

PP2.2 – Admission & Enrolment

Policy area	Student support
Standards	Outcome Standards for RTOs, Standard 2.1 and 2.2 (b). Compliance Standards for RTOs, Standard 12
Responsibility	CEO, Student Support Officer, RTO Manager
Classification	Internal Only

1. Purpose

The purpose of this policy and procedure is to:

- provide a broad framework, and minimal requirements for determining admission to training courses and programs of International Gippsland Trade Institute. provide a pathway for students to make informed decisions about their training and assessment and enter a training pathway that is the right for their needs.
- ensure information provided to students is up to date, accurate, clear and easy to understand, and that students receive relevant and timely information that enables them to make informed decisions.
- provide prospective students with information prior to enrolment, including in relation to the training product, support services available, fees and costs, and student rights, obligations and requirements.
- Support the quality and self-assurance of the enrolment process to ensure this is performed consistently and supports record integrity.

Please note. Requirements relating to Outcome Standards for RTOs, Standard 2.2 (a) requiring a system for reviewing the skills and competencies of VET students prior to enrolment, including their language, literacy and numeracy proficiency and digital literacy, as appropriate to the training product are covered in the *PP2.3-Languauge, Literacy, Numeracy and Digital*. This policy should be read in conjunction with *PP2.3-Languauge, Literacy, Numeracy and Digital*.

2. Definitions

Training product means AQF qualification, skill set, unit of competency, accredited short course and module.

Short course means a low cost, short duration with a small number of units of competency usually conducted over 1-5 days. These courses usually relate to specific skills required in the workplace or required due to licencing or certification requirements.

Long course means a course designed to prepare the student to perform a vocational occupation such as a full qualification or a substantial course made up of multiple units of competency. These courses are usually delivered over many weeks or years.

3. Policy statement

3.1 Admission Criteria

Candidates are considered on the basis of the following:

- Minimum entry requirements for respective courses
- Pre-requisites
- Minimum age
- IELTS score or equivalent English Language proficiency scores
- Student transfer status (onshore transferring students)
- Prior studies and existing skills and knowledge
- Pre-Training review

All admissions will be subject to review and approval by the Admin Team. Students will be provided with an opportunity to apply for Recognition of Prior Learning (RPL) or Credit Transfer at the time of application.

3.2 English proficiency:

Entry to Gippsland Trade Institute award courses assumes proficiency in English. English proficiency must be demonstrated by an applicant for admission to Gippsland Trade Institute by one or more of the following:

- A recent IELTS academic test overall band score of 5.5, with no sub-score less than 5.0 or equivalent such as TOEFL (46), Cambridge English (162), PTE (42);
- Completion of at least one year of study/training at Certificate IV level or above in an Australian institution in English medium;
- Completion of a General English Upper Intermediate or an English for Academic Purposes (EAP) level two ELICOS course from a registered ELICOS provider; or
- Any other form of equivalency that can map as equivalent to IELTS 5.5. outcome (conducted and verified by a TESOL qualified teacher based on the evidence).
- In supporting the above policy measure (3.4.4), student will be conducted prior to finalisation of enrolment, where students are transferring students from other domains/packages, entering same qualification level or from qualifications higher than intended course(s), or as deemed necessary based on the review of the application documents.
- Gippsland Trade Institute does not enrol students under 18 years of age.

- Gippsland Trade Institute may conduct pre-enrolment assessment of all the applications received based on pre- training review questionnaire to determine course suitability and prior skills and knowledge.
- Gippsland Trade Institute shall require that all the students applying for or enrolling in a course first provide Gippsland Trade Institute with their **USI number for verification** - unless an exemption applies under the Student Identifiers Act 2014. Where an exemption applies, Gippsland Trade Institute will inform the student prior to either the completion of the enrolment or commencement of course, whichever occurs first, that the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the Registrar.

***Note:** Admission/Admin staff to take note of the above and ensure that USI verification is conducted in accordance with the requirements and records maintained on student file/system.*

3.3 Pre-requisites for Admission

Pre-requisites are the minimum requirements an applicant must satisfy to be considered for admission to a particular course. Pre-requisites may include units or qualifications completed to a specified level of achievement, or other requirements such as particular qualifications, or work experiences.

3.4 Admission Procedure

This section describes the processes associated with admission. These processes generally apply to both local and international students.

3.4.1 Pre-Enrolment Information

All the **prospective students** will be provided with or sent an application pack comprising of;

- Application Form
- Pre-Training Review Form
- Unique Student Identifier (USI) Consent Form
- Fee Schedule
- Fee Policy
- Fee Refund Policy
- RPL and Credit Transfer Policy and Procedure
- Language, Literacy, Numeracy and Digital (LLND) Policy
- Important and Useful links (e.g., ESOS Framework, OHSC, college policies and procedures etc.)

- Student Handbook

Website links to other college policies and procedures, and the ESOS Framework, will be provided as part of the application pack. It is also available for download from Gippsland Trade Institute's website under the Admissions section. Students applying through Gippsland Trade Institute's approved education agents shall receive the application pack from the respective agents.

Following minimum information shall be provided to the students to ensure that students are aware before undertaking admission:

- Provide applicants with information that will enable them to make informed decisions about their studies in Australia
- Supply information about the availability of course credit and recognition of prior learning (RPL)
- Give applicants a description of the ESOS framework prior to enrolment
- Supply information about indicative course related fees, including the potential for fees to change
- Inform applicants of the modes of study through which the course may be offered
- Have documented procedures for assessing applicants' English proficiency and educational qualifications or work experience to enable them to enter the course and they must implement these procedures
- List the grounds on which the students' enrolments may be deferred, suspended or cancelled
- Where applicants plan to bring school-aged dependents with them, Gippsland Trade Institute must inform them of Australia's schooling obligations and options, including the fact that they may have to pay school fees.
- Inform students that a Pre-Training Review and LLN&D Test will be conducted to assess their suitability for course
- Supply relevant information on accommodation options and relevant cost of living in Australia.

Gippsland Trade Institute shall:

- Not actively recruit a student where this clearly conflicts with its obligations under Standard 7
- Not knowingly enroll a student wishing to transfer from another provider before the student has completed six months of his or her principal course except in circumstances outlined in Standard 7. These restrictions also apply to courses taken before the principal course in a package of courses.
- Not knowingly enroll a student prior to the student completing six months of his or her principal course except in certain circumstances (see the Student Transfer Procedure).

Applicants must complete the student application form, sign and date where required and attach evidence of qualifications, work experience (if relevant), age, and IELTS test results as per entry requirements.

3.4.2 Formalisation

Once accepted in the course following the pre-enrolment assessment based on the above documents and information provided by the candidates, Gippsland Trade Institute shall either accept or reject and application for admission and inform the candidate of the outcome. Pre-enrolment interviews (Via Telephone, face-to-face or video conference for offshore students) will also be conducted where it is determined that further information is required from the candidates or their choice of the course/s is not consistent with the stated academic and professional/career objectives (i.e. determination of course suitability). Candidates will be provided with the information on the planned Gippsland Trade Institute course contents and outcomes and further advice on the pathways.

3.4.3 Offers

Admission offers are made to applicants who are eligible for admission to the particular course under this admission policy. An offer letter with course(s) code, name, duration, fee, study period, and other relevant information is sent to applicants.

Accepted students will be provided with;

- A Letter of Offer
- Student Agreement (to be signed and returned)
- Pre-paid Fee Information and Bank Details
- Fee Policy
- Fee Refund Policy
- Complaints and Appeals Policy and Procedure

For international students, information on the ESOS Framework, their rights, responsibilities, and terms of enrolment will be contained in the Letter of Offer and the Student Agreement.

In accordance with the National Code 2018 Clause 3.1, Gippsland Trade Institute shall enter into a written agreement with the overseas student or intending overseas student, signed, or otherwise accepted by the student, concurrently with or prior to accepting payment of tuition fees or non-tuition fees.

Language, Gippsland Trade Institutercy, Numeracy and Digital Test:

All students seeking enrolment may also need to complete a Language, Gippsland Trade Institutercy, Numeracy and Digital (LLND) test at the time of enrolment to identify their competence in Gippsland Trade Institutercy and numeracy levels which will highlight course suitability and whether additional student support services are required.

Written Agreement will:

- outline the course or courses in which the student is to be enrolled, the expected course start date, the location(s) at which the course will be delivered, the CRICOS course code,

the offered modes of study for the course.

