

Enrolment Policy

1. Purpose

TDT Training is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (SRTOs 2015). As such, TDT Training is required to comply with relevant Commonwealth, State and Territory laws regarding and including anti-discrimination and equal opportunity. TDT Training is committed to providing the best practice, professional products and services to its students 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 student enrolment and ensure students are provided with accurate and sufficient information to make an informed choice about their enrolment and chosen course.

2. Policy Statement

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

TDT Training will provide prospective and current students with advice regarding relevant training products to meet their needs, taking into account the individual 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 (RTOs) 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.

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

4. Procedure

4.1 Information to Students before enrolment

Prior to enrolment or the commencement of training and assessment, whichever comes first, TDT Training will provide, in print or through referral to an electronic copy, current and accurate information that enables the prospective student to make informed decisions about undertaking training with TDT Training. To disseminate this information to prospective students, all training programs must have a course outline brochure which are located in NovaCore at Operational Docs/Pre-enrolment. Course outline brochures must include at a minimum, the following information:

- the code, title and currency of the training product to which the learner is to be enrolled, as published on the National Register
- the training and assessment, and related educational and support services the RTO will provide to the learner including the:
 - estimated duration
 - expected locations at which it will be provided
 - expected modes of delivery
 - name and contact details of any third party that will provide training and/or assessment, and related educational and support services to the learner on the RTO's behalf, and
 - any work placement arrangements
- the RTO's obligations to the learner, including that the RTO is responsible for the quality of the training and assessment in compliance with these Standards, and for the issuance of the AQF certification documentation
- the learner's rights, including:
 - details of the RTO's complaints and appeals process required by Standard 6, and
 - if the RTO, or a third party delivering training and assessment on its behalf, closes or ceases to deliver any part of the training product that the learner is enrolled in
- the learner's obligations:
 - in relation to the repayment of any debt to be incurred under the VET FEE-HELP scheme arising from the provision of services, if applicable.
 - any requirements the RTO requires the learner to meet to enter and successfully complete their chosen training product, and
 - any materials and equipment that the learner must provide, and
- Information on the implications for the learner of government training entitlements and subsidy arrangements in relation to the delivery of the services, if applicable.

4.2 Pre-Enrolment process flow

TDT Training is under obligation to provide advice to individuals about training products appropriate to meeting the student's needs, taking into account the individual's existing skills and competencies. To achieve this a pre-training review must take place before any training commences where course suitability is discussed with the student and the student must then fill out a Pre-Training Review Form. Pre-training reviews will be conducted by following the process outlined below:

4.2.1 First Point of Contact

The student is provided with information about training programs offered by TDT Training during course enquiry discussions or applications. This is done verbally, either face to face or over the phone and conducted by Site Administrators; Site Operational Managers; Business Development Managers; and any staff member advising prospective students about courses/programs offered by TDT Training. The discussion at this stage must include:

- Program content and expected outcomes.
- Potential employment pathways from the qualification.
- The student's possible eligibility for funding, if applicable.
- The student's possible eligibility for RPL or Credit Transfer.
- Program structure and time frames.
- Information on any third-party arrangements.
- Introduction to the student information handbook (direct student to the TDT Training website version or email electronic copy)
- Where the student is planning to enrol in a licensed outcome course, the legislative and licencing requirements are to be stated and options for licence re-sit discussed.
- Next scheduled program start date.
- If the student chooses to pursue an enrolment, the class schedule and location are to be discussed and the most appropriate selected.
- The student's contact details are to be recorded and a confirmation email sent providing the details of the program and the Pre-Training Review Form. The email must also include details of the documentation that the student must bring to the first day of the training program.

4.2.2 Second Point of Contact

The procedure at this point may vary, depending on whether the student is enrolling into a short course program or a full qualification program.

4.2.2.1 Short Course Training Programs

Pre-enrolment for short course training programs (skill sets, competency tickets and licenced outcomes) is usually completed on the first day of training due to the much shorter duration of these courses and therefore must include the following:

- Completion of pre-training review form.
- Confirmation of any third-party arrangements.
- Confirmation of RPL/credit transfer, if applicable.
- LLN assessment which must be completed under supervision and evaluated by the trainer/assessor.
- Assessment of support needs.
- VTG funding eligibility assessment, if applicable.
- Confirmation of the training program, i.e. outcomes, duration, dates and times, etc.
- Training plan sign-off
- OHS induction.
- Completion of enrolment documentation.

This task is usually carried out by Trainers but in some instances may also be carried out by Site Administrators.

