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Authority	Chief Executive Officer or Nominee
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Related policies	<ul style="list-style-type: none"> ▪ Marketing Policy ▪ RPL and Credit Transfer Policy ▪ Additional Support Policy ▪ Fee Administration and Refund Policy ▪ Privacy Policy ▪ Records Management Policy
Related procedures	<ul style="list-style-type: none"> ▪ Credit Transfer Procedure ▪ RPL Procedure ▪ Additional Support Procedure ▪ Enrolment Procedure ▪ Refund Procedure ▪ Records Management Procedure
Forms and supporting documents	<ul style="list-style-type: none"> ▪ Student Handbook ▪ Brochure ▪ Pre-Enrolment Assessments <ul style="list-style-type: none"> ○ RPL Eligibility ○ LLN Assessment ○ Interview Form ▪ Enrolment Form ▪ Credit Recognition Form ▪ RPL Application Form ▪ Training Plan ▪ Fee and Charges Sheet

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PURPOSE

1. The purpose of this Procedure is to outline the steps required to process for Australian Polytechnic Institute. This includes guidelines in making decisions related to processing enrolments.
2. The decision-making authority upon which this Procedure is based follows the corresponding Policy document written in accordance with existing regulatory requirements stipulated in the Standards for Registered Training Organisations 2015 (SRTOs 2015), and 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 Procedure 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.

PROCEDURES

Australian Polytechnic Institute provides clear information to prospective students to enable them to decide if Australian Polytechnic Institute and the students' selected course is suitable for them, based on their existing skills and knowledge and any specific needs.

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 and enrolled students about the following matters:

1. Processing Enrolments

Person Responsible	Step	Resources / References
Student	Send initial inquiry through email, phone, or web form.	Email: info@aupi.edu.au Phone: +61 2 7202 1122 Web form: https://www.aupi.edu.au/contact-aupi
Administrative staff	<p>Answer student questions about the course and the RTO.</p> <p>Follow the pre-enrolment interview form to facilitate the conversation.</p> <p>Complete the interview form and start an enrolment checklist for the student.</p> <p>Provide student a copy of the following:</p> <ul style="list-style-type: none"> • Student Handbook, Course Booklet and Enrolment Form • RPL Eligibility Assessment and RPL Application Form, if applicable • Credit Recognition Form, if applicable • LLN Assessment, if applicable 	<p>Course Booklet</p> <p>Pre Enrolment Checklist</p> <p>Pre-enrolment Interview Form</p> <p>Student Handbook</p> <p>Fees & Charges</p> <p>LLN Assessment</p> <p>Credit Recognition Form</p> <p>RPL Application Form</p> <p>RPL Eligibility Assessment Enrolment Form</p> <p>Enrolment Checklist</p>

Enrolment Procedure



	Send student the invoice for the course fees	
Student	Send back a copy of valid photo ID and the completed forms and assessments, as applicable Pay the fees invoiced	
Administrative staff	Once payment is confirmed, send the student a welcome email. Inform the student that their trainer will contact them to schedule their onboarding within 3 business days.	
Administrative staff	Enrol the student to the student portal Pre-fill the student's training plan: <ul style="list-style-type: none"> ● student details ● portal logins ● Trainer details ● Course start and end dates 	Student Portal: https://aupi.com.au/myaupi/ Training plan
Administrative staff	Create a folder for the student in the student files. Upload the following documents: <ul style="list-style-type: none"> ● Completed enrolment checklist ● Completed interview form ● Enrolment form ● Valid photo ID ● Pre-filled training plan ● LLN assessment, if applicable ● RPL Eligibility Assessment and RPL Application, if applicable ● Credit Transfer Application, if applicable 	<i>Student file folder. (Authorised Access Only)</i>
Administrative staff	Inform the trainer about the new student and share access to the student's folder. Ensure the student's onboarding is scheduled within 72 hours.	

2. Onboarding

Person Responsible	Step	Resources / References
Trainer	Contact the student to schedule the onboarding session with 72 hours of enrolment. Schedule the onboarding session in person or via webinar.	
Trainer	Prepare for the onboarding session: <ul style="list-style-type: none"> ● Review the student files, particularly: <ul style="list-style-type: none"> ○ Completed interview form ○ Enrolment form ○ LLN assessment, if applicable ○ RPL Eligibility Assessment and RPL Application, if applicable ○ Credit Recognition Form, if applicable ● Identify LLN / additional support requirements 	Pre-enrolment Interview Form Enrolment Checklist Course Brochure Student Handbook Enrolment Form RPL Eligibility Assessment RPL Application Form Credit Recognition Form LLN Assessment
Trainer	Facilitate the onboarding session: <ul style="list-style-type: none"> ● Provide course orientation ● Provide a tour to the student portal ● Confirm delivery of units: Training and Assessment, Assessment Only, RPL or 	Course orientation presentation Student portal: https://aupi.com.au/myaupi/ Training plan



	<p>Credit Transfer (update Training Plan accordingly)</p> <ul style="list-style-type: none"> • Confirm potential LLN / additional support requirements, agree on support strategy (update Training Plan accordingly) <p>After the onboarding session, inform the student that you will send them their training plan including their student portal login details and course schedule.</p>	
Student	Attend the onboarding, ask questions about the course and confirm understanding of the course delivery arrangements	
Trainer	Complete the Training Plan and send a copy to the student.	

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 Procedure 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 Procedure, 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 CEO or Nominee . 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 CEO or Nominee 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 accredited course.
5. **LLN** means Language, Literacy and Numeracy.
6. **Unit of competency** (UoC) means the specification of the standards of performance required in the workplace as defined in a training package.
7. **VET** means Vocational Education and Training.
8. **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.edu.au.

