ENROLMENT POLICY

RELEVANT STANDARD(S):

Standards for Registered Training Organisations (RTOs) 2015	***Standard 1 |Chapter 2 - Enrolment*** ▪ *Clauses 1.2, 1.7, 1.12* ***Standard 5 | Chapter 1 – Marketing and Recruitment*** ▪ *Clauses 5.1-5.4*

PURPOSE

High Risk Training Academy is committed to providing quality training and assessment in accordance with Standards for Registered Training Organisations (RTOs) 2015 and relevant funding contract requirements. This policy provides the framework and general principles for the selection and enrolment of High Risk Training Academy's learners.

The policy has been designed to ensure that High Risk Training Academy abides by its enrolment approach of providing fair and equitable process for enrolment and providing learners with accurate and sufficient information to make an informed choice about their enrolment and training pathway.

POLICY PRINCIPLES

High Risk Training Academy will use a systematic, non-discriminatory and transparent process to select and enrol its learners. This selection and enrolment processes ensure that all relevant legislation and funding program requirements are met. All High Risk Training Academy prospective learners are well informed and receives a high level of service and support throughout the selection and enrolment process. To achieve this, High Risk Training Academy will abide to the following principles:

Information to Learners

1. Prior to enrolment, each learner is provided with access to a student handbook, course information, and student policies. In order for prospective learners to make informed decisions about their studies, High Risk Training Academy provides learners with information about the RTO's training products and services, information on training and assessment and access to student support.

2. Information provided to the prospective learners may include, but is not limited to:

    a. RTO information and code;

    b. possible course outcomes and pathways;

    c. full training product information as published in the national register;

    d. estimated course duration;

    e. training and assessment arrangement;

    f. mode of training delivery;
    g. enrolment and selection process;

h. work placement arrangements (if applicable);

i. fees and other charges;

j. issuing of Certification information;

k. refund policy and process;

l. additional support provisions;

m. flexible learning and assessment options;

n. complaints and appeals process;

o. RPL and credit transfer;

p. learner responsibilities and expected behaviour;

q. materials and resources to be provided by the learner;

r. privacy information.

s. RTO practices regarding

   i. response times for answering queries

   ii. assessment turnaround time

   iii. trainer and assessor contact; frequency and mode of contact

   iv. student engagement sessions or real time delivery / training

   v. student progression monitoring

   vi. student support services

t. RTO's Obligations to the learner including

   i. Ensuring quality of the training and assessment in compliance with Standards for Registered Training Organisations (RTOs) 2015

   ii. Ensuring compliance with the issuance of the AQF certification documentation

Pre- Enrolment

1. Prior to confirmation of enrolment, students will be required to undergo Pre- enrolment Assessment, complete and submit pre- enrolment documents for assessment for review, including but not limited to:

a) Pre- Enrolment Assessment Form (sent via email upon course enquiry)
b) Necessary course requirements / pre-requisite requirements
c) ID and supporting documents for processing and filing
d) USI Number

2. Students are required to go through an initial pre-enrolment interviews with one of High Risk Training Academy's trainers and assessors. This pre-enrolment interview will be done via online platforms such as Zoom and Microsoft Teams.

Enrolment of Individual Learners

1. Enrolment into training programs will be conducted in an ethical and responsible manner, ensuring fairness and compliance with the High Risk Training Academy's Additional Support Policy at all times.

2. High Risk Training Academy will ensure that there is a valid enrolment for each learner. A valid enrolment is a complete, signed and dated AVETMISS compliant enrolment form.

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

4. No new enrolments or commencements will be accepted into any training product that has been removed or deleted from the national register.

5. Enrolments will be considered tentative until payment and the USI have been received.

6. Should enrolment numbers reach maximum capacity, and another person wishes to enrol in a course where there is a tentative enrolment booked, the tentative booking will be contacted to confirm payment. If payment is not made, the enrolment will be given to the new learner.

7. All learners are confirmed enrolled, and are advised in writing that their place in their respective courses are confirmed, after they have fulfilled the following:

    a. learner application is completed;

    b. all required pre-enrolment documents and supporting evidence received;

    c. fees paid in accordance with High Risk Training Academy's Fee Administration and Refund Policy;

    d. consent, acknowledgement and declarations read, understood and signed.

