

# Enrolment and Information Policy

## 1. Purpose

Transforming Training is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (SRTOs 2015). As such, Transforming Training is required to comply with relevant Commonwealth and Territory laws regarding and including anti-discrimination and equal opportunity. Transforming Training is committed to providing the best practice, professional products and services to its Learners and acknowledges it can only succeed in this with effective and efficient quality processes.

The purpose of this policy is to provide fair and equitable process for Learner enrolment and ensure Learners are provided with accurate and sufficient information to make an informed choice about their enrolment and chosen course.

## 2. Policy Statement

Transforming Training is committed to ensuring all Learners enrolling in courses are treated fairly and equitably, and are clearly informed of the enrolment process, conditions, details regarding their chosen course, rights and obligations.

Transforming Training will provide prospective and current Learners with advice regarding relevant training products to meet their needs, taking into account the individual's existing skills and competencies.

## 3. Definitions

3.1. The following words and expressions have the following specific meaning, as in the Standards for Registered Training Organisations (SRTOs 2015).

**Educational and support services** may include, but are not limited to:

- a) pre-enrolment materials;
- b) study support and study skills programs;
- c) language, literacy and numeracy (LLN) programs or referrals to these programs;
- d) equipment, resources and/or programs to increase access for learners with disabilities and other learners in accordance with access and equity;
- e) learning resource centres;
- f) mediation services or referrals to these services;
- g) flexible scheduling and delivery of training and assessment;
- h) counselling services or referrals to these services;
- i) information and communications technology (ICT) support;
- j) learning materials in alternative formats, for example, in large print;
- k) learning and assessment programs contextualised to the workplace; and

- l) any other services that the RTO considers necessary to support learners to achieve competency.

**Mode of delivery** means the method adopted to deliver training and assessment, including online, distance, or blended methods.

**Scope of registration** means the training products for which an RTO is registered to issue AQF certification documentation. It allows the RTO to:

- a) both provide training delivery and assessment resulting in the issuance of AQF certification documentation by the RTO; or
- b) provide assessment resulting in the issuance of AQF certification documentation by the RTO.

**Student Identifier** has the meaning given in the *Student Identifiers Act 2014*.

## 4. Policy Principles

### 4.1. Information to Learners

- a) Prior to enrolment each prospective Learner is sent an email (Registrar to use the Enrolment **Email template** in NovaCore) referring them to, and requesting they read the Learner Handbook with regards to their rights and obligations. They are provided with a Course brochure and reference to the Refund Policy and other policies on Transforming Training website so they can make informed choices regarding their learning. They are also informed of computer needs.
- b) Information provided to Learners and prospective Learners will include, but is not limited to:
  - i. RTO code;
  - ii. Licenced, regulated course outcomes and pathways for current training products;
  - iii. Full code, title and currency of training product, as published in the national AQF register;
  - iv. Estimated duration of the course;
  - v. Expected course location;
  - vi. Training and assessment arrangement, including modes of delivery available;
  - vii. Enrolment and selection processes;
  - viii. Name and contact details for third party providers;
  - ix. Work placement arrangements (as relevant);
  - x. Transforming Training's obligations to the Learner, including quality assurance;
  - xi. Certification;
  - xii. Fees and charges, including deposits, payment options and obligations (specifically under VET FEE-Help or other government subsidy and financial support arrangements [as applicable]);
  - xiii. Refund policy and processes;
  - xiv. Provision for language, literacy and numeracy assistance and support;
  - xv. Educational and support services;
  - xvi. Legislative and occupational licensing requirements (as relevant);
  - xvii. Flexible learning and assessment options;
  - xviii. Assessment Appeals policy;
  - xix. Complaints process;
  - xx. Recognition of prior learning and Credit transfer;
  - xxi. Participant responsibilities and expected standards of behaviour;
  - xxii. Third party provider obligations and assurances;
  - xxiii. Materials and resources to be provided by the Learner.

## 4.2. Enrolment of Individual Learners

- a) Enrolment into training programs will be conducted at all times in an ethical and responsible manner, ensuring fairness and compliance with the Transforming Training Access & Equity Policy.
- b) Enrolments are subject to availability of places on the training program, based on the maximum number of Learners [breakeven of 10 enrolments] who can be accommodated under the particular circumstances (e.g. safety, capacity of training venue, type of course, learning structures etc. within the program).
- c) Transforming Training will review the individual needs of each prospective Learner, taking into account their existing skills and competencies, advising them of the most appropriate training product to meet their needs.
- d) If a training program is fully booked at the time a Learner enquires about enrolment into that particular training program, they will either be placed on a 'Waiting List' or offered a place on another date that the program has been scheduled.
- e) Learners on the 'Waiting List' are given priority should a place become available. This is strictly on a first-in, first-served basis.
- f) Enrolments will be considered tentative until payment has been received. Should enrolment numbers reach maximum, and another person wishes to enrol on a course where there is a tentative enrolment, the tentative booking will be contacted to confirm payment. If payment is not made, the place will be given to the new Learner.
- g) All Learners enrolling in courses are advised by email, upon receipt of their enrolment form and payment, once their place on the course is confirmed.
- h) Course fees are payable in advance.

