

RTO Application and Enrolment Policy

Policy Statement

This policy outlines AGO RTO's approach to offering training services and enrolling students into its courses. The RTO ensures it meets the requirements of the Standards for RTOs 2025 (Outcome Standards 1.6, 1.7, 2.1 – 2.6), 2024 – 2025 Standard VET Funding Contract (Skills First), and any other 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 RTO's obligations.

Definitions

Access and Equity refers to the ability of potential VET students to enter training to improve their career prospects despite an individual's age, gender, nationality, disability and sexual orientation.

ACSF stands for Australian Core Skills Framework.

AES stands for Apprenticeship and Employment Services – AGA's group training organisation (GTO).

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.

Epsilon is the Victorian register of apprenticeship and traineeship training contracts.

FFS stands for Fee for Service

LLND stands for Language, Literacy, Numeracy and Digital Literacy. The LLND requirements for a training program are determined by referring to the ACSF levels for language, literacy, and numeracy relevant to the associated training product. Digital literacy requirements are determined by referring to the types of technology that students are required to use in the training program.

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 is the process undertaken by the RTO and the student to determine the most suitable and appropriate training to undertake, LLND requirements, and any special learning needs or support requirements of the student.

RPL stands for Recognition of Prior Learning.

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

Training Plan means the plan for training and assessment to be delivered to a Skills First Student that RTOs are required to create under Clauses 6.4 to 6.20 of Schedule 1

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

SRTOs stands for Standards for Registered Training Organisations (RTOs) 2025.

The Department refers to the Department of Education and Training Victoria.

USI stands for Unique Student Identifier.

VDSS stands for VET Delivered to Secondary Students.

Victorian Registrations and Quality Authority (VRQA) regulates education and training providers in Victoria. The VRQA regulates apprenticeships and traineeships in Victoria by approving training schemes, registering training contracts, and ensuring employers meet their obligations.

VSN stands for Victorian Student Number.

Policy

Information to Students prior to enrolment

Prior to enrolment the RTO ensures that all students are fully informed and provided with the following information (as per Outcome Standards 2.1 and 2.2 of the SRTOs). For funded students this step is completed by someone on the Skills First Delegation Register.

- Student Handbook that includes AGA RTO's policies and procedures, student support, including the complaints and appeals process.
- Full details of the course, including:
 - Course Title and Code
 - Entry requirements
 - Application process
 - Duration
 - Commencement dates
 - Delivery locations
 - Modes of delivery
 - Assessment requirements
 - Credit Transfers
 - Work placement requirement of course if applicable
 - Suitability of the program
 - Eligibility for Skills First funding, including concession eligibility
 - Fees and Charges

Before enrolling a prospective skills first student, they are informed that their enrolment is funded by Skills First and any impact their enrolment will have on future skills first entitlements. (as per 4.8 of Schedule 1 for SkillsFirst)

Enrolment

- All administrative tasks completed as part of the enrolment process for Funded Students will only be completed by staff members on the Skills First Delegation Register.
- All apprenticeship and traineeship students apply via an online application form after a phone call or during a group induction and enrolment session with one of our SMS Administrators.
- All VDSS students, FFS students and Short Course students apply for a course via an online application form for their relevant program.
- For Online Distance Education students complete online enrolment forms independently or over the phone with support of Student Enrolment Consultant.
- If a student is under the age of 18 years, the 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 information provided by them regarding any previously achieved unit of competency for potential grant of CTs or RPLs.
- **DESTRUCTION OF SUPPLIED IDENTIFICATION**
 - All student identification documents containing personally identifiable information (PII) used for enrolment purposes will be securely destroyed from our systems (I: and SMS) upon completion of the audit check on student files. Additionally, any student identification documents captured within VetEnrol will be purged in bulk on a regular basis following the completion of internal audit checks on student files. This policy ensures the secure handling and disposal of sensitive student information.
- 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 enrolments for apprenticeship, traineeship and online distance education programs, AGA verifies student ID using a Document Verification Service (DVS), Green ID.
- Students applying for a Skills First funded qualification must meet the eligibility criteria at the application stage. Once eligibility is determined the student will be accurately informed about the total fees and charges payable via a statement of fees.
- Course fees are payable in accordance with RTO Fees, Charges and Refunds Policy.
- LLND and pre-training review is conducted as per the policy and procedure outlined below.
- Course suitability is determined.
- All students enrolled in programs are provided with a Confirmation of Enrolment email.
- All students are informed of the 10-day cooling off period within the terms and conditions within their application form.

- The Student Application Form collects all relevant AVETMISS data from the student and this information is recorded in the SMS. All records are maintained as per the RTO Records Management Policy and related procedure.

