

## STES

# RTO Policy & Procedure – Enrolment & Confirmation

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| <b>Purpose</b>     | The purpose of this Policy & Procedure is to ensure consistency in the enrolment of students into courses offered by STES.  |
| <b>Definitions</b> | <p><b>Client</b> – the company or business wishing to enrol participants in the training and assessment activity.</p> <p><b>Student</b> – the participant in the training and assessment activity.</p> <p><b>RTO Point of Contact</b> – the person who responds to the initial enquiries from potential clients or students. This could be the RTO Administrator, RTO Manager or Trainer &amp; Assessor depending on staffing levels</p>                              |
| <b>Inputs</b>      | <p><b>Standard 1 - The RTO's training and assessment strategies and practices are responsive to industry and learner needs and meet the requirements of training packages and VET accredited courses.</b></p> <p>1.2. For the purposes of Clause 1.1, the RTO determines the amount of training they provide to each learner with regard to:</p> <ul style="list-style-type: none"><li>a) the existing skills, knowledge and the experience of the learner;</li></ul> |

**Standard 3 - The RTO issues, maintains and accepts AQF certification documentation in accordance with these Standards and provides access to learner records.**

3.4. Records of learner AQF certification documentation are maintained by the RTO in accordance with the requirements of Schedule 5 and are accessible to current and past learners.

3.6. The RTO meets the requirements of the Student Identifier scheme, including:

- a) verifying with the Registrar, a Student Identifier provided to it by an individual before using that Student Identifier for any purpose;
- b) ensuring that it will not issue AQF certification documentation to an individual without being in receipt of a verified Student Identifier for that individual, unless an exemption applies under the Student Identifiers Act 2014;
- c) ensuring that where an exemption described in Clause 3.6 (b) applies, it will inform the student prior to either the completion of the enrolment or commencement of training and assessment, whichever occurs first, that the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the Registrar; and
- d) ensuring the security of Student Identifiers and all related documentation under its control, including information stored in its student management systems.

**Standard 5 - Each learner is properly informed and protected**

5.1. Prior to enrolment or the commencement of training and assessment, whichever comes first, the RTO provides advice to the prospective learner about the training product appropriate to meeting the learner's needs, taking into account the individual's existing skills and competencies.

5.2. Prior to enrolment or the commencement of training and assessment, whichever comes first, the RTO provides, in print or through referral to an electronic copy, current and accurate information that enables the learner to make informed decisions about undertaking training with the RTO and at a minimum includes the following content:

- a) the code, title and currency of the training product to which the learner is to be enrolled, as published on the National Register;
- b) the training and assessment, and related educational and support services the RTO will provide to the learner including the:
  - i) estimated duration;
  - ii) expected locations at which it will be provided;
  - iii) expected modes of delivery;
  - iv) name and contact details of any third party that will provide training and/or assessment, and related educational and support services to the learner on the RTO's behalf; and
  - v) any work placement arrangements.

- c) the RTO's obligations to the learner, including that the RTO is responsible for the quality of the training and assessment in compliance with these Standards, and for the issuance of the AQF certification documentation.
- d) the learner's rights, including:
  - i) details of the RTO's complaints and appeals process required by Standard 6; and
  - ii) if the RTO, or a third party delivering training and assessment on its behalf, closes or ceases to deliver any part of the training product that the learner is enrolled in;
- e) the learner's obligations:
  - i) in relation to the repayment of any debt to be incurred under the VET FEE-HELP scheme arising from the provision of services;
  - ii) any requirements the RTO requires the learner to meet to enter and successfully complete their chosen training product; and
  - iii) any materials and equipment that the learner must provide; and
- f) information on the implications for the learner of government training entitlements and subsidy arrangements in relation to the delivery of the services.

5.3. Where the RTO collects fees from the individual learner, either directly or through a third party, the RTO provides or directs the learner to information prior to enrolment or the commencement of training and assessment, whichever comes first, specifying:

- a) all relevant fee information including:
  - i) fees that must be paid to the RTO; and
  - ii) payment terms and conditions including deposits and refunds;
- b) the learner's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies;
- c) the learner's right to obtain a refund for services not provided by the RTO in the event the:
  - i) arrangement is terminated early; or
  - ii) the RTO fails to provide the agreed services.