- outline any prerequisites necessary to enter the course or courses, including English language requirements.
- list any conditions imposed on the student's enrolment
- list all tuition fees payable by the student for the course, the periods to which those tuition fees relate and payment options (including, if permitted under the ESOS Act, that the student may choose to pay more than 50 per cent of their tuition fees before their course commences);
- provide details of any non-tuition fees the student may incur, including because of having their study outcomes reassessed, deferral of study, fees for late payment of tuition fees, or other circumstances in which additional fees may apply.
- set out the circumstances in which personal information about the student may be disclosed by the registered provider, the Commonwealth including the TPS, or state or territory agencies, in accordance with the Privacy Act 1988.
- outline the registered provider's internal and external complaints and appeals processes, in accordance with National Code 2018 Standard 10 (Complaints and appeals).
- state that the student is responsible for keeping a copy of the written agreement as supplied by the registered provider, and receipts of any payments of tuition fees or non-tuition fees;
- The written agreement will also include the following information, which is to be consistent with the requirements of the ESOS Act, in relation to refunds of tuition fees and non-tuition fees in the case of student default and provider default:
 - o amounts that may or may not be repaid to the overseas student (including any tuition and non-tuition fees collected by education agents on behalf of the registered provider).
 - o processes for claiming a refund.
 - o the specified person(s), other than the overseas student, who can receive a refund in respect of the overseas student identified in the written agreement, consistent with the ESOS Act.
 - o a plain English explanation of what happens in the event of a course not being delivered, including the role of the TPS.
 - o a statement that "This written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies".
- The written agreement will also mention the requirement that the overseas student or intending overseas student, while in Australia and studying with that provider, must notify the registered provider of his or her contact details including:
 - o the student's current residential address in Australia, mobile number (if any) and

- email address (if any), Overseas address.
- who to contact in emergency situations
- any changes to those details, within 7 days of the change.
- The student acceptance of agreement must be completed and returned to Gippsland Trade Institute and required initial payment as indicated on the acceptance of agreement.
- If at the time of application, the overseas student or intending overseas student is under 18 years of age, the written agreement with the overseas student or intending overseas student must be signed or otherwise accepted by the student's parent or legal guardian.
- Once the completed written agreement and the fee is received (and cleared from the Accounts department for clearance from the bank) an Electronic Confirmation of enrolment (CoE) will be generated via PRISMS.
- The CoE must be prepared in accordance with the requirements of the PRISMS User Guide. There must be a CoE issued for each qualification that the student is going to be enrolled in and for which an award will be issued if the student is successful.
- Admissions Officer will also ensure that the student has a valid OSHC cover for his/her entire study period.
- Unique Student Identifier (USI) or USI Consent Form.
- Gippsland Trade Institute will ensure to retain records of all written agreements as well as receipts of payments made by students under

3.4.3 Pre-Commencement

Once the written agreement has been accepted and signed, students will additionally receive;

- eCoE (subject to conditions of the offer)
- Enrolment and program details, key dates and academic schedules
- Pre-Departure Information (international student information kit) via Gippsland Trade Institute website
- Overseas Student Health Cover (OHSC) details
- Orientation program dates and details
- Timetable/s and campus information for new arrivals

3.4.4 New Applications

- For all applicants, copies of the following documents will be received along with the application form;
 - Photo ID: Passport
 - Copies of previous transcripts, testamur, or any other formal or informal awards/achievements
 - Valid English proficiency evidence
 - Candidate Pre-training review

- Address and current contact details
 - Unique Student Identifier (USI) or USI Consent Form
 - Additional documents as per course entry requirements
- Prospective students seeking to be admitted to a course offered by Gippsland Trade Institute must make application directly to Gippsland Trade Institute or to a college/agent authorised to act on behalf of Gippsland Trade Institute, as required.
 - Application forms and instructions, including the documentation to be submitted with the application, the method of application and application due dates are available on GIPPSLAND TRADE INSTITUTE's web site as well as Gippsland Trade Institute reception.
 - All students must provide their USI number for verification purpose. If provided by the student, Gippsland Trade Institute shall verify the USI with the Registrar, before using that Student Identifier for any purpose.
 - Where an exemption applies under the Act, the student will be informed (via email or letter) prior to either the completion of the enrolment or commencement of course, whichever occurs first, that the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the Registrar.
 - Administrative staff processing new applications must verify the applicant's academic credentials, eligibility criteria, and the status of the awarding institution by means of, but not limited to;
 - Where possible, sighting and certifying original transcripts, awards, and other supporting documents
 - Ensuring that all the supporting documents are in good condition, legible; and if containing foreign language, accompanied by certified and verifiable translation in English
 - Matching and comparing the details of academic history and achievements stated in the application with that of accompanied documents, including full name, date of birth and date of completion
 - When available, comparing official academic seals, testamurs, and transcripts with academic records of other past or present students from the same institute
 - Checking the current status of awarding institutes/colleges on state registers
 - When in doubt, bringing any illegible or doubtful documents or concerns to the attention of the Admin Manager and/or the Student Admission Manager for further enquiry
 - Determination of course/program suitability for applicants seeking a place in a course through the Admissions Team

3.4.5 Acceptance or Lapsing of Offer

An applicant receiving an offer of admission must respond to accept the offer by the due date and by the process specified in the letter of offer. If an applicant fails to accept the admission offer by the due date specified in the notice of offer, the offer will lapse, and the applicant may have to lodge another admissions application.

3.4.6 Deferment

Deferment is accepting the offer of a place in the program but deferring commencement in the program for a specified period, especially where the circumstances do not permit students to commence their studies on planned dates. The maximum period of deferment is one year. The process deferment will be guided by the college's Deferment, Suspension, Cancellation and Exclusion Policy.

3.4.7 Transfer

- A student who is currently enrolled in a program and who has not completed the requirements for graduation from the program may under certain conditions transfer to another program as per GIPPSLAND TRADE INSTITUTE's Change Of Course Policy and Procedure. To be eligible for transfer, the applicant must satisfy the entry requirements for the intended program.
- A student may also make an application to transfer to another institute. Recognising student's right to exercise freedom of choice as consumers, as a principle, Gippsland Trade Institute will grant a student's request to transfer to another provider, where it will not be of detriment to the student, pursuant to Gippsland Trade Institute's International Student Transfer Policy and Procedure.
- Where appropriate Gippsland Trade Institute will counsel students, to consider their personal or academic reasons for transferring. Outcomes of counselling may include the identification of alternative academic programs within Gippsland Trade Institute, and/or the recommendation of appropriate student support or study skills support as an alternative to the transfer.
- In an unlikely event that Gippsland Trade Institute needs to transfer students to another RTO as required and instructed by the regulatory agencies, Gippsland Trade Institute shall ensure that it facilitates all the information and assistance to enable students to continue their training, including (but not limited to);
 - o Prompt and timely student notification
 - o Up-to-date student file
 - o Up-to-date student training information and competency records
 - o Academic testamurs and statements
 - o Delegated staff member(s) to personally assist the students

3.5 RPL and Credit Transfer

A person applying for an admission offer or having received an admission offer may apply for credit transfer based on prior study or on the basis of relevant skills and experience according to GIPPSLAND TRADE INSTITUTE's *RPL and Credit Transfer Policy and Procedure*.

3.6 Enrolment – Commencing the Studies

- Gippsland Trade Institute will enroll students in their respective courses once their application for admission into a course has been approved by Gippsland Trade Institute and the conditions of offer, including the entry requirements have been met by the applicants.
- Administrative staff completing enrolment will ensure that the students are placed in appropriate groups and provided with student ID, course information, timetable, and student log-in information at the time of enrolment.
- Students not able to enroll in their scheduled courses as per the start date of their enrolment must defer their studies according to Deferral, Suspension, and Cancellation Policy of Gippsland Trade Institute.

3.7 Short course pre-enrolment information

In a short course enrolment, these enrolments are generally taken via the Gippsland Trade Institute website either as a booking or registration. In some instances, the student may also complete the online enrolment webform. It is typical during a short course enrolment that the student will complete a registration or an application for the course they have selected from the website without talking to any staff members at Gippsland Trade Institute. This means that the provision of pre enrolment information on the website is particularly important. Advertising and marketing material which is describing the service to be provided should be detailed in every respect because this maybe the only opportunity where are the student can be informed about the services to be provided prior to attending training.

Pre-enrolment information is to be presented to the perspective student enrolling in a short course through presenting the student with information via the website at the point when the student either registers for the course online or makes an online enrolment application. This is to be

achieved by linking the pre-enrolment information in any registration or enrolment webform and by requiring the student to confirm prior to submitting any webform they have:

- reviewed the student handbook and have been informed about and accept my rights and obligations.
- reviewed the schedule of fees and charges and have been informed of the fee payment obligations and rights to a refund.
- reviewed the advertising and marketing material and have been informed of the services to be provided.

By actively presenting this information to the student on the website and requiring them to acknowledge this information, we have met our obligation to ensure students have access to clear and accurate information, including to make informed decisions about the training product and Gippsland Trade Institute.

3.8 Short course pre-enrolment information when booking groups of students with an employer

Where an enrolment for a short course may be booked with a representative of an enterprise coordinating the enrolment of multiple employees (business to business service), this does not remove our obligation to provide pre-enrolment information to individual students. In this circumstance, the RTO Manager or the team member responding to the request is to use the initial contact process to push pre-enrolment information to the representative with instructions to share the information with those who will be attending the training. This request should explain the importance of the pre-enrolment information and the need for students to review this prior to the training day. Either prior to the training or on the day of the training, the student will be requested to complete the full enrolment application form where they will complete their acknowledgment of having received and reviewed pre enrolment information. By providing clients with pre-enrolment information early, we are also enquiring that prospective students are informed about their rights and obligations, about the training and assessment services to be provided and about the fee payment and refund arrangements.

3.9 Long course pre-enrolment information

For a long course enrolment, the process is to follow the normal process which usually commences with an enquiry received from the prospective student. This is followed by making contact with the student to undertake an initial assessment of their training needs. This will include trying to determine what type of vocational outcomes the student is looking for and how that might align with the services that we provide and also highlighting any important information that the student should be reviewing prior to making an application for the course. Directly following this

conversation, the student should be sent the standardised enquiry response email. The enquiry response email/link will provide the student with access to pre-enrolment information.

