RTO Student Enrolment & Induction Procedure

Purpose:

The purpose of this enrolment and induction procedure is to identify the student's needs during the enrolment and induction process to ensure that our training and assessment services are suitable to each individual student and if necessary their employer. Training and assessment services are appropriately adjusted to accommodate the student and employers unique requirements.

Introduction:

The Centre of Professional Learning and Education's (CPLE) approach to enrolment and induction, provides pathways for students and if necessary employers to make informed decisions about their training and assessment needs and to enter a pathway for training and assessment that is suitable for them.

This policy supports within clauses 1.3, 1.7, 3.5, 4.1, 5.1, 5.2, 5.3, 5.4 and 7.3 of the Standards for Registered Training Organisations (RTO's) 2015

Authorisation:

This policy shall be endorsed and issued under the authority of the RTO Manager and the Deputy CEO of Communities@Work.

Procedure:

Initial Enquiry

The following steps are to be followed when enrolling a new student into a training program:

- Receiving an inquiry for a training program, assess the training needs and potential enrolment options of the student and provide the prospective student and if necessary employer with the information of the coming intake including;
  - Training program funding options
  - Qualification outline
  - Fee and refunds structure
  - Frequently asked questions
  - USI information

- Confirm the student and employers intent to proceed with enrolment into their elected training program. Arrange a suitable time to undertake a pre-enrolment interview.

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Pre-Enrolment Interview

- RTO Manager to conduct the pre-enrolment interview in person to:
  - Students to complete an enrolment form
  - Discuss and sign terms and conditions of enrolment
  - Discuss student and RTO code of conduct
  - Determine funding eligibility
  - Conduct a language, literacy and numeracy assessment (LLN) and determine that the student meets appropriate language, literacy and numeracy skills and abilities to meet the requirements of their desired training program as per the Australian Core Skills Framework (ACSF).
  - Establish the students training and assessment needs
  - Explain the training and assessment services involved in the relevant training program including; assessment methods that will be used throughout the training program and the mandatory work placement hours and requirements that apply to the qualification.
  - Explain RTO privacy policy and parties that will have access to RTO reported data on student enrolment and progress

- On conclusion of the pre-enrolment interview the RTO Manager is to liaise with CPLE Trainers to conduct a workplace visit to assess the workplace facilities and support are sufficient for the student for training and assessment.

- Within a week after the pre-enrolment interview; Inform the student if their LLN level is suitable for the training program that is being applied for:

- If the students LLN level is not suitable for the training program, advise the student of the LLN outcome, discuss support options available to the person through specialist service providers; and when they could come back for another intake.

- Assess if there is capacity to accept the enrolment based on LLN results with specific conditions outlined on their LLN feedback such as;
  - Assessments must be submitted typed so spelling and grammar is checked
  - Monitor spelling and grammar
  - Additional support strategies
  - Mentor/tutoring services
  - Enrolment is reviewed in the event LLN levels hamper progress and competence

- If a student's LLN levels are suitable for the training program, advise the student of the LLN outcome, assess the students individual needs and circumstances and discuss support options available to the person both within CPLE and those available through specialist service providers;

- Advise eligible students of RTO Induction information which is the final stage of the enrolment process before commencing training and assessment.

RTO Induction

- CPLE Trainers will conduct the RTO Induction with successful students before commencing training and assessment.

- During the induction students are issued with the following documents;
  - Student Handbook
  - Credit transfer and RPL application documents
  - Create training plan – ensure correct template is used as per funding arrangement
  - Discuss and complete initial training plan, ensure all units of competency reflect the student's training needs (if student is from an external employer arrange a time to meet with the student and employer at the workplace)
  - Completion of payment plans and confirm fee payment arrangements
  - Workshop schedules
  - AVETARS user guide if enrolling through User Choice or Skilled Capital funding arrangements
  - CPLE contact information
  - Completion of enrolment checklist to confirm required parties have received all required pre-enrolment information and completed all enrolment paperwork

- Discuss training program and assessment requirements;
- Inform the student about opportunities for recognition of their prior learning or current competence
- Discuss support and mentor services students can access through enrolment
- Information about assessment standards and requirements including;
  - Summary of qualification outline and units of competency involved within the training package
  - Discuss and issue training and assessment resources

