

1. Purpose

The purpose of this Policy is to ensure that all students are fully aware of the RTO enrolment process. Students are advised of all pre-enrolment requirements, identification requirements, fees and charges and refunds, student support, training and assessment, so that each student is fully informed before enrolment or commencement. Further that all staff are aware of their obligations with regards to student enrolments and in doing so the RTO adheres to the Standards for Registered Training Organisation 2015 so that all enrolments are consistent and compliant.

2. Policy Statement

Belelmo Pty Ltd Essential Business Training - RTO 91492 is committed to providing quality training and assessment products and services in compliance with the Standards for Registered Training Organisations (RTOs) 2015.

3. Mapping

This policy and procedure maps to RTO Standards 5.1-5.3; 7.3; 3.5 for enrolment; 1.7 for learner support and Std 2 & 8 where third parties are marketing and recruiting.

RTOs are responsible for:

- informing and protecting students (clauses 5.1 to 5.3)
- protecting pre-paid fees by students (clause 7.3)
- providing credit for prior studies (clause 3.5).

This policy should be read in conjunction with the Marketing & Advertising Policy and Procedure, Smart & Skilled Administration Policy, and the Financial Management Policy & Procedure, Critical Incident & Student Support Policy and Procedure and Third Party Management Policy and Procedure (if applicable).

4. Definitions

- **AVETMISS** – Australian vocational education and training management information Statistical Standard which ensures the consistency and accuracy of vocational education and training information
- **Courses** – Refers to all training delivered by the RTO's scope of registration, which include VET accredited, fee for service, vocational and prevocational courses
- **USI** – Unique Student Identification Number – National student reference number. All students who enrol in a nationally recognized training course require a USI- This is a reference number made up of 10 numbers and letters which creates a secure online record of your recognized training which will give you access to your training records and transcripts and can be accessed online at any time. Your USI can be used if seeking credit transfer (identify) so as demonstrate prior learning when commencing further training. This is not your student number and must be created by you and not by the RTO.

- **LLN** – Language, Literacy & Numeracy assessment – to identify a student’s ability to commence a course
- **SMS** – Student Management System
- **VET**- Vocational Education and Training
- **QA** – Quality Advisor
- **RM** – RTO Manager
- **BDM** - Business Development Manager or referring to any sales staff of any title

5. Prior to Enrolment

The RTO is obliged to ensure each prospective or current student is provided with the following;

- Accurate description of all courses provided by the RTO. (as approved)
- Accurate and detailed information of the training course they may wish to select, so as to enable a prospective or current student to make an informed decision regarding their training. This information must include:
 - Pre- Enrolment requirements
 - Recognition of prior learning or experience –A single unit of competency as completed or a full qualification will be recognized as per the evidence as provided, howe
 - Expected Course duration
 - Any materials/equipment/health and safety clothing which may be required if student fails to present it wherever required
 - Fees- payment terms, when fees are to be paid and options how fees can be paid and information regarding government funded subside which may be available. All terms and conditions including deposits and or refunds and your rights as a consumer-Refer to Financial Management Policy and Procedure for more details
 - Student’s support services and complaints and appeals process – Refer to Complaints & Appeals Policy and Procedure, Refer to Critical Incident & Student Support Policy and Procedure for more information
 - Assessment methods, modes and delivery timeframes
 - A clear course description which will distinguish between nationally recognised training and any assessments which will result in the issuing of AQF certification.

Prior to enrolment, Students shall be provided with advice about which course/qualification which is most appropriate to meeting their needs in considering the students existing skills, experience, competencies and job prospective. Also discussed will be the possibility of the need for additional

support and expected outcomes. In doing so the RTO shall identify if a course is appropriate for the student to commence.

Sources of information for students include but is not limited to:

- RTO website
- RTO social media (Facebook, Instagram, etc.)
- Flyers
- Face to face information sessions with RTO BDM or administration staff

6. Enrolling with the RTO (Standard 5.1, 5.2, 5.3)

The RTO must ensure that all enrolment policies/forms and criteria are maintained, consistent and amended where required. All students are enrolled in keeping with the RTO national procedures.

