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Policy Objective

The objective of this policy is to ensure that Students enrolling with ET Australia have all the information required to make an informed choice to undertake training with ET Australia and feel assured that the organisation is going to meet their specific training needs. To offer a service where all individuals are treated fairly and impartially. People from all backgrounds and circumstances are entitled to have the same access to skills & knowledge development in order to achieve training and/or employment goals.

ET Australia, in accordance with the Vocational Education and Training (VET) Quality Framework requirements will ensure effective, responsible and equitable recruitment, enrolment and induction of all students.

Considered recruitment and enrolment processes will take place prior to commencement of training and assessment activities.

Recruitment of students will be conducted at all times in an ethical manner. Offers of program placement will be based on an assessment of the extent to which the qualifications, proficiency and aspirations of the applicant are matched by the training opportunity offered. Information supplied by the applicant will be used to help ET Australia decide who will be offered a place in a program based on suitability.

ET Australia provides all students with accurate and sufficient information to assist them to make an informed choice about their enrolment and/or contractual agreement.

ET Australia will review regularly all information provided to students to check for accuracy and relevance.

For various funded programs there may be very specific selection criteria which may include education level, employment status, age, identified industry sector. In these cases, the selection criteria will be identified on the program information sheet and individuals will need to complete the applicable 'Eligibility and Declaration' forms and paperwork.

Reasonable adjustments are considered prior to enrolment to determine if ET Australia can reasonably meet all requirements of the learner ensuring the integrity of the training products. The Training College Manager needs to determine the outcome of whether adjustments required are reasonable. Wherever reasonable adjustment is considered possible individual support will be factored into training from program commencement.

In the interests of fairness, where reasonable adjustment cannot be considered within the context of ET Australia's scope for training & assessment delivery this will be clearly communicated prior to enrolment with advice provided to the individual on some alternative options that may be more suited to their needs.

ET Australia has a Product Specialist who is responsible for overseeing the recruitment of students as defined in the job roles responsibilities.

****This Policy & Procedure should be read in conjunction with Disability Standards for Education - <https://www.education.gov.au/disability-standards-education-2005/educators>***

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Procedural Guidance for Enrolling Students

At ET Australia we understand that not everybody learns in the same way so through our structured process from recruitment through to the finalisation of training we focus on working with the individual and providing a service based on individual requirements.

Pre-enrolment Procedure

- On initial enquiry individuals are provided with a client focussed point of contact where a consultative approach is used between ET Australia's Product Specialist and the individual enquiring to establish the customer need.
- To select students ET Australia holds information sessions and/or interviews for each training program. During this time ET Australia provides clear information about the training program and the selection process, so prospective students can assess whether they will meet the requirements of a program and can make a well-informed decision as to their choice about their enrolment and/or contractual agreement.
- Prior to an information session or interview prospective students are informed of any funding contractual requirements (including eligibility criteria) that may apply). Only students who meet all relevant criteria are invited to attend an information session / interview. All information made available to prospective students is checked prior to dissemination to ensure it accurately represents the services provided, the training products and includes any necessary contractual information. (further information within the Marketing Policy and Procedure).

Application forms are customised to vocational areas and have the function of capturing language, literacy and numeracy and motivational aspects of the individual. These forms are reviewed by the Training College Manager who then determines if an offer of enrolment will be made. In the case of existing workers, who are undertaking study outside of traineeship arrangements, an On-the-Job Declaration form is also sought to confirm an employer's workplace support for the student whilst undertaking study.

- Prior to enrolling, there is opportunity for ET Australia representatives to identify individually any additional support that may be required. This is ascertained by the initial discussion and the application form accompanied by the interview process. This ensures ET Australia has the resources to offer support required or can access a third party.
- If there needs to be consideration of reasonable adjustment the application needs to be forwarded to the Training College Manager, to determine the capacity for delivery and assessment ensuring the integrity of the training product is maintained, (via email), including:
 - Details of the disability/support requirements and the ways the individual feels they are able to manage the process using existing equipment etc.
 - Identification of where they will be needing additional support beyond what they are equipped with themselves.
 - Completed application documentation for further review.

