Enrolment Policy and Procedure

Policy

Murray House Resource Centre is committed to ensuring students enrol in suitable courses. A process of screening and evaluating prospective students ensures that they are likely to succeed in the course of their choice. Trainers /Assessors make a judgement based on the information collected as to whether the applicant will need additional support. Where an applicant is deemed not suitable for the course a lower entry alternative may be offered, or they may complete Foundation Skills Training specifically designed for each course.

The RTO has a duty of care to their students to safeguard their health and wellbeing and to ensure that students are not enrolled in courses that stretch them too far out of the comfort zone or ability, which may cause them undue stress. It is the applicant's responsibility to provide and disclose all information that would impact on their ability to successfully complete their program and to provide evidence to support their application that is completed by themselves.

This addresses **Clause 1.7 Support Learners, Standards for Registered Training Organisations 2015.**

The RTO determines the support needs of individual learners and provides access to the educational and support services necessary for the individual learner to meet the requirements of the training product as specified in training packages or VET accredited courses.

WHAT THIS STANDARD MEANS FOR YOUR RTO

To maximise the chance of learners successfully completing their training, your RTO needs to:

- identify any support individual learners need prior to their enrolment or commencement (whichever is the earliest), and
- provide access to that support throughout their training.

This may include providing:

- Language, literacy and numeracy (LLN) support
- assistive technology
- additional tutorials, and/or
- other mechanisms, such as assistance in using technology for online delivery components.

If support attracts an additional cost to the learner, this must be made clear in pre-enrolment information.

If there are limitations to the support your RTO is able to provide, these limitations need to be made clear in information provided to potential learners.

A GUIDE TO COMPLIANCE

RTOs must be able to demonstrate that: they identify, for each learner, any additional support required and that this support is made available, either directly or via arrangements with a third party.

At minimum, support should include:

- identifying particular requirements (such as literacy, numeracy, English language or physical capabilities) learners would need to complete each course, and
- developing strategies to make support available where gaps are identified.

While a formal assessment process is not required, you must be able to demonstrate how your RTO identifies support needs (for example, by requiring learners to complete a self-assessment as part of the enrolment process). Where additional support requirements have been established, you must be able to demonstrate that this support has been made available.

TAC Users' Guide to the Standards for RTOs 2015, page 23

Whilst the RTO has an obligation to meet learner needs it must not, in any way, affect the integrity of the unit of competency outcomes. Where the gap is too great and it cannot be filled by the Foundation Skills Training, specifically designed for each course, then the Learner should be directed to specialist LLN services and training providers that are able offer the level of support that they require.

Murray House Resource Centre is committed to ensuring that you have the best possible chance of success, so it is essential that you ready and comply with the following.

WHAT THIS STANDARD MEANS FOR PROSPECTIVE STUDENTS

- You should disclose all information that may impact on your ability to successfully complete the course of study for which you are applying. Failure to do so may later result in you being withdrawn from the program.
- You should ensure that you provide all evidence required to support your application of enrolment. Failure to do so, or reluctance to provide information, will mean that you cannot be considered for the program as we will be unable to make an informed assessment of your ability to complete it successfully.
- You **MUST** read the Course Overview on the website for what is required to successfully complete your chosen program of study. This will have been sent to you when you enquired about the program. All accredited programs have a substantial volume of learning that continues after the face-to-face delivery or coaching sessions. You must ensure that you are aware of the level of commitment that you are undertaking. If you are unsure as to the commitment, or what will be required, discuss this with the trainer and assessor **BEFORE** you commit to the program and ensure that you have designed a study program and negotiated time with your employer to enable you to complete the program if you are completing this as part of your employment. You may need to allocate a half day to a day each week or dedicated chunks of time during leave / allocated study time.
- You **MUST** read the Student Handbook and be aware of your roles and responsibilities and rights as a student of Murray House Resource Centre.
- Where you are completing the program for your employment (your employer is paying for your program), then you **MUST** provide us with details of your supervisor or mentor, and grant permission for them to be kept informed of your progress. This is so that they know where you are up to with your studies and to allow us to have continuous discussions about the support that you may need to successfully complete. They will receive all correspondence regarding your progress so that they are aware of the time commitment and progress being made.

You will be required to tick a box on your Training Plan to state that you have read and fully understood this P&P prior to commencement of your program.

ENROLMENT PROCESS

Ensure that you have complied with the above requirements.

1. **Complete the enrolment application** (ensure that you complete ALL sections of the Enrolment Application Form, including your **LEGAL name as shown on your USI** and the course which you are applying for). Email this with any accompanying evidence to support your application as detailed in the email sent to you.

2. Once this has been assessed you may be required to complete some **pre-assessment** to support your application. **This must be completed by yourself.** If the pre-assessment identifies a gap in your ability to successfully complete the program you will be informed of your options. **This must be completed within 2 weeks of your application, or your application will be discontinued.**
   - Where the gap is not too great then you will be recommended to attend the Foundation Skills Training. This has at an additional cost, and you will be informed of this cost at the time of application. The current information is also available on our website.
   - Where the gap is too great then you will be recommended suitable alternative options to assist you to bridge the gap or to complete a different program of study.

