

Purpose

ABEX Institute of Training is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (SRTOs 2015). As such, ABEX Institute is required to comply with relevant Commonwealth, State and Territory laws regarding and including anti-discrimination and equal opportunity. ABEX Institute of Training is committed to providing the best practice, professional products and services to its clients and acknowledges it can only succeed in this with effective and efficient quality processes. The purpose of this policy is to provide fair and equitable process for client enrolment and ensure clients are provided with accurate and sufficient information to make an informed choice about their enrolment and chosen course.

Policy Statement

ABEX Institute of Training is committed to ensuring all clients enrolling on courses are treated fairly and equitably, and are clearly informed of the enrolment process, conditions, details regarding their chosen course, rights and obligations.

ABEX Institute of Training will provide prospective and current clients with advice regarding relevant training products to meet their needs, taking into account the individual existing skills and competencies.

Definitions

The following words and expressions have the following specific meaning, as in the Standards for Registered Training Organisations (RTOs) 2015.

Educational and support services may include, but are not limited to:

- pre-enrolment materials;
- study support and study skills programs;
- language, literacy and numeracy (LLN) programs or referrals to these programs;
- equipment, resources and/or programs to increase access for learners with disabilities and other learners in accordance with access and equity;
- learning resource centres;
- mediation services or referrals to these services;
- flexible scheduling and delivery of training and assessment;
- counselling services or referrals to these services;
- information and communications technology (ICT) support;
- learning materials in alternative formats, for example, in large print;
- learning and assessment programs contextualised to the workplace; and
- any other services that the RTO considers necessary to support learners to achieve competency.

Student Identifier has the meaning given in the Student Identifiers Act 2014.

Policy Principles

Information to Clients

Prior to enrolment each client is provided with access to a Student Handbook, Course Information, fee information and refund Policy.

Enrolment of Individual Clients

Enrolment into training programs will be conducted at all times in an ethical and responsible manner, ensuring fairness and compliance with the Access & Equity Policy.

Enrolments are subject to availability of places on the training program, based on the maximum number of clients who can be accommodated under the particular circumstances (e.g. safety, capacity of training venue, type of course, learning structures etc within program).

All prospective clients will be provided with information regarding the RTO and its course.

ABEX Institute of Training will review the individual needs of each prospective client, taking into account their existing skills and competencies, advising them of the most appropriate training product to meet their needs.

Enrolments will be considered tentative until payment and the Student Identifier has been received.

All Clients enrolled on courses are advised in writing, upon receipt of their enrolment form and payment, that their place on the course is confirmed.

Course fees are payable in advance (subject to Financial Management Policy – Course Fees).

Abex Training must ensure its marketing and advertising of AQF and VET qualifications to prospective clients are ethical, accurate and consistent with its scope of registration:

- State funding legal requirements (Victoria).
- Skill for Victoria service agreement plus
 1. Eligibility criteria for Skills First Program
 2. Evidence of Eligibility and student declaration

The authorised delegates must carry out mandatory requirements in accordance with the conditions below:

1. All documents must be in the name of the applicant
2. Enrolment must not proceed until ABEX Training receives all documentation required.
3. No course moneys can be accepted by ABEX Training until letter of enrolment is issued to the students and a valid invoice is raised.

Special Needs of Clients

Clients intending to enrol for training are requested, to advise of any physical or other impairments/ needs (eg English language difficulties, dyslexia) which may adversely affect their ability to successfully undertake the training. (See Access & Equity Policy)

Language, Literacy and Numeracy Abilities of Clients

Clients intending to enrol for training are assessed on their language, literacy and numeracy abilities to determine their capability to successfully undertake the training and determine whether any additional support is needed. (See Access & Equity Policy)

Student Identifier

All clients are required to provide their unique Student Identifier, in accordance with requirements of Student Identifier Act.

Students will be advised on the process of obtaining a Student Identifier if they do not already have one, via <http://www.usi.gov.au/Pages/default.aspx>

ABEX Institute of Training will verify and maintain all Student Identifier numbers in its Student Management System (SMS).

Group Enrolments (Corporate Client / Employer)

CEO negotiates course requirements with relevant company client representative.

Written confirmation is required to confirm course booking with names of individual clients included.

Individual enrolment forms are required for all individual clients to secure a place.

Recognition

Credit Transfer and Recognition of Prior Learning are acknowledged and accepted as a standard practice of. (See Recognition policy)

Confirmation of Enrolment

Upon acceptance of enrolment the client is provided with written confirmation of their enrolment, including a schedule for training and assessment dates, times and location of training (as relevant to mode of learning).