The email/link will also include access to an enrolment application form which will either be attached or provided as a link to a webform. The enrolment application form does require the student to provide an acknowledgement of having received and reviewed pre-enrolment information including the following acknowledgments:

- reviewed the student handbook and have been informed about and accept my rights and obligations.
- reviewed the schedule of fees and charges and have been informed of the fee payment obligations and rights to a refund.
- reviewed the advertising and marketing material and have been informed of the services to be provided.

One significant difference with a long course enrolment process is the mandatory requirement to undertake a PTR with the student prior to accepting their application and progressing them to the full enrolment. The PTR may be undertaken either face to face or remotely.

3.10 Consumer Protection

It is important to stress to a person making an enquiry that they are advised to read carefully the pre-enrolment information Gippsland Trade Institute sends to them as this informs the prospective student about the services being provided including their rights as a consumer under Australian Consumer Law.

If a student undertakes a vocational education and training course, they are protected under Australian Consumer Law and under State and Territory consumer protection laws. These protections include areas such as unfair contract terms, the consumer guarantees and unscrupulous sales practices. By agreeing to enrolment and by signing an enrolment form, the student is acknowledging our pre-enrolment information which forms part of our terms of service. Further information on the student rights and responsibilities can be found in the Student Handbook.

Students can find out more information about their rights as a consumer from the Australian Consumer Law website which includes a range of helpful guides relating to specific areas of protection ([Australian Consumer Law](#)).

3.11 Changes to terms and conditions

From time to time, there may be changes to Gippsland Trade Institute operating arrangements or our agreed terms of service with the student. These changes may include the following:

- changes to policies relating to the student’s rights and obligations,
- changes to fee payment or agreed service charges,
- changes to the agreed training and assessment delivery or expected outcomes,
- changes to training products the student is enrolled in (transition),
- changes to any third-party arrangements relevant to the student's enrolment, or
- changes to the ownership of Gippsland Trade Institute.

The above list is not exhaustive. There may be other changes that affect the student’s enrolment that are not listed. If in doubt, inform the student anyway. The overarching intent is to ensure the student is advised of any changes that may affect them and their service with Gippsland Trade Institute before the change comes into effect.

Students will be notified in writing (email/post) of any changes 28 days prior to these changes coming into effect. On being informed of these changes, students have the right to appeal the decision of Gippsland Trade Institute if the decision effects the terms of their enrolment or the services agreed to at the beginning of their enrolment. The appeal of any decision is to be handled in accordance with *PP2.9-2.10-Complaints Handling and Appeals Policy* The 28-day notification period aligns with the 28-day appeals period. Gippsland Trade Institute is committed to procedural fairness in our support of students. Communication is the key to navigating all situations and we will strive to provide timely notification and to keep the student informed.

3.12 Orientation

Gippsland Trade Institute will conduct an orientation process prior to the student’s training commencement. The purpose of orientation is to help new student’s transition into their study, welcome them to Gippsland Trade Institute and introduce the student to the facilities, trainers and general rules.

Short Course orientation involves opening presentation which covers the following:

- An introduction to the trainer and Gippsland Trade Institute
- What is required from the student whilst undertaking their course
- Safety arrangements including action on fire or an emergency
- Behaviour and language expectations
- Treating others with respect

- General rules i.e. use of mobile phones, smoking
- Access to amenities
- Access to Resources

Long course enrolment involves a more comprehensive orientation process. Gippsland Trade Institute will provide an in-depth presentation followed by a tour of the facilities. The following information is covered throughout the student's orientation:

- the purpose of the course
- the qualification they are undertaking
- the outcome required in terms of workplace
- the units of competency to be covered
- assessment requirements
- attendance requirements including recording attendance
- equipment and resources they will need to provide
- equipment and resources they can access at the RTO
- study load requirements relating to things like self-paced learning
- IT access arrangements
- a brief on any work placement requirement applicable
- any rules such as mobile phones, smoking, information technology access or use
- behaviour and language expectations
- Treating others with respect
- plagiarism and academic integrity requirements
- support arrangements including where to go if they need assistance
- the support services which are available
- confirmation of any fee payment requirements
- how to provide feedback or to raise a complaint or appeal

- security and personal safety including lockdown procedures
- safety arrangements including hazard reporting procedure
- emergency evacuation arrangements
- first aid arrangements
- administrative requirements including providing a student digital image, monitoring progress
- points of contact

3.13 Unique student identifier

All students studying nationally recognised training in Australia are required to have a Unique student identifier (USI). A USI is a reference number made up of numbers and letters. The USI will allow students online access to their training records and results (VET Transcript) through their online USI account. <https://www.usi.gov.au/help/login-to-usi-registry>

Gippsland Trade Institute will comply with the requirements of the *Student Identifiers Act 2014*, including:

- a) verifying with the USI Registrar a student's USI before using that USI for any purpose,
- b) not issuing AQF certification documentation to an individual without being in receipt of a verified USI for that individual, unless an exemption applies under the *Student Identifiers Act 2014*,
- c) ensuring that where an exemption described in clause 3.4(b) applies, it will inform the student prior to either the completion of the enrolment or commencement of training and assessment, whichever occurs first, that the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the USI Registrar.

Collecting and verifying the student's unique student identifier is technically a requirement that must occur prior to any AQF certificate being issued. Noting this, it is the Gippsland Trade Institute policy that the students USI will be collected and verified as part of the enrolment process. The USI is collected as part of the enrolment application form and no enrolment should be confirmed unless the students USI has been verified.

3.14 Enrolling students who are visiting Australia on a Visa

Under the provisions of the *Education Services for Overseas Students Act 2000 (ESOS Act)*, it is an offence for an RTO that is not registered for CRICOS to enrol and provide training services to a person who are visiting Australia on a Student Visa (overseas student).

All students applying for enrolment into a course offered by Gippsland Trade Institute must be required to declare if they visiting Australia on a Visa and if yes, what type of visa category does the prospective student hold? The enrolment application is to be reviewed by the RTO Manager or delegate to identify if the Visa holder is eligible to undertake the training. If the applicant is not eligible to undertake the training, they should be advised of this in writing with an explanation. In some situations, there are visa holders such as those visiting Australia on a temporary or working Visa that may be eligible to undertake training and education whilst visiting Australia. If in doubt, the RTO Manager or delegate is to check the Visa conditions at the Department of Home Affairs website at the following address:

<https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions>.

The RTO Manager or delegate is to record their assessment of students declaring as a visa holder using the enrolment procedure checklist.

There are also some exemptions to this law that may apply in some circumstances where students are applying to undertake a short course. This applies to only specific training products which are named in the following legislative instrument which has exempted certain nationally recognised courses from requiring CRICOS registration. This allows overseas students to attend in addition to their full-time main course of study, specified exempt courses to enable these students to meet local requirements as part of any employment they are entitled to undertake.

These courses are typically short in duration and low cost, such as first aid, infection control, construction white cards, or responsible service of alcohol courses. Many workplaces require mandatory units of competency to undertake work, and this legislative instrument enables overseas students to access these skills at a wider range of training providers. Note that this only applies to very specifically named training products in the legislative instrument which can be accessed at the following link:

<https://www.education.gov.au/international-education/resources/supplementary-courses-instrument>

Where are here name is offering training product that is named in this legislative instrument it is permitted to accept an enrolment from an overseas student.

3.15 Verifying entry requirements

Gippsland Trade Institute may impose entry requirements for entering a course that it offers. This may be in addition to specified entry requirements required by the nationally endorsed training

package. Additional entry requirements nominated by Gippsland Trade Institute are referred to as “local entry requirements”. Local entry requirements may be imposed to ensure that a student is meeting a particular entry level to undertake a course. This may relate to the students age, level of education, current work experience, current employment status, prior competency or qualification. This small list is not exhaustive and there is no particular limit on what local entry requirements that Gippsland Trade Institute may impose whilst being mindful not to impose any barriers to entry which breach legislative discrimination requirements.

The RTO Manager or delegate is collect and review / verify evidence submitted by students accompanying their enrolment application to satisfy course entry requirements. Where any doubt exists regarding this evidence, the RTO Manager is to seek advice from the CEO. Where any clarification is required from the student, the RTO Manager is to contact the student and seek this clarification. All evidence relating to enter requirements is to be saved on to the student file and retained in the student record. The RTO Manager is to update the enrolment procedure checklist to confirm that entry requirement evidence has been verified.

3.16 Processing applications for credit transfer

Gippsland Trade Institute will offer all prospective students the option to seek credit transfer for units of competency the student has previously achieved in prior nationally recognised training. These applications are to be administered in accordance with the policy and procedure *PP1.12 - Credit Transfer*. Evidence of credit transfer applications and supporting evidence is to be retained on the student's record and the RTO Manager or delegate is to update the enrolment procedure checklist accordingly.

3.17 Assessing a student’s language, Gippsland Trade Instituteracy, numeracy and digital proficiency

Gippsland Trade Institute will assess all student’s language, Gippsland Trade Instituteracy, numeracy and digital proficiency as part of their enrolment without exception. This assessment is administered in accordance with the policy and procedure *PP2.3-Langauage,Gippsland Trade Instituteracy, Numeracy and Digital*. Evidence of the student’s language, Gippsland Trade Instituteracy, numeracy and digital proficiency assessment is to be retained on the student's record and the RTO Manager or delegate is to update the enrolment procedure checklist accordingly.

