Enrolment Policy & Procedures

Policy

This Policy and Procedure is developed to guide the staff at GTPS in completing the students' application and enrolment processes for all students including Government funded students.

GTPS has a robust enrolment procedure that captures information at different stages in the process. Assessment of applications for enrolment are free of discrimination and conducted by enrolment officers that demonstrate an understanding of the need for cultural sensitivity in dealing with students. All applicants will be treated fairly and equitably.

During the process, an assessment of experience (if any) Language, Literacy & Numeracy (LLN) \ English proficiency and the suitability of the qualification will be undertaken. Furthermore, any support arrangements such as LLN support, assistive technology, additional tutorials and other mechanisms required for the students may also be identified. If an applicant does not meet the course entry requirements, assistance will be provided to identify alternative courses of action.

Procedures

GTPS receives a lead either through a third party (Agent) or a direct enquiry from the prospective student:

1. **Enrolment officer contacts prospective student via phone or email**

   ### 1.1 Information Prior to Enrolment

   Prior to enrolment, GTPS will provide the following information to the prospective student and complete the Pre-Training Review (Office Use Only) to ascertain a suitability/eligibility, and the most suitable program for that individual to enrol in.

   i. RTO Code
   ii. Course Code and Title
   iii. Course Entry Requirements including Language, Literacy & Numeracy requirements.
   iv. Course Duration
   v. Course Fee / Statement of Fee
   vi. List of Units - Core and Elective
   vii. Work Placement Hours (if applicable)
   viii. Delivery Mode
   ix. Assessment methods
   x. Delivery Locations
   xi. Support services available for the students.
   xii. Third Party Arrangement (if applicable)
   xiii. GTPS's Obligation to learners
   xiv. Learners' rights and obligations
   xv. Funding Information
       a. Acknowledging that the Training Services are provided with Funds made available by the Victorian and Commonwealth Governments
       b. Eligibility and the requirement of supporting evidence.
       c. information on the implications for the learner of government training entitlements and subsidy arrangements in relation to the delivery of the services

xvi. Policies and Procedures including but not limited to:
   a. Complaints and Appeals
   b. Refund
   c. Student Support
   d. RPL or Credit Transfer

Information will be provided to the prospective students through the Website, Course Flyer and Student Information Booklet. The Enrolment Officer will ensure the above information is provided prior enrolment.

1.2 Application for Enrolment including LLN, Pre Training Review & Eligibility Declaration

The LLN link along with Student Application for Enrolment including PTR & Eligibility Declaration Form is sent to the applicant.

The applicant must undertake the LLN assessment into the online LLN system called "LLN Robot". Please refer to LLN policy and procedure for more detail. Students must meet the Language, Literacy and Numeracy entry requirement for the course.

The Pre-Training Review is carried out as part of enrolment, or undertaken before the commencement of training, to ascertain a suitable, and the most suitable, program for that individual to enrol in. The purpose of the Pre-Training Review (Office Use and Student) is to (including but not limited to):

1.5.1 Assess the application against Course Entry Requirements
1.5.2 Conduct an interview using our PTR Office Use Only Form
1.5.3 Identify any competencies previously acquired.
1.5.4 Identify existing educational attainment and capabilities.
1.5.5 Review responses of Pre-Training Review
1.5.6 The digital capability, where the proposed learning includes portions delivered online and
1.5.7 Identify whether the proposed learning strategies (including online delivery) and materials are appropriate for that individual and, where necessary, steps to overcome any barriers.

1.2.1 Supporting Documents

The following documents must be supplied with the Enrolment form:

- Original or Certified copy of photo ID like Australian Driving License, or Passport
- Original or Certified copy of green Medicare card
- Valid Visa if not Australian Citizen
- Proof of Address if applicable
- Original or certified copies of academic certificates and transcripts (for credit transfer, if applicable)

Important note: All documents supplied in support of an application for enrolment at GTPS must be originals or certified copies of English translations of the originals (if not in English). GTPS can verify documents.

Upon analysis, the enrolment officer will document why they determined the program each Skills First Student enrolled in was a suitable, and the most suitable program for that individual. Where an application for enrolment has been received in hardcopy, the enrolment officer will provide relevant forms to capture the above-mentioned information.

All applicants must complete all applicable sections on GTPS's online Enrolment Application Form or in hardcopy and forward it to GTPS by email, mail or in person. Applicants who wish to apply for credit transfer or recognition of prior learning must obtain and complete the relevant application form from the staff.

1.4. Checking the Enrolment Form

Upon the successful completion of LLN Assessment, Applications for enrolment are assessed by the enrolment officer to ensure that the enrolment application form has been correctly completed and that the documentation required to proceed with the processing of the application have been provided using *Student Admin File Checklist*.

