

RTO Application and Enrolment Policy

Policy Statement

This policy outlines the RTOs approach to offering training services and enrolling students into its courses. The RTO ensures it meets the requirements of the SRTOs and any relevant State and Federal funding contracts. The RTO ensures that each student is enrolled into nationally accredited courses (qualifications, units of competency and skills sets) and non-accredited training courses in accordance with the Australian Vocational Education and Training Management Information Statistical Standards (AVETMISS) and all other applicable legislation and guidelines.

Scope

This policy applies to all employees, stakeholders and industry partners of the RTO in relation to student enrolment and administration. This policy includes all regulatory contractual and legislative requirements that fall under the RTOs obligations.

Definitions

ACSF -stands for Australian Core Skills Framework.

AQF - stands for Australian Qualification Framework.

AVETMISS data - stands for the Australian Vocational Education and Training Management Information Statistical Standard data required to be collected for ALL students who are undertaking a Nationally Accredited Course or Unit of Competency. This data is reported to the Federal and State Departments for statistical purposes.

CT - stands for Credit Transfer.

FFS - stands for Fee for Service

LLN - stands for Language, Literacy and Numeracy. An assessment to determine the ACSF level that student is to undertake the relevant AQF level qualification.

LMS - stands for Learning Management System, in this case Cloud Assess, Energy Space or Catapult.

NCVER - stands for National Centre for Vocational Education Research.

PTR - stands for Pre-Training Review. This means the process undertaken by the RTO and the student to determine the most suitable and appropriate training to undertake.

RPL - stands for Recognition of Prior Learning.

RTO - stands for Registered Training Organisation and in this case means AGA (RTO No. 3829)

SMS - stands for Student Management System, in this case VETtrak.

SRTOs - stands for Standards for Registered Training Organisations (RTOs) 2015.

The Department - dependent on context, refers to the Department of Education and Training Victoria, or the relevant state body in other states.

USI - stands for Unique Student Identifier.

VDSS - stands for VET Delivered to Secondary Students

VSN - stands for Victorian Student Number

Policy

Information to Students

Prior to enrolment the RTO ensures that all students are fully informed and provided with the following information:

- Student Handbook that includes our policies and procedures including our complaints and appeals process.
- Full details of the course (as per 4.8 of schedule 1 for SkillsFirst Students) including:
 - Entry requirements;
 - If there are any prerequisites;
 - List of units and if any practical placement is required;
 - Duration;
 - Delivery modes and assessment methods;
 - Fees and Charges.

Enrolment

- All apprenticeship and traineeship students apply for a course online after a phone call with one of our SMS Administrators.
- All VDSS students, FFS students and Short Course students apply for a course online via a link for the relevant program.
- If a student is under the age of 18 years enrolment form must also be signed by the parent or guardian.
- Students must provide sufficient ID to meet enrolment and eligibility requirements as well as allowing us to verify their USI, VSN (if applicable) and any potential CTs provided by them.
- If applying for a concession rate, students must provide relevant concession entitlement. This is to be checked and validated prior to statement of fees being issued.
 - If a student provides evidence of concession after enrolment / commencement of training an amended statement of fees will be issued and all future invoices will be at the discounted rate.
- For online enrolments, AGA verify student ID using a Document Verification Service (DVS), Green ID.
- Students must meet the eligibility criteria at the application stage. Once eligibility is determined the student will be accurately informed about the total amount of fees and charges payable.

- Course fees are payable in accordance with RTO Fees, Charges and Refunds Policy.
- All students enrolled in programs are provided with a Confirmation of Enrolment email.
- The Student Application Form collects all relevant AVETMISS data from the student and this information is recorded in the SMS. All records are retained for 30 years.

Pre-Training Review (PTR)

As per 2024- 25 Standard VET Funding Contract – Schedule 1 – Part A – Section 4 -

- Potential students seeking to enrol in a qualification, course or VET unit of competency with the RTO, regardless of their background and/or circumstances, will be assessed for entry into study and eligibility for funding through the same published requirements and processes.
- Potential Students seeking to enrol in a course with the RTO, will only be offered enrolment if they are determined to be academically suited to undertake the course.
 - If student deemed unsuitable alternative pathways and support via Training Manager and LLN Coordinator will be provided.
- Prior to enrolment all potential students undertake a PTR which includes the LLN Assessment to ensure that:
 - The course is the most suitable and appropriate for the student; and
 - any additional support the student may need is identified.
- All LLN Assessments are conducted via LLN Robot and reviewed against required ASCF guidelines per course.
- If the prospective student doesn't pass on the first attempt they are given a second attempt to improve their score.
- If after the second attempt the prospective student hasn't met the required mark this is sent to the Training Manager for review.
- If the student needs additional support, the LLN Student Support Coordinator is notified and an individual student support plan is put in place. Documented evidence of the individual support plan is saved in the SMS and shared with the relevant trainer.
The PTR will also assist in determining any CT or RPL the student would like to apply for.
- A training plan (in accordance with the ii 2024- 25 Standard VET Funding Contract – Schedule 1 – Part A – Section 6.4 – 6.20) with full details of agreed training is generated through the SMS and sent to the student, and employer (where applicable). This must be signed prior to the commencement of training. Once signed by all parties a copy is kept on file in the SMS and shared with all parties and the assigned trainer.

