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POLICY

EN2 Application and Enrolment

Version: 1.3
Policy Owner: Chief Executive Officer
Approved by: Head of Quality and Compliance
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Next review Date: September 2027

1.0 Purpose

This policy outlines the RTOs approach to offering training services and enrolling learners into its courses. In line with the OSRTOs and State Funding contract requirements. The RTO ensures that each learner is enrolled into nationally accredited courses (qualifications, units of competency and skills set) in accordance with the Australian Vocational Education and Training Management Information Statistical Standards (AVETMISS) and all other applicable legislation and guidelines.

2.0 Scope

This policy applies to all employee, partners and associates of the RTO in relation to learner enrolment and administration.

This policy includes all regulatory requirements that fall under the RTOs obligations as a registered training organisation.

3.0 Definitions

Term	Definition
ACSF	Australian Core Skills Framework
AQF	Australian Qualification Framework
AVETMISS data	Means the Australian Vocational Education and Training Management Information Statistical Standard data required to be collected for ALL learners who are undertaking a Nationally Accredited Course or Unit of Competency. This data is reported to the Federal and State Departments for statistical purposes.
USI	Unique Student Identifier
PTR (Pre-Training Review)	Means the process undertaken by the RTO and the learner to determine the most suitable and appropriate training to undertake.
LLN Assessment	Language, Literacy and Numeracy assessment to determine the ACFS level that learner is to undertake the relevant AQF level qualification.
NCVER	National Centre for Vocational Education Research
RTO	Means the Practical Outcomes (21857)
SMS	Stands for Student Management System
LMS	Stands for Learning Management System
OSRTOs	Stands for Outcome Standards for Registered Training Organisations (RTOs) 2025.
The Department	Refers to the Department of Jobs, Skills, Industry and Regions

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4.0 Policy

4.1 Information to Learners

- Prior to enrolment, Practical Outcomes ensures that all learners are fully informed and provided with the following information:
  - Our policies and procedures including complaints and appeals
  - Learner Handbook
  - Full details of the course including:
    - The course outcomes
    - Entry requirements
    - If there are any prerequisites
    - List of units and if any practical placement is required
    - Duration
    - Delivery modes and assessment methods
    - If there are any third party involved in the delivery or recruitment processes
    - Fees and Charges
    - Learner Support Services.

4.2 Application

- Potential learners apply for a course online or face to face during a session with a Growth and Partnerships team member. The team ensure the learners are fully informed prior to applying for enrolment.
- Learners are accurately informed about the total amount of fees and charges payable based on the outcome of eligibility assessment for subsidised training.
- Learner must provide sufficient evidence to meet eligibility requirements as well as to allow the RTO to verify USI and unit of competencies (UOC) for credit transfers.
- For face-to-face enrolments, RTO verifies ID by sighting the original document and for online enrolments, using a Document Verification Service, Green ID.
- The RTO Student Application Form collects all relevant AVETMISS data from the learner and this information is recorded in the SMS.
- Course fees are payable in accordance with the EN1 Fees and Refunds Policy.
- All learners enrolled in programs are provided with an Acknowledgement letter and a Statement of Fees.
- All individual clients have access to their own records, and the progress of their learning. This is enabled through the SMS and LMS. (*See SP2 Record Management Policy*).

4.3 Pre-Training Review (PTR)

- Potential Learners seeking to enrol in a course or VET unit of competency with the RTO, regardless of their background, circumstances or eligibility for funding will be assessed for entry into study through the same published entry requirements and through the same process.
- Prior to enrolment all potential learners must undertake a Pre-Training Review which includes the Language, Literacy and Numeracy Assessment to ensure that:
  - the course is the most suitable and appropriate for the learner.
  - the learner's LLN Skills are at relevant ACSF levels.
  - the learner has digital skills that are required to undertake training.

  - any additional support the learner may need is identified.