As part of the consideration for reasonable adjustment in the learning environment, ET Australia also has the responsibility to ensure an appropriate risk assessment is undertaken in the cases where

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work placement is a mandatory part of training completion. ET Australia has a duty of care to both the applicant and the workplaces to ensure nobody is put in a situation of risk.

Prior to enrolment students are provided with pre-enrolment information including the Student Handbook which includes information about:

- Australian Privacy Principles
- Complaints Management
- Appeals
- Fees and Refunds
- Deferring or Discontinuation of Training
- Credit Transfer and Recognition of Prior Learning
- Training and Assessment Practices
- Support Services

Enrolment Procedure

- If an offer of enrolment is made, the applicant will have been provided with all relevant information to allow the applicant to make an informed choice to enrol with ET Australia.
- Pre-enrolment information is made available to the student when an offer of enrolment is made. This pre-enrolment paperwork includes access to the Student Handbook. This pre-enrolment information is sent along with the enrolment form and documentation for completion if the student is undertaking study under funding arrangements.
- USI information is provided, and the enrolling student is guided as to what is required to create or provide an existing USI as part of the enrolment process.
- Confirmation that the required enrolment deposit fee has been paid (where applicable) and receipt issued or evidence of exemption from fee has been obtained (where applicable).
- On return of the enrolment paperwork, it is necessary to ensure all supporting documentation such as confirmation of identification, meeting of eligibility criteria for a funded program etc. are submitted.
- If the student is enrolled under Smart and Skilled then the 'Notification of Enrolment Process' is followed to enrol the student into the State Training Services system as per requirements with appropriate evidence of confirmations of the process being adhered to retained on file.

Enrolment Procedure for students participating in a Smart & Skilled subsidised program

If an offer of enrolment is made in a Smart and Skilled subsidised program, all steps leading up to enrolment will be followed, however, the enrolment process will be slightly different as there are additional steps that need to be undertaken as outlined in the Enrolment documentation sent out to a Smart and Skilled eligible prospective student on offer of enrolment.

For all Smart and Skilled eligible prospective students, ET Australia must follow a process to notify Training Services of the enrolment in a Smart and Skilled subsidised training program. This process is known as 'Notification of Enrolment' as detailed below.

1. ET Australia will obtain the consent of the prospective student to the Department's use of the prospective student's information. Once the prospective student has given their consent, ET Australia will continue with the Notification of Enrolment process.
2. ET Australia will use an online tool to validate the prospective student's eligibility and input any details of Credit Transfers and Recognition of Prior learning. The online tool will

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generate details of any student fee payable. ET Australia will provide the prospective student with details of any applicable student fee payable.

3. The prospective student will then be asked to sign or electronically accept a declaration confirming that: -
 - All information provided by the prospective student to ET Australia in connection with the Notification of Enrolment Process is true, accurate, complete and not misleading in any way
 - The prospective student is aware of any subcontracting arrangements (if applicable); and
 - The prospective student has been provided with the details of the fees chargeable and the student information
4. Successful completion of the Notification of Enrolment Process will result in the issue of a Commitment ID and then training can commence in the Smart and Skilled subsidised program.

Credit Transfer

Credit Transfer is an arrangement to give a standard level of credit or formal recognition to an individual who has previously achieved competence in a training or educational environment. Credit Transfer is a documentary process that must be signed and approved by the Trainer Assessor.

Credit Transfer is considered during the process of enrolment and applied to the enrolment process as required to determine appropriate fees and verifications.

This policy complies with Standards for RTOs 2015 (Clause 1.7, 3.5, 5.1-5.3)			
Amendment	Date	Change	Associated Documents
			Information Sheets
			Application Form
			Student Handbook
			Enrolment Form
			Assessment Instructions for Student
			USI Enrolment documentation
			LINKED TO Access & Equity P&P available on ET Australia website V2.0 6 Feb 2024
	28/8/2024	Updated to include information about participation in a Smart & Skilled subsidised program	
APPROVED BY:	Training College Manager		DATE: 28/8/2024