1.5 Determining Eligibility for Government Funding:

GTPS's enrolment officer will assess an applicant's eligibility requirements for Skills First Program under VET Funding Contract in line with Guidelines About Eligibility through the Eligibility Declaration and Pre-Training Review. This includes;

- Citizenship/residency
- The "limit" requirements

If the applicant is seeking enrolment through the VET Funding Contract, GTPS's enrolment officer will inform the eligible applicant that the enrolment is under the Skills First Program and will explain to the eligible individual how their enrolment will impact their future Skills First Entitlement and provide Guidelines About Eligibility. GTPS's enrolment officer will then determine the applicant's eligibility using the Skills First Program - Evidence of Eligibility and Student Declaration Form.

GTPS may exempt an otherwise ineligible individual from eligibility requirements or limits on the amount of training that can be subsidised only if it is permitted to do so in accordance with the VET Funding Contract and any amendments made to this.

1.6 Enrolment Agreement:

After successfully completing the application for enrolment process, GTPS's enrolment officer will generate an enrolment agreement (whether online or in hardcopy). This agreement will be provided to the student to read, understand, and agree to the terms provided. GTPS accepts agreements from the student's personal email address. GTPS accepts the digital signatures for enrolment paperwork and assessments (if applicable).

The Enrolment Agreement will contain the following:

- Parties signing agreement
- Course details for which the agreement is being signed
- Terms of Agreement
  - The Agreement
  - GTPS' Obligation
  - Fees
  - Information about Government Subsidised courses
  - Student participation requirements
  - Refund Policy and Procedure
  - Complaints and Appeals Policy

- o Withdrawal Policy
- o Victorian Government Privacy notice
- o Link to GTPS's policies and procedure

1.7 Confirmation of Enrolment

GTPS enrolment officer will finalise the enrolment and send a confirmation email (Welcome Letter) and statement of fees to the student prior to the commencement of training. This will contain the following information:

- Confirmation of Enrolment Fee for Service (FFS) or under the Skills First Program
- Course Code & Title
- Course Duration
- Course Start and End Date
- Class Days and Timings
- Study Location
- Delivery Mode
- Trainer/Assessor Name
- Orientation Date & Time

1.8 Applying and Verifying Student's Unique Student Identifier (USI)

If the student has provided a USI on the enrolment form, GTPS enrolment officer will verify the USI using Student Management System (Vettrak). If a student does not have a USI, then the enrolment officer will obtain authorisation from the student to apply for USI on student's behalf using USI Consent Form.

1.9 Student Orientation

After sending the confirmation email and the relevant resources, GTPS Student Support Officer will arrange orientation for students where students will be provided with the compulsory information required before commencement of course. This will include but not limited to:

1. Post Enrolment Feedback
2. Media Consent
3. Agent Review Form

GTPS Student Support Officer will provide the *Orientation Checklist* to the students to complete.

2.0 Rejection of Application

Upon receipt of or during the enrolment process, GTPS will not offer a place to the applicant in the course in circumstances where it has been identified that;

- Incomplete application process (documents not provided/signed etc)
- the applicant is not of a minimum age of 18 years (by the time of the scheduled course commencement date)
- the applicant does not meet the course entry requirements,
- the applicant does not achieve the LLN assessment outcome for the relevant qualification,
- the course has been determined as unsuitable for the applicant (does not align with the students' goals)
- if the applicant intended to enrol under the Skills First Program and does not meet the eligibility requirements

- the enrolment does not align with the objectives of the Skills First Program
- program is at an inappropriate level for that individual.
- supporting documentation has not been provided.

The student will be informed verbally or in writing.

3.0 Returning Students

Deferred– Where a student has returned to studies from a deferment in the **same calendar year** of the Skills First Funding Contract, there is no requirement for the student to complete any enrolment process or undertake an LLN assessment.

Withdrawal – Where a student has been withdrawn (official or apparent) and then decides to resume their studies within the **same calendar year**, there is no requirement for the student to complete any enrolment process or undertake an LLN assessment.

Where a student has been withdrawn (official or apparent) and then decides to resume their studies in the **succeeding (following) year/s** of their original enrolment date, students **must** complete GTPS' enrolment process including pre-training review and eligibility. In the case of an LLN assessment, GTPS will refer to the completed LLN assessment undertaken within the last 2 years of the student ceasing to be an enrolment at GTPS. (Where this is the case, the RTO Manager would be required to review the process and the academic status prior to commencing the enrolment process to determine any required gap training/assessment)

4.0 Training Plan

A Training Plan will be developed and provided to individual Skills First Students prior to training commencing, or no later than four weeks after the training has commenced. The Training plan will be consistent with the units of competencies to be attained and will be customised (as required) for the needs of an individual and align with the relevant TAS, or document and justify any variation from the TAS.

The information in the Training plan will include:
- the nature of the training and assessment:
  - GTPS's name and contact details
  - title and code of program.
  - expected duration of the program
  - title and code for each unit of competency to be completed as part of the course.
  - Scheduled Hours for unit of competency
  - timeframe for each unit of competency, including the start date and end date of each unit of competency.
  - delivery modes to be used for each unit of competency.
  - method(s) of assessment for each subject
  - persons responsible for the delivery and/or assessment of each unit of competency
  - record of RPL and credit transfer hours granted, as relevant.
- the respective obligations of GTPS and students.