ENROLMENT PROCEDURE

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*

Enrolment Procedure	
PURPOSE	To ensure complete and accurate enrolment, according to the provisions of the Enrolment Policy. Changes to this procedure may only be made upon approval of the Training Manager.
ROLE UNDERTAKING TASK	Student Services
DOCUMENT UPDATE	1/05/2024

Handling Course Enquiries

No.	Person/s Responsible	Steps to take
1	Clients / Potential Students	(1) Make an enquiry via email, phone or in person
2	Sales Officer/ Student Services	(1) Answer enquiry using most up-to-date references (2) Provide reference to relevant information, particularly: a. Website b. Course Information c. Fees and Terms and conditions d. Policies and Procedures e. Student Handbook f. Enrolment Form g. Pre-Enrolment Assessment Form (for Competency and LLN Assessment) h. Pre-requisite Requirements (if applicable) NOTE: The student handbook, policies and procedures, course information (brochures) and terms and conditions must be publicly accessible via the website. Direct the enquiry to the required information AND email relevant documents. In particular, send the student a copy of the following: a. Course brochure (or link to the course information on the website) b. Student handbook (or link to the student handbook) c. Policies and procedures (or link to the online version)

		d. Fees and terms and conditions (or link to the online version) e. Pre-enrolment Assessment Form
3	Sales Officer/ Student Services	(1) If you notice any inconsistencies or outdated information on any of the marketing resources available to potential students, report it to the Marketing Officer immediately. (2) Send an email to the Marketing Officer including details of the issues identified. a. Use subject title 'Marketing update required: xxx' b. For example, 'Marketing update required: incorrect course dates for XXXX' c. Provide links and references, where relevant. (3) The Marketing Officer must respond in writing to acknowledge your email. (4) Critical Issues a. If the issue is critical/urgent (e.g. providing incorrect information about the course, missing critical information, and/or causing confusion with students), follow up with the Marketing Officer daily until you receive a written acknowledgement. b. Should you not receive a written acknowledgement within 2 business days, notify the CEO immediately by forwarding the details to the CEO via email. (5) Minor / Non-Critical Issues a. If the issue is minor/non-critical/non-urgent (e.g. typographical error, aesthetic issues, etc.) follow up with the Marketing Officer weekly until you receive the written acknowledgement b. Should you not receive a written acknowledgement within 2 weeks, notify the CEO immediately by forwarding the details to the CEO via email.

Pre-Enrolment Procedure

No.	Person/s Responsible	Steps to take
1	Student Services	(1) When student is ready to enrol, collect and assess completed pre-enrolment documents and pre-requisite requirements (if applicable): a. Pre- Enrolment Assessment Form b. Necessary course requirements / pre-requisite requirements c. ID and supporting documents for processing and filing d. USI Number (2) Ensure all forms are filled out correctly, signed and dated. (3) Ensure the student is NOT on student visa

2	Trainer/ Assessor Student Services	(1) As part of the pre-enrolment assessment, students are required to go through an initial pre-enrolment interview with one of High Risk Training Academy's trainers and assessors. (2) After the review of the pre-enrolment documents including the pre-enrolment assessment form, advise student (in consultation with the Trainer / Training Manager and according to the student's pre-enrolment assessment form) through phone and/or email on the following: a. Eligibility for RPL and/or Credit Transfer (if applicable) b. Support Services / LLN Support c. Recommended Pathway and Amount of Training (3) Document the student responses and address student enquiries Eligibility for Recognition (1) Where the student declares he/she holds units of competency that may be credited towards the completion of the course, refer to RPL and Credit Transfer Procedure. (2) Where student has declared he/she holds relevant prior training and/or professional experience that may be credited towards the completion of the course, AND meets eligibility requirements, refer to RPL and Credit Transfer Procedure.
3	Student Services	(1) Check availability of slots, where relevant, e.g. F2F classes. (2) Where relevant, send the student: a. RPL application form b. Credit transfer form (3) Proceed to the Enrolment Procedure

Enrolment Process

No.	Person/s Responsible	Steps to take
1	Student Services	(1) Check that all pre-enrolment documents have been submitted, forward the invoice / payment link to the student.

2	Accounts	Process Payment (1) IF PAYMENT IS MADE IN PERSON, e.g. via EFTPOS, credit card or cash, record payment and issue receipt. Receipt is also sent via email. (2) IF PAYMENT IS DONE ONLINE, e.g. via the website, payment is processed automatically and receipt is sent via email. (3) Notify Enrolment Coordinator of payment received. *NOTE: Do not accept advanced payment over $1500. Payments over $1500 must be returned to the customer. Refer to Fees and Payments Policy for more guidance.*
3	Student Services	Verify USI (1) IF THE STUDENT PROVIDED USI, Verify student USI via: a. https://portal.usi.gov.au/org/ OR b. https://www.usi.gov.au/ (2) IF THE STUDENT DID NOT PROVIDE USI, a. refer the student to the Student Handbook where information on how to get USI is provided, and b. have the student sign a waiver indicating that he/she understands that the RTO will not issue certificates without a verified USI number. The waiver may be sent via email (with acknowledgement receipt), or as a hard copy signed by the student in person. File the signed/acknowledged waiver with the student's enrolment documents.
4	Student Services	(1) Once payment is confirmed, enrol student into the Student Management System and Student Portal (where applicable). (2) Prepare the welcome email for student. The welcome email must include all the course resources, or links to where they can be accessed. (3) Determine and organise resources required for the course—refer to the Training and Assessment Strategy to check resources required. Typically: a. Account details for the Student Portal, if relevant. b. Learner guides / Reading materials c. Assessment workbooks / Assessment templates d. Vocational placement pack, if relevant e. Class schedules / Session schedules, if relevant, e.g. courses with F2F or webinar components (4) Endorse new student to trainer/s.

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 Procedure v1.0
RTO/Company Name	High Risk Training Academy
ABN	27 666 710 925
RTO Code	#46215
Phone	0410 867 367
Email	info@hrtawa.com.au
Manager	Student Services
Website	www.hrtawa.com
Address	10 The Haven Woodvale WA 6026