7. AVETMISS and USI

To correctly complete the RTO enrolment online form, (in accordance with AVETMISS specifications) all mandatory fields are clearly identified. In addition, students must provide the following;

USI – Unique Student Identification Number

Your USI is a unique 10-digit number made up of letters and numbers as provided by the Australian Government. This number is unique to each student is nationally recognized and is mandatory for all students to supply to the RTO upon enrolment. Your USI creates a secure online record of all your recognized training and qualifications gained in Australia and all transcripts from 2016. This number can be accessed online at any time one is free to create.

If you are a new or continuing student undertaking nationally recognised training, you need a USI in order to receive your qualification or statement of attainment. If you don't have a USI, you will not receive your qualification or statement of attainment. For more information, please visit: [usi.gov.au](http://www.usi.gov.au), <http://www.usi.gov.au/create-your-usi/> on your PC or mobile device or contact them at Email: usi@education.gov.au Phone: 1300 857 536

8. Privacy Notice

Under the Data Provision Requirements 2012, the RTO is required to collect personal information about all students and to disclose that personal information to the National Centre for Vocational Education Research (NCVER). All personal information as contained on an enrolment form and your training activity data may be used or disclosed by the RTO for statistical, regulatory and research purposes. The RTO may disclose your personal information for these purposes to third parties, including:

- School – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship;
- Employer – if you are enrolled in training paid by your employer;

- Commonwealth and State or Territory government departments and authorized agencies;
- NCVET;
- Organisations conducting student surveys; and
- Researchers.

Personal information disclosed to NCVET may be used or disclosed for the following purposes:

- Issuing a VET Statement of Attainment or VET Qualification, and populating Authenticated VET Transcripts;
- Facilitating statistics and research relating to education, including surveys;
- Understanding how the VET market operated, for policy, workforce planning and consumer information; and
- Administering VET, including program administration, regulation, monitoring and evaluation.

9. Process

Enrolment Process for Traineeships



Enrolment Process for school-based traineeships



Induction Information

Learners are often overwhelmed via the enrolment process, as such, the RTOs process has been designed to reinforce key information throughout the enrolment process and prior to commencement:

1. All information is provided through the enrolment process as per above

2. Upon confirmation, learners are provided with Confirmation of Enrolment which highlights again the key information and the Student Information Guide which provides more detailed information about the college
3. The day of commencement, learners are taken through an orientation/induction process and sign off on a learner induction checklist to confirm their understanding.

As such, over a period of time, the RTO is confident that the learner has been fully informed about all aspects of their training and assessment and know how to access support from the RTO.

10. Responsibilities

- Training Advisors are responsible for providing only approved documentation as per the enrolment procedure
- Training Advisors are responsible for ensuring that accurate and ethical information is provided to potential learners
- Admin will be responsible for actioning the enrolment.
- The trainer is responsible for providing an overview of the course and key information on the day of commencement.

11. Quality Assurance

- Quality Advisor will provide an annual review of a sample of completed enrolment packs and provide any outstanding issues in a report to the Directors for actioning
- The Directors and owners are ultimately responsible for ensuring the marketing is compliant.

12. Related documents

The following documents are part of the RTOs enrolment

- Course Flyers
- Website
- Enrolment pack
 - Suitability Discussion
 - Financial Hardship (if applicable)
 - Statement of Fees
 - Code of Conduct for Students
 - Privacy Photo Consent Form

- Entry Assessment
- Student Application Form
- Student Support Form (if applicable)
- USI information handout
- EZI Debit Form
- Student Information Guide
- Confirmation of Enrolment
- Training Plan
- Student Induction Checklist

13. Monitoring and Improvement

All enrolment practices are monitored by the Director(s) of The RTO and areas for improvement identified and acted upon. (See Continuous Improvement & Quality Management Policy)

Policy Review

This policy will be reviewed each year and as a standing item, include details of the date it was reviewed and any changes.

- November 2022 - initial creation
- November 2024 –Updated to align to 2024-2025 Smart & Skilled Funding Requirements

Policy Additions or Amendments

Separate to the mandated annual review, the policy may be varied at any time due to legislative changes or to fall in line with widely accepted best practices in the workplace. In the event of any changes, the policy will be updated, and relevant stakeholders advised.

<NAME> (Position)