- Types of assessment such as; theory, on-the-job, practical and observations
- Assessment submissions and extension requests
- Types of assessment outcomes
- Transition of superseded training packages
- Required work placement hours
- Information about the learner management system (LMS) and how it is used
- Workshop schedules and information about CPLE study sessions
- Student and RTO expectations
- Confirm next stage of finalisation of enrolment

Processing of Enrolment Data

Following the RTO Induction, if the student has decided to continue with their enrolment the remaining enrolment actions are required to be completed by RTO Administrator;

- Complete enrolment application, by creating and processing enrolment data within the student management system VETtrak (SMS) such as;
    - Create student record and enter enrolment form data (AVETMISS data)
    - Assign training contract information (funding arrangement, start and end dates)
    - Assign to relevant group
    - Assign student to a Training Facilitator based on group allocation
    - Assign qualification and relevant units of competency
    - Raise invoice and issue to student or employer if relevant (invoice according to funding fees advertised)
    - Verify USI information. If USI appears as en error, contact the student directly to follow up details and to obtain accurate USI.

- Create confirmation of enrolment letter to student and if relevant the employer

- Scan and file student records as per records retention policy and procedure and file name approach. Student records are filed on Communities@Work's shared drive and SMS that are only accessible by CPLE staff and are filed by qualification and allocated workshop group. Scanned enrolment documents include;
    - Enrolment Form
    - Invoice
    - Terms and Conditions of Enrolment
    - Training Plan

  - Enrolment Checklist
  - Eligibility documents
  - Confirmation of enrolment letter to student and if relevant employer
  - Payment Plans
  - LLN Assessment & LLN Outcomes
  - STA correspondence such as; fee waivers, contract variations, additional support funding if applicable.
  - National Recognition of Competence such as; credit transfer application, transcripts or initial RPL documents

- Inform Training Facilitators of confirmed student enrolment.

- Inform student and employer of successful enrolment with CPLE via email including the following attachments;
  - Confirmation of enrolment letter
  - Training plan
  - Enrolment Checklist
  - Terms & Conditions of Enrolment
  - Invoice
  - Student Handbook
  - Workshop Schedule
  - AVETARS User Guide (if enrolled through STA Government funding)

Following enrolment data processed by CPLE Administration, CPLE Trainers are then responsible for the finalisation of the following student enrolment records;

  - Establish the students support needs and if required document and outline an Individual Learner Support Plan for the student
  - Assess any National Recognition such as RPL or Credit Transfer as per National RPL Policy and Procedure and National Recognition Credit Transfer Policy and Procedure
  - Contact students who are successful for National Recognition, record results in SMS and issue an assessment feedback form with achieved outcomes to the student
  - Contact assigned students one to two weeks prior to commencing scheduled workshop for their first module, including in the email relevant resources and any pre-reading required to be completed, outlining the specific chapters to read before attending.

Traineeships (User Choice)

Please note in addition to the procedures outlined above, the following steps are also to be followed when enrolling a new student into a User Choice funded training program:

- Provide the employee and employer with contact details for an Australian Network Provider to arrange the initial traineeship sign-up, if required.
- After receiving the Notification of Business (NOB) through AVETARS, CPLE Administration is to contact the student and employer within 10 days to arrange for a Training Facilitator or RTO Manager conduct a pre-enrolment interview before accepting or rejecting the NOB. NOB's are to be approved within 14 days of receiving the notification.
- During the pre-enrolment interview visit, an employer resource assessment will be conducted to assess the employer resources, support and suitability for the students training needs in their elected training program.
- During the pre-enrolment interview the Training Facilitator or RTO Manager will negotiate the training plan with the employer and employee. If all parties agree to the terms of the training plan all partied including; trainee, employer, and trainer (for RTO) must sign and date. Training Plan version must also be recorded.
- During the pre-enrolment interview enrolment documents are to be completed that are outlined in the enrolment procedure above.
    - In addition to fees, during the pre-enrolment interview, conduct an assessment of the trainee eligibility to apply for a fee waiver with the State training Authority (STA). If a student is enrolled through a specific funding arrangement such as User Choice or Skilled Capital and meets the eligibility requirements for the applicable fees to be waivered. Fee waiver applications can be accessed from Skills Canberra website http://www.cmd.act.gov.au/enterprise-canberra2/skillscanberra/vet_admin/relevant_forms

- The Training Facilitator or RTO Manager are then to inform the Administrator to approve or reject the NOB in AVETARS. If rejecting the NOB, the Administrator is to inform Skills Canberra as to why the NOB is being rejected and provide evidence. The Training Facilitator or RTO Manager are to contact the employer and employee with reasons why the NOB has been rejected.