- The RTO representative provides rationale and offers enrolment only if the course is deemed to be suitable and appropriate and aligns with the individual objectives for training and desired outcomes of the learners.
- All Language, Literacy and Numeracy (LLN) Assessments are reviewed to ensure that learner's LLN skills are appropriate and at relevant ACSF levels.
- The RTO may accept learners with higher-level ACSF skills into entry-level programs where these programs form the required pathway to higher level qualifications.
- The LLN Support Coordinator provides support to learners who need additional LLN Support and seeks consent prior to setting up individual support plan.
- The LLN Support plan is saved in the student portfolio in the student management system to ensure trainers and assessors are fully aware of the required support being provided.
- The Pre-Training Review will also assist in determining any Credit Transfers or Recognition of Prior Learning the learner would like to apply for. Please refer to the *EN4 Credit and Recognition of Prior Learning Policy*.

4.4 Special Needs of Learners

Learners intending to enrol in training are requested to advise of any physical / mental / psychological or other impairments / needs (e.g. language issues, LLN needs, learning difficulties, dyslexia etc) which may adversely affect their ability to successfully undertake the training. They should discuss this first when applying for their course with the Growth and Partnerships team or during the PTR / LLN process.

4.5 Unique Student Identifier (USI)

- All learners are required to provide their USI, in accordance with requirements of the *Unique Student Identifier Act*.
- Learners will be advised of the process of obtaining a USI if they do not already have one, via http://www.usi.gov.au/Pages/default.aspx
- The RTO will verify and maintain all USI numbers in its Student Management System.

4.7 Confirmation of Enrolment

- Upon acceptance of an enrolment the learner is provided with written confirmation of their enrolment, including the following:
  - Course commencement date and proposed end date
  - Delivery Mode
  - Trainer details
  - Links to enrolment related policies.

4.8 Information About the Victorian Skills First Funding Program

- At the application stage, RTO informs potential learners about the impact accessing Government Funding will have on future funding.
- Learners that are applying for funding under the Skills First Program complete an Eligibility Declaration and provide the following evidence in the form of a Certified copy, or copy of the original sighted by an RTO representative or copy that can be digitally verified:
  - Either an Australian Birth Certificate (not Birth Extract); or
  - Current Australian Passport; or
  - Current New Zealand Passport; or

  - Australian Citizenship Certificate; or
  - Current Green Medicare Card; or
  - Australian Certificate of Registration by Descent; or
  - New Zealand Birth Certificate; or
  - New Zealand Citizenship Certificate; or
  - a proxy declaration for individuals in exceptional circumstances as per Clauses 2.14 – 2.18 of the
  - Guidelines About Eligibility (the Eligibility Guidelines); or
  - Confirmation via the Visa Entitlement Verification Online System (VEVO) of permanent residence AND the student's foreign passport or ImmiCard
  - Confirmation that the student meets the eligibility criteria for the Asylum Seeker VET Program.
  - A current Drives Licence, Learners Permit, Proof of Age Card or 'Keypass' if age is relevant.
- Learner sign the Student Application Form Declarations and Agreement Statements to demonstrate they have read and understood the terms of enrolment and the specific Skills First Program information.
- The RTO's authorised delegate completes and signs off the RTO Authorised Delegate Form for each eligible learner, to confirm that they have assessed the information and evidence provided by the applicant against the eligibility requirements.
- The RTO provides documentation to Skills First funded learners that includes:
  - Course code and title
  - Delivery Mode
  - Estimated duration of course
  - Training and Assessment locations
  - Workplace/Practical Placement arrangements
  - Total and hourly tuition fees
  - Maximum Government Contribution.

4.9 Victorian Skills First Funding Program Eligibility

- The RTO assesses learner eligibility for Skills First funded programs against the listed requirements, prior to course commencement.

  The learner must:
  - Be an Australian or New Zealand citizen or a Permanent Resident; and
  - Undertake all training and assessment while physically present in Victoria; and
  - Commence only a maximum of two Skills First subsidised programs that are AQF qualifications in a calendar year **(2 AQF qualifications and 2 Skills Set in a year)**; and
  - Undertake a maximum of two Skills First subsidised programs at any one time **(2 at a time)**

4.10 Victorian Skills First Funding Program Eligibility Exemptions

- The RTO exempts a student from the eligibility requirements in accordance with Part C of Schedule1 of the Contract.
- The RTO sights and retain evidence of a student's eligibility to receive an exemption as specified in Part C of Schedule 1 of the Contract or in Clause 2.7 of Eligibility Guidelines.

