

LEARNING - POLICIES & PROCEDURES

Policy Title	Enrolment Policy & Procedure
Date	June 2024
Review Date	June 2026
Authority	Head of Learning
Responsibility	Compliance Manager
Standards (SRTOs)	Clause 3.5, 4.1, 5.1, 5.2, 5.3, 7.3

PURPOSE:

This policy and procedure will outline ASFA’s general principles for the enrolment of students in courses (including qualifications and workshops) or Continuing Professional Development (CPD) products with ASFA and ensure that all students prior to enrolment are fully informed and enrolling into a suitable course for their needs.

This policy ensures compliance with Standards 3.5, 4.1, 5.1, 5.2, 5.3, and 7.3 in line with the Standards for RTOs (2015).

SCOPE:

This policy and procedure applies to prospective ASFA students enrolling in courses (including qualifications and workshops) or Continuing Professional Development (CPD) products with ASFA.

POLICY:

- Fee information relevant to a course or CPD product is outlined in detail on the *ASFA Learning Course Guide*, ASFA’s website and *Course Outlines* and will be made available to all students or clients prior to enrolment.
- ASFA’s student selection and enrolment process is free from bias, non-discriminatory and the same for all applicants.
- The *ASFA Learning Course Guide*, ASFA website, *Course Outlines* and other course information provided prior to enrolment will provide the individual with detailed information about the course, expectations and the level of support ASFA can provide to ensure that they can make an informed decision.
- The minimum age for individuals enrolling in any course with ASFA is 18 years at the time of enrolment.
- Individuals must demonstrate that they meet the entry criteria for a course as stated on the *Course Outline*, where entry criteria is stated.
- All individuals enrolling in a course are encouraged to discuss any individual learning needs. Please refer to ASFA’s *Access, Equity and Support Policy and Procedure* for further information.
- For corporate workshops, a Training Agreement must be completed and finalised prior to students being enrolled in their course.
- Student substitutions can be made without cost at any time before commencement of a course or workshop. However, once a course or workshop has commenced a substitution cannot be made.

- Students who wish to lodge a complaint around ASFA's enrolment practices or appeal a decision made around whether they are eligible to enrol into a course with ASFA should do so following ASFA's *Complaints and Appeals Policy and Procedure*.

VET Course Enrolments

- Prospective students for VET courses must be Australian citizens or permanent residents at the time of enrolment. ASFA is unable to deliver VET courses to non-citizens, unless they are residing offshore.
- Individuals enrolling in a VET qualification with ASFA will need to show evidence that they have the language, literacy and numeracy (LLN) skills to succeed in the course by either:
 - providing evidence that they have successfully completed Year 12 (or equivalent) within Australia OR
 - they have successfully completed a Certificate IV or higher in any field of study (provided that the course was delivered primarily in English and undertaken in Australia through an accredited provider) OR;
 - completing a short online skills-based assessment and achieving a minimum Exit level of 3 in all areas. (There is no fee for undertaking the skills-based assessment).
- If students did not complete their highest level of secondary education in Australia or undertake any tertiary/vocational education in Australia, they must complete the skills assessment, even if English is their native language or if their qualification is recognised in Australia.
- All individuals enrolling into a VET qualification with ASFA will be offered the opportunity to apply for Recognition of Prior Learning and/or credit for previously completed studies as per the *Recognition of Prior Learning and Credit Policy and Procedure*.
- Individuals will not be enrolled or commence training and assessment in a VET course that has been removed or deleted from the National Register. Therefore, all individuals will be enrolled into the latest 'current' version of a qualification, unit of competency or accredited course.
- Where a course has been superseded, students may still be enrolled into the superseded course, but will be advised prior to finalising their enrolment that they will be 'upgraded' into the new course in line with the *Training Product Transition & Expiry Policy and Procedure*.
- ASFA reserves the right to suspend enrolments in a superseded course at any time.
- In accordance with the *Student Identifiers Act (2014)*, all students enrolled in a VET course are required to provide a Unique Student Identifier (USI) upon enrolment unless they have an exemption as per the Act. If a student does not have a USI, ASFA will refer the student to the relevant government website to assist the individual in obtaining a USI or in providing proof of exemption. ASFA will not create a USI on behalf of a student.
- Note that enrolments cannot be substituted or transferred for students in a VET course.

