

## 1.0 Purpose

The purpose of this policy and procedure is to provide potential and current students, and RTO staff with information regarding course enrolment. The policy and procedure is also an expression of the RTO's commitment to fair, transparent and ethical enrolment procedures ensuring potential students are informed before commencing any studies.

## 2.0 Scope

This policy and procedure is for the Sonic HealthPlus, Registered Training Organisation (RTO Code 51535) and includes:

- All VET students
- All VET staff
- All VET courses, and
- All RTO operations.

This policy excludes non-accredited courses with Sonic HealthPlus Pty Ltd.

## 3.0 Responsibilities

It is a student's role and responsibility to:

- Gather and understand course requirements prior to enrolment
- Ask questions about course if needed
- Comply with the requirements of the course, including its training and assessment activities, and
- Inform the RTO if they require individual support needs.

If Sonic HealthPlus or external corporate client manager is enrolling a direct employee into a course it is the role and responsibility of the direct manager to:

- Gather and understand course requirements prior to enrolment
- Ask questions about course if needed
- Inform the employee about the course and its requirements
- Seek permission from the employee to proceed with the intended course enrolment

A trainer and assessor's role and responsibility is to:

- Inform potential students about courses available
- Inform students about course requirements
- Answer questions asked about courses a student may have
- Investigate and advise potential and enrolling students about a course to meet their individual needs, taking into account tier existing skills and competencies.

The Training Coordinator's role and responsibility is to:

- Inform potential students about courses available
- Inform students about course requirements
- Answer questions asked about courses a student may have
- Assist student with course selection
- Advise potential students to take time to decide before enrolling
- Investigate and advise potential students about a course to meet their individual needs, taking into account tier existing skills and competencies, and
- Assist students with course enrolment.

It is the role and responsibility of RTO Administration staff to:

- Assists students with course enrolment
- Ensure student enrolments are complete and accurate.

#### 4.0 Definitions

<b>ASQA</b>	Australian Skills Quality Authority.
<b>Corporate Client</b>	Means the entity to which the services are provided under an agreement with the RTO.
<b>Direct Entry</b>	Means a SHP employee or corporation through direct contact with the RTO.
<b>Learner</b>	Student/Learner/Participant is an individual who is formally enrolled to study at Sonic HealthPlus. The individual person is the person who appears on the RTOs documents such as enrolment and admission document, and who is assigned an individual student number.
<b>Quality Assurance</b>	Quality assurance is the management and organisational processes in place for the checking that the standards and quality of vocational education and training are in place within the RTO.
<b>Quality Improvement</b>	Quality improvement is the management and organisational processes in place for ongoing improvement of vocational education and training by the RTO.
<b>RTO</b>	Registered Training Organisation.
<b>Trainer</b>	Is a persons who provides training in accordance with Standards for Registered Training Organisations (RTO's) 2015; Clause 1.13, 1.14 and 1.16.
<b>Training</b>	Is the process used by Sonic HealthPlus RTO 51535 to facilitate learning and the acquisition of competencies for a training product.
<b>Training Product</b>	Is a nationally recognised unit of competency, or accredited course, skill set, or qualification.
<b>VET</b>	Vocational Education and Training.

## 5.0 Legislative Context

This policy and procedure reflects the following legislations, regulations, standards, and/or guidelines:

- Standards for Registered Training Organisations (RTO's) 2015; Standard 5, specifically clauses 5.1 – 5., *Informing and protecting students*
- National Vocational Education and Training Regulator Act 2011.

## 6.0 Policy Statement

### Enrolment Philosophy

Enrolment practices and requirements are based on:

- All persons having an opportunity to partake in learning activities, and have the opportunity to undertake personal and/or professional growth
- Providing timely and accurate advice to all potential and enrolling students
- Meeting the individual students' learning needs by taking into account the level of support they may need and their existing skills and competencies prior to or upon enrolment.

### Client Groups

The RTO is a direct entry organisation and grants admission through normal vocational education entry requirements for the following student client groups:

- SHP staff, and
- Corporate clients seeking training for their own employees.

The RTO retains the right to refuse enrolment to:

- Fee-for-service members of the public due to the nature of a course delivered and by the RTO, such as those courses which require vocational placement or on-the-job training and assessment
- International fee-for-service students as the RTO is not registered with the Australian Governments' Commonwealth Register of Institution and Course for Overseas Students
- Potential and enrolling students who do not meet course entry requirements and/or conditional course requirements, for example are not an employee of SHP or the corporate client or do not hold a valid 'Working with Children' check
- Potential students for courses with intake quotas, such as if the enrolment exceeds the quota or insufficient students are enrolled.

