

PURPOSE

The purpose of this policy is to outline Matrix Training (MT) approach to ensuring it provides required information and support in Pre-Enrolment and Enrolment steps and manages student enrolment effectively. This policy governs the enrolment requirements of domestic students into MT's courses. This policy provides consistency of practice in the enrolment and enrolment of domestic students.

SCOPE

This policy applies to all prospective and current domestic students at MT. A domestic student is an Australian citizen, or an Australian permanent resident or a holder of an Australian permanent humanitarian visa.

The marketing team will ensure that the MT website and student publications are kept up to date and accurate in relation to terms and conditions of enrolment, specific course details, student related policies and procedures and any other relevant details.

All training/assessment and administration staff engaged in advising or assisting students to apply, accept or enrol at MT, will use their best endeavours to ensure that the students fully understand the MT student related policies and procedures, the specifics about the chosen course, MT facilities and services, and the terms and conditions of enrolment at MT.

The Admissions Officer is responsible for the assessment and admission.

An overview of the *Enrolment process* is provided as Appendix 1.

DEFINITIONS

ASQA means Australian Skills Quality Authority which is the national VET regulator and the RTO's registering body

AVETMISS means Australian Vocational Education and Training Management Information Statistical Standard

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

- a) pre-enrolment materials;
- b) study support and study skills programs;
- c) language, literacy, numeracy and digital literacy (LLND) programs or referrals to these programs;
- d) equipment, resources and/or programs to increase access for learners with disabilities and other learners in accordance with access and equity;
- e) learning resource centres;
- f) mediation services or referrals to these services;
- g) flexible scheduling and delivery of training and assessment;
- h) counselling services or referrals to these services;
- i) information and communications technology (ICT) support;
- j) learning materials in alternative formats, for example, in large print;
- k) learning and assessment programs contextualised to the workplace; and
- l) any other services that the RTO considers necessary to support learners to achieve competency.

SMS means an AVETMISS-compliant Student Management System

SRTOs means the Standards for RTOs 2015 – refer definition of ‘Standards’

Standards means the Standards for Registered Training Organisations (RTOs) 2015 of the VET Quality Framework which can be accessed from www.asqa.gov.au

Student Identifier means a unique number assigned to an individual by the USI Registrar, in accordance with the Student Identifiers Act 2014

USI means Unique Student Identifier, and has the same meaning as ‘Student Identifier’

POLICY

- Domestic candidates wishing to apply to enrol in a course with MT can do so by following the procedures outlined on the relevant *Enrolment Process* and in *Student Handbook (Domestic)*.
- Individuals must demonstrate that they meet the entry criteria for a course stated on the Course Outline.
- Where the student is not deemed suitable for enrolment, the application will be denied and the reasons will be provided to the student in writing.
- Fees will only be accepted following acceptance of the enrolment.
- The marketing / online information will include the following details, written in plain English:
 - Course and enrolment details including:
 - Course or courses in which the student is to be enrolled including the expected course start date, the location at which the course will be delivered, and the mode/s of study for the course.
 - Any prerequisites necessary to enter the course or courses.
 - Any conditions imposed on the student’s enrolment.
 - Fee information including:
 - All tuition fees and non-tuition payable by the student for the course, the periods to which those fees relate and payment options (including that the MT will not accept more than \$1500 in advance).
 - Amounts that may or may not be repaid to the student (including any tuition and non-tuition fees collected by education agents on behalf of the registered provider).
 - Processes for claiming a refund.
 - Terms and Conditions including:
 - The requirement to attend of 20 hours face-to-face scheduled course contact per week for the course.
 - The circumstances in which personal information about the student may be disclosed by the registered provider, the commonwealth, or state or territory agencies, in accordance with the *Privacy Act 1988*.
 - Internal and external complaints and appeals processes.

Information to Students

Prior to enrolment, each student is provided with access to a Student Handbook, Course Information, and student policies as Pre-Enrolment information.

Pre-Enrolment

- Pre-enrolment information is supplied to all potential students in accordance with the *Enrolment Policy and Procedure*.
- Student Support Services information is provided to all potential students via MT website, *Student Handbook*, and via staff in form of *Student Support Policy*. This information can also be obtained by email.
- On enquiry students are directed to the website, e-mailed a copy or posted a copy of the *Student Handbook*, *Course Information material*, *Enrolment Policy and Procedure* and *Enrolment Application Form* along with other relevant policies and procedures.
- Students are provided sufficient information to assist them in making an informed decision on course and education provider.
- Students are forwarded clear information on how to apply for a course, what information to supply and provided contact details for accessing support if they have any questions or difficulties.
- Students are encouraged to seek assistance with any part of this process and to contact the Student Support Officer with questions.
- Students are consulted if any information on their application requires clarification or further investigation prior to coming to a decision on their application.

