

# Enrolment Policy

## Context

Macedon Ranges Education is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (SRTOs 2015). Macedon Ranges Education is committed to providing the best practice, professional products, and services to its students and acknowledges it can only succeed in this with an effective and efficient quality processes.

## Purpose

The purpose of this policy is to provide a fair and equitable process for student enrolment and ensure students are provided with accurate and sufficient information to make an informed choice about their enrolment and chosen course.

## Scope

Macedon Ranges Education is required to comply with relevant Commonwealth, State, and Territory laws regarding student intake including anti-discrimination and equal opportunity.

## Policy Statement

Macedon Ranges Education is committed to ensuring all students enrolling in courses are treated fairly and equitably, and are clearly informed of the enrolment process, conditions, details regarding their chosen course, rights, and obligations.

Macedon Ranges Education will provide prospective and current students with advice regarding relevant training products to meet their needs, taking into account the individual existing skills and competencies.

## Definitions

The following words and expressions have the following specific meaning, as in the Standards for Registered Training Organisations (RTOs) 2015.

**Educational and support services may include**, but are not limited to:

- pre-enrolment materials.
- study support and study skills programs.
- language, literacy, and numeracy (LLN) programs or referrals to these programs.
- equipment, resources, and/or programs to increase access for learners with disabilities and other learners in accordance with access and equity.
- learning resource centres.
- mediation services or referrals to these services.
- flexible scheduling and delivery of training and assessment.
- counselling services or referrals to these services.

- information and communications technology (ICT) support.
- learning materials in alternative formats, for example, in large print.
- learning and assessment programs contextualised to the workplace; and
- any other services that the RTO (Registered Training Organisation) considers necessary to support learners to achieve competency.

Student Identifier has the meaning given in the Student Identifiers Act 2014.

## Policy Principles Information to Students

Prior to enrolment each student is provided with access to a Student Information Guide, Course information, and student policies.

## Enrolment of Individual Students

Enrolment into training programs will be always conducted in an ethical and responsible manner, ensuring fairness and compliance with the Access and Equity Policy. Enrolments are subject to the availability of places in the training program, based on the maximum number of students who can be accommodated under the circumstances (e.g., safety, the capacity of training venue, type of course, learning structures, etc within the program).

All prospective students will be provided with information regarding the RTO and its course.

Macedon Ranges Education will review the individual needs of each prospective student, considering their existing skills and competencies, and advising them of the most appropriate training product to meet their needs.

If a training program is fully booked at the time a student enquires about enrolment into that training program, they will either be placed on a 'Wait List' or offered a place on another date that the program has been scheduled, which is not fully booked.

Students on the 'Wait List' are given priority should a place become available. This is strictly on a first-in, first-served basis.

Enrolments will be considered tentative until payment and the Student Identifier has been received. Should enrolment numbers reach the maximum, and another person wishes to enrol in a course where there is a tentative enrolment, the tentative booking will be contacted to confirm payment. If payment is not made the place will be given to the new student.

All Students enrolled in courses are advised in writing, upon receipt of their enrolment form and payment, that their place on the course is confirmed.

Course fees are payable in advance.

## Special Needs of Students

Students intending to enrol for training are requested, to advise of any physical or other impairments / needs (e.g., English language difficulties, dyslexia) which may adversely affect their ability to successfully undertake the training.

## Language, Literacy, and Numeracy Assessment of Students

Students intending to enrol for training are assessed on their language, literacy, and numeracy abilities to determine their capability to successfully undertake the training and determine whether any additional support is needed.

## Student Identifier

All students are required to provide their unique Student Identifier, in accordance with the requirements of the Student Identifier Act.

Students will be advised on the process of obtaining a Student Identifier if they do not already have one, via <http://www.usi.gov.au/Pages/default.aspx>

Macedon Ranges Education will verify and maintain all Student Identifier numbers in its Student Management System (SMS).

## Group Enrolments (Corporate Student / Employer)

The Education and Training Administrator negotiates course requirements with relevant company student representatives. Written confirmation is required to confirm course booking with the names of individual students included.

Individual enrolment applications are required for all individual students to secure a place.

## Recognition

Credit Transfer and Recognition of Prior Learning and Recognition of Current Competencies are acknowledged and accepted as a standard practice of Macedon Ranges Education a student may elect to apply for RPL or Credit Transfer at any time during their enrolment period.

## Confirmation of Enrolment

Upon acceptance of enrolment the student is provided with written confirmation of their enrolment, including a schedule for training (timetable and training plan) and assessment dates, times, and location of training (as relevant to the mode of learning).

## Changes to Training and Assessment

Any changes to a training program, services, or third-party provider will be advised to students, as soon as possible prior to the date the change is to occur.

## Cancellation of Courses

It is not a normal policy to cancel scheduled training programs.

However, if for some unforeseen reason, a course is cancelled or postponed, all students will be offered the opportunity to attend the training program on another date, at another location (if available), or in another delivery mode.

If the student does not accept the offer, or for some reason, the offer cannot be made, the course

fees will be refunded in full within one week of the date of the cancellation of the course.

## Refund for Cancellation of Enrolment by Student

Refunds can be provided, in accordance with Refund Policy.

## Transfer of Enrolment

- Transfer to another “Course date” – Students can transfer to another course date, providing they make a request in writing a minimum of one week in advance. The transfer is subject to course availability.
- Transfer to another “Course” – Should a student wish to transfer to another course, they need to make the request in writing a minimum of one week in advance. The transfer is subject to course availability.
- Transfer to another “Delivery mode” – Should a student, enrolled in a course, wish to transfer to another “Delivery mode” for the same course they are able to do so providing they make a request in writing a minimum of one week in advance. An administration fee is applicable for all transfers to another course delivery mode. The transfer is subject to course availability.

## Student Records of Enrolment

Macedon Ranges Education is obligated to report all enrolments, in compliance with national reporting requirements.

Individual student records are created for each enrolment and maintained for a period of 30 years.

All individual students have access to their own records and the progress of their learning. This is enabled through the student management system.

## Fees

Fees are collected in accordance with the Fees processes.

## Student Induction

Macedon Ranges Education provides students with induction/orientation to ensure they have appropriate information to facilitate their interactions and their learning.

Each student receives a copy of the Student Information Guide which outlines key information including their rights and responsibilities as a learner.

All students sign an acknowledgment that they have received, read, and understood the policies and details within the Student Information Guide.

## Responsibilities

The Education and Training Administrator is responsible for ensuring compliance with the enrolment processes.

Administration staff are responsible for correct and accurate enrolments in accordance with this policy and procedures.

## Access and Equity

The Access and Equity Policy applies.

## Records Management

All documentation from the Enrolment process is maintained in accordance with Records Management Policy.

## Monitoring and Improvement

All enrolment practices are monitored by the Chief Executive Officer and areas for improvement are identified and acted upon.

## Related documents

- Refund Policy
- Access, Equity and Student Services Policy
- Financial Management and Accounting Policy and Procedure
- Continuous Improvement Policy

## Version Control

This document is under version control.

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