

Student Selection and Enrolment Policy and Procedure

Policy and Procedure Name	Student Selection and Enrolment Policy and Procedure
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1. Purpose and Scope

Australian Institute of Accreditation has a commitment to ensuring its student selection processes are fair, transparent and non-discriminatory. Students are selected regardless of age, employment status, religion, gender, disability, sexuality, sexual preference, culture and ethnic background.

The following policy and procedure outlines the organisation framework and general principles for the selection and enrolment of its students. This policy and procedure has been designed to ensure all students prior to their enrolment are fully informed and meet the requirements of the qualification or program.

The Student Selection and Enrolment Policy and Procedure applies to staff, students, employers, clients and potential consumers and is used across all products on Australian Institute of Accreditation current scope of registration.

This policy and procedure should be read in conjunction with the *“Recognition Policy and Procedure”*, *“Privacy Policy and Procedure”*, *“Record Retention Policy and Procedure”*, *Complaint and Appeals Policy and Procedure* and *‘Fees and Refund Policy and Procedure’*.

2. Abbreviations / Definitions

Discrimination	Where a person is treated with prejudice because of their beliefs, circumstances and characteristics.
Individualised Learning and Assessment Plan (Plan)	A learning and assessment plan developed for a particular student that identifies specific goals and support measures.
RTO	Registered Training Organisation
Training and Assessment Plan	A documented plan for training and assessment required by students enrolled in a government subsidised program.
Third party	Is any party that provides services on behalf of the RTO but does not include a staff member/employee.
USI	Unique Student Identifier.

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3. Policy

Australian Institute of Accreditation uses an objective, non-discriminatory, transparent and systematic process to select and enrol its students. Selection and enrolment processes are designed to ensure all relevant legislation and regulatory requirements are met, the prospective student is well informed and receives a high level of customer service and support throughout the entire enrolment process.

General principles that underpin selection and enrolment processes are as follows;

- Australian Institute of Accreditation is compliant with consumer protection regulation/legislation and all federal and state discrimination acts.
- Accurate and ethical marketing and advertising strategies ensure students are fully informed prior to application/enrolment (e.g. program eligibility, pre-requisite requirements and language, literacy and numeracy skill levels).
- In accordance with Australian Privacy Principles prospective students are informed of how their information will be collected, used, disclosed and stored.
- Students are routinely screened to ensure eligibility requirements are met, special needs are identified and opportunities for recognition are provided.
- Student selection is based on;
 - The prospective student's application being fully completed.
 - All required documentation being submitted, including the students USI.
 - Program/course eligibility and pre-requisite requirements being met.
 - Fees paid in accordance with the organisations '*Fees and Refund Policy and Procedure*'
 - Consent and declarations being read, understood and signed.
- Where special needs or additional support requirements are identified an Individualised Learning and Assessment Plan is developed, implemented, monitored and evaluated throughout the term of the student's enrolment.
- Documentation and supporting evidence is collected and stored in accordance with the organisation *Privacy Policy and Procedure* and *Record Retention Policy and Procedure*.
- Consumers are encouraged to provide feedback on their experience and through the organisations continuous improvement process. Opportunities for improvement are identified and actioned.
- Consumers are able to make a complaint or appeal an enrolment decision as per the organisations '*Complaint and Appeals Policy and Procedure*'.
- Refunds where required are provided to students in accordance with the organisations '*Fees and Refund Policy and Procedure*'.

4. Procedure

The procedure for selecting and enrolling students has been outlined in **Diagram 1: Student selection and enrolment procedure.**

4.1. Pre-enrolment information

Throughout the enrolment process Australian Institute of Accreditation provides prospective students with different ways to access the relevant information required to make an informed decision about their course and to fully understand their rights and responsibilities. Enrolment and continuous improvement processes support the provision of information and closely monitor the students experience to ensure that consumer rights are upheld at all times.

Information is accessible via a variety of different ways including but not limited to the organisations website, student handbook, phone information sessions, student interviews and by speaking to Australian Institute of Accreditation staff throughout the application and enrolment process.