3.18 Issuing a confirmation of enrolment

Where a student is enrolling into a course offered by Gippsland Trade Institute, the RTO Manager or delegate is to ensure that each student is issued with a written confirmation of enrolment. For short course enrolments, this process may be automated via the website using an automatic generated email once the students booking or course registration has been received. For long course enrolments, the confirmation of enrolment should be issued individually using the

confirmation of enrolment letter template. A copy of the enrolment confirmation in all situations should be retained on the students record and the RTO Manager or delegate is to update the enrolment procedure checklist accordingly.

For policy relating to student requests for course withdrawal ref to *PP1.13 - student Completion and Issuing Certificates*.

Considerations

4.1 Content of pre-enrolment information

Gippsland Trade Institute provide pre-enrolment information as a package of documents or other formats that communicate the student's rights and obligations. As outlined at paragraph 3.2, this information is made up of a number of information products including the following:

- the **student handbook** which communicates information to the student about Gippsland Trade Institute, its support services and the student's rights and obligations.
- **advertising and marketing material** which communicates information to the student about the services to be provided in the training product in which they have expressed their interest.
- The **schedule of fees and charges** which communicates information to the student about the fees and charges of the services offered by Gippsland Trade Institute Including the schedule of payments (where applicable) and the students rights to a refund.

This section should be read in conjunction with *PP2.1 – Advertising and Marketing*. The following considerations are provided to guide the development of pre-enrolment information:

- a. **Student Handbook.** The student handbook is the primary information vehicle to inform students about their rights and obligations prior to their enrolment. Ideally, the student handbook is supplied electronically as a PDF document. It is important that this document is professionally presented as it reflects the quality of the organisation.

The student handbook is effectively the policy manual for all the student's participation in training and engagement with Gippsland Trade Institute. It should constitute a valuable information source for the student who can refer the handbook when the student has questions about their course participation and their options with various requirements.

The student handbook should contain information on the following topics for the student:

- Introduction to Gippsland Trade Institute and key personnel;
- Gippsland Trade Institute contact information;
- Description of services;
- Delivery locations (if applicable);
- Parking arrangements (if applicable);
- Public transport options (if applicable);
- Food options (if applicable);
- Our expectation of the student;
- Our partners and third parties (if applicable);
- Training safety arrangements;
- Language, Gippsland Trade Institutercy, numeracy and digital skills;
- Accessing support services;
- Equity and diversity support arrangements;
- Disability inclusion;
- Children and young students (if applicable);
- Privacy protection;
- National VET Data Policy;
- Unique Student Identifier requirements;
- Student access to records arrangements;
- Fees and charges;
- Payment methods;
- Refund policy;
- Training funding and subsidy obligations;

- Consumer protection and guarantees;
- Learning material cost and replacement;
- Changes to our terms of service;
- Requesting to substitute a course;
- Requesting to transfer between courses;
- Requesting to defer a course;
- Withdrawing from a course;
- Student who are not contactable or not responding;
- Plagiarism and academic integrity policy;
- Behaviour misconduct;
- Assessment requirements;
- Work placement requirements (if applicable);
- General material the student will require;
- Re-assessment policy;
- Recognition of prior learning;
- Credit transfer options;
- Issuing Qualifications and Statements of Attainment;
- Making a complaint or an appeal;
- Legislation that applies to the services we deliver.

b. **Course Brochure.** The *PP2.1 – Advertising and Marketing* outlines a range of options for the content to be included in pre-enrolment information. In accordance with the requirements of Outcome Standards for RTOs, Standard 2.1 the following represents the minimum level of detail to satisfy pre-enrolment information requirements to inform the prospective student about the service to be delivered:

- Business name or logo,
- RTO number or code,
- The training product being offered with the full code and title as published on the national training register;
- Disclosure of services being delivered by a third party (if applicable);
- Details of funding, subsidy or financial support (if applicable);
- Details of licence or certification outcomes (if applicable);
- The NRT logo (optional);
- The entry requirements for the course;
- Basic description of the service to be delivered including:
 - Outline of the course program and how it is structured,
 - Where a qualification is being advertised, a list of the units of competency being delivered as part of the service with an indication of core and elective designation,
 - The modes of the training delivery,
 - Delivery locations,
 - The duration of the course,
 - Attendance requirements including the hours or attendance and/or designated days or block training periods,
 - The time commitment required by the student including for any self-paced study or assessment work,
 - The requirement for assessment to complete the course,
 - The requirement for work placement (if required) including, the time commitment required for work placement,
 - Material the student needs to hold to participate in training including consideration of access to information technology capabilities for after-hours study, dress and equipment requirements, stationary requirements, and

- Licences or certifications the student needs to hold to participate in training such as holding a white card, holding a current working with children check, etc.
 - Direct the student to review pre-enrolment information including the schedule of fees and charges and the student handbook prior to their enrolment.
 - Call to action, such as a link to the website to obtain more information or contact details to make an enquiry.
- c. **Schedule of Fees and Charges.** The schedule of fees and charges provides a central place where the nominated fees and charges to participate in services with Gippsland Trade Institute are listed. Schedule of fees and charges should contain the following minimum information:
 - the total amount of all fees including course fees, administration fees, material fees and any other charges for enrolling into a course;
 - payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee;
 - the nature of the guarantee given by Gippsland Trade Institute to honour its commitment to deliver services and complete the training and/or assessment once the student has commenced study;
 - any discounts, fee reductions or exemptions available for multiple enrolments, concession card holders, continuing students, group bookings etc (if applicable);
 - the fees and charges for additional services, including such items as issuance of a replacement qualification parchment or statement of results and the options available to students who are deemed not yet competent on completion of training and assessment; and
 - Gippsland Trade Institute refund policy.

4. Procedure

Steps	Person/s responsible
5.1 Initial contact procedure	
i.	Receive enquiry from the prospective student
	Admissions Team

	<p>Receive enquiry from prospective student. This may be received via email, social media messaging, phone call, via the website or if the student physically walks into the premises.</p>	
ii.	<p>Follow up the enquiry – Identify training needs</p> <p>Contact the perspective student preferably by phone to discuss their interest in the relevant course and to determine if their training needs align with the services that Gippsland Trade Institute is offering.</p> <p>If the person training needs cannot be supported by Gippsland Trade Institute, advise the person that we are not able to provide the training and advise them of some known alternatives or how they can find a course that better suits their needs using the government service Your Career https://www.yourcareer.gov.au/.</p>	Admissions Team
iii.	<p>Send enquiry response email</p> <p>The prospective student is to be send the standardised <i>enquiry response email</i> with the pre-enrolment information either attached or provided as a link to be accessed through the Internet inviting the student to review this information before them seeking an enrolment. This must include the following:</p> <ul style="list-style-type: none"> – advertising and marketing material which communicates information to the student about the services to be provided in the training product in which they have expressed their interest. – the student handbook which communicates information to the student about Gippsland Trade Institute, its support services and the student’s rights and obligations. – The schedule of fees and charges which communicates information to the student about the fees and charges of the services offered by Gippsland Trade Institute 	Admissions/Marketing Team

	<p>Including the schedule of payments (where applicable) and the students rights regarding seeking a refund.</p> <p>The enquiry response email will also include either an attached form or a web link for the student to complete the enrolment application form or course registration.</p>	
iv.	<p>student submits an enrolment application or course registration</p> <p>Once the perspective student has reviewed the pre enrolment information and they want to proceed with an enrolment application or course registration, they will submit the relevant form either in hard copy or via the Gippsland Trade Institute website. The admission's Team will review the enrolment application in accordance with the enrolment procedure checklist and update the checklist accordingly. All evidence received as part of the enrolment application is to be retained on the student's file within the student management system. Confirm if the student has identified any support requirements, wellbeing or disability needs. Confirm if any LLND support is required by reviewing the initial core skills assessment.</p>	Admissions Team
v.	<p>Consider any Opportunities for Improvement to this process</p> <p>Consider the opportunities for improvement that may have emerged during the process and record these within a record of continuous improvement for consideration at a future management meeting. Refer to: <i>PP4.7 - Continuous Improvement</i> and <i>PP4.3 - Management Meeting</i>.</p>	RTO Manager or delegate
vi.	Refer to the relevant student enrolment process for next steps.	