Special Needs and Considerations

Students intending to enrol in training are requested to advise of any physical/ mental/ psychological or other impairments/ needs (e.g. language issues, LLN needs, learning difficulties, dyslexia etc) which may adversely affect their ability to successfully undertake the training. These will be reviewed and addressed as part of the enrolment process and in conjunction with the LLN Coordinator and Training Manager a suitable plan put in place to assist the student.

Unique Student Identifier (USI)

- All students are required to provide their USI, in accordance with requirements of the *Unique Student Identifier Act 2014*.
- Students will be advised of the process of obtaining or finding their USI as well as providing the RTO access to their USI VET Transcript (where applicable).

The RTO will verify and maintain all USI numbers in its SMS.

Confirmation of Enrolment

Upon acceptance of an enrolment the student is provided with written confirmation of their enrolment, via email, including the following:

- Training Plan
- Statement of Fees
- Instructions regarding their LMS platform

Electronic Signatures

In accordance with VET Funding Contract Clause 10.14 and 10.15, the RTO uses electronic signatures ensuring that following principles are satisfied:

- **Identity** - clearly identify the person who signs.
- **Consent** - clearly indicate the person's agreement to the information.
- **Reliability** - be 'as reliable as appropriate in light of all the circumstances' so the signature is viable at audit or review as showing the person's agreement.

The RTO uses Electronic signatures within digital enrolment forms as acceptable forms of evidence.

- A copy of the enrolment form is saved in SMS against the student file.

The RTO uses Electronic signatures within LMS platform.

- This is utilised by both student to acknowledge the work is their own and by the trainer and assessor acknowledging their assessment of students work. All evidence is captured and saved within the LMS.

The RTO uses Electronic Signature software Adobe Sign to capture digital signatures from relevant stakeholders on additional forms that encompass part of the enrolment and training process. All forms will be saved against the student file within the SMS.

Examples of these include, but are not limited to:

- Training Plan or Variation to Training Plan
- RPL Kit
- Direct Debit Authority Form

Information about the Victorian Skills First Funding Program

Skills First is a Victorian Government funded program designed to provide high quality training to eligible students that aligns with industry and workplace needs. Eligible students must be:

- academically capable and suitable to undertake the course as determined during the PTR / LLN process;
- enrol in a Skills First Approved course that is listed on the Funded Course Report published by the Department and listed in Schedule 2 of the RTOs funding contract.

At the application stage, potential students are informed about the impact accessing Government Funding will have on future funding. Students are also informed via the Student Application form that they may receive a survey from NCVER or receive an invitation to participate in projects endorsed by the Department as well as having to complete a Student Questionnaire for feedback purposes.

The RTOs Student Application Form collects all applicable information from students that fall under the Victorian VET Student Statistical Collection Guidelines and the Australian Vocational Education and Training Management Information Statistical Standard data (AVETMISS) including the students Victorian Student Number (VSN), if applicable.

Students that are applying for funding under the Skills First Program must complete Student Declaration Form as part of their a Program Eligibility and provide two forms of the following evidence:

- Either an Australian Birth Certificate; or
- Current Australian Passport; or
- Current New Zealand Passport; or
- Current Green Medicare Card; or
- Australian Citizenship Certificate; or
- Australian Certificate of Registration by Descent; or
- A record from the Visa Entitlement Verification Online (VEVO) system generated by the student and an original or certified copy of their foreign passport or ImmiCard that matches the name, date of birth and document number shown in the VEVO record.
- A Referral Letter from the Asylum Seekers Resource Centre or Australian Red Cross (if applicable); and
- A current Driver Licence, Students Permit, Proof of Age Card or 'Keypass' if age is relevant.

Each student must sign the Student Enrolment Form Declarations and Agreement Statements to demonstrate they have read and understood the terms of enrolment and the specific Skills First Program information.

A Statement of Fees will be issued to Skills First funded students along with an Acknowledgement letter to confirm receipt of Application Form. The Statement of Fees includes the following:

- Course Details (code and title)
- Delivery Mode
- Estimated duration of course
- Training and Assessment locations

- Total and hourly tuition fees (concession fees if applicable)
- Maximum Government Contribution.

Victorian Skills First Funding Program Eligibility

From 1 January 2024, students need to meet these requirements to be eligible for Skills First subsidised training in accordance with 2024- 25 Standard VET Funding Contract – Schedule 1 – Part A – Section 2 and 3:

Citizenship

Students must be:

- an Australian citizen, or
- an Australian permanent resident, or
- a New Zealand citizen.

