

<b>Policy name:</b>	EN2 Application and Enrolment Policy	<b>Version:</b>	5.3
<b>Policy owner:</b>	Chief Financial Officer		
<b>Approved by:</b>	Quality and Compliance Manager		
<b>Approved date:</b>	January 2018	<b>Review date:</b>	November 2023

## SECTION 1 - INTRODUCTION

### PURPOSE

This policy outlines the RTOs approach to offering training services and enrolling learners into its courses.

In line with the Standards for Registered Training Organisations (RTOs) 2015 and State Funding contract requirements the RTO ensures that each learner is enrolled into nationally accredited courses (qualifications, units of competency and skills sets) in accordance with the Australian Vocational Education and Training Management Information Statistical Standards (AVETMISS) and all other applicable legislation and guidelines.

### SCOPE

This policy applies to all employee, partners and associates of the Practical Outcomes (21857) in relation to learner enrolment and administration.

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

### DEFINITIONS

**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

**SRTOs** – Stands for Standards for Registered Training Organisations (RTOs) 2015.

**The Department** – refers to the Department of Jobs, Skills, Industry and Regions

## SECTION 2 - POLICY

### 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.

### Application

- Potential learners apply for a course online or face to face during a session with a Business Development Consultant. Our Course Advisors 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 ID 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*).

### Pre-Training Review (PTR)

- Potential Learners seeking to enrol in a course or VET unit of competency with Practical Outcomes, 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:
  - a. the course is the most suitable and appropriate for the learner.
  - b. the learner's LLN Skills are at relevant ACSF levels.
  - c. the learner has digital skills that are required to undertake training.
  - d. any additional support the learner may need is identified.
- Learners will be offered enrolment only if the course is deemed to be suitable and appropriate and aligns with their individual objectives for training and desired outcomes.
- All Language, Literacy and Numeracy (LLN) Assessments are reviewed by Trainers. If the learner needs additional support, the LLN Student Support Coordinator is notified.
- The LLN Support Coordinator seeks learner consent to receive support. An individual learner support plan is put in place during initial session and 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*.
- Once the trainer and learner have completed the PTR, it is submitted to and audited by the Administration team.

### 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 course advisors and during the PTR / LLN process with their trainer. For more information, refer to *MR2 Access and Equity Policy*.

### 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>
- Practical Outcomes will verify and maintain all USI numbers in its Student Management System.

### Group Enrolments (Industry Partners)

- The National Partnerships Manager negotiates course requirements with relevant industry partners, Employment Service Providers or learner representatives.

- Individual Application Forms are required for all individual learners to secure a place.

### 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.

### INFORMATION ABOUT THE VICTORIAN SKILLS FIRST FUNDING PROGRAM

Skills First is a Victorian Government funded program designed to provide high quality training to eligible students that aligns with industry and workplace needs. Eligible learners must be:

- academically capable and suitable to undertake the course as determined during the PTR / LLN process; and
- enrol in a Skills First Approved course that is listed on the Funded Course Report published by the Department and listed in Schedule 2 of the RTOs funding contract.

At the application stage, potential learners are informed about the impact accessing Government Funding will have on future funding. Learners are also informed via the Student Application form that they may receive a survey from NCVET or receive an invitation to participate in projects endorsed by the Department as well as having to complete a Learner Questionnaire for feedback purposes.

The RTOs Student Application Form collects all applicable information from learners that fall under the Victorian VET Learner Statistical Collection Guidelines and the Australian Vocational Education and Training Management Information Statistical Standard data (AVETMISS) including the learners Victorian Student Number (VSN), if applicable.

Learners that are applying for funding under the Skills First Program must complete a Program 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 2.12 – 2.16 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 Drivers Licence, Learners Permit, Proof of Age Card or 'Keypass' if age is relevant.

Each learner must 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.

A Statement of Fees will be issued to Skills First funded learners along with Acknowledgement letter to confirm receipt of Application Form. The Statement of Fees includes the following:

- 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.

### VICTORIAN SKILLS FIRST FUNDING PROGRAM ELIGIBILITY

For a learner to be eligible for Skills First, they must meet the following criteria:

- Be an Australian or New Zealand citizen or a Permanent Resident; 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**)

### VICTORIAN SKILLS FIRST FUNDING PROGRAM ELIGIBILITY EXEMPTIONS

There are a number of exemptions from the eligibility requirements listed above. These include:

- A learner is exempt from the **2 AQF qualifications in a year** requirement if:
  - Learner is transitioning from a superseded program to the current version of same program; or
  - Learner is recommencing training in the same program (at either the same or a different provider); or
  - Learner is enrolling in an Apprenticeship after having participated in one of the programs identified as a Pre-Apprenticeship and Pathway Program on the Funded Program Report; or
  - Learner has participated in:
    - 22510VIC – Course in Identifying and Responding to a Family Violence Risk; or
    - participation in Literacy and Numeracy Support Units.
- A learner is exempt from the **2 at a time** requirement if:
  - Learner has participated in the following programs or initiatives:
    - 22510VIC – Course in Identifying and Responding to a Family Violence Risk; or
    - participation in Literacy and Numeracy Support Units.
- If a learner is enrolling into the **Asylum Seeker VET program**, they:
  - must meet all previously listed eligibility requirements EXCEPT for the citizenship/residency requirements; and

