Centre of Professional Learning and Education

Enrolment and Induction Policy and Procedure

Purpose

The purpose of this enrolment and induction policy and procedure is to ensure that training and assessment services provided by the Centre of Professional Learning and Education (CPLE | 88148) are suitable to each individual student and if necessary, their employer.

Introduction

CPLE's 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 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) 2015 and provides a compliance point of reference for the reader.

Authorisation

This policy shall be issued and endorsed under the RTO Manager.

Policy

During the enrolment and induction process, CPLE engage in the following practices:

- Provide potential students making an enquiry with accurate and ethical marketing and pre-enrolment information such as qualification outlines and any applicable fees that enables them to make an informed decision about selected training and assessment services.

- Conduct face to face one-on-one and/or group pre-enrolment conversations and sessions to provide detailed information regarding CPLE services and assess a potential candidate needs and circumstances to provide them with information about their rights and obligations.

- Conduct a language, literacy, and numeracy assessment (LLN) during the pre-enrolment phase to determine that applicants have appropriate language, literacy and numeracy skills and abilities to meet the requirements of their desired training program.

- Provide information on student and RTO obligations and expectations, including code of conduct and terms and conditions of enrolment

- Assess and confirm that applicants meet the entry requirements and eligibility criteria for their selected qualification.

- Provide information about potential employment outcomes produced by their selected qualification and discuss how these align with their goals and aspirations.

- Determine if the applicant has any need for reasonable adjustments to be made to the training and assessment services which may be provided to them.

- Provide comprehensive administrative support that allows the applicant to complete enrolment efficiently and commence training at an agreed time and place.

- Inform applicants about alternate pathways to training such a, credit transfer recognition or recognition of prior learning, where applicable.

Enrolment and Induction Procedure

CPLE will be apply the following steps during the enrolment process:

Step 1 – Initial Contact from Student

Initial contact from student to CPLE via email, phone, or expression of interest via website portal. The primary purpose of the initial contact process is to establish the needs of the applicant and ensure the applicant receives all pre-enrolment information applicable to the qualification and/or training service they are interested in.

Establishing the applicant's needs is important to ensure that those clients enrolling in training programs are aligned to training and assessment that meets their vocational education and training requirements in the industry of their choice. By providing applicants with pre-enrolment information early, CPLE ensure that prospective students are informed about their rights and obligations, about the training and assessment services to be provided and about the fee and refund policy.

There will be times when CPLE staff are contacted by the employers of potential applicants. In such cases, information is shared with these individuals regarding CPLE training and assessment services however enrolment will not occur until CPLE have engaged individually with the potential candidate themselves and all steps have been issued and completed in full.

The following are guidelines are to be applied when engaging with an enquiring person:

- Try to establish over the phone which qualification would be most appropriate. If the person needs a training program that is not on CPLE's scope of registration, advise the person that we are not able to provide the training being requested and tell them how they can find a qualification that better suits their needs. One way of doing this is to direct them to the MySkills website or refer the person to an Australian Network Provider (ANP).

- If the person's needs do align with one of CPLE's qualifications, inform the individual of the delivery model and the choices they have in the scheduling of training to suite their circumstances.

- Obtain an email address from the person and email them a copy of the qualification outline for the qualification of interest and the CPLE student handbook. It is important to stress to the applicant making their enquiry, that they are advised to read carefully through the materials sent to them before making an informed decision about enrolment.

The goal of this stage is to provide potential candidates with information about CPLE services for the sake of making an informed decision around potential enrolment. Potential candidates if interested in pursuing enrolment with CPLE will be invited to make an appointment to attend a one-on-one pre-enrolment conversation with a CPLE staff member or a pre-enrolment information session if a group intake is occurring during the time of enquiry.

Step 2 – Pre-Enrolment Process

Potential candidates will meet with a CPLE trainer/assessor or RTO Manager in a one-on-one manner, via a group information session or through engaging in an online webinar to be given information around enrolment processes and qualification information.