Physical location

Students in specific postcodes near the border don't have to be always physically present in Victoria when they're doing supervised training and assessment. They can do online or workplace-based training from within those postcodes, as well as crossing the border into Victoria for training

The postcodes are listed in clause 1.3 of the Guidelines about Eligibility.

The RTO can rely on the postcode a student provides on their enrolment form as the students home address to check whether in an identified border region. The RTO don't have to retain any additional evidence of their address.

Course limits

Skills First funding is limited to:

- two courses at a time
- two courses in a year.

Apprentices & Trainees

If the student is enrolling as a trainee or apprentice, they must meet further requirements:

- Student must be employed in Victoria in either part time or full-time capacity under an award or registered agreement; and
- Undertaking an Approved Training Scheme; and
- Have fully signed Training Contract with their employer; and
- Training Contract must be registered with VRQA.

Students under 17 years of age

- If the student is under 17 years of age and **has completed year 10**, they must also provide:
 - a copy of the signed and completed endorsement page from the Exemption from School Application Form or correspondence or a certificate signed by the School Principal or a Department Regional Director; and
 - Form clearly states the RTO and training to be undertaken or identifies the relevant employer if the student is to undertake an Apprenticeship / Traineeship.
- If the student is under 17 years of age and **has not completed year 10**, they must also provide:
 - a copy of a certificate or letter signed by Department Regional Director granting an exemption; and
 - Form clearly states the RTO and training to be undertaken.

- If the student is under 17 years of age and is not or has never been enrolled in a Victorian school:
 - Must provide correspondence or a certificate signed by the Department Regional Director
 - Form clearly states the RTO and training to be undertaken.

NSW Smart and Skilled Apprenticeships and Traineeships Program

AGA is an approved provider to offer funding via the Smart and Skilled Program to eligible students for selected courses on AGA's scope of registration.

- Students need to meet below requirements to be eligible for Smart and Skilled Entitlement Apprenticeships and Traineeships Program in accordance with 2024- 25 Smart and Skilled Student Eligibility Policy – Section 2.2:
 - at the time of Commencement is an NSW Apprentice or New Entrant Trainee and has an approved Training Contract in NSW; and
 - the qualification that is being undertaken is on the NSW Skills List; and
 - the qualification that is being undertaken is shown on their Training Contract.
- AGA will ensure to develop a Training Plan for each enrolled student who is an Apprentice or Trainee in accordance with the Apprenticeship and Traineeship Act 2001. The Training Plan will be developed in consultation with the Employer and Enrolled Student within in 12 weeks of approval of the Training Contract.
- AGA will inform and obtain consent from the students that the information supplied by the students (including their personal details and identification) will be used by the Department.

Evidence requirements

Proof of identity/ Date of birth

- USI data – Student must provide a valid USI at the time of enrolment

Smart and skilled eligibility

- Living or working in NSW
- Citizenship: Australian citizen, New Zealand citizen and permanent Australian resident
- Humanitarian visa holder and Partner visa holder (Refugee or asylum seeker)
- Home schooled students- copy of Copy of current certificate of home-schooling registration
- If under 17 - Year 10 completion or equivalent
- Postcode for an Aboriginal or Torres Strait Islander Person who lives in specific defined interstate NSW border areas – an evidence of Any Commonwealth, NSW Government or local council issued document providing evidence of living location must be provided.

Student Induction

The RTO provides students with induction and orientation in their first class or meeting with their trainer to ensure they have appropriate information to facilitate their interactions with their trainers and their learning. Refer to Trainer and Student Policy and Procedure for details.

RTO Responsibilities

The Administration and Systems Manager is responsible for ensuring compliance with enrolments processes. SMS Administration staff are responsible for correct and accurate processing of enrolments on the SMS in accordance with this policy and procedures.

Responsible Persons

Education and Training Manager
 Quality and Compliance Manager
 Administration and System Manager
 SMS Administration Team

Related Documents

RTO Continuous Improvement Policy
 RTO Record Management Policy
 Smart and Skilled Student Eligibility Policy
 Smart and Skilled Operating Guidelines 2024-2025
 Smart and Skilled Contract Terms and Conditions 2024-2025

Document Control

Document Name:	RTO Application and Enrolment Policy
Document Owner:	Administration and System Manager
Approved by- Name & Role:	Nicolas West, Chief Executive Officer
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Evidence of Approval:	Email
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Version Record

Date	Version	Version description
2/04/2024	2.0	Implementation of new RTO Application and Enrolment Policy

Revision Record

Date	Revision	Revision description	Approved by- Name & Role
7/06/2024	2.1	Revision to reflect NSW Smart and Skilled requirements	Sarah Collisson, Education and Training Manager.