- If the NOB has been accepted the RTO Administrator must accept the NOB in AVETARS and confirm the training plan has been signed and dated, these dates must be recorded in AVETARS and must be after the NOB has been accepted.

- In addition to these processes specifically for User Choice funded training contracts, enrolment procedure is also to be followed as outlined above when conducting pre-enrolment interviews, processing and saving enrolment documents and conducting RTO Inductions.

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Skilled Capital Funding

Please note in addition to the procedures outlined above for initial enquiry, pre-enrolment interview, RTO induction and enrolment processing, the following steps are also to be followed when enrolling a new student into a Skilled Capital funded training program:

- Following advertising of Skilled Capital funding arrangements, contact all applicants who have expressed interest in enrolling into their elected qualification and arrange a pre-enrolment interview.

- During the pre-enrolment interview enrolment documents are to be completed that are outlined in the pre-enrolment interview procedure above.
    - In addition to fees, during the pre-enrolment interview, conduct an assessment of the trainee eligibility to apply for a fee waiver with the State training Authority (STA). If a student is enrolled through a specific funding arrangement such as User Choice or Skilled Capital and meets the eligibility requirements for the applicable fees to be waivered. Fee waiver applications can be accessed from Skills Canberra website http://www.cmd.act.gov.au/enterprise-canberra2/skillscanberra/vet_admin/relevant_forms

- RTO Administrator to create the student record in AVETARS and enter the following enrolment information that is relevant to the student;
        - Full Name
        - Date of Birth
        - Student ID (apprenticeship number if previously accessed other funding)
        - Email address
        - USI number
        - Residential Address
        - Gender
        - Youth at risk
        - Registered unemployed
        - Concession
        - Delivery mode
        - Qualification
        - RTO

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Please note: This data must be entered accurately and if errors are created when entering enrolment information you will need to submit a contract variation request with evidence of changes to be made.

- Inform Skilled Capital students if there enrolment was successful for the funding arrangement

- Skilled Capital students must commence in a unit of competency within 12 weeks of their enrolment record being created in AVETARS. This will be the start date of their training contract.

- RTO Administrator to record a continuing result against the units of competency the student will first commence against their enrolment record in VETrak SMS. Continuing results must be completed within 3 months of commencement.

- In addition to these processes specifically for Skilled Capital funded training contracts, enrolment procedure is also to be followed as outlined above when conducting pre-enrolment interviews, processing and saving enrolment documents and conducting RTO Inductions.

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Provision of pre-enrolment Information to students

The Standards for Registered Training Organisations under identify that each learner is properly informed and protected either prior to enrolment or the commencement of training and assessment. At CPLE we achieve this by providing prospective students with the following pre-enrolment information sources:

Student Handbook

The student handbook is the primary source of information to inform students about their rights and obligations prior to their enrolment. Ideally, the student handbook is supplied electronically as a PDF document as well has in hard copy form and can be accessed through Communities@Work's website www.commmsatwork.org. It is important that this document is professionally presented and updated as policies and procedures change, as it reflects the quality of the organisation. The student handbook is effectively the policy manual for the student's participation in training, assessment and engagement with CPLE. It should constitute as a valuable source of information for the student, who can reference the handbook when the student has questions about their training program. The student handbook should contain information on the following topics for the student:

- Introduction to Centre of Professional Learning & Education;
- RTO & student obligations;
- Selection and enrolment;
- Unique Student Identifier;
- Language, Literacy & Numeracy;
- Fees & refunds including protection fees;
- Qualification Information;
- Assessment, assessment outcomes, re-submissions & plagiarism;
- Student Recognition;
- Issuance of Certificates & Statement of Attainment;
- Privacy, confidentiality and access to records;
- Complaints & appeals;