The Student Enrolment Procedure

The enrolment procedure below outlines three (3) different enrolment procedures, these include:

- Short course
- Long course - Fee for service
- Long course - Subsidised training

Steps	Person/s responsible
5.2 Student Enrolment Process - Short course	
<p>i. Application is received and reviewed</p> <p>Upon completion of the Initial contact procedure at 5.1, commence the enrolment procedure below.</p> <p>Receive the <i>Enrolment Application Form</i> or online course registration and check that it is completed correctly. Take note of any individual student needs and student’s language, Gippsland Trade Instituteracy, numeracy and digital proficiency after completion of the initial core skills assessment.</p> <p>Note. This application process and assessment of LLND proficiency may be facilitated completely online and automated. In this circumstance, Admission Team is to review the results of this online application usually received as an email and review it for completeness or any required follow-up action.</p>	Admissions Team
<p>ii. Confirm payment of course fee</p> <p>Accounts Team is to review the payment information for each enrolment and confirm payment of tuition fees aligned with the student’s course enrolment application or course registration.</p> <p>Note. This payment confirmation process may be facilitated completely online and automated. In this circumstance, accounts team is to review the results of this online application usually received as an email and review it for payment confirmation. In some situations, it is not possible to submit a course registration without making a payment as part of this process.</p>	Accounts Manager/Team
<p>iii. Determine the need for student support before commencing the course</p> <p>Consider any individual student needs communication in the enrolment application or the student’s language, Gippsland Trade Instituteracy, numeracy and digital proficiency to identify the need for support. If support is considered suitable, the RTO Manager or delegate is to make a note and refer the students details to the Student Support Officer via email. If the student requires specialist</p>	RTO Manager or delegate Student Support Officer

	<p>support, contact the student and suggest specialist support options (ref to: <i>PP2.3 Language, Gippsland Trade Instituteracy, Numeracy and Digital</i> and <i>PP2.4 - Student Support and Wellbeing</i>). The Student Support Officer will communicate directly with the student and the relevant Trainer regarding support strategies.</p>	
iv.	<p>Complete the Enrolment Procedure Checklist</p> <p>Complete the <i>Enrolment Procedure Checklist</i> and process the enrolment application and record any training support or wellbeing support needs applicable to the student and alert training staff of these. The following criteria must be verified before an enrolment confirmation can be supplied:</p> <ul style="list-style-type: none"> – Enrolment form complete and signed – Visa verified, not on a student visa – USI provided and verified – A valid form of ID provided – Entry requirements evidence provided – Student data entered into the student management system – Course and training products allocated to enrolment in SMS – Student digital or hard copy student file created – Credit Transfer application administered (if applicable) – LLND completed if applicable and support needs and communicated 	Admissions Team/Student Support Officer
v.	<p>Provide access to pre-training material</p> <p>Where a short course has a pre-training component where the student needs to undertake study and submit evidence of completing pre-training prior to attending face to face training, admission team is to either authorise or send this pre-training material to the student with notification of submission dates. This material may be digital and sent via email or may be delivered via a learning management system. Update <i>Enrolment Procedure Checklist</i>.</p> <p>Note. The supply of pre-training material may be facilitated completely online and automated. This may be linked to the online course registration and payment and triggered by the students</p>	Admissions Team

	payment which automatically creates an email to the student with login details to access pre-training material.	
vi.	<p>Issue the student with an Enrolment Confirmation</p> <p>Admission Team is to issue the student with an enrolment confirmation and receipt for tuition fees. The enrolment confirmation is also to confirm the date, time and location of training for the first day and provide contact details if the student has any questions prior to the course commencing. Update <i>Enrolment Procedure Checklist</i>.</p> <p>Note. This enrolment confirmation process may be facilitated completely online and automated. In this circumstance, Admission team is to review the results of this online application usually received as an email and review it for confirmation.</p>	Admission Team
vii.	<p>Consider any Opportunities for Improvement to this process</p> <p>Consider the opportunities for improvement that may have emerged during the process and record these within a record of continuous improvement for consideration at a future management meeting. Refer to: <i>PP4.7 - Continuous Improvement</i> and <i>PP4.3 - Management Meeting</i>.</p>	RTO Manager or delegate

Steps		Person/s responsible
5.3 Student Enrolment Process - Long course - Fee for service		
i.	<p>Application is received and reviewed</p> <p>Upon completion of the Initial contact procedure at 5.1, commence the enrolment procedure below.</p> <p>Receive the <i>Enrolment Application Form</i> and check that it is completed correctly. Take note of any individual student needs and student's language, Gippsland Trade Instituteryacy, numeracy and digital proficiency after completion of the initial core skills assessment. Raise an <i>Enrolment Procedure Checklist</i> to support the enrolment process.</p> <p>Note. This application process and assessment of LLND proficiency may be facilitated completely online and automated. In this</p>	Admission team

	<p>circumstance, the RTO Manager or delegate is to review the results of this online application usually received as an email and review it for completeness or any required follow-up action.</p>	
ii.	<p>Confirm payment of course fee</p> <p>Accounts team is to review the initial payment information for each enrolment and confirm payment of tuition fees aligned with the student's course enrolment application or course registration. Update <i>Enrolment Procedure Checklist</i>.</p> <p>Note. This payment confirmation process may be facilitated completely online and automated. In this circumstance, accounts team or delegate is to review the results of this online application usually received as an email and review it for payment confirmation. In some situations, it is not possible to submit a course registration without making a payment as part of this process.</p>	Accounts team
iii.	<p>Administer language, Gippsland Trade Instituteracy, numeracy and digital proficiency assessment (LLND)</p> <p>Where LLND assessment is either indicated or required, organise the time for the student to attend Gippsland Trade Institute for LLND assessment to be facilitated. Please refer to: PP2.3 <i>Language Gippsland Trade Instituteracy and Numeracy</i>. Update <i>Enrolment Procedure Checklist</i>.</p> <p>Note. LLND assessment may be facilitated online through a third party service provider. In this situation, the admission team /RTO Manager or delegate will initiate this process, and the student will receive an email to complete the assessment. Gippsland Trade Institute will receive a copy of the assessment results with any support recommendations.</p>	Admission team/ RTO Manager or delegate
iv.	<p>Complete all steps in the Enrolment Procedure Checklist</p> <p>Complete all steps in the <i>Enrolment Procedure Checklist</i> and process the enrolment application and record any training support or wellbeing support needs applicable to the student and alert training staff of these. The following criteria must be verified before an enrolment confirmation can be supplied:</p> <ul style="list-style-type: none"> – Enrolment form complete and signed 	Admission team

	<ul style="list-style-type: none"> – USI provided and verified – A valid form of ID provided – Entry requirements evidence provided – Student data entered into the student management system – Course and training products allocated to enrolment in SMS – Student digital or hard copy student file created – Credit Transfer application administered (if applicable) – Set up payment schedule in payment system <p>Update the <i>Enrolment Procedure Checklist</i>.</p>	
v.	<p>Determine the need for student support before commencing the course</p> <p>Consider any individual student needs communication in the enrolment application or the student’s language, Gippsland Trade Institutery, numeracy and digital proficiency to identify the need for support. If support is considered suitable, the RTO Manager or delegate is to make a note and refer the student’s details to the Student Support Officer via email. If the student requires specialist support, contact the student and suggest specialist support options (ref to: <i>PP2.3 Language, Gippsland Trade Institutery, Numeracy and Digital</i> and <i>PP2.4 - Student Support and Wellbeing</i>). The Student Support Officer will communicate directly with the student and the relevant Trainer regarding support strategies. Update <i>Enrolment Procedure Checklist</i>.</p>	<p>RTO Manager or delegate</p> <p>Student Support Officer</p>
vi.	<p>Issue the student with an Enrolment Confirmation</p> <p>The Admission team or delegate is to issue the student with an enrolment confirmation and receipt for tuition fees. The enrolment confirmation is also to confirm the date, time and location of training for the first day and provide contact details if the student has any questions prior to the course commencing. Update <i>Enrolment Procedure Checklist</i>.</p> <p>Note. This enrolment confirmation process may be facilitated completely online and automated. In this circumstance, the RTO Manager or delegate is to review the results of this online</p>	<p>Admission Team</p>

	application usually received as an email and review it for confirmation.	
vii.	<p>Provide access to pre-training material (where applicable)</p> <p>Where a short course has a pre-training component where the student needs to undertake study and submit evidence of completing pre-training prior to attending face to face training, Admission team is to either authorise or send this pre-training material to the student with notification of submission dates. This material may be digital and sent via email or may be delivered via a learning management system. Update the <i>Enrolment Procedure Checklist</i>. Student commences training.</p> <p>Note. The supply of pre-training material may be facilitated completely online and automated. This may be linked to the online course registration and payment and triggered by the student's payment which automatically creates an email to the student with login details to access pre-training material.</p>	Admission team
viii.	<p>Verify students nominated workplace (where applicable)</p> <p>The RTO delegate is to organise to undertake a visit by appointment to the workplace nominated by the student where on the job training or work placement is planned to be undertaken as part of the planned course. This workplace verification will be completed in accordance with <i>PP1.7-Work Placement</i>.</p>	RTO delegate
ix.	<p>Consider any Opportunities for Improvement to this process</p> <p>Consider the opportunities for improvement that may have emerged during the process and record these within a record of continuous improvement for consideration at a future management meeting. Refer to: <i>PP4.7 - Continuous Improvement</i> and <i>PP4.3 - Management Meeting</i>.</p>	RTO Manager or delegate RTO delegate

Steps	Person/s responsible
5.4 Student Enrolment Process - Long course – Subsidised Training	

i.	<p>Receive referral from Australian Apprenticeship Centre or employer</p> <p>Respond to referral from Australian Apprenticeship Centre or employer and complete the Initial contact procedure outlined at 5.1.</p>	RTO Manager or delegate
ii.	<p>Application for enrolment is received and reviewed</p> <p>Upon completion of the Initial contact procedure at 5.1, commence the enrolment procedure below.</p> <p>Receive the <i>Enrolment Application Form</i> and check that it is completed correctly. Take note of any individual student needs and student's language, Gippsland Trade Institute literacy, numeracy and digital proficiency after completion of the initial core skills assessment. Raise a <i>Funded Enrolment Procedure Checklist</i> to support the enrolment process.</p> <p>It should be noted that applications for enrolment into subsidised training usually have a higher level of evidence that must be collected and verified. This will usually include evidence of the student either working or residing within the state, no longer in secondary education, is aged 15 years or older, evidence of citizenship or permanent residency, and photo identification.</p> <p>Note. This application process and assessment of LLND proficiency may be facilitated completely online and automated. In this circumstance, the RTO Manager or delegate is to review the results of this online application usually received as an email and review it for completeness or any required follow-up action.</p>	RTO Manager or delegate
iii.	<p>Obtain consent and declaration from the student</p> <p>Gippsland Trade Institute must obtain consent from the student to for the students details to be shared with the relevant funding authority and for these details to be used by the funding authority to administer any training subsidy. This consent is mandated by the funding authority and is to be incorporated either into the enrolment application form or requested to be completed by the student prior to any further administrative processing with the funding authority.</p> <p>Gippsland Trade Institute is also two obtain a completed perspective student declaration required by the funding authority to confirm that the information provided by the student is accurate, that a claim for training subsidy has not been claimed in respect of the same training product previously, the student is aware of any third party</p>	RTO Manager or delegate