During this stage of the enrolment and induction process, CPLE will:

- Verbally explain the qualification requirements and expectations for enrolment.
- Answer questions and provide information as directed by the potential candidate.
- Supply enrolment documentation which needs to be read, completed, and submitted for the sake of enrolment and provide instructions for completion (if not previously emailed to the potential candidate if requested during step 1)
- Take copies of ID for the sake of confirming eligibility for applicable funding.
- Further discuss Credit Transfer and Recognition of Prior Learning arrangements and collect copies of relevant documentation for this process.
- Discuss assessment methods that will be used throughout the qualification and any mandatory work placement hours and requirements that apply to the qualification.
- Explain relevant CPLE policies and procedures.

During this step, CPLE staff are to use and complete the *Enrolment Checklist* for the sake of ensuring all areas of information is covered and verified with the potential candidate.

CPLE staff will advise the potential candidate for the need to sit and pass the required LLN assessment for entry. Applicants will have the option to sit this assessment during the meeting or at another time as agreed to by both parties. Potential candidates must meet all entry requirements, eligibility requirements and ACSF levels as outlined in each qualification outline to be offered enrolment int other chosen qualification with CPLE. Processes around the implementation of the LLN assessment is outlined in the RTO Language, Literacy and Numeracy Assessment Procedure.

In the event the applicant meets all entry requirements, the student will be offered the opportunity to enrol within their chosen qualification with CPLE. If accepted, enrolment into their chosen qualification is processed.

Step 3 – Enrolment

In the event the applicant accepts their offer of enrolment, RTO Administration staff will action the following:

- Complete the 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 intake/cohort
  - Assign student to a CPLE trainer/assessor
  - 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 an 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 RTO Records Retention Management Policy and Procedure.

- RTO Administration staff and the students assigned CPLE trainer/assessor are to work together with the student and the employer (if applicable) to negotiate the details of the training plan for the sake of completion. During this stage, CPLE trainer and assessors will develop a plan for commencement and completion of units/modules within the qualifications and work with all parties involved to develop the plan for the sake of finalisation, agreement and sign off.

- Student records are filed on the CPLE shared drive in SharePoint as well as within the SMS VETtrak. Scanned enrolment documents include.
    - Enrolment Form
    - Invoice
    - Terms and Conditions of Enrolment
    - Training Plan
    - Release of personal information form
    - Credit transfer application form (if applicable)
    - Eligibility checklist with relevant evidence of eligibility

- Employer resource assessment form (if applicable)
- Confirmation of enrolment letter to student and if relevant employer
- Payment Plans
- LLN Assessment & results
- STA correspondence such as fee waivers, contract variations, additional support funding if applicable.
- Copies of qualifications, transcripts or initial RPL documents

- Inform assigned CPLE trainer/assessor of confirmed student enrolment.

- Inform student (and employer if applicable) of successful enrolment with CPLE via email including the following attachments:
  - Commencement letter
  - Student handbook
  - Invoice & payment plan
  - Fees & refund policy
  - Training plan
  - Enrolment checklist
  - Workshop schedule
  - Employer Resource Assessment Form
  - Terms & conditions of enrolment
  - AVETARS user guide
  - The Australian Apprenticeship Support Network Code of Conduct
  - Training Record Book

- Following enrolment data processed by CPLE Administration staff, CPLE trainer/assessors are then responsible for the finalisation of the following student enrolment records within one week of enrolment:
  - Establish the students support needs and if required document and outline an Individual Learner Support Plan for the student
  - Assess any RPL or Credit Transfer as per the RTO Recognition of Prior Learning Policy and Procedure as well as RTO Credit Transfer Policy and Procedure.
  - Record results in VETtrak and issue assessment feedback with achieved outcomes to the student for any CT results.
  - Issue students their first module within the Learning Management System used by CPLE - Canvas. This will involve issuing the student with log in

details and proving guidance for log in and navigation. Guidance may be provided over the phone, via email, MS Teams.
  - Advise students of face-to-face study and assessment support sessions and how to access Humanitix for the sake of booking into such sessions.

Traineeships (User Choice)

In addition to the procedures outlined above, the following steps will also to be followed when enrolling a new student into a User Choice funded qualification:

- Provide the employee and employer with contact details for an Australian Network Provider to arrange the initial traineeship sign-up, if required. If the trainee is employed with Communities at Work, CPLE Administrative staff may engage the ANP on behalf of the employer and action this process accordingly by liaising with the relevant personal to have the sign up occur.