- Workplace Health and Safety;
- Equal Opportunity;
- Harassment, victimisation or bullying;
- Support services;

Qualification Outline

The qualification outline is the primary means of informing prospective students about the training services to be provided in relation to a specific training program leading to a qualification or units of competency. A description of the qualification outline can be accessed through Communities@Work's website www.commsatwork.org, in a downloadable PDF format so the student to print and review as well as in hard copy. The qualification outline will also be sent to the student via email as pre-enrolment information. The qualification outline should contain the following minimum information:

- the nationally endorsed outcome by code and title;
- the expected duration of the course;
- the mode of delivery of training and assessment;
- the units of competency that comprise the course;
- the assessment requirements to successfully complete the course;
- student resource requirements;
- the expected locations for delivery;
- identify clearly any third-party providers (if applicable);
- identify any work placement arrangements;
- the expected occupational outcomes;
- contact details for CPLE; and
- identify the RTO by its national code, legal and trading name

Funding Arrangements

The funding arrangement booklets are designed to provide specific information around Traineeships (User Choice) and Skilled Capital Funding. These materials are the primary means of informing prospective students and employers about the different funding options that can be accessed for training services to be provided in relation to a specific training program leading to a qualification or units of competency. A description of the funding arrangement can be accessed through Communities@Work's website www.commsatwork.org, in a downloadable PDF format so the student and/or employer to print and review as well as in hard copy. The funding arrangement booklets are also issued to the student and or employer via email as pre-enrolment information. The funding arrangement booklets should contain the following minimum information:

- the entry requirements, eligibility or any relevant prerequisites;
- conditions of enrolment;
- employer obligations;
- benefits of the funded program;
- fees, concessions and eligible incentives;
- the nationally endorsed outcome by code and title;
- the expected duration of the course;
- the mode of delivery of training and assessment;
- the assessment requirements to successfully complete the course;
- the expected locations for delivery;
- identify clearly any third-party providers (if applicable);
- contact information for Australian Network Providers (ANP);
- identify any work placement arrangements;
- the expected occupational outcomes;
- contact details for CPLE; and
- identify the RTO by its national code, legal and trading name

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Workshop Schedule

Students and employers will be provided with workshop schedules during the pre-enrolment process with intakes available for enrolment with CPLE. Workshop schedules should contain the following information:

- workshop schedule group number;
- the nationally endorsed outcome by code and title;
- the expected duration of the workshops including workshop dates and assessment due dates;
- the units of competency and module that comprise the course;
- the assessment requirements to successfully complete work placement hours;
- the expected locations for delivery including map of venue;
- identify clearly any third-party providers (if applicable);
- contact details for CPLE; and
- identify the RTO by its national code, legal and trading name

Fees and Refunds Schedule

The fees and refunds schedule provides a central place where the nominated fees and charges to participate in training services and programs with CPLE are listed. Schedule of fees and refunds should contain the following information:

- The total amount of all fees applicable charged to the student and or employer during enrolment as per funded contract with CPLE including; student administration fees and any relevant additional fees.
- Fee concessions available to eligible students if they hold a current and valid;
  - Australian Government Health Care Card
  - Australian Government Low Income Health Care Card
  - Australian Government Pensioner Concession Card
  - Veteran's Gold Card

- Payment plans are available where fees can be paid off through instalments by signing a payment plan arrangement. These can be completed through direct debit or credit card payments and students or employers must acknowledge the terms and conditions of payment.
- The nature of the guarantee given by CPLE to honour its commitment to deliver services and complete the training and/or assessment once the student has commenced study;
- Information around Government incentives for both student and employers who meet eligibility
- Information on the implications for the student and employer of government training entitlements and subsidy arrangements in relation to the delivery of the services;
- Fees and charges for additional services, including such items as issuance of a replacement qualification certificate or statement of results and the options available to students who are deemed not yet competent on completion of training and assessment; and
- CPLE fee and refund policy for students and employers
- Invoices issued to students and employers will stipulate relevant payment terms and payment methods

Informing students of changes

If at any time there is a change to the agreed services, updated training packages, policies or procedures that relate to the student's rights, the payment of fees, training plan and assessment, and other charges, CPLE must advise current students and employers prior to any of these changes coming into effect. This includes changes in relation to new third-party arrangements or changes to ownership of CPLE. Where relevant changes occur to training delivery and assessment, all parties involved must be informed and a record of this documented for all the parties effected. All parties must endorse the changes.