Pre-Training Review (PTR)

As per Outcome Standards 2.2, 2.4 and 2.6 of the Standards for RTOs, and Schedule 1, Part A of the 2024- 25 Standard VET Funding Contract:

- Potential students seeking to enrol in a qualification, course or VET unit of competency with AGA 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 AGA RTO will only be offered enrolment if they are determined to be suitable to undertake the course.
- Prior to confirmation of enrolment all potential students undertake a PTR which includes the LLND 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
- A designated RTO Admin staff will complete a declaration that the qualification is suitable for the student.
- If a student is deemed unsuitable, the LLN team will suggest alternative pathways to the student, in conjunction with advice from the training team.
- During the PTR, potential students will also be encouraged to disclose any disability so that reasonable adjustments and support needs can be identified.
- All LLN assessments are conducted via LLN Robot, against required ASCF guidelines per course. Digital Literacy is assessed in VetEnrol against a matrix based on the Draft Digital Literacy Skills Framework developed by the Australian Department of Employment and Workplace Relations (DEWR).
- The assessment of Digital Literacy is conducted via screening questions in the PTR form for applicants to check their active awareness of self as a digital user and knowledge and use of digital literacy skills.
- If the perspective student doesn't appear to have the required level of one or more skills on the first attempt they are given a second attempt to improve their score.
- If after the second attempt the prospective student still seems to not have the required level of one or more skills, this is sent to the LLN team for review.
- If the student needs additional support, the LLN team is notified and an Individual Learning Plan is put in place. Documented evidence of the Individual Learning Plan is saved on the I drive and uploaded to the LMS in the student's account. The plan is shared with the student's trainer through the LMS.
- The PTR will also assist in determining any CT or RPL the student would like to apply for.

Training Plans

- Training Plans act as a guide for the student, outlining the following items:
 - the units of competency to be achieved - both core and electives units
 - location and mode of delivery.
 - sequence for delivery and assessment of each unit of competency and expected timeframes.
 - which units can be completed on-the-job, and which can be completed off-the-job
 - assessment details and arrangements, and the types of assessments to be conducted
 - any other specific requirements to be met in accordance with the Training Agreement and Training Package.

- AGA RTO develops detailed Training Plans for all students, apprentices and trainees, to tell them about their training and assessment, such as how much training, when, how and by whom, and also to set out AGA RTO's obligations and the student's commitments, as well as the employer or school's responsibilities as applicable.

- AGA RTO uses the Training Plan to track students, apprentice and trainees' progress as they achieve competencies, and to keep them and their employers/ schools up to date on this progress.

- AGA RTO ensures that:
 - Training Plans for Skills First students funded under the Contract meet the requirements of Clause 6.4-6.20 of Schedule 1 of the Contract
 - Training Plans are consistent with the Training and Assessment Strategy and the qualification/s or competencies to be attained and customised (as required) for the needs of the student
 - A Training Plan is developed for each Skills First student for each program they are enrolled in
 - Training Plans are developed by AGA, together with all parties in the Training Agreement, including the student/apprentice/trainee, the trainer, and the employer (where applicable) or school (where applicable), during the enrolment process, and each party will be provided with a copy of the training plan
 - Training Plans must reflect any adjustments required to the students' training based on the outcomes of the Pre-Training Review
 - Training Plans for students who are NOT an apprentice or trainee must include:
 - name and contact details of the training provider
 - title and code of the program
 - expected duration of the program
 - title and code for each subject to be completed as part of the program
 - scheduled hours for each subject
 - timeframe for each subject including the start date and end date of each subject
 - delivery modes to be used for each subject
 - methods of assessment for each subject
 - persons responsible for the delivery and assessment of each subject (if this information is not available when students first give the student their Training Plan, it must be made available as soon as is reasonably practicable)

