

Enrolment and Quality Policy

Policy Statement

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

The policy has been designed to ensure that Certified Training Resources Australia 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.

Procedure

Certified Training Resources Australia 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 Certified Training Resources Australia prospective learners are well informed and receives a high level of service and support throughout the selection and enrolment process.

To achieve this, Certified Training Resources Australia 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, Certified Training Resources Australia 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. name and contact details of third party providers (if applicable);
 - i. third party obligations (if applicable);
 - j. work placement arrangements (if applicable);
 - k. fees and other charges;
 - l. issuing of Certification information;
 - m. refund policy and process;
 - n. additional support provisions;
 - o. flexible learning and assessment options;
 - p. complaints and appeals process;
 - q. RPL and credit transfer;
 - r. learner responsibilities and expected behaviour;
 - s. materials and resources to be provided by the learner;
 - t. privacy information.
 - u. 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

Enrolment of Individual Learners

1. Enrolment into training programs will be conducted in an ethical and responsible manner, ensuring fairness and compliance with the Certified Training Resources Australia's Additional Support Policy at all times.
2. Certified Training Resources Australia 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. In order to protect consumers under 18 years of age, guardian consent will be required for enrolment.
8. All learners are confirmed enrolled, and are advised in writing that their place in their respective courses is 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 Certified Training Resources Australia's Fee Administration and Refund Policy;
 - d. consent, acknowledgement and declarations read, understood and signed.

Assessment of Need

Certified Training Resources Australia will conduct assessment of needs before commencement of training or after it confirms the learner's eligibility (if applicable). In such cases, Certified Training Resources Australia 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 advise 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)

3. 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.

4. 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 Certified Training Resources Australia. Each learner's skills and experiences relevant to respective vocational competencies are considered in the development of their learning plans. Certified Training Resources Australia determines how the learner's existing skills, knowledge and experience impacts the amount and level of training they will provide prior enrolment.

Certified Training Resources Australia 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. Certified Training Resources Australia 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 Certified Training Resources Australia to apply for a USI on the student's behalf, Certified Training Resources Australia 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 Certified Training Resources Australia 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 Certified Training Resources Australia policies and details within the student handbook.

Cancellation of Courses

1. It is NOT normal policy to cancel scheduled training programs.
2. Certified Training Resources Australia will ascertain the reason if an enrolled learner indicates that they wish to discontinue training. If Certified Training Resources Australia 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, Certified Training Resources Australia 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 Certified Training Resources Australia must submit their request in writing within **seven (7)** days of the student’s enrolment application. A transfer fee of **\$55** 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 Certified Training Resources Australia’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.

3. **Transfer to another “delivery mode”** – Clients may request a different delivery mode for the same course must submit their request in writing within seven days of the student’s enrolment application. The student must pay the difference between the original course fee paid and the full course fee (not a promotional fee) of the Blended delivery they are transferring to (where this is applicable). An administration fee is applicable for all transfers to another course delivery mode.

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 Certified Training Resources Australia's extension fees

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.

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

Client Records of Enrolment

1. Certified Training Resources Australia 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. Certified Training Resources Australia 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. Certified Training Resources Australia 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. Certified Training Resources Australia 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. Certified Training Resources Australia will only charge the published tuition fee

Monitoring and Improvement

1. The Admissions Officer will be responsible for ensuring compliance with the Enrolment Policy and Enrolment Procedure. All administration staff are responsible for the correct and accurate enrolment in accordance with this policy and relevant procedural documents.
2. All enrolment practices will be monitored by Certified Training Resources Australia's **Error! Reference source not found.** 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.