POLICY	Enrolment Process
Scope	The policy applies to all AACI students and staff involved in the enrolment of students into AACI vocational education qualifications (full qualification) or individual unit(s) (statement of attainment). The pre-enrolment process is the first contact that most students will have with AACI consequently, AACI aims to be positive and informative throughout the entire process while also staying compliant and inform students according to ***Standard 1, Clauses 3.5, 5.1, 5.2, and 5.3*** in the Standards for Registered Training Organisations 2015.
Purpose	The purpose of this policy is to ensure that AACI: • delivers in an open and transparent manner to prospective students sufficient information of AACI's policies, procedures, guides, website and marketing materials so as to allow them to make an informed choice about the qualification in which they wish to enrol; • fully informs students about support and other student-related services which can be provided by AACI; • as far as reasonably possible, enrols students in the qualification the most reasonably suited to their needs and capabilities; • as far as reasonably possible, any special needs of students are identified and assessed during the enrolment process; • staff are fully informed about their responsibilities regarding the enrolment and management of students. • complies with relevant provisions of the Standards for Registered Training Organisations 2015 (RTO Standards). All AACI course advisors shall communicate by phone and/or email to a prospective student and/or link to the AACI website pre-enrolment information and/or attach documents.
Policy Statement	This policy defines how enrolment is managed at AACI for qualifications (courses). The focus is on protecting and informing the student so they may make informed choices about the options available to meet their learning needs. Operating under a fee-for-service model, enrolments are managed directly by AACI without third party arrangements.

| | AACI will advise all students and potential students of any changes to services offered by AACI which may impact them directly or indirectly.

Potential students who wish to enquire and pay funds at that time are not necessarily accepted or enrolled into a course. These potential students must meet any of the mandated LLN requirements and accept the conditions of the course.

A full refund is available for any unrequested tuition fees paid for unsuccessful potential students (see Fees, Charges and Refunds Policy).

AACI provides that any prospective student that has not completed the pre-enrolment process but pays tuition money is not / does not guarantee or enrol the prospective student into a course and that the money shall be fully refundable. |
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| **Definitions** | **AQF** means Australian Qualifications Framework

Credit means a credit (also known as Credit Transfer (CT) is the process of awarding credit for a unit or units of competency (UoC), attained from another Registered Training Organisation (RTO) which are the same as the unit or units of competency in a AACI qualification.

Enrolment means the process of a student making a decision to study a course with AACI. For enrolment purposes, the student may be an individual or part of a cohort enrolled by a corporate client / employer to meet requirements of their employees' job role/s.

Language, Literacy and Numeracy or **LLN** refers to the Australian Core Skills Framework (ASCF) Five Core Skills, these being Learning, Reading, Writing, Oral Communication and Numeracy. These Five Core Skills have been identified by the ASCF as the essential skills for individuals to hold to participate effectively in society. (*see Schedule 1 Details each level)*)

Mode of delivery means the distance education delivery method that has been adopted to deliver training and assessment at AACI.

Recognition of Prior Learning (RPL) means an assessment process that assesses the competency(ies) of an individual that may have been acquired through formal, non-formal and informal learning to determine the extent to which that individual meets the requirements specified in the training package or VET accredited courses. For more information see our Policy.

RTO Standards 2015 and Users' Guide means The Standards for Registered Training Organisations (RTOs) 2015 (the Standards) set out the requirements for an organisation to be registered as a training provider. The Users' Guide aims to help RTOs make sure their practices deliver a quality experience for every student at each stage of their 'journey' through the VET system. |