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Course information is provided/discussed throughout the enrolment process and includes;

- Course code, title and currency of the training product
- Estimated duration and study requirements
- Mode(s) of delivery
- Pre-requisite and/or eligibility requirements (if required by unit)
- Work placement requirements and arrangements (if required by unit)
- Recognition and credit transfer opportunities
- Rights and responsibilities of the student and the RTO
- Materials or equipment to be provided by the student
- Available support services
- Reasonable adjustment
- Fee information
- Name and contact details of any third party – if applicable
- Physical or cultural requirements of the course.

To ensure prospective students are well informed, they are provided with a variety of generic information relevant to their enrolment (e.g. student related policies and procedures, available support services, course and fee information, rights and responsibilities, feedback/ complaints and appeals mechanisms, the collection use, disclosure and storage of personal information and USI requirements).

The organisations policies and procedures are located on the Australian Institute of Accreditation website and a synopsis outlined in the student handbook.

4.2. Enquiries

Where prospective students enquire by phone or online they are provided with possible training solutions to meet their individual needs and requirements. At all times Australian Institute of Accreditation ensures that it provides prospective students with accurate, factual and accessible information about the RTO, its services and performance. Detailed information outlined in section 4.1 is provided and discussed.

To protect the rights of consumers under 18 years of age parents/ guardians are encouraged to attend any scheduled information sessions and ask questions relating to their child's enrolment.

Determining and supporting students' needs

Through the completion of the enrolment form and routine screening activities, students with special needs and additional support requirements are identified and supported. In these instances, the Trainer is notified and a discussion is undertaken with the student to identify how to best meet their needs. So that the prospective student is able to make an informed decision the Trainer will at this meeting also discuss what services are available internally or externally to support their learning. The use of available support services, assistive technology, equipment, resources and reasonable adjustment are discussed and their applicability in meeting the students individual need explored. Where the student requires specialised support, and provides consent, referral to relevant specialised service(s) are organised.

Our qualified trainers and assessors are here to help students any way we can. There may be certain circumstances that require students to receive additional support and/or assistance from external sources, such as outside agencies or websites. Please see below for further information.

Language, Literacy and Numeracy Support

We encourage all students to let us know (either prior to enrolment, at enrolment or once they have started a course) if they think that they might have language, literacy or numeracy issues that may

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inhibit their ability to complete the course. If a student self identifies that they have issues in these identified areas, we look to provide strategies to assist the participant to progress in their chosen course. This could be through additional telephone support, the provision of support materials which include commonly used words and phrases, or some other arrangement suitable to both parties. Where we are unable to provide the required level of support to meet the individual needs of the student, referral will be made for dedicated language, literacy or numeracy training. Where Australian Institute of Accreditation cannot meet the student's specific identified needs, a refund will be given to the student. The external referral that the student may be directed to may include organisations such as a local public provider such as a TAFE college, or a specialised literacy specialist provider such as;

- Queensland Council for Adult Literacy Inc (QCAL): (07) 3878 9944, <http://www.qcal.org.au>
- AMES (New South Wales): (02) 9289 9202, <http://www.ames.net.au>

The student will be invited to contact the literacy specialist to organise an interview to determine the most appropriate course of action. Additional support may occur on a fee for service basis and be provided by the literacy specialist.

Social support

If a student finds that personal or social problems are inhibiting their ability to complete the course successfully, we will seek to (upon request by the student), to find appropriate support for the student. Organisations that may be referred to include:

Centrelink	132 490
Mental Health Association	1300 729 686
Wesley Mission	1800 021 821
Women's Domestic and Family Violence	1800 811 811
St Vincent De Paul	07 3010 1096
LifeLine	13 11 14
Kids Helpline	1800 551 800
Alcoholics Anonymous	1300 222 222

Disability support

If a student self-identifies that they have a disability, they are encouraged to contact Australian Institute of Accreditation to have a further conversation with a Trainer/Assessor. After this conversation, if there is the identified situation where this disability may inhibit their ability to complete the course (especially if workplace assessment tasks cannot be completed in line with the requirements of the unit), and we are unable to meet the very specific needs of an individual, we will endeavour to source another Registered Training Organisation that delivers the same unit(s) of competence who may be able to meet these needs.

Equal Access

Australian Institute of Accreditation does not discriminate on the basis of perceived or actual LLN skills in enrolling students into its courses. We provide sufficient information for enrollees to make an informed decision on whether they should seek further advice prior to enrolment.