4.11 Training Plan

- The RTO will provide learners with an individual training plan that outlines the program they are enrolled into. The training plan will align with the course training and assessment strategy.
- Individual training plans include:
  - name and contact details of the RTO, employer (if relevant) and learner;

  - title and code of program;
  - expected duration of the program;
  - title and code for each subject to be completed as part of the program;
  - Scheduled Hours for each subject;
  - timeframe for each subject, including the start date and end date of each subject;
  - delivery modes to be used for each subject;
  - method(s) of assessment for each subject;
  - persons responsible for the delivery and/or assessment of each subject (where this information is not available within the timeframe for first issuing a Training Plan, it must be made available as soon as is reasonably practicable); and
  - record of Recognition of Prior Learning (RPL) and credit transfer hours granted, as relevant.
- In addition to the above, training plans for trainees include:
  - Structured Training: Workplace based, Structured Training off-the-job and/or detailed training activities to be undertaken as part of any workplace-based training arrangements (where this information is not available within the timeframe for first issuing a Training Plan, it must be made available as soon as is reasonably practicable);
  - details of the time allocated outside routine work duties for Structured Training Workplace based and/or Structured Training off-the-job;
  - any other specific requirements to be met in accordance with the Training Contract or the Approved Training Scheme.
- The training plan is developed and provided to the Learner either before the commencement of training, or no later than four weeks after the commencement of training.
- A Training Plan for a non-Apprentice or Trainee Skills First Student who is to participate in training conducted in a workplace where they are employed must be agreed to and signed by the employer that manages and controls the workplace.
- A Training Plan for an Apprentice/Trainee is developed and signed either before the commencement of training, or no later than four weeks after the commencement of training by the RTO, employer and Apprentice/Trainee (and the school in the case of a school-based apprenticeship/Traineeship). A copy of the signed Training Plan is provided to all parties.
- The training plan is maintained throughout the delivery of training and assessments.

4.12 Changes to Enrolment

- If a learner wishes to transfer to another delivery mode for the same course, the trainer completes an Enrolment Variation Form and sends it to Administration Team to update the enrolment on student management system.

4.13 Learner Induction

- The learners complete an induction module on the LMS, prior to commencement.
- The module provides appropriate information about the program, RTO expectations, available supports, LMS navigation, and rights and responsibilities of learners

4.14 RTO Responsibilities

The Head of Growth and Partnership ensure that the team provides accurate and sufficient information to potential learners prior to enrolment.

The Administration and Funding Claims Manager is responsible for correct and accurate processing of enrolments on the SMS in accordance with this policy and procedures.

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4.15 Records Management

All documentations from enrolment processes are maintained in accordance with Records Management Policy. (See *SP2 Records Management Policy).*

4.16 Monitoring and Improvement

All enrolment practices are monitored by the Head of Quality and Compliance and areas for improvement identified and acted upon. (See *OR3 Continuous Improvement Policy*).

5.0 Legislative Context

Name	Section
Outcome Standards for RTOs 2025	Quality Area 2
Victorian Skills First Program	Standard VET Funding Contract, Guidelines about Eligibility, Guidelines about apprenticeship/traineeship

6.0 Related Documents

Name	Document Type
SP1 Administration and Data Reporting Policy	Policy
SP1.1 Administration and Data Reporting Procedure	Procedure
SP2 Record Management Policy	Policy
Pre Training Review	Form
Language, Literacy and Numeracy Test	Online
Student Application and Eligibility Declaration	Form
RTO Authorised Delegate Form	Form
Learner Handbook	Form
EN1 Fees and Refunds Policy	Policy
Eligibility Requirements	Fact Sheet
Enrolment Variation Form	Form
EN4 Credit and Recognition of Prior Learning Policy	Policy
MR2 Access and Equity Policy	Policy
OR3 Continuous Improvement Policy	Policy

7.0 Version Control and Revision Information

The RTO reserves the right to vary, replace or terminate this policy from time to time.

Version #	Approval Date	Approved By	Details
1	June 2025	HQC	Document creation to align with OSRTOs 2025
1.1	October 2025	HQC	Updated to PTR and Asylum Seeker section for clarity
1.2	March 2026	HQC	Update to Asylum Seeker and Learner Induction sections
1.3	September 2026	HQC	Updated induction section, job titles, reworded for clarity