Responsible officer	RTO Administrator Student Services officer Head of Studies Compliance Coordinator
Compliance	Policy adheres to compliance with RTO standards 2015 clauses 4.1 Provide accurate and accessible information to prospective and current students 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
	Smart and Skilled Contract Terms & conditions 2018- Schedule 2-Eligibility, Smart and Skilled Operating guidelines 2018- Section 1 – Consent wording, Section 6 -Notification of Enrolment process, Fee Administration Policy

1. Scope

This policy has been developed to inform prospective students about the enrolment process. This policy applies to all students, staff and Trainers & Assessors.

2. Purpose

This Policy ensures that all enrolments are conducted in a fair and equitable manner. This policy sets out ATI's mandatory provision of enrolment information provided to all prospective students including clarity about the selection criteria for accepting an enrolment in a course, enrolment process and orientation.

3. Policy

3.1 ATI is complaint with Consumer Protection Regulation and State and Federal legislation

3.2 Accurate and ethical marketing and advertising strategies ensure students are fully informaed prior to application and enrolement(e.g Course suitability & eligibility , pre-requisites and Language, literacy and numercay skills)

3.3 According to the Australian Privacy Principles all prospective students are informed of how their information will be collected, used, disclosed and stored

3.4 Prospective students are screened to ensure the eligibility requirements are met, special needs are identified and opportunities for recognition are provided

3.5 Prospective Student selection is based on :

- The prospective student's Enrolment application being fully completed
- Language, Literacy and Numeracy requirements are met

- All required documentation such as 100 points of ID with at least of one form of photo identity is being submitted, including the students USI
- Course eligibility and pre-requisites are being met
- Fees is paid in accordance with Fees and Refund policy and Procedure
- Student Agreement is accepted by student and returned

3.6 Where special needs or additional support requirements are identified an Individual Support Plan is developed, implemented, monitored and evaluated throughout the term of student's enrolment

3.7 Documentation and supporting evidence are kept in accordance with ATI's Privacy Policy and Record Retention Policy and Procedure

3.8 Consumers are able to make a complaint or appeal an enrolment decision as per the organisations 'Compliant and Appeals Policy and Procedure'

3.9 Refunds where required are provided to students in accordance with ATI's Fees and Refund Policy and Procedure.

3.10 Students are encouraged to provide the feedback about their experience through their learning journey with ATI
- AQF surveys – Learner questionnaires
- Online survey- for eg: Survey Monkey
- Suggestion box

3.11   Language, Literacy and Numeracy

- ATI uses LLN Robot https://astartraining.lln.training
  - Online LLN testing
  - Generates training profiles and training support programs.

- LLN robot uses a purpose-built diagnostic tool to determine the ASCF/Core skills level of a Unit of Competency. The LLN Robot Online LLN Assessment has been designed to give an indication of a learner's abilities across the 5 Core skills of the ACSF. These are Learning, Reading, Writing, Oral communication and Numeracy. The outcome of the online assessment is the first step in considering the support needs of the learner.

- LLN robot has two online assessment to choose from based on the requirements of the course of study. One assessment test up to ASCF level 3 while the other tests up to ASCF level 4.

- Both the assessments are based on the community domain of communication, that uses examples of everyday life to avoid bias relating too specific training or working environments and experiences. This approach keeps the assessments fair, valid and accessible to all learners.

- The profile scores each of the 5 core skills from levels 0-4. These results are stored in a secure data base and accessed by ATI staff.

- Spoken oral communication is evaluated by separately speaking either the learner. The profile then can be reviewed and adjusted based on the further evidence (e.g.: completing forms, interviews)

- As learner profiles and training profiles are compared by the system, a detailed report and training support program are generated to outline the mechanisms that can be used to support the learner's development, as well as a series of self -paced activities in the form of training supplement to be completed in conjunction with, or prior to the formal training program.

3.12   Language, Literacy and Numeracy requirements

- This is an essential part of the pre-enrolment process, a prospective student is required to undertake an online LLN quiz, by accessing the test through an electronic link provided to them.