4.2.2.2 Full Qualification Training Programs

The Pre-enrolment process for students undertaking full qualification programs takes place during the student orientation day prior to the first day of training and must include the following:

- Completion of pre-training review form F38.
- Confirmation of any third-party arrangements.
- Confirmation of RPL/credit transfer if applicable.
- LLN assessment which must be completed under supervision and evaluated by the trainer/assessor.
- Assessment of support needs.
- VTG funding eligibility assessment, if applicable.
- Payment/confirmation of fees.

- Confirmation of training program including outcomes, duration, session dates and times.
- Training plan sign-off.
- Completion of enrolment documentation.
- OHS induction.
- Provide all students with a copy of the student information handbook.

Pre-enrolment for full qualifications is carried out by Site Administrators and Trainers except in certain circumstances, e.g. corporate clients, workplace delivery, etc. which may be carried out by the Business Development team.

4.3 Enrolment process

- Enrolment into training programs will be conducted at all times in an ethical and responsible manner, ensuring fairness and compliance with the TDT Training Access & Equity Policy.
- Enrolments are subject to availability of places on the training program, based on the maximum number of students who can be accommodated under the particular circumstances (e.g. safety, capacity of training venue, type of course, learning structures etc within program).
- All prospective students will be provided with information regarding the RTO and its course, in accordance with TDT Training Student Information Policy.
- TDT Training will review the individual needs of each prospective student prior to enrolment through a Pre Training Review form, taking into account their existing skills and competencies, advising them of the most appropriate training product to meet their needs.
- If a training program is fully booked at the time a student enquires about enrolment into that particular training program they will either be placed on a 'Wait List' or offered a place on another date that the program has been scheduled, which is not fully booked.
- Students on the 'Wait List' are given priority should a place become available. This is strictly on a first-in, first-served basis.
- Enrolments will be considered tentative until payment and the Student Identifier 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 student.
- All Students enrolled on courses are advised in writing, upon receipt of their enrolment form and payment, that their place on the course is confirmed.
- Course fees are payable in advance (subject to Financial Management Policy – Course Fees).

4.4 Special Needs of Students

- Students intending to enrol for training are requested, to advise of any physical or other impairments/ needs (eg English language difficulties, dyslexia) which may adversely affect their ability to successfully undertake the training. (See Access & Equity Policy)

4.5 Language, Literacy and Numeracy Abilities of Students

- a) Students intending to enrol for training go through a compulsory LLN testing prior to enrolment to assess their language, literacy and numeracy abilities in order to determine their capability to successfully undertake the training and determine whether any additional support is needed. (See Access & Equity Policy)

4.6 Student Identifier

- a) All students 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) TDT Training will verify and maintain all Student Identifier numbers in its Student Management System (SMS).

4.7 Group Enrolments (Corporate Student / Employer)

- a) Director TDT Training negotiates course requirements with relevant company student representative.
- b) Written confirmation is required to confirm course booking with names of individual students included.
- c) Individual enrolment forms are required for all individual students to secure a place.

4.8 Recognition

- a) Mutual Recognition, Credit Transfer and Recognition of Prior Learning are acknowledged and accepted as a standard practice of TDT Training. (See Recognition policy)

4.9 Confirmation of Enrolment

- a) Upon acceptance of enrolment the student is provided with written confirmation of their enrolment, including a schedule for training and assessment dates, times and location of training (as relevant to mode of learning).

4.10 Changes to Training and Assessment

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

4.11 Cancellation of Courses

- a) It is NOT TDT Training normal policy to cancel scheduled training programs.
- b) However, if for some unforeseen reason a course is cancelled or postponed, all students 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 student 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)

4.12 Refund for Cancellation of Enrolment by Student

- a) Refunds can be provided, in accordance with TDT Training Refund Policy. (See Refund policy)

4.13 Transfer of Enrolment

- a) **Transfer to another “Course date”** – Students 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 student 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 student, 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 “Student”** – Prior arrangement no later than one week prior to the course. An administration fee is applicable for all transfers to another student.

4.14 Student Records of Enrolment

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

4.15 Fees

- a) Fees are collected in accordance with the Fees processes. (See Financial Management Policy)

4.16 Student Induction

- a) TDT Training provides students with induction/orientation to ensure they have appropriate information to facilitate their interactions with TDT Training and their learning.
- b) Each student receives a copy of the TDT Training Student Handbook which outlines key information including their rights and responsibilities as a learner.
- c) All students sign an acknowledgment that they have received, read and understood TDT Training policies and details within the Student Handbook.

5. TDT Training Responsibilities

The Director TDT Training is responsible for ensuring compliance with enrolments processes.

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

6. Access & Equity

The TDT 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 Director TDT Training and areas for improvement identified and acted upon. (See Continuous Improvement Policy)