	Statement of Attainment (SoA) means a statement issued to a person confirming that the person has satisfied the requirements of the unit/s of competency or accredited short course specified in the statement. **Third party** means any party that provides services on behalf of the RTO but does not include a contract of employment between an RTO and its employee. **Training product** means a AQF qualification, skill set, unit of competency, accredited short course and module. **Unique Student Identifier (USI)** means an individual education number for life. It also gives a student an online record of their VET training undertaken in Australia. **VET** means Vocational Education and Training
Policy Principles	*Provide full information to the student* Prior to enrolment or the commencement of training and assessment, AACI shall provide students with current and accurate information that enables them to make informed decisions about undertaking training. The information provided to students will include, but not be limited to, the following: • **the code, title and currency of the training product to which the student is to be enrolled;** • **any requirements or pre-requisites the student will need to meet to enter and successfully complete their chosen training;** • **training and assessment, and related educational and support services Australian College will provide to the student including:** 1. **estimated course and/or unit duration;** 2. **mode of delivery - distance education delivery** 3. **expected locations (environments) at which practical assessment must be performed in;** 4. **resources required for study and completion of assessments;** 5. **any work placement or job-related requirements necessary for successful completion of the course;** 6. **provision of information regarding Credit Transfer and/or Recognition of Prior Learning (RPL);** 7. **details of any third party that will provide training or assessment, and any educational and support services to the student on behalf of AACI, if applicable.**

	• **AACI's obligations to the student, including our responsibility for the quality of the training and assessment and certificate issuance in accordance with the RTO Standards;**

• **the student's rights including details of the complaints and appeals process;**

• **does not guarantee an employment outcome on completion of the course/qualification**

The RTO Standards, *Clause 5.2,* specifies the minimum information that must be provided to prospective students prior to enrolment or commencement of a course.

The RTO Standards, *Clause 4.1,* also specifies information that must be made available to students before they make a decision about purchasing training products and services from an RTO and should be referred to regarding this policy.

At enrolment, students are provided with a link *on AACI's website* the *National VET Data Privacy Notice* so that students are informed about how their data is used by the Government. For more information refer to *National VET Data Privacy Notice* and AACI's *Privacy Policy on the AACI pre-enrolment webpage of the website.*

Information is also provided to students by AACI through communications including:
• Student Handbook

• Webpage for each training product

• Course Outline or Subject Outlines for each training product

• Course Brochure or Flyer for each training product

• Welcome email |
| **Fee Information** | AACI will ensure that students receive full and accurate information about course fees and charges, and the student's rights, prior to enrolment or the commencement of training and assessment, whichever comes first, including:

• fees that must be paid to AACI;

• payment terms and conditions including refunds;

• the student's rights as a consumer, including but not limited to any statutory[1] cooling-off period, if one applies;

• the student's right to obtain a refund for services not provided if the arrangement is terminated early, or AACI fails to provide the agreed services. |

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[1] Consumer Projection Policy and Procedure.

Establish Student Needs and Suitability	AACI shall provide tools and processes, as far as possible, to ensure that students are enrolled in the course most suited to their needs. This may involve establishing individuals' career goals, job requirements, regulatory or licensing requirements, and overall suitability and capability to undertake proposed course of study. • Prospective students will be discouraged from enrolling in the courses that are identified as unsuited to their needs or capabilities (in part through an LLN Robot Evaluation). In such cases, alternative courses or pathways will be offered where possible. • Any special support needs of students will be identified at the enrolment stage, if possible, and strategies to meet the needs developed. Students will not be enrolled in a course if it is known that AACI is unable to provide the support the student needs. If this occurs, every reasonable effort will be made to identify an alternative provider who can meet the student's needs. • If a student insists on enrolling in a course that AACI staff believe is not suited to their needs, the circumstances must be noted on the student file within the student management system.
Student Support	AACI will actively seek to identify student support needs as early as possible and preferably at the pre-enrolment stage. Once a prospective student's support needs are determined, access to suitable support services will be provided to enable the student to meet the requirements of the training product, training package or VET accredited course, were reasonably possible. AACI may require prospective students to undertake an assessment process to determine their support needs. Any processes used to determine individual support needs will be documented and retained on the student's file: This Educational support may include: 1. language, literacy, numeracy (LLN) 2. technology 3. optional introductory subjects for students with less than 6 months in industry 4. reasonable adjustments 5 additional tutorials or other mechanisms such as assistance in using technology for online delivery. If the provision of support will attract an additional cost to the student, this cost must be made clear to the student prior to the enrolment being finalised. The student's agreement to any additional cost will be obtained.