PROCEDURE:

Individual student enrolments

- Students (or employers) who enquire about a course will be provided with full details about the course they are considering enrolment in, including the following:
 - Course Fees.
 - Entry Criteria (where applicable).
 - Expected workload.
 - Support services.
 - Enrolment process.

- Students may also be referred onto a member of the Learning team if it's unclear which course they'd like to enrol in to ensure that the course meets their needs.
- Upon confirmation that the student wishes to proceed, the Student Support team will provide the student with further information about the entry requirements (including Language, Literacy and Numeracy evidence requirements).
- The student may also be asked to confirm if they have an existing account within the system, which may be updated as needed.
- *VET course only:* When the student has provided satisfactory LLN evidence, this will be added to their CRM record, and they will be guided on the next step in the enrolment process. If the student does not provide satisfactory LLN evidence, or otherwise fails to meet the entry requirements, they are to be advised as soon as possible and are to be immediately referred to appropriate support services to address any gaps.
- *VET course only:* If a student has been identified as being eligible for credit from previous study, their enrolment record will be updated accordingly in the Customer Relationship Management (CRM) system. If this results in a reduction in course fees, the student will also be advised.
- If a student has been identified (or has self-identified) as requiring additional support to complete the course, an Individual Support plan will be developed as per the *Access, Equity and Support Policy and Procedure* in conjunction with the student and the Compliance Manager. ASFA will take all necessary steps to ensure that any reasonable adjustments are actioned as early as possible.
- Once the student's enrolment has been finalised, an invoice will be generated and sent to either the student or the person paying for the course. All course fees must be paid prior to commencement.
- Once all course fees have been paid (unless an arrangement has been made with ASFA), they will be provided with an enrolment *Confirmation Letter* which is automatically issued from ASFA's CRM system. This email includes:
 - details of the course they have been enrolled into
 - start date
 - expected completion date
 - location (if they are attending a face-to-face workshop)
 - assessment due dates
 - login details for the ASFA Learning Hub.
- Students who are undertaking a workshop with an assessment component will receive this email closer to the commencement of the workshop.
- Students who are undertaking a virtual workshop will be provided with the instructions on how to access the workshop livestream at least 24-48 hours prior to the first session.
- If the student is attending a workshop (either virtual or face-to-face) which involves an assessment component, they will also be provided with access to the resources they need in order to successfully complete the assessments after the workshop.

Corporate Enrolments

- Where training is being delivered via a corporate workshop, a Training Agreement will be completed outlining the Terms and Conditions of the Agreement, roles and responsibilities of all parties, and all applicable fees.
- Depending on the Training Agreement, the employer may act as a liaison between ASFA and the student by sending out and receiving enrolment documentation (i.e. *Student Handbook*).
- Once the Training Agreement has been received, details of who is to be enrolled are to be sent to the Learning team.
- Student records are to be checked in the CRM system and updated if required.
- If the student requires additional support an *Individual Support Plan* will be developed in line with the *Access, Equity and Support Policy and Procedure*.

- A copy of the *Individual Support Plan* will be emailed to the student and trainer and assessor (if required).
- Ensure any reasonable adjustment requests that are requested are actioned as per the *Access, Equity and Support Policy and Procedure*.
- Save a copy of the *Individual Support Plan* in the student's record in the CRM system.
- Generate and send invoice to fee-payer for course fees and any other applicable fees in line with the *Course Outline* and the *Fees & Refund Policy & Procedure*.
- Copies of all invoices sent are kept within the CRM system.
- Credit card payments are processed and approved by the Accounts Department.
- Receipts for payments made will be sent upon request.