- This Language Literacy Numeracy assessment will be tested at Australian Core Skills Framework level to assess the skill level of a prospective student to complete a qualification.

   – Certificate III course – A student must gain exit level 2 in each Learning, Reading, Writing, Oral communication and Numeracy.

   – Certificate IV - A student must gain level exit level 3 in each Learning, Reading, Writing, Oral communication and Numeracy.

   – Diploma - A student must gain exit level 3 or above in each Learning, Reading, Writing, Oral communication and Numeracy.

- Any Prospective learner that do not achieve the benchmark for LLN requirements would be

   a. advised of choosing a lower level AQF course or

   b. referred to external services to complete an English program and offered choice to return to ATI and be reassessed for LLN.

3.12   Language, Literacy and Numeracy Support
- The student will be adequately supported by ATI, trainers & assessors.
- Additionally, will be provided with training materials relevant to LLN areas to support the needs prior to course start date.
- Support, this can be carried out by the staff and trainers/assessors at ATI

In this instance the following process is to be followed:

- The student will be advised (early in their studies, preferably by week 3) that there has been a concern identified that may prevent them from effectively completing their course
- The trainer/assessor is to then consult with the student, finding a more suitable mode of training delivery and assessment process

- The trainer/assessor is to identify the material to be adapted and make the necessary changes

- this process is required to by overseen by the Head of Studies

- Specifically, methods may include but are not limited to:

  - Utilising more demonstration activities

  - Offering additional assistance on an individual basis

  - Providing more visual/diagrammatic learning material

  - Using verbal rather than written questioning for assessment

- We encourage all students to let us know (either prior to enrolment, at enrolment or once they have started a course) if they think that they might have language, literacy or numeracy issues that may inhibit their ability to complete the course.

- If a student self identifies that they have issues in these identified areas, we look to provide strategies to assist the participant to progress in their chosen course. This could be through additional telephone support, the provision of support materials which include commonly used words and phrases, or some other arrangement suitable to both parties.

- Where ATI is unable to provide the required level of support to meet the individual needs of the student, referral will be made for dedicated language, literacy or numeracy training.

- Where ATI cannot meet the student's specific identified needs, a refund will be given to the student.

3.13 Enrolment -Domestic students

Fee for service Enrolment:

- Enrolment application received, ensure that the application form is filled in correctly and any incorrect or missing fields must be filled. It will be treated as incomplete completion and returned to student. prospective students to submit their application by email enrolements@astartraining.edu.au or in person

- Contact the prospective student to arrange a suitable time to undertake a Pre-enrolment interview and an LLN Quiz at ATI's office at Lower ground 5 & 6 Phillip Street, Parramatta, NSW 2150

- The student has a Pre-enrolment interview (in person) with RTO Administrator

- Taken note of any individual needs and LLN suitability the person has identified and make note on the Entry checklist

- explained the training and assessment services involved in the relevant training program;

- Explained the assessment methods that will be used throughout the training program and the mandatory work placement requirements that apply to the qualification;

- Assessed and documented the prospective student's individual needs and circumstances and present / discuss support options available to the person both within ASTAR Training Institute and those available through specialist service providers;

- Confirm the prospective student received all required pre-enrolment information and talk through the person's rights and obligations, confirm fee payment arrangements and the services to be provided;

- informed the prospective student about opportunities for recognition of their prior learning or current competence; and

- confirm the next step to complete the enrolment process and commence training program.

- Following the Pre-enrolment interview, if the student is continuing with their enrolment the remaining enrolment actions are required:

3.15   Enrolment Actions

- When enrolling student has met the requirements such as Language, Literacy and Numeracy for the qualification, where ATI is believes that it can meet the academic and nonacademic support needs of the students. ATI will send an offer letter to enrolling student by an email along with Student Agreement and Invoice.