	Any limitation to the support that AACI can offer to students who have identified themselves as needing additional support or have been identified by AACI as needed support, will be made clear to prospective students prior to the acceptance of their enrolment. Further information on reasonable adjustments is outlined in the ==Assessment Policy and Access and Equity Policy and Procedure== ==Does AACI has a Diversity policy and Inclusion Policy.==
Financial Support, Entitlements and Obligations	AACI shall inform prospective students of any government funded subsidy available (AACI currently does not have rights to offer any type of Government subsidies) or other financial support arrangements associated with the provision of training and assessment to which the student may be entitled. Students will also be informed of any debt obligation associated with such funding, if applicable.
Recognition of Prior Learning and Credit Transfer	Registered Training Organisations such as AACI are not permitted to issue a qualification or Statement of Attainment unless the student has provided a Unique Student Identifier (USI). To avoid delays in the issuance of Qualifications and Statements of Attainment, students will be requested to provide their USI at the time of enrolment. Once the USI has been provided, AACI will verify the number with the USI scheme Registrar and students will then be provided with access to the learning materials. Certain student and course exemptions exist under the Student Identifiers Act 2014. If this is the case, students will not be required to provide a USI, however if they do not provide a USI, they will be unable to access their record of participation and achievement using the USI system. AACI will maintain such records in accordance with the requirements of the RTO Standards. Students' USI and other information will be secured in accordance with ==AACI's Privacy Policy==
Unique Student Identifier (USI)	AACI is not permitted to issue a qualification or Statement of Attainment unless the student has provided a Unique Student Identifier (USI). To avoid delays in the issuance of Qualifications and Statements of Attainment, students will be requested to provide their USI at the time of enrolment. Once the USI has been provided, AACI will verify the number with the USI scheme Registrar and students will then be provided with access to the learning materials. Certain student and course exemptions exist under the Student Identifiers Act 2014. If this is the case, students will not be required to provide a USI, however if they do not provide a USI, they will be unable to access their record of participation and

	achievement using the USI system. AAACI will maintain such records in accordance with the requirements of the RTO Standards.
	Students' USI and other information will be secured in accordance with AACI's ***Privacy Policy***
Confirmation of Enrolment	AACI will review the student's enrolment application against stated enrolment requirements (including open, fair and transparent entry criteria and application procedures, Training and Assessment Strategy, any course entry pre-requisites, Training Package requirements and completion of any requested LLN Evaluation) and advise the student, in writing (by email) once the enrolment has been accepted and finalised.
	Access to the AACI's learning platform will not be provided to the student until the enrolment has been finalised.
	If for any reason AACI is unable to accept the enrolment application, the applicant will be contacted and the reasons for the decision will be explained. Any alternative courses or pathways will be discussed with the applicant.
	A 'Welcome' email is sent upon enrolment, providing information to assist students to be fully informed prior to finalising the enrolment process and commencing studies.
Student access to records	AACI will ensure that current and past students are able to access their records on request. All students who hold a valid USI, and whose results have been reported into the USI system, will be able to access their records through that system.
	If a student's information is not held in the USI system, they will still be able to access their records by contacting AACI.
Guiding procedures	AACI is continually improving procedures to address the Enrolment Policy principles in this document, including but not limited to the following:
	• Updates to marketing collateral to align with the Training and Assessment Strategy for new training products including course webpages, course/subject outlines, and course flyers/brochures and fee information;
	• Annual updates to the Student Handbook (Student Information Guide);
	• Individual student-led enrolments;
	• Determining student needs, student support and any reasonable adjustments;
	• Recognition of Prior Learning and Credit Transfer processes;
	• Management of USI collection and verification.