Enrolment of Individual Students

- Enrolment into training programs will be conducted at all times in an ethical and responsible manner, ensuring fairness and compliance with the MT's *Access & Equity Policy*.
- Enrolments are subject to availability of places on the training program, based on the maximum number of students who can be accommodated under the particular circumstances (e.g. safety, capacity of training venue, type of course, learning structures, etc within program).
- All prospective students will be provided with information regarding the RTO and its course.
- MT will review the individual needs of each prospective student, taking into account their existing skills and competencies, 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 particular 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 maximum, and another person wishes to enrol on 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 on 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 in accordance with the terms and conditions. Please refer to *Fees, charges and refunds Policy and Procedure*.

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. Refer to *Access and Equity Policy* for details.

Language, Literacy, Numeracy and Digital Literacy abilities of Students

Students intending to enrol for training are assessed on their language, literacy, numeracy and digital literacy (LLND) abilities to determine their capability to successfully undertake the training and determine whether any additional support is needed. Refer to *Access and Equity Policy* for details.

Unique Student Identifiers

MT complies with the requirements of the Student Identifiers Act 2014 as required by Clause 3.6 of the Standards. This means that we collect Unique Student Identifiers (USIs) from students upon enrolment and ensure USIs are verified prior to the issuance of any certification documents. Also refer to *Unique Student Identifier Policy*.

Group Enrolments (Corporate Student / Employer)

- The CEO MT negotiates course requirements with relevant company student representative.
- Written confirmation is required to confirm course booking with names of individual students included.
- Individual enrolment forms are required for all individual students to secure a place.

Recognition

Mutual Recognition, Credit Transfer and Recognition of Prior Learning are acknowledged and accepted as a standard practice of MT. Refer to *Credit Transfer Policy* and *Recognition of Prior Learning Policy* for details.

Confirmation of Enrolment

Upon acceptance of enrolment the student is provided with written confirmation of their enrolment, including a schedule for training and assessment dates, times and location of training (as relevant to 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 MT 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, in the event that the student does not accept the offer, or for some reason the offer cannot be made, the course fees will be refunded in full. Refer to *Fees, Charges and Refunds Policy* for details.

Refund for Cancellation of Enrolment by Student

Refunds can be provided, in accordance with MT's *Fees, Charges and Refunds Policy*.

Transfer of Enrolment

- **Transfer to another "Course date"** – Students are able to 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 and mode of delivery availability. Should a student wish to transfer to another delivery mode and does not provide written notice at least one week in advance, the student forfeits the full course fee.

Student Records of Enrolment

- MT is obligated to report all enrolments, in compliance with national reporting requirements.

- Individual student records are created for each enrolment and maintained as per standards and legislation, in accordance with *Records Management Policy*.
- All individual students have access to their own records, and the progress of their learning. This is enabled through the student management system.

Student Induction

- MT provides students with induction / orientation to ensure they have appropriate information to facilitate their interactions with MT and their learning.
- Each student receives a copy of the MT *Student Handbook* which outlines key information including their rights and responsibilities as a learner.
- All students sign an acknowledgment that they have received, read and understood MT policies and details within the *Student Handbook*.

MT Responsibilities

- The CEO is responsible for ensuring compliance with enrolments processes.
- Administration staff are responsible for correct and accurate enrolments in accordance with this policy and procedures.
- MT must:
 - Provide quality training and assessment after enrolment
 - Comply with Standards for RTOs 2015
 - Issue AQF certification in accordance with obligations to policies, standards and legislation

Access & Equity

The MT *Access and Equity Policy* applies.

Records Management

All documentation from Enrolment processes is maintained in accordance with *Records Management Policy*.

Monitoring and Improvement

All enrolment practices are monitored by the CEO and areas for improvement identified and acted upon in accordance to *Continuous Improvement Policy*.

Student code of conduct

- All students are expected to abide by the *Student Code of Conduct* during their course and involvement with MT. Where students do not abide by the conduct, disciplinary action may be taken in line with MT's *Training and Assessment Policy and Procedures*.
- The *Student Code of Conduct* is outlined in the *Student Handbook*.

Completions

- Upon completion of a course, students will be issued with their certification documents in line with our *Qualification Issuance Policy and Procedure* for students. These will be issued within 30 days of completion, provided that all fees have been paid.
- Records of completion and issuance are stored according to *Records management Policy and Procedure*.