- ATI must verify the students USI or create the students USI. Please refer to the USI website for the Proof of ID requirements and options: http://usi.gov.au/Students/Pages/proof-of-ID.aspx

- Record any support arrangements for arrangements (if applicable) to cater for the student's individual needs within the student enrolment register in RTO Data.

- RTO Administrator to inform training staff of these support requirements and schedule a reminder for the allocate trainer prior to the commencement of the student's program.

- An enrolling student must sign the Student Agreement of the necessary payments to be made such as Course deposit fee and tuition fee as per the invoice in accordance with Schedule of Fees and Charges and Payment plan.

- RTO Administrator to prepare a student confirmation of enrolment letter by and invoice by Accounts for tuition fees (initial payment) and send these to the student via their supplied email.

- A Confirmation of enrolment will be sent to the student upon confirmation of payment received and a Signed Student agreement is returned to ATI.

- Accounts and RTO Administrator to confirm the payment of tuition fees prior to the commencement of the training program

- Student must be sent a receipt of the payment made with the Training commencement date, Trainer and Assessor email and Phone contact details

- Issue learning materials applicable to the enrolled training program for the first unit and the Training Plan.

- Notify the allocated trainer of the student's commencement and send both an introductory email.

- Raise hard copy student file complete with completed Enrolment application form, proof of identity, Verified USI, signed Pre- enrolment interview record, Entry checklist, Student Agreement, Individual Support and Training Plan both by Student and the RTO Administrator or enrolling ATI staff.

- The student's file is to be batched with other student files on the scheduled course and the attendance sheet is passed on to the allocated trainer on the scheduled day of training.

3.16   Students enrolled under smart and skilled conditions will be enrolled under the following conditions Smart and Skilled Enrolment:

The Pre-enrolment process is similar to Fees for Service – Domestic, there is an additional eligibility criterion and the Fee Criteria must be read in line with Scheduled of Fees and Charges for Smart and Skilled.

Notification of Enrolment process:

Eligibility Criteria

ATI adheres to the Eligibility criteria set out for student outlines in the Contract Terms and Conditions - Schedule 2.

NSW Smart and Skilled Program an eligibility for a government funded smart and skilled a student must be

- Be aged 15 years old or over

- Be no longer at school or registered as home-schooled students (The Education Act 1990 allows parents to choose to educate their children at home. To be home schooled, a child of compulsory schooling age must be registered by NESA.)

- Live or work in NSW

- Be an Australian citizen, Australian permanent resident, Australian humanitarian visa holder or New Zealand citizen

- or any student registered as a NSW apprentice or new entrant trainee

- Aboriginal or Torres Strait Islander living in specific NSW border areas- students refer to Fee Administration Policy

- Other training as part qualifications, pre-vocational training and full qualifications from certificate IV to Advanced Diploma, can have any level of qualification.

- For all courses up to and including Cert III, enrolling student would have not completed qualifications at Certificate IV or above

- For all types of training, enrolling student must reside in the post codes designated in funding contract.
  https://www.training.nsw.gov.au/forms_documents/smartandskilled/deliver_training/regions_postcodes.pdf

- Must have a USI, the USI may be used for The Notification of Enrolment Process and Reporting Training activity data to Department with consent of the student in accordance with Notification of Enrolment

- Consent Form

- ATI will obtain written consent of the prospective for the Department use as set out in Schedule 1 'Consent to Use and Disclosure of Personal information to the Department of Industry, Skills and Regional Development and Other Government Agencies'.

- Students will be required to read and sign the consent form as part of the enrolment process. If a prospective student does not provide this consent, ATI may not proceed to process the Notification of Enrolment.

Smart and Skilled Notification of Enrolment

- ATI complies with the process for the enrolment of prospective students in all Approved Qualifications as set out in the Operating Guidelines

- obtaining all required consents from the prospective student

- Validate if the prospective student is eligible for subsidised Training

- Informing prospective student with the details of the Fee that a prospective student would have to pay for the Approved Qualification

- Reporting enrolments with all required information including the proposed date of commencement (Planned StartDate) via the Provider Calculator

- The planned start date where Notification of Enrolment Process is completed prior to the start date of the Activity Period, may not be later than 4months from the Start Date of the Activity Period; or after the start of the Activity Period, may not be later than 4 months after the date of issue of Commitment ID.