Complaints and Appeals	Any complaint or appeal in relation to the implementation of this policy will be managed in accordance with the Complaints and Appeals Policy and Procedure

PROCEDURE	ENROLMENT PROCEDURE
Action/Method	**Pre Enrolment Disclosure**

In order to ensure that the potential student has been informed prior to making a decision to commence the enrollment at AACI, potential students are directed to AACI website, pre-enrolment page that contained all relevant policies, procedures, guides and marketing information and are emailed relevant information.

In particular the applicant must completion the PTR process prior to enrolling in a AACI course. A prospective student then has the opportunity to correspond (via telephone, email etc) with AACI to discuss any issues or concerns regarding;

a) Course availability and mode of delivery,

b) expected Course duration, days of study and study requirements.

c) previous formal training requesting copies of any relevant qualifications and explain the RPL process and pathways to further study or employment.

d) If the student is enrolling in a course that has pre-requisites attached to the course, the student is required to provide evidence to support their entry into the course.

e) Training and assessment requirements

f) understanding of pre-enrolment information supplied (including Support services available to the student)

g) Fees and charges including Course fees, Book fees, cost of print manuals and Administration Fees

i) hardship declaration (see below)

h) Student rights and obligations (see Student Handbook)

i) AACI Guarantee to the Student

i) distance education delivery mode of a course

j) requirements for satisfactory academic progress, complaints and appeals policies and procedures; |

k) informed of the obligations of maintaining evidence to support Eligibility Exemptions

l) learning and supportive resources available to students;

m) any necessary work placement (volunteer or paid) requirements for a course, including the minimum qualification required of a supervisor and type of Animal Care facility assessments need to be performed in.

This procedure can be carried out individually or online through AACI email and/or website.

Enrolment Procedure (Prospective Students)

After an applicant has completed the PTR process a course advisor shall
1. **Verifying student eligibility for course enrolment**
   i. AACI (through telephone and/or email communication as part of the PTR process) are able to confirm that a candidate
   ii. the potential suitability of a particular course
   iii. has explained and understood a course's LLN requirements and the potential to undertake a LLN assessment (see LLN Robot)
   iv. satisfies a course's, entry requirements or pre-requisites
   v. has the availability, cost (funding), study options, delivery mode (distance) the student is applying to enroll in.
   vi. any work placement requirements for the course
   vii. fees and charges
   viii. Availability of Scholarships
   ix. Understand that there is No Government Funding available
   x. Payment Plans that may be for candidates suffering from financial hardship
   xi. the requirement to sign a course Training Plan prior to the start of the course.

2. **(Welcome Letter) – confirmation of enrolment**

Once the student has completed, signed and delivered to the AACI and AACI shall confirm enrolment by email and deliver any necessary
   1. Course Training Plan,
   2. LLN Test requirements (if applicable),
   3. identification & residency documentation requirements (if requested),
   4. any necessary declarations and evidence
   5. procedure and information to deliver access the Learner Resources in the Learning Management System (LMS).

LLN and Learner Support

	AACI Staff shall process the enrolment application based on the steps in the "AACI Enrolment Sheet" Guidelines (see below) and save documents into the Student's File.
	Completed Student Enrolment applications for each qualification are confirmed, processed within the student database in the order in which they are received by Administration staff.
	If accepted AACI admin staff shall generate and deliver by email a *"Confirmation-Welcome Letter"* that shall only then result in acceptance of the prospective student's offer to enroll in a course ("the Agreement).
	AACI shall in a timely manner arrange for delivery of

	1. any initial necessary
	        i. Learner Resources,
	        ii. LLN and Learner Support Resources and
	        iii. Training Plan (including any Individual Learning Plan (ILP) (if required)
	        iv. Assessment Resources or
	        v. online access to AACI's Learning Management System (LMS)
	    2. Support calls
	    3. accounting statements (eg. Tax invoice)
	    4. Welcome Pack.

