Student Enrolment Policy

Purpose
To document the approach that Care Training Institute will take to:

- Enroll students into courses on their scope of registration
- Ensure that all Care Training Institute staff are aware of this process, so as to provide students with adequate information about the services they are to receive
- Inform students of their rights and obligations and
- Provide students with information on any third party arrangements affecting the delivery of training and assessment, prior to their commencement in a course.

Policy
Care Training institute is committed to providing students with information relevant to the course they are interested in undertaking and the services to be provided during their period of study.

Information is provided to the students prior to their enrolment and commencement in a course, so that they:

- Can make informed choices about studying with Care Training Institute and the training program that best suits their needs.
- Know who is delivering their training and who is issuing any qualification or Statement of Attainment.
- Are aware of their rights and responsibilities when undertaking training with Care Training Institute.

Procedure
Prior to enrolment or the commencement of training and assessment, Care Training Institute will provide advice to prospective students about training products, through its marketing and sales processes, as well as through Care Training Institute’s website.

Information about the course requirements and the Pre-Training review process which takes into account the individual’s existing skills and competencies, will be included in this process.

Information that will be provided to the student prior to enrolment through marketing materials and/or Care Training Institute’s website (ie. through the Student Handbook and the Policies and Procedures tab) will include:

- Training and assessment information and related educational and support services that Care Training Institute will provide including the:
  - Estimated duration
  - Expected locations at which training will be provided
  - Expected modes of delivery
  - Whether RPL and Credit Transfer are available
  - Information and contact details of third party arrangements (if any)
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- Any work placement arrangements
- Information in relation to the issuance of the AQF certification documentation

- The student’s rights, including:
  - Details of Care Training Institute complaints and appeals process, and
  - The student’s rights as a consumer
  - The student’s right to obtain a refund (eg. for services not provided by Care Training Institute).

- The student’s obligations:
  - In relation to the payment of fees for the provision of services by Care Training Institute, including payment terms and conditions, deposits and refunds
  - Any requirements the student must meet to enter and successfully complete their chosen training product
  - Any materials and equipment that the student must provide

To ensure accuracy and consistency in the enrolment, payment, reporting and awarding of credentials for accredited qualifications and accredited courses, Care Training Institute Training and Employment Consultants will follow the enrolment process outlined below.

Process

1. Training and Employment Consultants will manage all student enquiries (received via Phone Call, Online Enquiry, Walk In, E-mail, etc.) regarding the application and enrolment into Care Training Institute courses process.

   Information provided to the student at this stage will include:
   - Reference to the Care Training Institute website for more information about their chosen course
   - Reference to all documentation relating to studying with Care Training Institute, such as the Student Handbook, Care Training Institute Policies and Procedures,
   - Details of the application for Enrolment Process and
   - Explanations on the Pre-Training Review, the LLN Questionnaire and the completion of the Student Enrolment Form.

2. A Face to Face (1:1) interview will be conducted by the Training and Employment Consultants and the Pre-Training Review documentation will be completed at this stage, to discover and establish with the student:
   - The course/s the student is interested to undertake
   - The reason for their chosen course/s
   - The desired course outcomes
   - The student’s future goals
   - Any placement expectations/requirements of the industry

   - All job requirements
   - Any preferred learning style/s
   - The student’s availability for training (eg. dates, days, times, etc.)
   - Any support needs the student may have
   - The student’s prior experience in the industry (if any)
   - The industry requirements (eg. Police check, WWCC)
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- The student’s awareness of the impact enrolling into more than one course at the same time may have

3. The Training and Employment Consultants will then provide the student with Care Training Institute’s Language, Literacy and Numeracy (LL&N) assessment to complete.

4. The completed LLN questionnaire together with the Pre-Training Review documentation will be passed on to and assessed by a qualified Assessor who will determine:
   - If student is suitable for the course according to training package and curriculum requirements
   - If there are any individual or LLN needs that will need to be catered for by Care Training Institute and its staff members, during delivery and assessment of the program
   - Where Care Training Institute is able to support the student needs, the Assessor will document and provide all relevant information to the trainer assessor responsible for the delivery of the program into which the student will be enrolled
   - The documented outcomes of the LL&N assessment and the Pre-Training review will be returned to the Training and Employment Consultants to inform the student of the outcome, within 48 hours of the completion of the Pre-Enrolment Documentation
   - If the student is deemed suitable for the course, the Training and Employment Consultants will proceed with the enrolment process
   - If the student is not suitable for the course, the Training and Employment Consultants will discuss alternative options and /or refer students to appropriate services

Training and Employment Consultants will also undertake the following steps prior to the student’s enrolment into a course:
   - Provide the student with Care Training Institute’s Schedule of Fees and any payment options available to them
   - Discuss the student’s eligibility for funding and use the Skills First Student Declaration form and the checklist provided in the ‘Comments’ section, to determine eligibility
   - Discuss the process for RPL and CT (if student wishes to apply)

5. Students will be required to sign the “Pre-enrolment Acknowledgement” form indicating that they have received all required information to make an informed decision.

6. Students deemed suitable for the course will then be provided with an Enrolment Form to complete.

7. When all Enrolment documentation is completed satisfactorily, the Training and Employment Consultants will book the student into the next available course orientation (first class).

8. All enrolment documentation will then be passed on to Care Training Institute’s Compliance support staff who will:
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- Check completed forms for accuracy and completeness of information
- Date stamp the enrolment form as received
- Request from the Student Identifiers Registrar to verify the Unique Student Identifier (USI) submitted by the student is in fact the USI of that student.
- Post or Email the invoice/receipts to students with a letter of confirmation of enrolment
- Create the course folder and the individual student hard copy files
- Place the enrolment forms with copies of receipts in the Student hard-copy file and store this in a lockable cabinet
- Record all student AVETMISS details in the Student Management System and enroll students into the relevant course

Persons affected by this policy
- Training and Employment Consultants
- Business Development Manager
- Head of Training
- Trainers Assessors
- Head of Compliance
- Compliance support

Relevant documents and forms
- Student Handbook
- Fees and Refunds Policy and Procedure
- Privacy Policy & other relevant Legislation
- USI Authority form (where applicable)
- Student Pre-enrolment Acknowledgement
- Pre-Training Review
- Student Enrolment form
- CTI Schedule of fees
- Skills First Declaration Form

Relevant standards
Standards for RTOs 2015 - Standards 5.1, 5.2, 5.3, 7.3