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Definitions:

Australian Network Provider (ANP)	Australian Network Providers are contracted by the Australian Government to offer a free service to apprentices, trainees and employers to assist them with the sign-up, administration and management of apprenticeships and traineeships.
State Training Authority (STA)	The state and territory **training authorities** (STAs) are accountable to plan and report on VET strategies and purchase and fund **training** on behalf of their government.
Language, Literacy and Numeracy (LLN)	The purpose of an LLN is to assess the initial skills of an applicant to ensure they meet the Australian Core Skills Framework requirements for language, literacy and numeracy.
Vocational Education & Training (VET)	Vocational education and training (VET) is that part of tertiary education and training which provides accredited training in job related and technical skills.
Training.gov	Training.gov.au is the National Register on Vocational Education and Training (VET) in Australia and is the authoritative source of Nationally Recognised Training (NRT) which consists of Training Packages.
User Choice Funding	User Choice is a national policy whereby State and Territory Governments fund RTOs to provide structured training to Australian Apprentices. These funds reduce the cost of the training that an Australian Apprentice or the employer will have to pay under an Australian Apprenticeship.
Skilled Capital Funding	Skilled Capital. Skilled Capital is an ACT Government funded training initiative. ... Skilled Capital will improve access to high quality training in areas of skills needs and maximise improved employment opportunities for students.
Notification of Business (NOB)	A NOB alerts an RTO of an approved User Choice funded training contract with relevant enrolment and contact details.
AVETMISS	AVETMISS stands for the Australian Vocational Education and Training Management Information Statistical Standard. It is a national data standard which ensures the consistency and accuracy of vocational education and training (VET) information and covers three national data collections.
Student Management System (SMS)	A student management system is a software program that consist of relevant information to manage student and employer data related to their specific training program and training outcomes.
Learner Management System (LMS)	A learner management system is a software program that consist of relevant information, materials, assessment items and resources that students access for their training program.
AVETARS	The ACT Vocational Education and Training Administration Records System is the online application used by the STA to manage vocational education and funded training initiatives in the ACT.

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Responsibilities:

RTO Manager

- To conduct initial pre-enrolment interview
- To oversee and advise training and administration services

Training Facilitators/Assessors:

- To conduct an RTO Induction
- Assess applicants LLN and ensure it meets entry requirements for the training program
- To assess applicant assessment needs
- To provide training and assessment services
- To ensure employers have the capacity and facilities to support an applicant through their enrolment

Administration:

- Respond to initial enquiry for enrolment
- To manage AVETARS Government portal of training contracts
- To assess funding program eligibility
- To process enrolment documents
- Liaise with third parties such as Australian Network Provider (ANP) and State Training Authority (STA) around applicant enrolment.
- Confirm successful enrolment with applicant and if necessary employer

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Attachments & Forms:

1. Terms & Conditions of Enrolment
2. Credit Transfer Application
3. Refund Request Form
4. Code of Conduct & Practice
5. File Name Approach

Related Documents:

RTO-QMS-PRO-	Enrolment and Induction Policy
RTO-QMS-POL-	National Recognition Credit Transfer Policy
RTO-QMS-PRO	National Recognition Credit Transfer Procedure
RTO-QMS-POL-	National RPL Policy
RTO-QMS-PRO	National RPL Procedure
RTO-QMS-POL-	Fees and Refunds Policy
RTO-QMS-POL-	Access & Equity Policy
RTO-QMS-POL-	Retention of Records Management
RTO-QMS-POL-	Retention of Records Management

References:

1. Training.gov.au
2. Skills Canberra (STA)
3. Australian Network Provider (ANP)
4. Communities@Work
5. CPLE Student Handbook
6. CPLE Qualification Outlines
7. CPLE Funding Arrangements booklets
8. CPLE Fees and Refund Structure

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