

Enrolments Policy

1. Purpose

ACAS is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (SRTOs 2015). As such, ACAS and the member colleges are required to comply with relevant Commonwealth, State and Territory laws regarding and including anti-discrimination and equal opportunity. ACAS and the member colleges are 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.

2. Policy Statement

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

ACAS and the member colleges 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.

3. 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:

- a) pre-enrolment materials;
- b) study support and study skills programs;
- c) language, literacy and numeracy (LLN) programs or referrals to these programs;
- d) equipment, resources and/or programs to increase access for learners with disabilities and other learners in accordance with access and equity;
- e) learning resource centres;
- f) mediation services or referrals to these services;
- g) flexible scheduling and delivery of training and assessment;
- h) counselling services or referrals to these services;
- i) information and communications technology (ICT) support;
- j) learning materials in alternative formats, for example, in large print;
- k) learning and assessment programs contextualised to the workplace; and
- l) 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*.

Student Enrolment number has the meaning given to the number allocated to all students that are enrolled in a specific course at a specific member college.

4. Policy Principles

4.1 Information to Clients

- a) Prior to enrolment each client is provided with access to a Student Handbook, Course Information, and client policies. (See Client Information Policy)

4.2 Enrolment of Individual Clients

- a) Enrolment into training programs will be conducted at all times in an ethical and responsible manner, ensuring fairness and compliance with the ACAS Access & Equity Policy.
- b) All prospective clients will be provided with information regarding the RTO and the course, in accordance with ACAS Client Information Policy.
- c) and in particular the member colleges 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.
- d) Enrolments will be considered tentative until payment and the Student Identifier has been received.
- e) 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.
- f) Course fees are payable in advance (subject to Financial Management Policy – Course Fees).

4.3 Special Needs of Clients

- a) 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. Clients will be access for appropriate Language, literacy and numeracy abilities based on a number of prerequisites depending on the course or training program that the client is enrolled in (See Access & Equity Policy)

4.4 Student Identifier

- a) All clients are required to provide their unique Student Identifier, in accordance with requirements of Student Identifier Act.
- b) 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>
- c) ACAS will verify and maintain all Student Identifier numbers in its Student Management System (SMS).

4.5 Group Enrolments (Corporate Client / Employer)

- a) Member college course controllers will be responsible for negotiating course requirements with relevant company client representative.
- b) Written confirmation is required to confirm course booking with names of individual clients included.
- c) Individual online enrolments are required for all individual clients to secure a place.

4.6 Recognition

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

4.7 Confirmation of Enrolment

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

4.8 Changes to Training and Assessment

- a) 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.

4.9 Cancellation of Courses

- a) It is NOT ACAS' normal policy to cancel scheduled training programs.
- b) 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).
- c) 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)

4.10 Refund for Cancellation of Enrolment by Client

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

4.11 Client Records of Enrolment

- a) ACAS is obligated to report all enrolments, in compliance with national reporting requirements. (See Management of RTO Policy)
- b) Individual client records are created for each enrolment and maintained for a period of 30 years. (See Records Policy)
- c) 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)

4.12 Fees

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

4.13 Student Induction

- a) ACAS and the member colleges provides clients with induction/orientation to ensure they have appropriate information to facilitate their interactions with ACAS' member colleges and their learning.
- b) Each client has access to the ACAS Student Handbook which outlines key information including their rights and responsibilities as a learner.
- c) All clients acknowledge that they have access to, read and understood ACAS policies and details within the Student Handbook.

5 ACAS Responsibilities

ACAS' Principal is responsible for ensuring compliance with enrolments processes.

Administration staff with the assistance of the administration representatives of the member colleges are responsible for correct and accurate enrolments in accordance with this policy and procedures.

6 Access & Equity

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

7 Records Management

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

8 Monitoring and Improvement

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