8. Upon enrolment, all learners enrolled in courses with online distance delivery are informed and guided on how to:

    a. access and use the student portal or learning management system

    b. submit assessments

c. access help channels and student support services when needed

Assessment of Need

High Risk Training Academy will conduct assessment of needs before commencement of training or after it confirms the learner's eligibility (if applicable). In such cases, High Risk Training Academy will ensure that the assessment of need is undertaken at the earliest possible opportunity and any identified support needs issues are managed. Upfront assessment of need is done by conducting the following:

1. *Special Needs and Disability*

   Learners intending to enrol for training are requested to advice of any physical or other impairments and needs (e.g. English language difficulties, Dyslexia) which may adversely affect their ability to successfully undertake the training. (See Additional Support Policy)

2. *Language, Literacy and Numeracy Abilities of Learners*

   Learners 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. This is done by conducting LLN assessment as part of the enrolment process. (See Additional Support Policy for more information)

1. *Competency Assessment*

   Learners are assessed on their present knowledge and previous experience of the relevant course they are enrolling into. Using the information provided in the enrolment form and the outcome of the Pre-enrolment Assessment Form, the assessor can determine the best training plan to suit the learner's needs.

3. *Recognition of Prior Learning, Credit Transfer and Amount of Learning*

   Mutual recognition, credit transfer and recognition of prior learning (RPL) are acknowledged and accepted as a standard practice of High Risk Training Academy. Each learner's skills and experiences relevant to respective vocational competencies are considered in the development of their learning plans. High Risk Training Academy determines how the learner's existing skills, knowledge and experience impacts the amount and level of training they will provide prior enrolment.

   High Risk Training Academy ensures that learners are made aware of opportunities for recognition prior to the commencement of training and that adequate information, support and opportunities are provided to learners to engage in RPL.

Unique Student Identifier (USI)

1. All prospective learners are required to provide their Unique Student Identifier, in accordance with requirements of Student Identifier Act.

2. High Risk Training Academy will advise prospective learners with no USIs on how to obtain one and refer them to USI website: *http://www.usi.gov.au/Pages/default.aspx.* A USI can also be created for the student (ONLY with the student's permission) at the following USI portal: *https://portal.usi.gov.au/org/*.

3. In the event that the student authorises High Risk Training Academy to apply for a USI on the student's behalf, High Risk Training Academy will ensure to shred any personal information provided by the learners after they have successfully obtained a USI for them.

4. It will verify and maintain all student identifier provided by the learner through its Student Management System (SMS).

Notification of Enrolment

1. Upon acceptance of enrolment High Risk Training Academy provides learners with a written confirmation of enrolment and all necessary enrolment documents needed by the learner to start their training. This includes:

    a. USI details (if applied for the client);

    b. student log in;

    c. training resources and how to access them;

    d. trainer and assessor information;

    e. subcontracting arrangements (if applicable);

    f. details of the fee chargeable;

    g. Information on how to access support.

2. Each client receives a copy of the student handbook which outlines key information including their rights and responsibilities as a learner.

3. All clients sign an acknowledgment that they have received, read and understood High Risk Training Academy policies and details within the student handbook.

Cancellation of Courses

1. It is NOT normal policy to cancel scheduled training programs.

2. High Risk Training Academy will ascertain the reason if an enrolled learner indicates that they wish to discontinue training. If High Risk Training Academy finds that the reason is related to the performance and delivery and assessment of its training, it will make reasonable efforts to address concerns related to the delivery and assessment of training.

3. If, for some unforeseen reason, the learner decides to cancel training, High Risk Training Academy will offer the learner an opportunity to attend the training program on another date, at another location (if available) or in another delivery mode.

Transfer of Enrolment

1. **Transfer to another "course date"** – Only requests made more than a week prior to the commencement of training will be entertained. Requests for transfers to other course dates made within a week of the commencement of training will be considered invalid.

   Requests must be made in writing using the Transfer Request Form. Transfer approvals are subject to course availability.

2. **Transfer to another "course"** – Clients who wish to transfer to another course offered by High Risk Training Academy must submit their request in writing within six months of the student's enrolment application (or within 12 months of a course of 24 months duration). A transfer fee of **$100** will be payable PLUS the difference between the original course fee paid and the full course (not promotional fee).