	<p>arrangements with Gippsland Trade Institute and the student has been provided with details of any applicable student fee contributions and obligations they must meet in regard to receiving the subsidy. Update <i>Funded Enrolment Procedure Checklist</i>.</p>	
iv.	<p>Confirm level of subsidy and any required student payment</p> <p>The RTO Manager or delegate is to process a quote using the funding providers system to determine the student’s eligibility and level of subsidy in support of the student’s enrolment. Determining the level of subsidy should consider details of any applicable credit transfer, RPL, and additional subsidy due to disadvantage such as remote delivery, First Nation status, etc.</p> <p>The details where applicable should be recorded in the student managements system and communicated to the student. The record of the eligibility and level of subsidy should be retained on the student file. Update <i>Funded Enrolment Procedure Checklist</i>.</p>	RTO Manager or delegate
v.	<p>Generate a notification of enrolment to funding authority</p> <p>Gippsland Trade Institute is to generate a notification of enrolment using the funding provider system. This notification of enrolment will include the issued commitment ID applicable for the student’s enrolment. The commitment ID will be entered into the student management system and is important in linking claims for payment to the student’s progress in the course. A copy of the notification of enrolment is to be retained on the student’s file. Update <i>Funded Enrolment Procedure Checklist</i>.</p>	
vi.	<p>Administer language, Gippsland Trade Instituteracy, numeracy and digital proficiency assessment (LLND)</p> <p>Where additional LLND assessment is either indicated or required, organise the time for the student to attend Gippsland Trade Institute for LLND assessment to be facilitated. This will occur directly before the student is engaged in the enrolment interview. Please refer to: <i>PP2.3 Language Gippsland Trade Instituteracy, Numeracy and Digital</i>. Update <i>Funded Enrolment Procedure Checklist</i>.</p> <p>Note. LLND assessment may be facilitated online through a third party service provider. In this situation, the RTO Manager or delegate will initiate this process, and the student will receive an email to</p>	RTO Manager or delegate

	<p>complete the assessment. Gippsland Trade Institute will receive a copy of the assessment results with any support recommendations.</p>	
<p>vii.</p>	<p>Undertake an enrolment interview</p> <p>The RTO Manager or delegate is to contact the student to organise and conduct the enrolment interview with all students entering a Long Course. This interview may be conducted in person at the office or via Zoom/Teams or by phone. The enrolment interview is to be conducted and recorded using the <i>Student Enrolment Interview Form</i>. The topics to be discussed with the student may vary according to the student and the course. The following are the general points to be discussed to ensure the student is fully informed and ready to commence training:</p> <ul style="list-style-type: none"> • Determine the applicant’s career/work objectives. Why are they seeking this course? • Assess the person’s individual needs and circumstances and present /discuss support options available to the person both within Gippsland Trade Institute and those available through specialist service providers; • Inform the person about opportunities for recognition of their prior learning (RPL) or current competence (Credit Transfer); • Confirm the mandatory work placement requirements (if applicable) that apply to the course. Confirm the arrangements to establish this, orientation, supervision, required hours and duties; • Confirm the person 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; • Explain the training and assessment services involved in the relevant training program; • Highlight the delivery model and assessment methods that will be used throughout the training program; • Explain the requirements applicable to the USI; and 	<p>RTO Manager or delegate</p>

	<ul style="list-style-type: none"> Confirm the next step to complete the enrolment process and commence their training program. <p>Retain a copy of the completed student enrolment interview form and Update <i>Funded Enrolment Procedure Checklist</i>.</p>	
viii.	<p>Complete all steps in the <i>Funded Enrolment Procedure Checklist</i></p> <p>Complete all steps in the <i>Funded Enrolment Procedure Checklist</i> and process the enrolment application and record any training support or wellbeing support needs applicable to the student and alert training staff of these. The following criteria must be verified before an enrolment confirmation can be supplied:</p> <ul style="list-style-type: none"> – Enrolment form complete and signed – Visa verified, not on a student visa – USI provided and verified – Received all eligibility evidence – Obtained consent and declaration from the student – Confirmed level of subsidy – Generated notification of enrolment – A valid form of ID provided – Entry requirements evidence provided – Student data entered into the student management system – Course and training products allocated to enrolment in SMS – Student digital or hard copy student file created – Credit Transfer application administered (if applicable) <p>Update the <i>Funded Enrolment Procedure Checklist</i>.</p>	RTO Manager or delegate
ix.	<p>Determine the need for student support before commencing the course</p> <p>Consider any individual student needs communication in the enrolment application or the student’s language, Gippsland Trade Inlitturacy, numeracy and digital proficiency to identify the need for support. If support is considered suitable, the RTO Manager or delegate is to make a note and refer the students details to the Student Support Officer via email. If the student requires specialist</p>	RTO Manager or delegate Student Support Officer

	<p>support, contact the student and suggest specialist support options (ref to: <i>PP2.3 Language, Gippsland Trade Institute Literacy, Numeracy and Digital</i> and <i>PP2.4 - Student Support and Wellbeing</i>). The Student Support Officer will communicate directly with the student and the relevant Trainer regarding support strategies.</p>	
x.	<p>Issue the student with an Enrolment Confirmation</p> <p>The RTO Manager or delegate is to issue the student with an enrolment confirmation and receipt for tuition fees. The enrolment confirmation is also to confirm the date, time and location of training for the first day and provide contact details if the student has any questions prior to the course commencing. Update <i>Funded Enrolment Procedure Checklist</i>.</p> <p>Note. This enrolment confirmation process may be facilitated completely online and automated. In this circumstance, the RTO Manager or delegate is to review the results of this online application usually received as an email and review it for confirmation.</p>	RTO Manager or delegate
xi.	<p>Create and gain authorisation of the student's training plan</p> <p>Where required by the funding authority, within 12 weeks of the student's commencement (when the notification of enrolment was submitted), Gippsland Trade Institute is required to create a training plan that meets the funding providers requirements and facilitate authorisation for the training plan with all parties. This includes a representative of Gippsland Trade Institute, the student and the student's employer. The purpose of the training plan is to ensure that the planned training and assessment meets the requirements of all parties and particularly considers workplace requirements of the host employer. The training plan is not complete until all details are completed and it is signed / dated by all parties. The training plan should be retained on the student's file and updated when necessary if the student's progress is diverging from the plan or at a minimum every six months. Update the <i>Funded Enrolment Procedure Checklist</i>.</p>	RTO Manager or delegate
xii.	<p>Verify students nominated workplace (where applicable)</p> <p>The RTO delegate is to organise to undertake a visit by appointment to the workplace nominated by the student where on the job training or work placement is planned to be undertaken as part of the planned course. This workplace verification will be completed in</p>	RTO delegate

	accordance with <i>PP1.7-Work Placement</i> . Update the <i>Funded Enrolment Procedure Checklist</i> .	
xiii.	<p>Provide access to pre-training material (where applicable)</p> <p>Where a short course has a pre-training component where the student needs to undertake study and submit evidence of completing pre-training prior to attending face to face training, the RTO Manager or delegate is to either authorise or send this pre-training material to the student with notification of submission dates. This material may be digital and sent via email or may be delivered via a learning management system. Update the <i>Funded Enrolment Procedure Checklist</i>. Student commences training.</p> <p>Note. The supply of pre-training material may be facilitated completely online and automated. This may be linked to the online course registration and payment and triggered by the student's payment which automatically creates an email to the student with login details to access pre-training material.</p>	RTO Manager or delegate
xiv.	<p>Consider any Opportunities for Improvement to this process</p> <p>Consider the opportunities for improvement that may have emerged during the process and record these within a record of continuous improvement for consideration at a future management meeting. Refer to: <i>PP4.7 - Continuous Improvement</i> and <i>PP4.3 - Management Meeting</i>.</p>	RTO Manager or delegate

5. Other documents to consider with this policy

Policies

- PP1.14 Student Record Retention and Management
- PP1.7-Work Placement
- PP2.3 Language Gippsland Trade Instituteracy Numeracy and Digital
- PP 2.4 Student Support and Wellbeing
- PP2.9/2.10-Complaints Handling and Appeals Policy
- PP4.3 - Management Meeting