- After receiving the Notification of Business (NOB) through AVETARS, CPLE Administration staff is to contact the student and employer within 2 business days to arrange an appointment for a CPLE trainer/assessor or the RTO Manager to conduct the pre-enrolment process before accepting or rejecting the NOB (in the event the NOB has come through AVETARS before the student and employer has contacted CPLE for enrolment).

- NOB's are to be approved within 10 business days of receiving the notification.

- During the pre-enrolment process, 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. The *Employer Resource Assessment Form* relevant to the qualification being enrolled into, is to be completed for this purpose.

- During the pre-enrolment process, CPLE trainer/assessors 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 parties including the trainee, employer, and trainer (for RTO) must sign and date. Training Plan version must also be recorded.

- In addition to fees, during the pre-enrolment process, conduct an assessment of the trainee's eligibility to apply for a fee waiver with the State Training

Authority (STA). If a student is enrolled through a specific funding arrangement and meets the eligibility requirements for the applicable fees to be waivered, applications will be made on behalf of the trainee. Fee waiver applications can be accessed from Skills Canberra website.

- CPLE trainer/assessors or RTO Manager are then to inform CPLE Administration staff to approve or reject the NOB in AVETARS. If rejecting the NOB, CPLE Administration staff are to inform Skills Canberra as to why the NOB is being rejected and provide evidence. CPLE trainer/assessors or RTO Manager are to contact the employer and employee with reasons why the NOB has been rejected.

- If the NOB has been accepted CPLE Administration staff must accept the NOB in AVETARS.

Training plan completion must follow the processes outlined in the RTO Training Plan Policy and Procedure.

Skilled Capital (SC) and Job Trainer (JT)

In addition to the procedures outlined above, pre-enrolment interview,

In addition to the procedures outlined above, the following steps will also to be followed when enrolling a new student into Skilled Capital or Job Trainer funded qualifications:

- In addition to fees, during the pre-enrolment process, CPLE staff will conduct an assessment of the student's eligibility to apply for a fee waiver with the State Training Authority (STA). If a student is enrolled through a specific funding arrangement and meets the eligibility requirements for the applicable fees to be waivered, applications will be made on behalf of the student. Fee waiver applications can be accessed from Skills Canberra website.

- CPLE Administration staff 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

This data must be entered accurately and if errors are created when entering enrolment information, CPLE Administration staff must submit a contract variation request with evidence of changes to be made.

- Inform students if their enrolment was successful for the funding arrangement.
- 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.

CPLE Administration staff to record a continuing result against the units of competency the student will first commence against their enrolment record in VETtrak SMS. Continuing results must be completed within 3 months of commencement.

Provision of Pre-Enrolment information to Students

The Standards for Registered Training Organisations (RTO's) 2015, require RTOs to provide students with sufficient information about the provision of training and assessment services for the sake of making an informed decision regarding enrolment. CPLE achieve this by providing prospective students with the following information during the pre-enrolment process via the following documents:

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 at Work's website www.commmsatwork.org.

The student handbook is effectively the policy manual for the student's participation in training, assessment, and engagement with CPLE. It constitutes 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 contains information on the following topics for the student:

- An introduction to CPLE
- Our obligations to students
- Available staff resources and information about trainers and the student support we offer
- Admission and enrolment including selection criteria and admission processes
- Information regarding Unique Student Identifier (USI)
- Language, Literacy & Numeracy Assessment (LLN)
- Support to students with special needs and disabilities
- Fees including information regarding refunds, statutory cooling off period and our guarantee to clients
- Learning with us and processes around confirmation of enrolment.
- Additional requirements for user choice funded students including training plans, employer resource assessments, training record books and student and employer obligations
- Learning materials along with information regarding Canvas access.
- Qualification time limits , eligible and ineligible extensions, suspensions, and progression expectations
- Qualification updates and processes around superseded qualifications and transition periods.
- Work placement requirements
- Completion and certification and certification re-issue
- Assessments, assessment standards and methods of assessment
- Recognition of prior learning (RPL)
- Credit transfer (CT)
- Submission of assessments including plagiarism, marking and feedback, judgements and re-assessment and re-submission
- Appealing an assessment decision
- Privacy and confidentiality
- Child safe environment statement
- Third-party arrangements
- Expectations around student conduct
- Records retention policy
- Behaviour and code of conduct
- Harassment and discrimination and equal opportunity
- Complaints and appeals

- Support services

Qualification Outline

The qualification outline is the primary means of informing prospective students about the training and assessment services to be provided in relation to a specific qualification or units of competency. A description of the qualification outline can be accessed through Communities at Work's website in a downloadable PDF format so the student to print and review as well as in hard copy.