Changes to Training and Assessment

Any changes to a training program, services or third party provider will be advised to clients, as soon as possible prior to the date the change is to occur.

Cancellation of Courses

It is NOT normal policy to cancel scheduled training programs.

However, if for some unforeseen reason a course is cancelled or postponed, all clients will be offered the opportunity to attend the training program on another date, at another location (if available) or in another delivery mode.

If, in the event that the client does not accept the offer, or for some reason the offer cannot be made, the course fees will be refunded in full within one week of the date of the cancellation of the course. (See Refund Policy)

Refund for Cancellation of Enrolment by Client

Refunds can be provided, in accordance with Refund Policy. (See Refund policy)

Transfer of Enrolment

- Transfer to another “Course date” – Clients are able to transfer to another course date, providing they make a request in writing a minimum of one week in advance.
The transfer is subject to course availability.
- Transfer to another “Course” – Should a client wish to transfer to another course, they need to make the request in writing a minimum of one week in advance.
The transfer is subject to course availability.
- Transfer to another “Delivery mode” – Should a client, enrolled in a course, wish to transfer to another “delivery mode” for the same course they are able to do so providing they make a request in writing a minimum of one week in advance. An administration fee is applicable for all transfers to another course delivery mode.
The transfer is subject to course availability.
Should a student wish to transfer to another delivery mode and does not provide written notice at least one week in advance, the student forfeits the full course fee.
- Transfer to another “Client” – Prior arrangement no later than one week prior to the course. An administration fee is applicable for all transfers to another client.

Client Records of Enrolment

ABEX Institute of Training is obligated to report all enrolments, in compliance with national reporting requirements. (See Management of RTO Policy)

Individual client records are created for each enrolment and maintained for a period of 30 years. (See Records Policy)

All individual clients have access to their own records, and the progress of their learning. This is enabled through the student management system. (See Records Policy)

Fees

Fees are collected in accordance with the Fees processes. (See Financial Management Policy)

Student Induction

ABEX Institute of Training provides clients with induction/orientation to ensure they have appropriate information to facilitate their interactions with and their learning.

Each client receives a copy of the Student Handbook which outlines key information including their rights and responsibilities as a learner.

All clients sign an acknowledgment that they have received, read and understood policies and details within the Student Handbook.

Responsibilities

The CEO/ General Manager is responsible for ensuring compliance with enrolments processes.

Administration staff are responsible for correct and accurate enrolments in accordance with this policy and procedures.

Access & Equity

The Access & Equity Policy applies. (See Access & Equity Policy)

Records Management

All documentation from Enrolment processes are maintained in accordance with Records Management Policy. (See Records Management Policy)

Monitoring and Improvement

All enrolment practices are monitored by the CEO and areas for improvement identified and acted upon. (See Continuous Improvement Policy)

Enrolment Procedures – Standard 1.2, 1.7, 1.12, 5.1, 5.2, 5.3, 5.4

New Enquiry / Enrolments

STEP 1 – Initial Enquiry

No.	Who	Actions
1.1	Client	Makes a request for course information
1.2	Admin	Provide course information to client by: Referring client to website; Post / fax or email. Create a record of the enquiry on CRM / SMS. For Groups Bookings, complete 'Group Booking Enquiry form' and forward to CEO.
1.3	CEO	Follow-up and discuss 'Group Booking enquiry form' with client.

STEP 2 – Follow-Up Initials enquiries

No.	Who	Actions
2.1	Admin	Contact all initial enquiries within one (1) week, attempt to confirm enrolment.
2.2	Admin/BD	Provide all relevant information to the student prior to their course commencing through information and/or induction sessions, marketing materials, etc. <ul style="list-style-type: none"> • Qualification information • Requirements of documents to be provided where students are under age of 17 • course start and end dates • modes of delivery • fees and charges including payment options • Requirements of Unique Student Identifier Number (USI) in enrolment process; e.g. Proof of ID, etc.
2.3	CEO	Contact all initial enquiries within one (1) week, attempt to confirm Group booking.

STEP 3 – Pre training review

No.	Who	Actions
3.1	Client	Provide expression of interest for a course.
3.2	Business Developer/ Trainer	Provide statement of fees to each student along with the withdrawal and refund policy.
3.3	Business Developer/ Trainer	Identify suitability of the course/s which the student is applying to enrol in, by conducting pre training interview using the pre-training review form and Language Literacy and Numeracy (LLN) test
3.4	Business Developer/ Trainer	All components for pre-training review must pre-date each student's enrolment.