   Transfer approvals are subject to course availability. No refund is applicable where a student chooses to transfer to another course of lesser value. Workshop components of a course cannot be transferred to another course enrolment, for courses with workshop components.

   The original course end date is transferred to the new course, and if the student wishes to extend the new course beyond the original course enrolment expiry, extension fees will be payable in accordance with High Risk Training Academy's extension fees.

   Upon transferring to another course, a student relinquishes their enrolment in the original course.

   Requests must be made in writing using the Transfer Request Form.

   Requests must be made in writing using the Transfer Request Form. Transfer approvals are subject to course availability. If the client fails to provide written notice of his request more than a week in advance, he forfeits the full course fee.

3. **Transfer to another "client"** – enrolment is non-transferable.

Extension Requests

1. Extension requests must be in made writing using the Course Extension Request Form prior to the maximum course completion time.

2. A fee of **$50** will be charged for each additional month requested beyond your original course end date.

3. No refund will be approved for any extension period not utilised.

4. To be considered for an extension outside of our standard policy (with a waiver of the **$50** monthly fee), extreme hardship, extenuating circumstances, or a debilitating medical condition MUST be proven with supporting documentation that is submitted to our office for review.

   To be considered for an extension outside our standard policy, you must complete the Course Extension Request Form and provide supporting documentation which may include detailed letters or documentation from medical specialists, death certificates, legal documentation, and documentation that may prove extreme hardship. To be eligible for an extension due to a medical condition suffered by you, you must provide a medical certificate and supporting documentation that must include a Medical Information Form that is fully completed by a Medical Practitioner or a duly executed written medical authority that will allow us to obtain the information requested on the Medical Information Form.

   All documentation must be original documentation or copies of original documentation certified by a Justice of the Peace and must be posted to 10 The Haven Woodvale WA 6026 for our review. The student can request the return of original documents.

   High Risk Training Academy will make our decision based solely on the supporting documentation provided with your Extension Request. Based on our review of the request for Extension, we may or may not grant a partial or full waiver of the monthly extension fees. Your request will be responded to in writing within 10 business days of the request being received.

Client Records of Enrolment

1. High Risk Training Academy is obligated to report all enrolments, in compliance with national reporting requirements. (See Reporting and Records Management Policy)

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

3. High Risk Training Academy will ensure that all individual clients have access to their own records, and the progress of their learning. This is enabled through the learner management system. (See Reporting and Record Management Policy)

4. High Risk Training Academy will only create learner records when there is evidence of a valid enrolment.

Fees and Fee Waivers

1. Fees are collected in accordance with the Fee Administration procedure. (See Fee Administration and Refund Policy)

2. High Risk Training Academy will publish and make available to the learner and employer all fees and charges and its fees relating to training and its refund policy. The fees and charges may include:

    a. compulsory fees;

    b. additional charges or co-contributions;

    c. methods of collection;

    d. refund information.

3. High Risk Training Academy will only charge the published tuition fee.

MONITORING AND IMPROVEMENT

1. Student Services will be responsible for ensuring compliance with the Enrolment Policy and Enrolment Procedure. Student Services is responsible for the correct and accurate enrolment in accordance with this policy and relevant procedural documents.

2. All enrolment practices will be monitored by the Training Manager. Areas for improvement will be identified and discussed during the Continuous Improvement Meetings. (See Continuous Improvement Policy)

3. Learners are encouraged to provide feedback on their enrolment experience through the Continuous Improvement Procedure.

4. Learners are able to make a compliant or appeal an enrolment decision, as per Complaints and Appeals Policy.

VERSION CONTROL

Version Control Table					
Date	**Summary of Modifications**	**Modified by**	**Version**	**Date of Implementation**	**Next Review Date**
Date	Document creation	360RTO Solutions	v. 1.0	20/06/2024	19/06/2025

RTO INFORMATION

RTO INFORMATION	
Document Name	Enrolment Policy v1.0
RTO/Company Name	High Risk Training Academy
ABN	27 666 710 925
RTO Code	#46215
Phone	0410 867 367
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