## 4.3. Special Needs of Learners

- a) Learners enrolling for training are requested to advise of any physical or other impairments/ needs (e.g. English language difficulties, dyslexia) which may adversely affect their ability to successfully undertake the training. (See **Access & Equity Policy**)

## 4.4. Language, Literacy and Numeracy Abilities of Learners

- a) Learners intending to enrol for training are assessed on their language, literacy and numeracy abilities as well as their digital literacy to determine their capability to successfully undertake the training and determine whether any additional support is needed. (See **Access & Equity Policy**)

## 4.5. Student Identifier

- a) All Learners are required to provide their unique Student Identifier, in accordance with requirements of Student Identifier Act.
- b) Students will be advised on the process of obtaining a Student Identifier if they do not already have one, via <http://www.usi.gov.au/Pages/default.aspx>

- c) Transforming Training will verify and maintain all Student Identifier numbers in its Student Management System (SMS), PowerPro

#### 4.6. Group Enrolments (Corporate Learner / Employer)

- a) The Principal of Transforming Training negotiates course requirements with relevant company Learner representative.
- b) Written confirmation is required to confirm course booking with names of individual Learners and each individual's email address included.
- c) Individual enrolment forms are required for all individual prospective Learners to secure a place. The link to the digital Enrolment form is emailed to prospective Learners.

#### 4.7. Recognition

- a) Mutual Recognition, Credit Transfer and Recognition of Prior Learning are acknowledged and accepted as a standard practice of Transforming Training. (See **Assessment and Recognition Policy**)

#### 4.8. Confirmation of Enrolment

- a) Upon receipt of the prospective Learner's enrolment form, the Learner may be requested for an interview. If/ Once accepted, the Learner receives written confirmation of their enrolment, including an estimated course duration with a schedule for training and assessment dates, mode of delivery, times and location of training (as relevant to the mode of learning) and all workplace requirements.
- b) Should there be a third party providing training and assessment, this will be communicated to the Learner.

#### 4.9. Changes to Training and Assessment

- a) Any changes to a training program, services or third party provider will be advised to Learners, as soon as possible prior to the date the change is to occur.

#### 4.10. Cancellation of Courses

- a) It is NOT Transforming Training's normal policy to cancel scheduled training programs.
- b) However, if for some unforeseen reason a course is cancelled or postponed, all Learners will be offered the opportunity to attend the training program on another date, at another location (if available) or in another delivery mode.
- c) If, in the event that the Learner does not accept the offer, or for some reason the offer cannot be made, the course fees will be refunded in full within one week of the date of the cancellation of the course. (See **Refund Policy**)

#### 4.11. Refund for Cancellation of Enrolment by Learner

- a) Refunds can be provided, in accordance with Transforming Training **Refund Policy**.

#### 4.12. Transfer of Enrolment

- a) **Transfer to another “Course date”** – Learners are able to transfer to another course date, providing they make a request in writing a minimum of one week in advance.  
The transfer is subject to course availability.
- b) **Transfer to another “Course”** – Should a Learner wish to transfer to another course, they need to make the request in writing a minimum of one week in advance.  
The transfer is subject to course availability.
- c) **Transfer to another “Delivery mode”** – Should a Learner, enrolled in a course, wish to transfer to another “delivery mode” for the same course they are able to do so providing they make a request in writing a minimum of one week in advance. An administration fee is applicable for all transfers to another course delivery mode.  
The transfer is subject to course availability.  
Should a student wish to transfer to another delivery mode and does not provide written notice at least one week in advance, the student forfeits the full course fee.
- d) **Transfer to another “Learner”** – Prior arrangement no later than one week prior to the course. An administration fee is applicable for all transfers to another Learner.