- PP4.7 Continuous Improvement

Forms

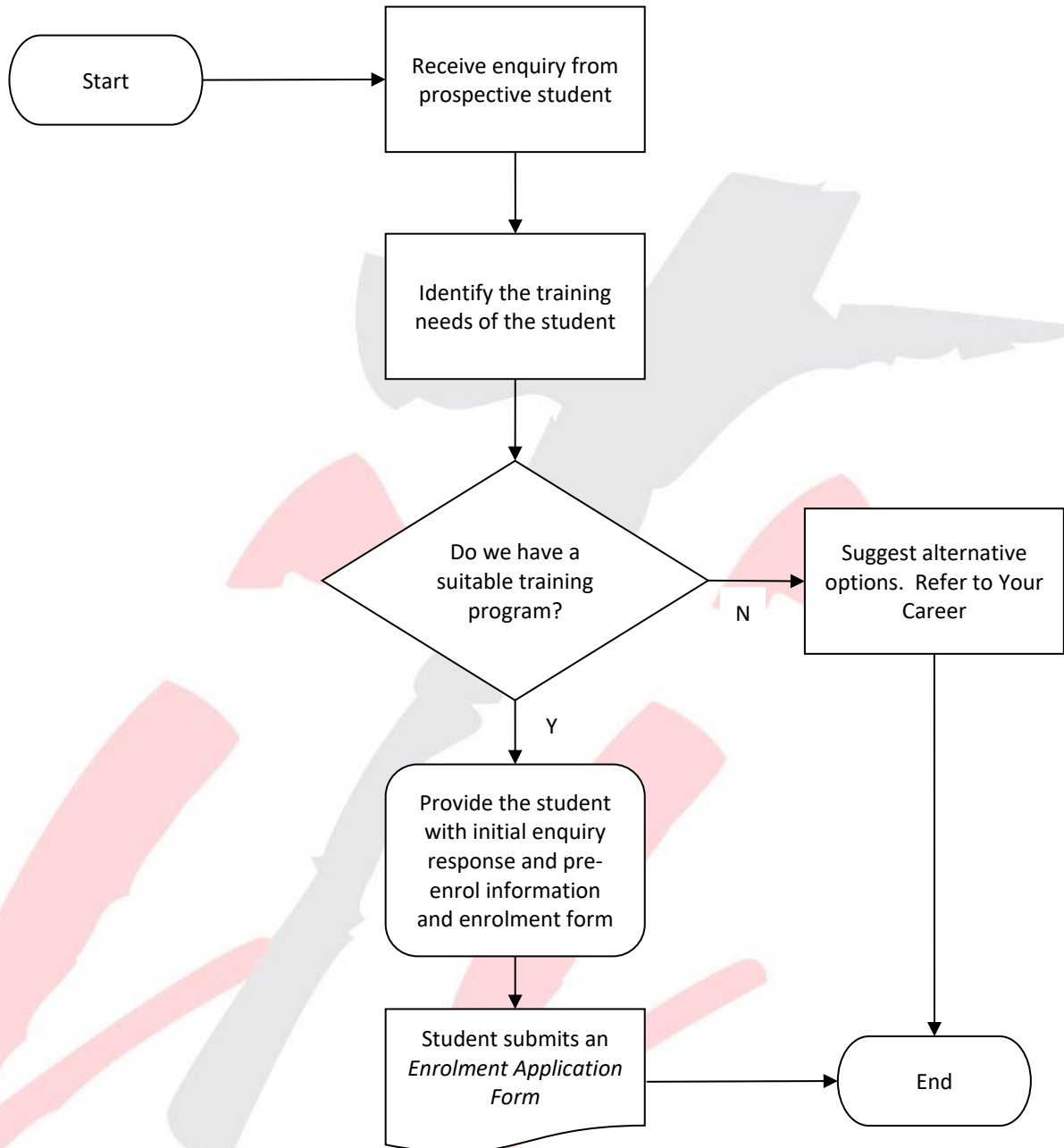
- Enrolment Application Form
- Enrolment Procedure Checklist
- Funded Enrolment Procedure Checklist
- Schedule of Fees and Charges
- Language, Gippsland Trade Institutercy and Numeracy Assessment
- Workplace Suitability Checklist
- Continuous Improvement Report