	AACI Administration staff shall establish a Student File, ensure USI has been confirmed and access to AACI resources.
	If any documentation is not complete CEO will instruct administration staff to rectify.
Attached Documentation	Schedule 1
Related Legislation	Standards for Registered Training Organisations 2015 Student Identifiers Act 2014 Users' Guide Standards for Registered Training Organisations (RTOs) 2015 National Vocational Education and Training Regulator (Data Provision Requirements) Instrument 2020 RTO Standards 2015-Standard 1, Clauses 3.5, 5.1, 5.2, and 5.3 (Clause 5.1 to 5.3 – informing and protecting students)
Related Documentation	AACI LLN Policy and Procedure AACI LLN and Learner Support Policy and Procedure AACI Fees and Charges Policy and Procedure AACI Refund Policy AACI Statement of Fees AACI Scholarships Terms and Conditions Assessment Policy Student Information Guide Student Record Management Policy Student Pre-Enrolment Privacy Policy

	Access and Equity Policy
	Recognition of Prior Learning Policy
	National VET Data Privacy Notice
	Continuous Improvement Policy
Review	This policy and procedure will be reviewed annually or amended following continuous improvement strategies implemented by AACI.

Schedule 1 Literacy and Numeracy Skills **Levels**

Thise guide below will assist you in choosing the most appropriate level of study at AACI.

Literacy

Level 1	This level means you should be able to identify personally relevant information and ideas from texts on highly familiar topics, as well as convey simple ideas, opinions and factual information in writing with limited vocabulary. This is usually the level of non-English speakers or those that may have had problems at school and didn't complete Year 10 in Australia. At this level you will need focussed language, literacy and numeracy courses to prepare you before enrolling in a qualification.
Level 2	This level means you should be able to identify and interpret relevant information and ideas from texts on highly familiar topics, as well as write on familiar topics for a limited range of purposes using simple vocabulary and basic punctuation.
Level 3	You should be able to use a range of reading strategies to evaluate and integrate information and ideas to construct meaning from a range of text types, as well as communicate ideas and information in writing, using appropriate vocabulary, grammar, punctuation and reasonably accurate spelling. This level is the Australian adult average for reading. You will have no problem completing most Certificate IV qualifications.
Level 4	This level means you should be able to interpret and critically analyse complex texts, as well as communicate complex ideas and information in writing, displaying a broad vocabulary and accurate spelling and punctuation. This level is generally required for most Diploma qualifications.
Level 5	This level means you should be able to organise, evaluate and critique ideas from a range of complex texts, as well as generate complex written text, demonstrating sophisticated writing skills.

Numeracy

Level 1	This level means you should be able to use everyday language or simple written symbols to communicate maths information. At this level you will usually need focussed language, literacy and numeracy courses to prepare you before enrolling in a qualification.
Level 2	This is the Australian adult average for numeracy. At this level you should be able to identify, understand and communicate relevant maths information and use strategies to solve familiar problems.
Level 3	This level means you should be able to understand and interpret maths information and apply problem solving strategies in a range of familiar and some less familiar contexts. You will have no problem completing most Certificate IV qualifications.
Level 4	This level means you should be able to interpret, extract and evaluate mathematical information embedded in a range of tasks and texts and apply appropriate problem solving methods. This level is generally required for most Diploma qualifications.
Level 5	This level means you should be able to understand tasks that include formal mathematical symbols and language and apply highly developed problem solving strategies in a broad range of contexts.

Version Control and Responsible Officers
Review / amendment history

Policy Approved by: Chief Executive Officer / RTO Manager

Responsible Officer: Chief Executive Officer / RTO Manager

Next Policy Review Date: 1 May 2024

Version	Date	Details
1.0	4 August 2021	Policy approved and issued
2.0	1 March 2022	Minor Changes
3.0	1 September 2022	RTO Registration TOID and contact details
4.0	1 May 2023	Update LLN Guide, Refund, Withdrawal and Cancellation Fees, costs of Printing Manual and overseas based students clarified and updated

Contact AACI for further information concerning this policy

support@aaci.edu.au