3. You will then be contacted by a trainer and assessor to complete an **Admission Interview** over the phone. This will give you an opportunity to discuss recognition of prior learning (RPL), any issues that you may need to discuss with your assessor that impact on your learning and any support measures that you may need to assist you to successfully complete your studies. You will be asked to do a self-assessment of your current skills and knowledge. This will assist the trainer assessor to ensure that the training and assessment strategies used during the course of your program will be adequate to support your needs.

4. If you are successful with the above steps you will then be enrolled into the program and sent a course confirmation and enrolled into our **Learning Management System (LMS)**.

5. You will also be sent a **Training Plan** from the Student Support Coordinator. This must be signed and returned, completing all necessary sections.

ALL OF THE ABOVE STEPS MUST BE COMPLETED BY THE WEDNESDAY PRIOR TO COMMENCMENT OF YOUR PROGRAM, OTHERWISE YOU WILL BE ENROLLED IN THE NEXT SCHEDULED PROGRAM.

Related Policies

Marketing, Access and Equity

Terms

TASK means Office Task is assigned in Outlook

LMS – Learning Management System in Catapult

POWERPRO – student records management system

TRAINING PLAN – students training and assessment plan

STUDENT RECORD – control document of student enrolment and progress

RoE – RULES OF EVIDENCE - evidence must be AUTHENTIC, CURRENT, SUFFICIENT AND VALID

Procedure

Responsible	Procedure	Notes
STUDENT SUPPORT COORDINATOR	Enquiry is received Email prospective student information on: • Website – course structure and calendar dates and fees • Attach an application form • Asks for evidence of any CT / industry quals and resume Sets up a folder in **00-PROSPECTIVE STUDENTS** using folder structure for course so that if they are successful, folder may be moved to main folder for ACTIVE STUDENTS. Saves information form into the **00-Enrolment TP and Pre-Assessment folder** for review. Once enrolment is received – notify Trainer to interview and develop Training Plan Once Interview & Training Plan are completed by Trainer: • Receives PDF **TRAINING PLAN** from Trainer/files in student record folder and sends to student to complete with student enrolment pack (student handbook, course overview) to be completed by **WEDNESDAY prior to commencement of course**, otherwise student has to go to next cohort dates. • enrol in LMS - CATAPULT * start date for first unit taken from first day of first to F2F training day. For self-paced courses allow 2 weeks from enrolment to allow time for TP to be returned and all document for enrolment to be completed. • enrol on PowerPro • moves folder to **ACTIVE STUDENT** folder • advises finance of student enrolment / TASK Finance to invoice with details (PO, personal payment, start date, contact details for invoice) • books student on full course and confirms dates • completes **AUDIT ENROLMENT CHECKLIST** for any other activities and file in student records folder. **ENROLMENT PROCESS COMPLETE**	**Upgrade enquiry:** Evidence of their **existing qualification must be sent to the Trainer** before enrolment can be started, so trainer can assess the gaps to see what units they need to enrol in which will affect price and which dates to enrol them in to

Responsible	Procedure	Notes

TRAINER AND ASSESSOR	Student Support Coordinator informs Trainer of new enrolment – Trainer reviews enrolment application form, resume and previous qualifications to determine whether they need to complete the pre-entry assessment. • Conducts **ADMISSION INTERVIEW** via phone. • Completes Admission Interview Form • Completes Training Plan • Files – Prospective Student- TP and Pre-Assessment folder (PDF final version to show completed) • Sends TASK to STUDENT SUPPORT COORDINATOR to action course dates and finalise enrolment. If student is enrolling for an upgrade: • Student Co-ordinator to ask the student to submit evidence of their existing qualification to be assessed (transcript of units). • Trainer assesses upgrade requirements and emails the student with outcome. • Conducts **ADMISSION INTERVIEW** via phone. • Completes Admission Interview Form • Completes a Training Plan • Files – Prospective Student - TP and Pre-Assessment folder (PDF final version to show completed) • Sends TASK to STUDENT SUPPORT COORDINATOR to action course dates and finalise enrolment. • Verification of original certificate (transcript of units) for CT's must be processed.	Trainer to develop TRAINING PLAN and save PDF in student folder.

MODIFICATION HISTORY

VERSION	DATE	MODIFICATIONS	WHO
V1.3	27/10/2020	Changed Procedure to Flowchart and started assessment process with Trainer and Assessor, new deadline for completion of process prior to commencement of course. Added Modification History and Approvals below. Aligned to Standards for RTOs 2015, clear roles and responsibility of the RTO and applicant.	DW
V2.0	29/1/2021	Removed Learning Support Specialist, changed to Trainer and Assessor.	DW
V2.1	25/2/2021	Added line on pages 7 and 9 for Finance to advise of receipt of payment / PO before SSC continues to develop TP and enrol in LMS etc. or books onto Foundation Skills training. Added information for start date for first unit on page 7.	DW
V2.2	16/8/21	Reviewed, updated and simplified due to new procedures, staff and structure.	MD

APPROVED BY RTO MANAGER

NAME	DATE	SIGNATURE
Elaine Edwards		

RTO TEAM

I have read and understood the above P&P and agree to follow the P&P until it is reviewed and replaced with a new and approved P&P. Any deviation from the P&P will result in a non-conformance.

NAME	DATE	SIGNATURE
Michelle Dobbs	16/8/21	MDobbs
Lorretta Britton		
Garth Schumann		