- must be referred to the RTO by an Asylum Seeker Resource Centre or the Australian Red Cross via a *Referral to Government Subsidised Training – Asylum Seekers* form; and
- Must hold one of the valid visas from the below list which has been confirmed by the RTO using the Commonwealth Visa Entitlement Verification Online (VEVO):
  - Humanitarian, protection, or refugee visa; or
  - Bridging visa – In case of a bridging visa, a written declaration attached to the student’s file stating the Training Provider has sighted a document from the Department of Home Affairs acknowledging the individual has lodged an application:
    - for a humanitarian, protection, or refugee visa; or
    - under s.417 or s.48b of the Migration Act 1958 (Cth) which is yet to be determined

A copy of the VEVO check must be retained on file by the RTO.

- If the learner is enrolling as a trainee, they must meet further requirements:
  - Learner must be employed in Victoria in either part time or full-time capacity under an award or registered agreement; and
  - Undertaking an Approved Training Scheme; and
  - Have fully signed Training Contract with their employer; and
  - Training Contract must be registered with VRQA.
- If the learner is under 17 years of age, they:
  - Must have received an exemption from school attendance unless they are undertaking training as part of a School Based Apprenticeship or Traineeship; and
  - Must participate in training on a full-time basis or participate in a combination of training and employment.
  - They must also meet the below requirements:
    - If the learner is under 17 years of age and has **completed year 10**, they must also provide:
      - a copy of the signed and completed endorsement page from the *Exemption from School Application Form* or correspondence or a certificate signed by the School Principal or a Department Regional Director; and
      - form clearly states the RTO and training to be undertaken.
    - If the learner is under 17 years of age and **has not completed year 10**, they must also provide:
      - a copy of a certificate or letter signed by Department Regional Director granting an exemption; and
      - form clearly states the RTO and training to be undertaken.
    - If the learner is under 17 years of age and is not or has never been enrolled in a Victorian school:
      - Must provide correspondence or a certificate signed by the Department Regional Director
      - Form clearly states the RTO and training to be undertaken.

## Training Plan

- Learners will be provided 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 will include:
  - a. name and contact details of the RTO, employer (if relevant) and learner;
  - b. title and code of program;
  - c. expected duration of the program;
  - d. title and code for each subject to be completed as part of the program;
  - e. Scheduled Hours for each subject;
  - f. timeframe for each subject, including the start date and end date of each subject;
  - g. delivery modes to be used for each subject;
  - h. method(s) of assessment for each subject;
  - i. 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
  - j. record of Recognition of Prior Learning (RPL) and credit transfer hours granted, as relevant.
- In addition to the above, training plans for trainees will include:
  - a. 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);
  - b. details of the time allocated outside routine work duties for Structured Training Workplace based and/or Structured Training off-the-job;
  - c. any other specific requirements to be met in accordance with the Training Contract or the Approved Training Scheme.
- The training plan will be 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 will be 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 will be provided to all parties.
- The training plan will be maintained throughout the delivery of training and assessments.

## Changes to Enrolment

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

### Learner Induction

- The RTO provides learners with induction/orientation to ensure they have appropriate information to facilitate their interactions with the RTO and their learning.
- The induction/orientation can be a group session or individual session conducted online or in person.

### RTO Responsibilities

The Chief Financial Officer is responsible for ensuring compliance with enrolments processes.

Funding and Contracts Manager is responsible for correct and accurate processing of enrolments in accordance with this policy and relevant procedures.

### Records Management

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

### Monitoring and Improvement

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

## SECTION 3 - LEGISLATIVE CONTEXT

Name	Section
Standards for RTOs 2015	Standard 1.7, 3.6, 5.1-5.3 and 7.5.
Victorian Skills First Program	Sch 1 Part A Clause 2.1 – 2.12, 4.1 – 4.7, 6.4-6.20

## SECTION 4 - 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
Student Application	Online
Learner Handbook	Online
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



## SECTION 5 - VERSION CONTROL

Version #	Approval Date	Approved by	Details
1	June 2018	Tash Hartig	Document creation.
2	July 2018	Tash Hartig	Document review. Updated policy and related documents list.
3	August 2018	Tash Hartig	Document review. Added VSL and State specific policies. Added Evidence of Eligibility and Fee Free for Year 12 Graduates.
4	March 2019	Marcus Sellen	Changed document owner position
5	October 2019	Marcus Sellen	Updated address
5.1	March 2021	Julie van Belkom	Minor changes to update terminology and changes to funding contracts
5.2	November 2022	Aruna Joshi	Updated to include Training Plan references
5.3	October 2023	QCM	Updated RTO responsibility section Update policy approver Update Skills First section to align with eligibility guidelines Updated PTR section