.

9.3. **Error! Reference source not found.** will only charge the published tuition fee.

RESPONSIBILITIES

1. **Compliance, monitoring and review**

1.1. The CEO or Nominee of Australian Polytechnic Institute has overall responsibility to ensure all enrolments are processed in accordance with the regulatory standards. This includes:
   1.1.1. Ensuring that this Policy is reviewed and revised accordingly to maintain compliance against relevant regulatory and industry standards,
   1.1.2. Ensuring that the Enrolment Procedures and corresponding implementation systems and tools comply with the Policy requirements, and
   1.1.3. Ensuring that all relevant staff facilitates the enrolment in accordance with the Enrolment Policy and Procedures.
1.2. The practical application of this Policy, including the activities and tasks associated with processing enrolments can be delegated to other persons, including:

      1.2.1. Ensuring students are provided with all relevant information to make informed decision prior to enrolling

      1.2.2. Ensuring all students enrolled to any nationally accredited training program offered by Australian Polytechnic Institute meet all the criteria for enrolment

      1.2.3. Ensuring that the criteria for enrolment are aligned with relevant regulatory and industry requirements and standards.

2. Reporting

2.1. All staff responsible for tasks related to processing enrolment will report opportunities for improvement to the General Manager. This includes:

    2.1.1. Staff developing resources distributed to prospective students prior to enrolment

    2.1.2. Staff liaising with students to process their enrolment

    2.1.3. Staff providing advice to students prior to enrolment.

2.2. All enrolment activities are reported to the General Manager at the end of each specified reporting cycles.

3. Records management

3.1. Staff must maintain all records relevant to administering this Policy in using the prescribed filing system in the Procedure document.

3.2. Enrolment records are treated as confidential and only shared with authorised personnel or to meet regulatory reporting requirements unless explicit permission from the student is obtained.

DEFINITIONS

1. **SRTOs 2015** means Standards for Standards for Registered Training Organisations (RTOs) 2015.
2. **ASQA** means Australian Skills Quality Authority.
3. **USI** means Unique Student Identifier.
4. **AQF** Qualification means a qualification type endorsed in a training package or accredited in a VET
5. accredited course.
6. **LLN** means Language, Literacy and Numeracy.
7. **Unit of competency** (UoC) means the specification of the standards of performance required in the workplace as defined in a training package.
8. **VET** means Vocational Education and Training.
9. **RPL** means Recognition of Prior Learning.

REFERENCES

- Standards for Registered Training Organisations (RTOs) 2015: https://www.legislation.gov.au/Details/F2019C00503
- Users' guide to Standards for RTOs 2015: https://www.asqa.gov.au/standards/enrolment

FEEDBACK

AuPI staff and students may provide feedback about this document by emailing info@AuPI.com.au.

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REVISION HISTORY

Date / Version no.	Revision details	Person Responsible	Status	Comments
1.1	First version provided by the registration consultant was reviewed. Minor changes were made	Dr Ehsan Ahmed	Reviewed	
1.2	Version 1.1 was reviewed and minor changes were made	Dr Ehsan Ahmed	Reviewed and uploaded to the AUPI website	Next review due 26 December 2023