#### 4.13. Learner Records of Enrolment

- a) Transforming Training is obligated to report all enrolments, in compliance with national reporting requirements. (See **Management of RTO Policy**)
- b) Individual Learner records are created for each enrolment and maintained for a period of 30 years. (See **Records Management Policy**)
- c) All individual Learners have access to their own records, and the progress of their learning (on Canvas). This is enabled through the student management system. (See **Records Management Policy**)

#### 4.14. Fees

- a) Transforming Training will strive to maintain highly competitive fair and reasonable fee structures, outlining these in a “Schedule of Fees”.
- b) Transforming Training adjusts its fees and charges from time to time. Changes to fees will be fairly and equitably applied, advertised and clearly indicate the date from which the change will take effect.
- c) Transforming Training provides details of course fees in all course information. (See **Enrolment and Information Policy**)
- d) Course fees may be negotiated with individual clients, as approved by the Principal of Transforming Training.
- e) The Principal of Transforming Training may discount or waive course fees (for example in cases of severe financial hardship) at their discretion, and where such waiver falls into compliance with any “Funding body” policy (as relevant).
- f) Confidentiality regarding fee arrangements is expected from clients.
- g) Where course fees are subsidised by a “Funding Body” (for example an Australian Apprenticeship or other State / Federal /Territory funded program) these may include a non-negotiable “Student

Course Fee”. Transforming Training will ensure these fees are applied and communicated to clients at the time of enrolment, in accordance with the relevant Funding body” fees policy.

#### 4.15 Fee Payment Arrangements

- a) All fees are payable in advance. As such, Transforming Training will affect financial practices to ensure the protection of fees paid in advance.
  - i. Transforming Training cannot accept prepaid fees from individual clients in excess of a total of \$1500 (being the threshold total prepaid fees amount).
  - ii. Transforming Training will hold the clients prepaid fees in trust until the client ‘commences’ their learning or assessment – at a unit/module level.
  - iii. Regarding payment plans - Monies in trust for an individual client will not exceed \$1500 at any given time.
  - iv. In accordance with Schedule 6 – Standards for RTOs; Transforming Training adopts the following to protect fees paid in advance.
- b) Flexible payment arrangements/ options will accommodate individual circumstances.
- c) Fees must be paid in full before certification will be issued
- d) If payment instalment / arrangements are in place, and a payment becomes overdue and remains unpaid for a period in excess of 14 days, Transforming Training reserves the right to suspend the clients learning or assessments (or both) until all fee payments are up-to-date.
- e) Flexible payment arrangements, such as instalments, credit card, direct debit, cheques and EFT remittance are acceptable to accommodate the diverse financial situations of clients.

#### 4.16 Refunds

- a) Transforming Training applies refunds in accordance with the **Refund Policy**.

#### 4.17 Student Information

- a) Each Learner receives a copy of the Transforming Training’s Learner Handbook which outlines key information including their rights and responsibilities as a learner.
- b) Transforming Training provides Learners with induction/orientation to ensure they have appropriate information to facilitate their interactions with Transforming Training and their learning.
- c) A formal induction process is undertaken during the first face to face class which includes:
  - Tour of building including staff amenities
  - Discussion of information outlined in Learner Handbook
  - Outline of roles and responsibilities of Trainer, workplace supervisor and learner
  - Online Learning Management System instruction and use
  - Emergency fire drill
- d) A formal induction process is undertaken on enrolment for Distance training and usually includes:

- information pack which outlines a range of information, tools and resources which will help them achieve their work and training goals.
- An induction phone call from the Trainer to both the learner and workplace supervisor. The induction phone call outlines the distance training and assessment process and the roles and responsibilities of the Trainer, workplace supervisor and learner.
- An Overview (induction) module is undertaken on Canvas before the commencement of the first units which will include:
  - Contact details
  - Learner Handbook
  - Transforming Training– website
  - Training Plan
  - Training Package Information
  - Course process
  - Plagiarism
  - Privacy and confidentiality
  - Credit Transfer and RPL
  - Assessment methods and requirements
  - Training and assessment resources
  - Training Plan
  - Support available for learners
- e) All Learners sign an acknowledgment that they have received, read and understood Transforming Training policies, and details within the Learner Handbook.

## 5. Transforming Training Responsibilities

The Principal of Transforming Training is responsible for ensuring compliance with enrolment processes.

Administration staff are responsible for correct and accurate enrolments in accordance with this policy and procedures.

*Student Identifiers Amendment (Enhanced Student Permissions) Act 2020*

<https://www.legislation.gov.au/Details/C2020A00046>

## 6. Access & Equity

The Transforming Training Access & Equity Policy applies. (See **Access & Equity Policy**)

## 7. Records Management

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

## 8. Monitoring and Improvement

All enrolment practices are monitored by the Principal of Transforming Training and areas for improvement identified and acted upon. (See **Continuous Improvement Policy**)