

LEARNING - POLICIES & PROCEDURES

Policy Title	Enrolment Policy & Procedure
Date	May 2026
Review Date	May 2028
Authority & Responsibility	Head of Learning
Standards	Standards for RTOs 2025 - Outcome Standards 2.1, 2.2, 2.3 and 2.4; Compliance Requirements including Information and Transparency, Marketing and Advertising, Accountability and VET Student Information; Credential Policy requirements relating to USI and AQF certification.
Version	4.0

PURPOSE:

The purpose of this policy and procedure is to outline ASFA Learning's approach to enrolling students into training products, workshops and Continuing Professional Development (CPD) products in a way that is transparent, fair, accurate and suitable to the student's needs.

This policy ensures prospective and current students are provided with clear and accurate information before enrolment or before any fees are required to be paid, and that ASFA has processes to review whether nationally recognised training is suitable for the student, including consideration of language, literacy, numeracy, digital literacy, entry requirements and support needs.

SCOPE:

This policy and procedure applies to prospective and enrolled ASFA students, corporate clients, member organisations and ASFA staff involved in enquiries, admissions, enrolments, fee collection, student support, marketing, sales and administration.

It applies to ASFA Learning products, including nationally recognised training, qualifications, units of competency, workshops, online courses and CPD products. Requirements specific to nationally recognised training are identified as VET requirements throughout this policy.

POLICY:

1. General enrolment principles

- ASFA's enrolment practices will be fair, transparent, non-discriminatory and free from bias.
- Students will be provided with sufficient information to make an informed decision about whether a training product or CPD product is suitable for them before enrolment or before any fees are required to be paid.
- ASFA will ensure information provided by ASFA, its staff, any third party, broker, partner or corporate client acting on ASFA's behalf is clear, accurate, current and consistent with ASFA's scope of registration and training and assessment arrangements.

- The minimum age for individuals enrolling in any ASFA course or workshop is 18 years at the time of enrolment, unless expressly approved by the Head of Learning.
- Students may be asked to provide information or evidence to confirm they meet entry requirements, have the required skills and competencies, or require additional support or reasonable adjustment.
- Students who wish to lodge a complaint or appeal an enrolment decision may do so in accordance with ASFA's Complaints and Appeals Policy & Procedure.

2. Pre-enrolment information

Before enrolment or before any fees are required to be paid, ASFA will make available current and accurate information relevant to the training product, including:

- the training product code, title and currency, where the product is nationally recognised training
- duration, delivery mode, commencement dates, scheduling and expected workload
- delivery location, online access requirements and any mandatory attendance requirements
- assessment requirements, expected student obligations and any requirements to successfully complete the training product
- entry requirements, prerequisites, required prior knowledge, workplace access requirements or other suitability considerations
- training support services, wellbeing support referral options and how students can access support
- fees, costs and charges, including payment terms, refund arrangements and any other financial obligations
- any materials, equipment, technology, internet access or software the student must provide
- RPL and credit transfer options for VET courses
- USI requirements for VET courses
- any third party arrangements, including whether another organisation will recruit students, provide support, deliver training or conduct assessment on ASFA's behalf
- whether completion leads to AQF certification, CPD recognition, attendance evidence, or another outcome, and any limitations on those outcomes
- student rights and responsibilities, including complaints and appeals, withdrawal and refund processes.

3. Suitability review for VET courses

For nationally recognised training, ASFA will review prospective students' skills and competencies prior to enrolment to determine whether the training product is suitable. The review will be proportionate to the training product, cohort and delivery model.

- The suitability review will consider the requirements of the training product, including language, literacy, numeracy and digital literacy expectations.
- Where applicable, ASFA will also consider entry requirements, prior education, workplace context, technology access, ability to participate in training and assessment, and any disclosed support needs.
- ASFA will provide advice to the prospective student about the suitability of the training product based on the outcome of the review.
- Where the training product may not be suitable, ASFA will explain the reason, discuss support options where appropriate, and may recommend a different pathway, deferral, additional preparation or another training product.
- A record of the suitability review and any advice provided must be retained in the CRM or relevant student record.

4. Support needs and reasonable adjustments

- Students will be encouraged to disclose any individual learning, accessibility, disability, technology or wellbeing support needs before enrolment and throughout their enrolment.
- ASFA will handle personal and sensitive information in accordance with privacy obligations and will only collect information reasonably required to support enrolment, participation, reasonable adjustment or compliance.
- Reasonable adjustments will be considered and implemented where appropriate, provided they do not compromise the integrity of the training product, assessment requirements, industry standards or the AQF outcome.
- Where reasonable adjustment is not appropriate or possible, ASFA will communicate the reason to the student as soon as reasonably practicable.
- Individual support arrangements will be documented and managed in line with ASFA's Access, Equity and Support Policy & Procedure.

5. VET enrolment requirements

- Prospective students for ASFA VET courses must be Australian citizens or permanent residents at the time of enrolment unless they are residing offshore or another approved arrangement applies.
- Students enrolling in a VET qualification must provide evidence that they have the required LLN and digital literacy capabilities to participate successfully, either through accepted prior study evidence or completion of ASFA's approved skills review process.
- Accepted evidence may include successful completion of Year 12 or equivalent in Australia, successful completion of a Certificate IV or higher in Australia where delivered primarily in English, or another evidence pathway approved by the Head of Learning.
- Where the minimum LLN or digital level is not met, the Head of Learning may provide approval based on additional evidence provided to support the prospective student's LLN or digital sufficiency.
- Where evidence is not available or not sufficient, the student must complete ASFA's skills-based assessment and achieve the required level before enrolment is confirmed.
- All VET students will be offered the opportunity to apply for Recognition of Prior Learning and/or credit for previously completed studies in accordance with ASFA's Recognition of Prior Learning and Credit Policy & Procedure.
- Students will not be enrolled or commence training and assessment in a VET training product that has been deleted or removed from the National Register, or where ASFA cannot lawfully deliver the product.
- Where a training product has been superseded, enrolment will only occur where permitted and where ASFA is satisfied the student can complete or transition within required timeframes. Students will be advised of transition arrangements prior to finalising enrolment.
- In accordance with the Student Identifiers Act 2014, students enrolled in VET training must provide a Unique Student Identifier (USI) unless an exemption applies. ASFA will refer students to the relevant government website to obtain a USI or provide evidence of exemption. ASFA will not create a USI on behalf of a student.
- VET enrolments cannot be substituted or transferred to another student once confirmed.