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| <p><b>Requirement</b></p>           | <p>The RTO must have an effective system in place to ensure student data is captured and recorded accurately, and that these records are kept and reported as required. An RTO must obtain and report full AVETMISS data for all learners; most student management systems can record and report AVETMISS data without additional entry.</p> <p>RTOs must only issue a qualification or statement of attainment to a learner after:</p> <ul style="list-style-type: none"> <li>• the learner has provided a verified USI, or</li> <li>• the RTO has applied for a USI on behalf of the learner.</li> </ul> <p>The registering bodies require RTOs to provide accurate and complete information to each learner to enable them to decide if the RTO and course is suitable for them, taking into account their existing skills and knowledge and any specific needs. Prior to enrolment or commencement of training or assessment activities the RTO must provide clear information to learners about the areas identified in the standard.</p>   |
| <p><b>Tools &amp; Templates</b></p> | <p>This P&amp;P is supported by the Tools &amp; Templates identified at each stage in the process.</p>   |
| <p><b>Policy</b></p>                | <p>STES uses a systematic approach to enrolling students that ensures all records relevant to the operation as an RTO are maintained thereby enabling us to meet reporting obligations. This includes:</p> <ul style="list-style-type: none"> <li>• Gathering accurate and complete information on each student,</li> <li>• Recording competency outcomes of each student engaging in nationally recognised training.</li> <li>• Providing this information to the regulatory body as required</li> </ul> <p>In order to achieve this all students who participate in courses run by STES must be enrolled before the commencement of training.</p> <p>The data captured on enrolment is to be used to ensure the RTO is responsive to the needs of the client as well as the individual students.</p> <p>Prior to enrolment STES will provide accurate and complete information to each learner to enable them to decide the organisation and course is suitable for them, taking into account their existing skills and knowledge and any specific needs. STES will also provide clear information to learners about the areas identified in the Standard 5.</p> |



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| <p><b>Student Needs</b></p> <p><b>Output</b></p> <p><b>Responsibility</b></p>                          | <p>This process will be specific to each RTO however consideration should be given to how the individual needs of the students are identified?</p> <ul style="list-style-type: none"> <li>Initial enquiry</li> <li>STES Pre-Enrolment form – needs discussed with T&amp;A</li> </ul> <p>Students needs identified</p> <p>CEO / Training Manager</p>  | <p><b>Tools &amp; Templates</b></p> <ul style="list-style-type: none"> <li>STES P&amp;P - Enrolment &amp; Confirmation</li> </ul>                                  |
| <p><b>Language, Literacy and Numeracy needs</b></p> <p><b>Output:</b></p> <p><b>Responsibility</b></p> | <p>In accordance with STES P&amp;P – Access &amp; Equity STES will endeavour to accommodate students who have different levels of language, literacy or numeracy (LLN) skills.</p> <p>However as the training and assessment offered is based on written documentation and limited numerical calculations a basic level of LLN is required.</p> <p>If a student indicates in the enrolment form that they do not speak English well or not at all their suitability for training must be assessed by the Trainer &amp; Assessor before they can be enrolled in a course in accordance with STES Pre-Enrolment Form &amp; LLN.</p> <p>STES will take all reasonable steps to accommodate their needs or refer them to an appropriate agency for additional support.</p> <p>LLN skill levels identified and special needs identified</p> <p>CEO / Training Manager</p> | <p><b>Tools &amp; Templates</b></p> <ul style="list-style-type: none"> <li>STES P&amp;P– Access &amp; Equity</li> <li>STES Pre-Enrolment Form &amp; LLN</li> </ul> |
| <p><b>Prior Experience</b></p> <p><b>Output:</b></p> <p><b>Responsibility</b></p>                      | <p>STES offers a range of training tailored to the needs of the students and based on the level of prior experience they have in the area of competence addressed by the courses.</p> <p>If there is any doubt about the student’s level of experience they are to be given the option to complete a Pre-Training Project either with their employer or the STES Trainer &amp; Assessor before enrolling the Course.</p> <p>If student is experienced continue enrolment.</p> <p>Students training needs identified</p> <p>CEO / Training Manager</p>  | <p><b>Tools &amp; Templates</b></p> <ul style="list-style-type: none"> <li>STES Pre-Enrolment Form &amp; LLN</li> </ul>  |

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| <p><b>Record Enrolment in PowerPro</b></p> | <p>Once the students' needs have been established and the correct course identified their details are to be entered into PowerPro in accordance with STES P&amp;P – Enrolment &amp; Confirmation</p> | <p><b>Tools &amp; Templates</b></p> <ul style="list-style-type: none"> <li>• <i>PowerPro</i></li> <li>• <i>STES P&amp;P - Enrolment&amp; Confirmation</i></li> </ul> |
| <p><b>Output:</b></p>                      | <p>Student enrolled on the correct course in PowerPro<br/>AVETMISS data captured</p>   |  |
| <p><b>Responsibility</b></p>               | <p>Administration Officer</p>  |  |

  

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| <p><b>Key Performance Indicator:</b></p> | <p>The needs of students are correctly identified and addressed prior to enrolment<br/>Students are only enrolled in courses which meet their needs</p> |
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