Handbooks, manuals or other documents

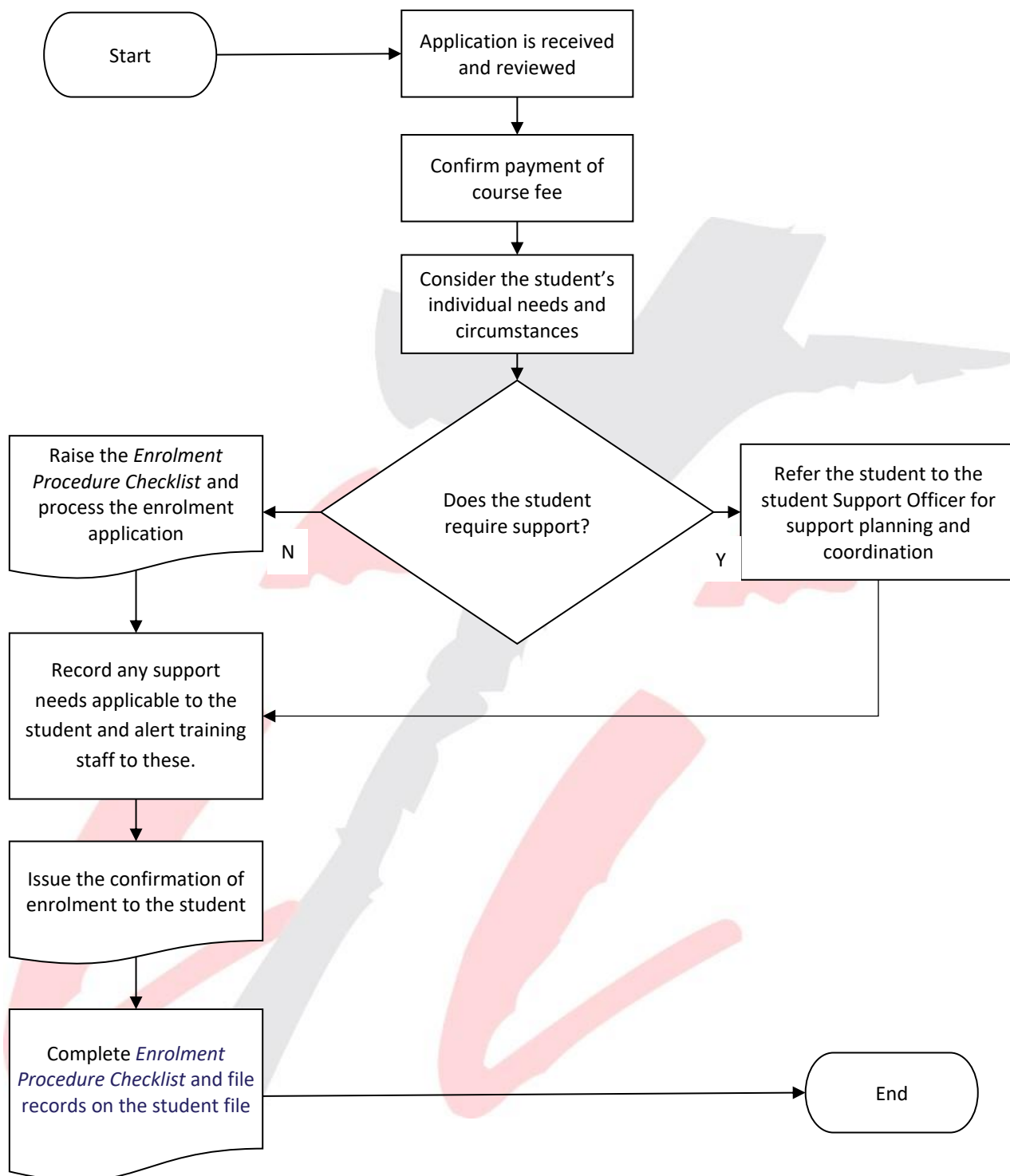
None

6. Flow chart

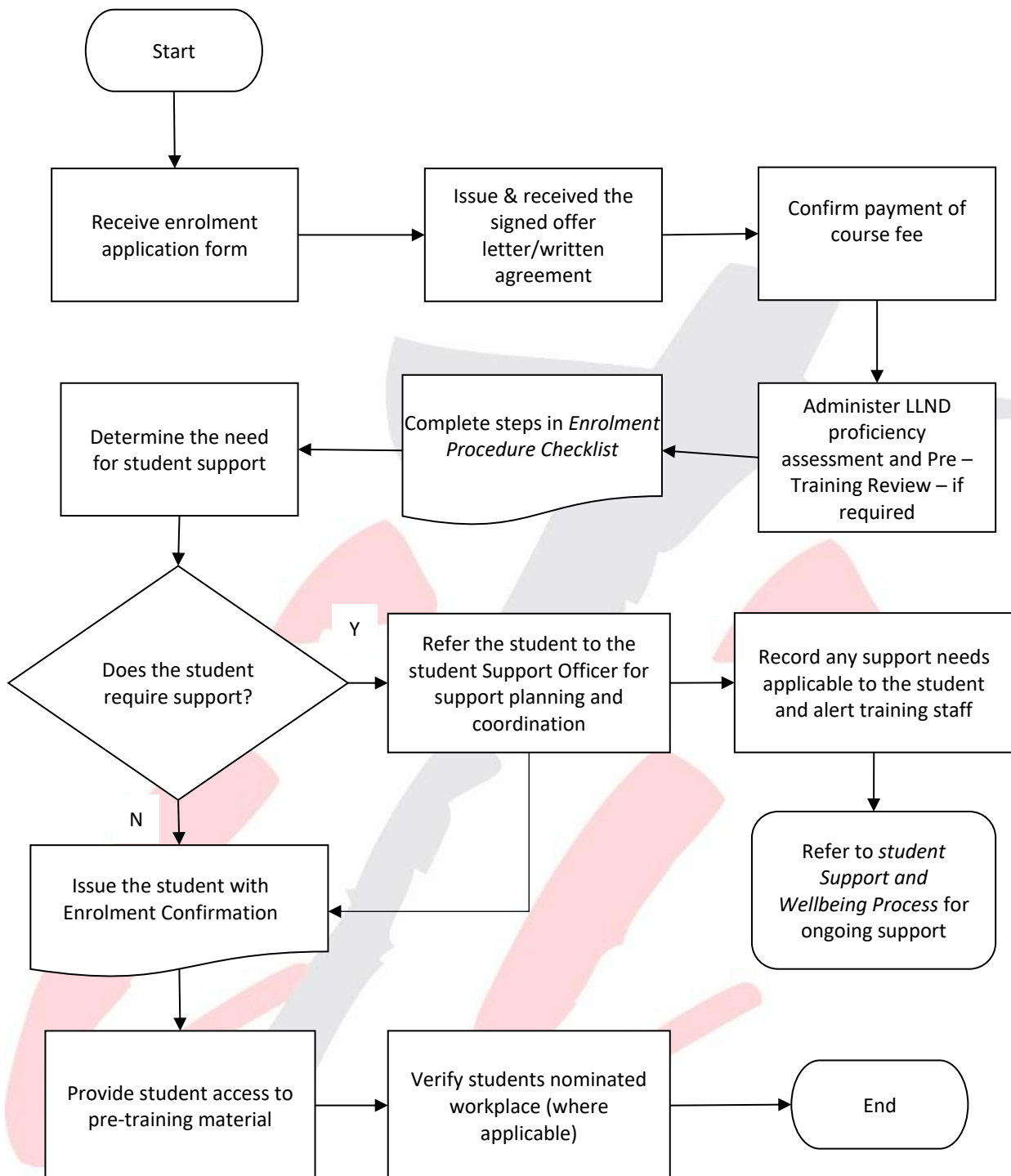
Initial Contact Process



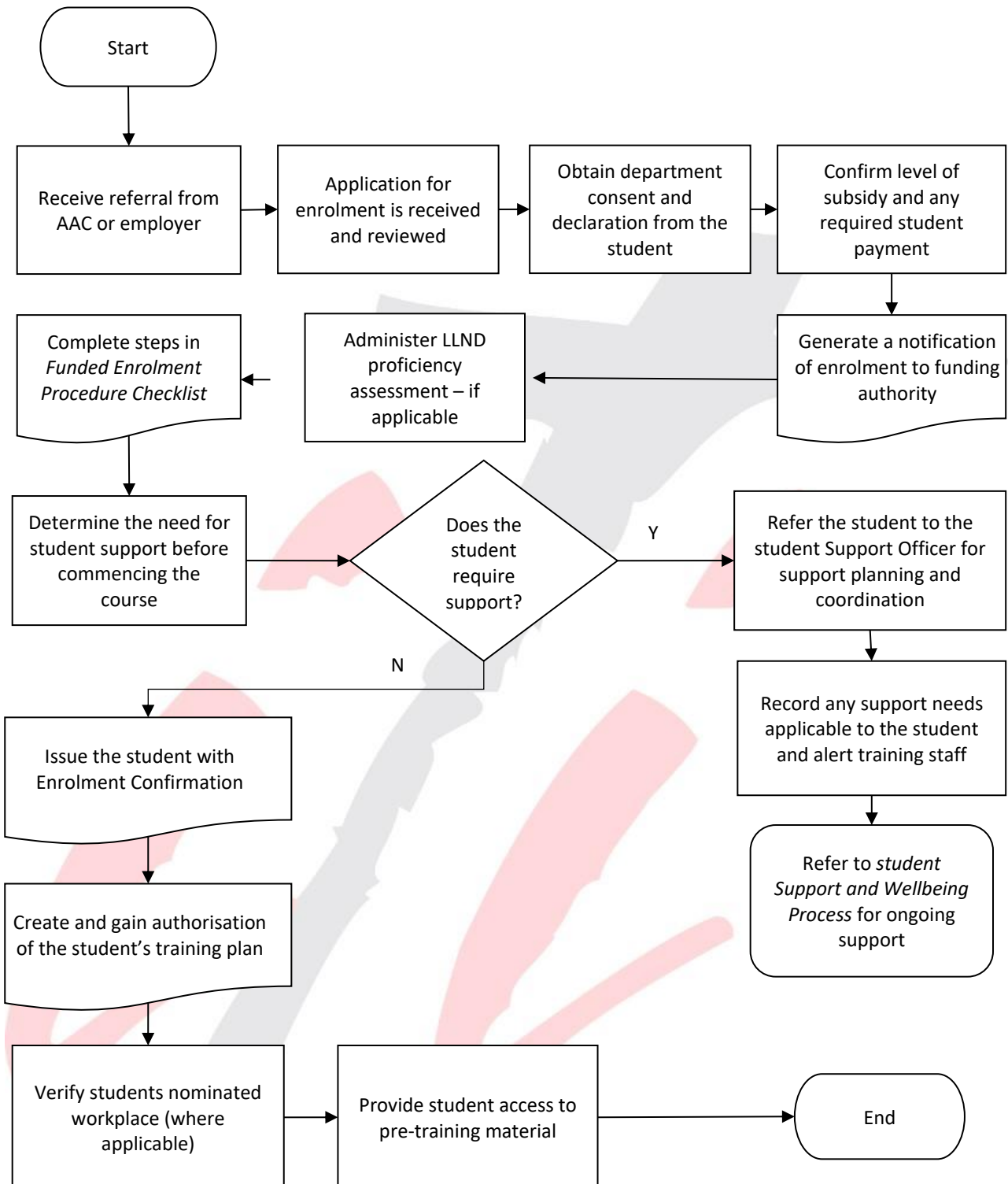
Short Course Enrolment Process



Long Course - Fee for Service Enrolment Process



Long Course – Subsidised Training Enrolment Process



7. Reference(s)

Outcome Standards for RTOs, Standard 2.1, VET students have access to clear and accurate information, including to make informed decisions about the training product and the RTO, and are made aware of changes that affect them.

- (a) information given to VET students is clear, accurate and current, including where this is disseminated by a third party
- (b) how it identifies the information that is needed by VET students prior to enrolment and how that information is communicated
- (c) the following information is easily accessible to VET students:
 - (i) the training product code and title, duration, mode(s) of delivery, location, commencement dates, scheduling, any requirements to commence or complete the training product including assessment requirements, whether any licencing or occupational licence requirements apply, and details of any third-party arrangements
 - (ii) the training support services and wellbeing support services that are available and how to access them
 - (iii) any fees and costs payable by the VET student, including payment terms and conditions, refund policies and the availability of any relevant government training entitlements and subsidy arrangements
 - (iv) the VET student's obligations or liabilities, including any obligations relating to work placements, materials, equipment or IT, costs and processes associated with VET student withdrawal and obtaining a Unique Student Identifier
- (d) prior to enrolment or before any fees are required to be paid, written information is provided to the VET student about the agreed training to be provided, the amount of any fees to be paid by the VET student, and the VET student's obligations

how it identifies changes that affect VET students, including transition of superseded, deleted, or expired training products, and informs VET students of these as soon as practicable.

Outcome Standards for RTOs, Standard 2.2, VET students are advised, prior to enrolment, about the suitability of the training product for them, taking into account their skills and competencies.

- (a) a system for reviewing the skills and competencies of VET students prior to enrolment, including their language, Gippsland Trade Institutercy and numeracy proficiency and digital Gippsland Trade Institutercy, as appropriate to the training product
- (b) it provides advice, based on the review, to VET students about the suitability of the training product for them.

Compliance Standard 12, Student identifier requirements

- (1) An NVR registered training organisation must:
 - (a) not include any individual's student identifier on a VET qualification or VET statement of attainment; and
 - (b) request the Registrar to verify that any student identifier provided to it by an individual belongs to that individual before the organisation uses the identifier for any purpose.
- (2) Subject to subsections (3) and (5), an NVR registered training organisation must not issue a VET qualification or a VET statement of attainment to a VET student unless the student has been assigned a student identifier.

Exemptions given by the Minister

- (3) The Minister may, in writing and as agreed by the Ministerial Council, specify an issue to which the requirement in subsection (2) does not apply, by reference to one or more of the following:
 - (a) the organisation doing the issuing;
 - (b) the VET qualification, or VET statement of attainment, being issued; or
 - (c) the VET student to whom the VET qualification, or VET statement of attainment, is being issued.
- (4) Where an exemption described in subsection (3) or subsection 53(3) of the *Student Identifiers Act 2014* applies – an NVR registered training organisation must inform the VET student prior to the completion of enrolment or commencement of training and assessment, whichever occurs first, that the results of the training:
 - (a) will not be accessible through the Commonwealth; and
 - (b) will not appear on any authenticated VET transcript prepared by the Registrar.
- (5) Subsections (2) and (3) only apply to NVR registered training organisations that are not constitutional corporations.

Note: Similar requirements to those set out in subsections (2) and (3), that apply to NVR registered training organisations that are constitutional corporations, are set out in section 53 of the *Student Identifiers Act 2014*.