The qualification outline is also sent to prospective students via email during the pre-enrolment process and contains the following information:

- Qualification outline including the nationally endorsed outcome by code and title.
- The units of competency that comprise the qualification.
- Entry requirements inclusive of qualification pre-requisites (if applicable) and CPLE requirements
- Work experience and placement requirements of the qualification (if applicable)
- Foundation, Language, Literacy and Numeracy Skills & Assessment
- Information regarding USI
- The mode of delivery for training and assessment.
- The expected duration of the qualification.
- Recognition of Prior Learning and Credit Transfer information
- The assessment methods and requirements contained within the qualification
- Qualification structure, modules, and assessment requirements for each module and/or unit.
- Fees and funding eligibility relevant to the qualification.
- Frequently asked questions regarding aspects of the qualification, its requirements, CPLE and student support offered.

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.

Definitions

Australian Network Provider (ANP)	Australian Network Providers are contacted by the Australian Government to offer a free service to apprentices, trainees, and employers to assist them with sign up, administration and management of apprentices 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. In the ACT, the STA is Skills Canberra.
User Choice Funding	User Choice is a national policy whereby State and Territory Governments funds RTO's to provide structured training to Australian Apprentices. These funds reduce the cost of the training that an Australian Apprentice of the employer will have to pay under an Australian Apprenticeship.
Skilled Capital Funding	Skilled Capital is an ACT Government funded training initiative. Skilled Capital will improve access to high quality training in area of skills needs and maximise improved employment opportunities for students.
Job Trainer	Is a state and Federal funded program which provides access for eligible people to free or low fee vocational education and training (VET) courses.
Vocational Education & Training	Vocational education and training (VET) is that part of tertiary education and training which provides accredited training in job related and technical skills.

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	A student management system (SMS) is a software program that consist of relevant information to manage student and employer data related to their specific training program and training outcomes. For this purpose, CPLE use VETtrak.
Learner Management System	A learner management system (LMS) is a software program that consist of relevant information, materials, assessment items and resources that students access for their training program. For this purpose, CPLE use Canvas.
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.

Responsibilities

RTO Manager

- Adhere to this policy and procedure accordingly and in line with compliance requirements outlined in the Standards for Registered Training Organisations (2015).
- Ensure this policy is read, understood, and adhered to by all CPLE staff.

CPLE Administration Staff

- Adhere to this policy and procedure accordingly and in line with compliance requirements outlined in the Standards for Registered Training Organisations (2015).
- Inform the RTO Manager of any relevant non-compliances, changes or suggestions for continuous improvement related to the enrolment and induction process of students.

CPLE Staff

- Adhere to this policy and procedure accordingly and in line with compliance requirements outlined in the Standards for Registered Training Organisations (2015).
- Inform the RTO Manager of any relevant non-compliances, changes or suggestions for continuous improvement related to the enrolment and induction process of students.

Related Documents:

1. ORG-QMS-POL-001 Purpose, Mission and Values

References

1. ISO 9001:2015 Quality Management System
2. ISO 3100: 2018 Risk Management
3. ISO 45001: 2018 Occupational Health and Safety
4. AS ISO/IEC 27004:2018 Information Security Management
5. Standards for Registered Training Organisations (2015)
6. Privacy Act 1988
7. National Vocational Education and Training regulator Act 2011
8. Data Provision Requirements 2020
9. Student Identifiers Act 2014

Document Contact

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Review Specifications

OFFICE USE ONLY			
Written/reviewed by	**Authorised for release by**	**Version number**	**Signature of authorising person**
Chloe Brewer	Chloe Brewer	3.0	

VERSION HISTORY		
Version:	**Date of Effect:**	**Brief Summary of Change:**
2.0	10/12/2021	Update to existing policy
3.0	10/02/2023	Addition of online webinars during pre-enrolment stage