Enrolment Procedures – Standard 1.2, 1.7, 1.12, 5.1, 5.2, 5.3, 5.4

New Enquiry / Enrolments

3.5	Business Developer/ Trainer	Credit Transfer and Recognition of Prior Learning (RPL) must be presented to the potential student during the pre-training review.
3.6	Business Developer/ Trainer	Confirm if the student is able to enrol at level requested by checking if pre-requisites are required to enter the course.
3.7	Business Developer/ Trainer	Provide Student Handbook

STEP 4 –Course Enrolments

No.	Who	Actions
4.1	Business Developer	Conduct the Skills First eligibility assessment with the student as per the procedure Determining Eligibility for Skills First
4.2	Student	Fill in all areas of enrolment form and sign the student declaration on the “enrolment eligibility form”
4.3	Business Developer	Confirm all student areas are completed correctly on the “enrolment eligibility form” and the declaration has been signed
4.4	Business Developer	Collect and copy appropriate identification from the student to confirm funding eligibility, Victorian residency and sign that the original document has been sighted. If the ID is unable to be copied due to the location then a camera capture is OK, but this is not to be considered general practice. If the original documentation has not been sighted by Abex’s authorised delegate it must be a certified copy by an authorised person. Students using certified photocopies of their original documents will be required to present or mail them to the RTO. For the purpose of the <i>Evidence of Eligibility and Student Declaration</i> , certified photocopies that are scanned or faxed are not sufficient to meet this requirement and will not be accepted at audit.
4.5	Business Developer	Discuss funding eligibility with the student and any student cost involved confirming the cost of the course with the student as per Abex fees and charges service agreement. The service agreement has an allowance for a payment plan if required. Explain the written agreement to the student and complete all enrolment documentation with them. The student must sign this and as well as the Abex authorised delegates.
4.6	Business Developer	Where the student was found to be not eligible for Skills First funding discussions are held with the student to see what other options they may select so that they may be able to participate in the course.
4.7	Business Developer	Hand all the completed documentation over to the administration staff to be checked for compliance and for further processing

STEP 5 – Processing Course Enrolments

No.	Who	Actions
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Enrolment Procedures – Standard 1.2, 1.7, 1.12, 5.1, 5.2, 5.3, 5.4

New Enquiry / Enrolments

5.1	Admin	<p>All components for the Pre-training Review form must pre-date the student’s enrolment date.</p> <p>Receive the completed and duly signed ‘Enrolment form’.</p> <p>Determine if the client meets the minimum eligibility for the course.</p> <p>Confirm student has completed the “enrolment eligibility form” correctly, including signatures and dates</p> <p>Skills First funded enrolments are not processed if the Skills First eligibility requirements are not demonstrated.</p> <p>For SKILLS FIRST funded courses, all staff will ensure that the Eligibility Declaration Form (Skills First) dates must pre-date the first date of training commencing</p> <p>Check to see if the client is a past student (check SMS).</p> <p>Check to see if client details are on SMS.</p> <p>All client enrolments are processed through SMS. Process enrolment in SMS.</p> <p>Process payment (if applicable).</p> <p>Give SMS invoice to Finance for creation in Finance system.</p> <p>Create a Client file (See Records Management procedures).</p> <p>Send confirmation letter and Training Schedule to client.</p> <p>Trainer to be allocated to student and create training plan for the student.</p> <p>Confirmation SMS to be sent confirming start date of the course</p> <p>Send relevant course materials to client, as applicable.</p> <p>Ensure the Training Plan that is generated from the enrolment process is signed by relevant parties preferably within 2 (two) weeks after the commencement of training but by no later than 4 (four) weeks after training commences.</p> <p>Ensure Training Plan signed by student is retained in student file</p> <p>Develop individual Learning Plan for student on data from the Pre-Training Review and LLN assessment</p> <p>File any documents in client file.</p>
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Enrolment Procedures – Standard 1.2, 1.7, 1.12, 5.1, 5.2, 5.3, 5.4

Client Withdrawal / Deferral / amendment to enrolment

STEP 1 – Application to Withdraw/ defer/ amend enrolment

No.	Who	Actions
1.1	Client	Client completes 'Course Withdrawal/Amend Form' and submits to admin for processing.
1.2	Admin	Review 'Course Withdrawal/Amend Form' request and check feasibility of request. Forward 'Course Withdrawal/Amend Form' to CEO for approval/authorisation.

STEP 2 – Authorisation

2.1	CEO	Review 'Course Withdrawal/Amend Form' request and make determination for approval. Return form to admin for processing
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STEP 3 – Processing Withdraw/ deferral / amend enrolment request

3.1	Admin	Make relevant changes in SMS. Make relevant notification on client file. Contact client to advise outcome. Follow-up with Refund (if applicable) Provide client with relevant materials /logins (as applicable)
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