6. Corporate and workshop enrolments

- For corporate workshops or corporate VET delivery, a Training Agreement must be completed and approved before students are enrolled.
- The Training Agreement must outline the training product or workshop, fees, delivery arrangements, roles and responsibilities, student information

requirements, communication arrangements, privacy expectations and any third party or employer liaison responsibilities.

- Where an employer acts as a liaison between ASFA and students, ASFA must still ensure students receive the information they need to make informed decisions and participate effectively.
- Student substitutions may be made without cost at any time before commencement of a non-VET workshop, subject to product-specific conditions. Once the workshop or course has commenced, substitutions cannot be made.
- Substitutions are not permitted for VET enrolments.

7. Changes affecting students

- ASFA will notify affected students as soon as practicable of any material changes that may affect their training, assessment, support services, fees, delivery arrangements, third party arrangements, contact details or transition requirements.
- Where a training product is superseded, deleted, expired or removed from scope, ASFA will manage affected students in line with the Training Product Transition & Expiry Policy & Procedure.
- Records of student communications about material changes must be retained.

PROCEDURE:

1. Individual student enquiries and enrolments

- Provide the prospective student or employer with current course information, including fees, entry requirements, duration, workload, delivery mode, assessment requirements, support services, refund arrangements and enrolment process.
- Where the prospective student is unsure which product is appropriate, refer them to a suitable Learning team member for guidance.
- For VET courses, provide information about LLN and digital literacy requirements, USI requirements, RPL and credit transfer, support services and the skills review process.
- Check whether the prospective student has an existing CRM record and update details as required.
- Collect and review evidence of entry requirements, LLN/digital literacy capability and other suitability factors relevant to the training product.
- Where evidence is satisfactory, record the outcome in the CRM and proceed to enrolment. Where evidence is not satisfactory, advise the student promptly, document the outcome and provide advice about support, alternative pathways or deferral as appropriate.
- Where the student is eligible for credit or RPL, update the enrolment record and advise the student of any impact on course duration, assessment requirements or fees.
- Where the student has disclosed support needs or is identified as requiring additional support, develop an Individual Support Plan in line with the Access, Equity and Support Policy & Procedure.
- Generate and send an invoice to the student or fee-payer. Course fees must be paid prior to commencement unless an approved arrangement has been made with ASFA.
- Once enrolment is finalised and fees are paid or an approved arrangement is in place, issue the enrolment confirmation through ASFA's CRM or relevant system.
- Ensure the confirmation includes course details, start date, expected completion date, location or access arrangements, assessment due dates where relevant, support contacts and ASFA Learning Hub login details.
- For virtual workshops, provide access instructions at least 24-48 hours before commencement wherever practicable.
- For workshops with an assessment component, provide access to the required resources and assessment information after the workshop or at the appropriate point in the delivery schedule.

2. Corporate enrolments

- Confirm the training requirement, cohort, delivery model, proposed dates, fees and responsibilities with the corporate client.
- Prepare and approve a Training Agreement before enrolments are processed.
- Confirm how students will receive pre-enrolment information, including whether communication will be direct from ASFA or through the employer.
- Confirm privacy and consent arrangements where an employer will receive information about student enrolment, progress, completion or support needs.
- Receive the list of students to be enrolled and check or create CRM records.
- For VET courses, complete required suitability, LLN/digital literacy, USI, support needs and RPL/credit processes before enrolment is confirmed.
- Develop and record any Individual Support Plans where required.
- Generate and send invoices in line with the Training Agreement, Course Outline and Fees & Refund Policy & Procedure.
- Retain copies of the Training Agreement, invoices, enrolment records, student communications and support documentation in the CRM and/or approved SharePoint folder.

3. Records and evidence

- Course information, enrolment forms, student agreements, confirmation emails and pre-enrolment information must be retained in approved systems.
- Evidence of LLN/digital literacy review, suitability advice, entry requirement checks, RPL/credit outcomes and support arrangements must be recorded against the student record where applicable.
- Training Agreements, corporate enrolment lists, invoices and approval records must be retained in the CRM and/or approved SharePoint folder.
- Records must support ASFA's ability to demonstrate that students were provided with clear and accurate information, that VET suitability checks were completed prior to enrolment, and that support needs were considered and acted on where appropriate.

4. Monitoring and continuous improvement

- The Head of Learning will periodically review enrolment information, templates and processes to ensure they remain current, accurate and aligned to the Standards for RTOs 2025.
- The Learning team will monitor enrolment queries, student feedback, complaints, withdrawals and support requests to identify opportunities to improve pre-enrolment information and suitability advice.
- Any systemic issue identified through enrolment activity will be recorded and addressed through ASFA's continuous improvement process.

VERSION CONTROL:

Version	Date	Approved by	Summary of changes
4.0	15/05/2026	Head of Learning	Updated to align with the Standards for RTOs 2025.