- record of any RPL and credit transfer hours granted.
- Training Plans for apprentices/trainees/SBAT students must include:
 - name and contact details of the training provider representative, employer and apprentice or trainee and, for school-based apprentices or trainees - the school's authorised representative
 - timeframes for each subject including the start dates and end dates, and the actual dates for if training has already started
 - delivery modes, detailed training activities and persons responsible for any workplace-based structured training and off-the-job structured training (if this information is not available when you first give the student their Training Plan, it must be made available as soon as is reasonably practicable)
 - time allocated for structured training outside routine work duties
 - any other specific requirements to be met in accordance with the Training Contract or the Approved Training Scheme.
- Training Plans will be developed and signed prior to commencement of training by the following parties:
 - Apprenticeship/ Traineeship
 - the student or apprentice/trainee
 - the employer
 - the RTO (AGA)
 - School Based Apprentices/Trainees
 - the student or apprentice/trainee
 - the employer
 - the RTO (AGA)
 - an authorised representative of the school
 - Non-apprentice or trainee who is doing training that takes place in their own workplace where they are an employee, the Training Plan must be agreed to and signed by:
 - the student
 - the employer that manages and controls that workplace
 - the RTO (AGA)
- A Training Plan can be signed using electronic signatures
- The Training Plan will be made available to the student within 4 weeks of course commencement
- For trainees and apprentices, a training plan with full details of agreed training is generated through the SMS and sent to the student, employer and school where applicable, in accordance with the 2024- 25 Standard VET Funding Contract – Schedule 1 – Part A – Section 6.4 – 6.20. 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.
- Training plans for VDSS students are stored in the LMS and shared with the assigned trainer.
- Training Plans are maintained at all times to ensure they clearly reflect the plan for the training and assessment delivery and if changes are mutually agreed between the parties, these are reflected and justified in the Training Plan

- The training plan is used to monitor progress and record competencies that are achieved as per the training contract. It should be updated as units are completed over the duration of the student's course or the duration of apprenticeship or traineeship.
- At the commencement of each new calendar year of training, AGA RTO may issue updated Training Plans that require approval to ensure currency of the training plan and any updates in relation to progress and completion.

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. disability, language issues, LLN needs, learning difficulties, dyslexia etc.) which may adversely affect their ability to successfully undertake the training via the application form. 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 AGA RTO access to their USI VET Transcript (where applicable).
- AGA RTO will verify and maintain all USI numbers in its SMS.

Confirmation of Enrolment

Only once a student has been deemed suitable for enrolment and relevant documentation has been completed a Confirmation of Enrolment Letter is shared with the student and relevant stakeholders.

Upon acceptance of an enrolment by apprentices, trainees and distance education students, they are provided with written confirmation of their enrolment, via email, including the following:

- Training Plan
- Statement of Fees where applicable
- Instructions regarding their LMS platform
- Student Handbook

FEES

- At the conclusion of the pre-enrolment phone call, all Skills First funded students will be provided with a link to our website, which outlines indicative prices for the course they are applying for. Following assessment of eligibility and verification of credit transfers or RPL applications, the Enrolment Administrator will provide each student with a Statement of Fees that outlines the amount payable, applying any applicable concession rates based on evidence supplied and verified, based on the information provided and verified during the application process.
- For students enrolled in Online Flexible Delivery under the Fee for Service model, fees will be discussed during the enrolment process. A Statement of Fees outlining the amount payable will be provided to these students. Private students will be required to sign up for a payment plan as part of the enrolment process and will be sent a link to facilitate this arrangement. For students referred by Transition to Work (TtW), invoices will be sent directly to TtW on the students' behalf.

- Students enrolling in a VDSS program will be included in a contract with their home school or auspice school (as applicable). Invoices for these students will be sent directly to the respective school, and no fees will be payable directly to AGA by these students.

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 used by the 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 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 / LLND 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 RTO's 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 to establish their eligibility for the program 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 Drivers License, 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, Sections 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 doesn'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.

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 the RTO Training and Assessment Policy and RTO Training and Assessment Procedure for details.

RTO Responsibilities

AGA RTO Operations and Quality 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 procedure.

The SMS Administrator is responsible for ensuring that the SMS Administration staff correctly destroy IDs collected for verification purposes per policy.

Responsible Persons

Education and Training Manager
 Operations and Quality Manager
 Training Manager
 SMS Administration Team and team leads
 Student Enrolment Consultant
 LLN Manager
 LLN Coordinators
 Training Coordinators
 Trainers

Related Documents

RTO Record Management Policy
 RTO Record Management Procedure
 RTO Student Support and Wellbeing Policy
 RTO Continuous Improvement Policy
 RTO Learning Management System Policy and Procedure
 RTO Marketing Policy
 RTO Application and Enrolment Procedure

Document Control

Document Name:	RTO Application and Enrolment Policy
Document Owner:	Operations and Quality Manager
Approved by- Name & Role:	Sarah Collisson
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Evidence of Approval:	Email
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Revision Record

Date	Version	Revision description
2/04/2024	2.0	Implementation of new RTO Application and Enrolment Policy
7/06/2024	2.1	Revision to reflect NSW Smart and Skilled requirements
10/09/2025	3.0	Revision to <ul style="list-style-type: none"> reflect requirements of Standards for RTOs 2025 remove references to NSW Smart and Skilled
30/10/2025	3.1	Revision to create separate policy and procedure documents and Appendix A