Persons or corporate organisations that have been excluded for misconduct by the RTO or SHP must show cause why they should be considered for another enrolment.

Should a prospective student or corporate organisation be refused enrolment and disagree they can lodge a written formal complaint to the RTO for consideration.

## Enrolment Requirements

Potential and enrolling students or their enrolling managers on their behalf are required to:

- Review course and RTO information in order to make an informed decision as to whether the course they wish to undertake is suitable for them, based on their existing skills and any specific needs they may have
- Ensure they can fulfil, if required, course workplace training and assessment activities
- Inform the RTO of any support they may need to undertake the course
- Produce evidence of successful completion of pre-requisite qualifications for the course with pre-requisite requirements
- Meet minimum computer literacy standards as determined by the RTO and have unrestricted access to the internet and an email account. Computer literacy standards are the computer skills required to engage in training. The minimum standards include:
  - Make, save and find files
  - Download and upload documents
  - Use the internet to find information and send emails
  - Open and save documents
  - Use simple text skills such as typing, formatting and printing
  - Resolve minor application problems
- Supply the RTO with a Unique Student Identifier (USI) should their enrolment be successful. Details on how to obtain a USI will be provided on enrolment
- Undertake the study load nominated for the course.

## Course Offerings

The RTO reserves the right to schedule and promote intakes for approved courses at selected locations and times where it is best resourced. This means that not all courses listed in the national register will be offered at all possible locations within SHP and off-site at corporate workplaces.

Information about courses offered will include, at a minimum, the following information:

- Full course code and title
- Mode of delivery
- Location of delivery
- Duration
- Entry requirements
- Resources required by the student
- Costs and pricing notes
- Assessment notes
- RPL and CT recognition
- USI requirements, and
- Where to seek additional information if required.

## Cancellation of Enrolment

A student may cancel their enrolment prior to their course commencing. If a SHP manager, or corporate client cancels a students' enrolment the SHP manager or corporate client must inform the student of the cancellation and the reason for the cancellation.

A student may withdraw from a course during their studies. If a SHP manager, or a corporate client

withdraws a student's enrolment the SHP manager or corporate client must inform the student of the withdrawal and the reason for the withdrawal.

Cancellations and withdrawals should be via email whenever possible, however if the cancellation or withdrawal is in person or over the phone RTO staff are to make note in the students profile in the Student Management System.

A student who has their enrolment cancelled or withdrawn must reapply for enrolment should they wish to resume study for that course with the RTO.

The RTO may cancel or withdraw a student prior to course commencement or any time during their studies were the student and/or corporate client:

- Fails to pay agreed services
- Ceases to be an employee of Sonic HealthPlus or the corporate client
- Failed to participate in training activities
- Failed to participate in workplace requirements
- For misbehaviour or any other behaviour, criminal or otherwise that places the RTO or other persons or property at risk.

If the RTO cancels or withdraws a student, they must advise the student. If the student disagrees with the cancellation or withdrawal, the student may appeal the decision. See the *RTO Complaints and Appeals Policy and Procedure* for further information.

If the cancelled or withdrawn student is a corporate client student, the corporation may not be eligible for a refund. See *RTO Fees and Refunds Policy and Procedure* for further information.

## 7.0 Procedure

The RTO shall:

- Verify course details in the Student Management System
- Distribute course marketing materials
- Review and process enrolment requests via email from SHP employees and seek further information from the prospective student if required
- Review enrolment requests from corporations, via proposals and seek individual student information if required
- Gather minimum student details, enter these details into the Student Management System (Name, DOB, and email address) to create a student profile, and then
- Send an online enrolment form to the student to complete.



In the beginning, SHP managers may request staff enrolment however, the SHP staff member needs to agree and confirm the enrolment by:

- Reviewing and understanding the RTO's policies and procedures
- Reviewing and understanding the courses' requirements, including if the course required training and/or assessment in the workplace
- Accepting and agreeing to abide the RTOs policies and procedures and acknowledging this by completing the courses' online enrolment form or engaging in training.
- Provide a USI to the RTO.

Corporate clients will engage their employees as students. The corporation needs to:

- Review and understand the RTO's policies and procedures
- Review and understand the chosen courses' requirements
- Accept and agree to abide by the RTOs policies and procedures and acknowledge this by sign the proposal/ agreement between the RTO and themselves
- Provide basic employee details so the RTO can create a student profile
- Each student will be sent an online enrolment form for completion
- Each student will need to provide a USI to the RTO
- The RTO will enrol potential students using hard copy enrolment forms if required.

## 8.0 Related Documents

Student Terms and Conditions

[RTO-Fees and Refunds Policy and Procedure](#)

[RTO-Policy and Procedure Complaints and Appeals](#)