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To optimise the student's ability to complete their program/qualification an *“Individualised Learning and Assessment Plan”* (Plan) will be discussed with the student, as it can be developed by the trainer/assessor in partnership with the student. Whilst ideally the Plan is completed prior to the student's commencement it can depending on the students' needs be developed and implemented at any point throughout their enrolment.

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As part of the Plan and where the integrity of the assessment is maintained, reasonable adjustment may be made to the assessment procedure.

The Individualised Learning and Assessment Plan (Plan) is closely monitored, reviewed and evaluated by the Trainer and the Managing Director throughout the student's enrolment to ensure its effectiveness and optimise learning outcomes. The student is an active participant in the development, review and evaluation of their Plan.

4.3. Enrolment

All prospective students are required to complete and submit an online enrolment form. If an applicant has a disability or special needs requirement they are provided with the same opportunities to enrol in vocational education and training as any other student. Applicants are aware that by submitting the application they are not guaranteed a position in their program/qualification of choice as entry can be dependent on program eligibility or pre-requisite requirements.

Administration staff may review the enrolment form (using the Enrolment to Award Checklist as a guide) to ensure it is complete (or automated formulas check/balances may be instigated at LMS and SMS service provision level), to ensure that the prospective student is eligible and meets pre-requisite requirements and has submitted relevant supporting documentation. If the application form is incomplete or additional documentation is required administration staff will discuss with the prospective student actions required for finalising their application. If the student is ineligible or does not meet pre-requisite requirements they are notified and alternate solutions discussed.

The students USI is verified at time of entering enrolment information into student management system through direct communication with government database. Student information is entered in the student management system and confirmation of enrolment including an invoice is sent to the student.

Once the student has successfully submitted their enrolment form the following occurs;

- Student file is created.
- Login information regarding online learning account is provided, which enables access to resources and program specific information.
- Credit transfer applications are processed.
- Individualised learning and assessment plans are developed if special needs have been identified.
- Student commences their program/qualification.

4.4. Record Management

Student personal information is collected, used and stored in accordance with the organisations Privacy Procedure and Records Retention Policy and Procedure.

5. References

- Australian Skills Quality Authority (2015) "*Standards for Registered Training Organisations (RTOs) 2015*".

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Diagram 1: Student selection and enrolment procedure

(1) Enquiry

- Student enquires and reviews a program/qualification/unit on Australian Institute of Accreditation scope of registration by making an enquiry by phone or online.

(2) Pre-enrolment information provided to the consumer

- Australian Institute of Accreditation provides detailed information to the consumer through communication channels such as their website, additional marketing material, pre-enrolment information, student handbook and phone information sessions. This information may include student related policies and procedures, rights and responsibilities, fees and refunds, available support services, reasonable adjustment opportunities, complaints and appeals, obtaining a USI and applying for recognition and/or credit transfer, course information, eligibility criterion, pre-requisite requirements, content, delivery style, fees, language, literacy and numeracy requirements)

(3) Student pays for preferred course through website ecommerce portal

- Invoice/customer receipt are automatically generated and sent to student
- Student is provided login information to gain access to online course (i.e. enrolment form, learning resources, assessment material)

(4) Student completes Enrolment Form

- Enrolment form is provided to the prospective student for completion.
- Prospective student submits fully completed Enrolment Form and supporting documentation as required (student advised form successfully submitted and online course materials are made available to access)

(5) Review of enrolment information occurs

- Enrolment form is reviewed by Administration staff (referring to Enrolment to Award Checklist as required) to ensure that it has been completed correctly and any supporting documentation/evidence has been submitted.
- Application is assessed that it meets program/qualification eligibility and entry requirements.
- If opportunities for recognition are identified, discussion to occur with the prospective student about their options.
- Trainer/Assessor conducts a meeting with student if special needs or additional support requirements (such as LLN) are identified and an individualised learning and assessment plan is developed. Referral to internal or external support services may be offered dependent on the students' needs and requirements.

Eligible

Ineligible

Student Contacted

Student contacted that their application is incomplete, requires further evidence or that they have not met eligibility criteria. Additional documentation maybe requested or where ineligibility applies alternative solutions including referral may be offered.

(6) Details placed in relevant database

- Administration enters student details into Student Management System (SMS)
- USI verified
- If special needs have been identified, the relevant notes made on student file