- The Notification of Enrolment process will be completed for a prospective student when all the above steps have been taken place a Commitment ID is issued by the Department for the prospective student

- A prospective student only becomes an Enrolled Student once the Notification of Enrolment process has been completed, a Commitment ID has been issued and the prospective student has enrolled in an Approved Qualification

- once student completes eligibility requirements for Smart and Skilled funding, ATI validates the student fee contribution for the qualification the student is enrolling.

- Student fee contribution varies based on their circumstances:

- First qualification fees: Enrolling student is eligible for this fee category if this is their first qualification after school. Students under this fee category are not entitled to any fee exemption, fee free scholarship or concession.

- Subsequent qualification: Enrolling student is eligible for this category if this is their second qualification after school and is not their first qualification. Students under this fee category are not entitled to any fee exemption, fee free scholarship or concession

- Concession fees: Enrolling student is eligible for fee concession if they receive Centrelink benefits and or is a dependent of a person that receives Centrelink benefits.

- Exemption: Enrolling Student is eligible for fee exemption (do not have pay any fee) if:

  – A person is Aboriginal or Torres strait islander

  – A person has a disability and receives disability support pension

  – A person who is dependent of a person receiving Centrelink benefit

  – A person who is a refugee or an asylum seeker

  – A person who is a recipient of Fee-free scholarship

- Fee free scholarship: Enrolling student is eligible for free fee scholarship, do not have to pay fee

- If is living in NSW social housing or on NSW housing registry

- A refugee or an asylum seeker that lives in NSW and holds humanitarian visa that is eligible for fee free scholarship

- A person aged is between ages of 15 and 30 at the time of commencing the course

- A person who is registered for home schooling and can provide a home-schooling registration certificate copy that is valid and current

- A person who is out of home at the time of enrolment aged between 15-17 yrs. and is at out- of - home care currently and previously been in out- of -home care and aged between 18-30 yrs.

- ATI staff would generate a quote and provide to enrolling student using STS online calculator and upon informed decision of the student agreeing with the student contribution fee will then process to commit the student on STS Online to commence the course.

- Provides Notification of enrolment -student copy for the student to keep.

- A provider copy - will be printed and kept as a Notification of enrolment by ATI

Relevant Policies and documents:

- Consumer Protection Policy
- Access & Equity Policy
- Credit transfer policy
- RPL Policy
- Fees and Refund Policy
- Enrolment Form
- Pre-enrolment Interview checklist
- Pre-enrolment Interview form
- Student Agreement
- Schedule of Fees – Fees for Service – Domestic
- Schedule of Fees – Smart and Skilled
- Individual Support Plan

Version dates	Policy Version approved 1 2014 / Policy Version 2 approved 16 November / Version 2.1 24th September 2018, V2.2 13 October 2018
Version History	V2.1- Changes in role titles, added on process for pre-enrolment, added standards of RTO 2015, risk rating and relevant forms and document V2.2 13/10/2018-Amended the tile of Policy from Client Selection and Student Enrolment Policy to Selection and Enrolment Policy, 3.11 Expanded LLN. Realigned 3.12. Removed pg 4 The external referral that the student may be directed to may include organisations such as a local public provider such as a TAFE

	college, or a specialised literacy specialist provider such as; minor changes of wording from person to propsective student- pg 5., Removed Prepare a student an offer letter and Accounts to raise the invoice for tuition fees (initial payment) and send these to the student via their supplied email-pg 6
Review date	Version 2.2 will be reviewed as policies are updated
Approved by	CEO
Relevant to	All staff; trainers and assessors; students

Risk Rating (the rating will be highlighted bold)
5- High Risk
4- Medium Risk
3-Medium to low risk
2- Low Risk
1-Very Low Risk or N/A