

Enrolment Policy

Relevant Standards: *Standards for Registered Training Organisations (RTOs) 2015 Standard 1 – Clauses 1.2, 1.7, 1.12; Standard 5 – Clauses 5.1-5.4*

Purpose

Australian Institute of Arboriculture is committed to providing quality training and assessment in accordance with Standards for Registered Training Organisations (SRTOs 2015) and relevant funding contract requirements. This policy provides the framework and general principles for the selection and enrolment of **Australian Institute of Arboriculture's** learners.

The policy has been designed to ensure that **Australian Institute of Arboriculture** abides by its enrolment approach of providing fair and equitable process for enrolment and providing learners with accurate and sufficient information to make an informed choice about their enrolment and training pathway.

Policy Principles

Australian Institute of Arboriculture will use a systematic, non-discriminatory and transparent process to select and enrol its learners. This selection and enrolment process ensures that all relevant legislation and funding program requirements are met. All **Australian Institute of Arboriculture** prospective learners are well informed and receives a high level of service and support throughout the selection and enrolment process.

To achieve this, **Australian Institute of Arboriculture** will abide to the following principles:

Information to Learners

1. Prior to enrolment, each learner is provided with access to a student handbook, course information, and student policies. In order for prospective learners to make informed decisions about their studies, **Australian Institute of Arboriculture** provides learners with information about the RTO's training products and services, information on training and assessment and access to student support.
2. Information provided to the prospective learners may include, but is not limited to:
 - a. RTO information and code;
 - b. possible course outcomes and pathways;
 - c. full training product information as published in the national register;
 - d. estimated course duration;
 - e. training and assessment arrangement;
 - f. mode of training delivery;

- g. enrolment and selection process;
- h. name and contact details of third party providers (if applicable);
- i. third party obligations (if applicable);
- j. work placement arrangements (if applicable);
- k. fees and other charges;
- l. issuing of Certification information;
- m. refund policy and process;
- n. additional support provisions;
- o. flexible learning and assessment options;
- p. complaints and appeals process;
- q. RPL and credit transfer;
- r. learner responsibilities and expected behaviour;
- s. materials and resources to be provided by the learner;
- t. privacy information.

Enrolment of Individual Learners

1. Enrolment into training programs will be conducted in an ethical and responsible manner, ensuring fairness and compliance with the **Australian Institute of Arboriculture's 'Additional Support Policy'** at all times.
2. **Australian Institute of Arboriculture** will ensure that there is a valid enrolment for each learner. A valid enrolment is a complete, signed and dated AVETMISS compliant enrolment form.
3. Enrolments are subject to availability of places on the training program, based on the maximum number of learners who can be accommodated under certain circumstances (e.g. safety, capacity of training venue, type of course, learning structures, etc.) within a program.
4. No new enrolments or commencements will be accepted into any training product that has been removed or deleted from the national register.
5. Enrolments will be considered tentative until payment and the USI have been received.
6. Should enrolment numbers reach maximum capacity, and another person wishes to enrol in a course where there is a tentative enrolment booked, the tentative booking will be contacted to confirm payment. If payment is not made, the enrolment will be given to the new learner.
7. In order to protect consumers under 18 years of age, guardian consent will be required for enrolment.

8. All learners are confirmed enrolled, and are advised in writing that their place in their respective courses are confirmed, after they have fulfilled the following:

- a. learner application is completed;
- b. all required pre-enrolment documents and supporting evidence received;
- c. fees paid in accordance with **Australian Institute of Arboriculture's** Fee Administration and Refund Policy;
- d. consent, acknowledgement and declarations read, understood and signed.

Assessment of Need

Australian Institute of Arboriculture will conduct assessment of needs before commencement of training or after it confirms the learner's eligibility (if applicable). In such cases, **Australian Institute of Arboriculture** will ensure that the assessment of need is undertaken at the earliest possible opportunity and any identified support needs issues are managed. Upfront assessment of need is done by conducting the following:

1. Special Needs and Disability

Learners intending to enrol for training are requested to advise of any physical or other impairments and needs (e.g. English language difficulties, Dyslexia) which may adversely affect their ability to successfully undertake the training. (See Additional Support Policy)

2. Language, Literacy and Numeracy Abilities of Learners

Learners 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. This is done by conducting LLN assessment as part of the enrolment process. (See Additional Support Policy for more information)

3. Competency Assessment

Learners are assessed on their present knowledge and previous experience of the relevant course they are enrolling into. Using the information provided in the enrolment form and the outcome of the Pre-enrolment Assessment Form, the assessor can determine the best training plan to suit the learner's needs.

4. Recognition of Prior Learning, Credit Transfer and Amount of Learning

Mutual recognition, credit transfer and recognition of prior learning (RPL) are acknowledged and accepted as a standard practice of **Australian Institute of Arboriculture**. Each learner's skills and experiences relevant to respective vocational competencies are considered in the development of their learning plans. **Australian Institute of Arboriculture** determines how the learner's existing skills, knowledge and experience impacts the amount and level of training they will provide prior enrolment.

Australian Institute of Arboriculture ensures that learners are made aware of opportunities for recognition prior to the commencement of training and that adequate information, support and opportunities are provided to learners to engage in RPL.

Unique Student Identifier (USI)

1. All prospective learners are required to provide their 'Unique Student Identifier' (USI), in accordance with requirements of Student Identifier Act.
2. **Australian Institute of Arboriculture** will advise prospective learners with no USIs on how to obtain one and refer them to USI website: <http://www.usi.gov.au/Pages/default.aspx>.
3. **Australian Institute of Arboriculture** will apply for a student identifier through the Student Identifiers Registrar on behalf of a learner who has provided authorisation to **Australian Institute of Arboriculture**.
4. It will verify and maintain all student identifier provided by the learner through its Student Management System (SMS).

Notification of Enrolment

1. Upon acceptance of enrolment **Australian Institute of Arboriculture** provides learners with a written confirmation of enrolment and all necessary enrolment documents needed by the learner to start their training. This includes:
 - a. USI details (if applied for the client);
 - b. student log in;
 - c. training resources and how to access them;
 - d. trainer and assessor information;
 - e. subcontracting arrangements (if applicable);
 - f. details of the fee chargeable;
 - g. Information on how to access support.
2. Each client receives a copy of the student handbook which outlines key information including their rights and responsibilities as a learner.
3. All learners sign an acknowledgment that they have received, read and understood **Australian Institute of Arboriculture** policies and details within the student handbook.

Cancellation of Courses

1. It is NOT normal policy to cancel scheduled training programs.
2. **Australian Institute of Arboriculture** will ascertain the reason if an enrolled learner indicates that they wish to discontinue training. If **Australian Institute of Arboriculture** finds that the reason is related to the performance and delivery and assessment of its training, it will make reasonable efforts to address concerns related to the delivery and assessment of training.
3. If, for some unforeseen reason, the learner decides to cancel training, **Australian Institute of Arboriculture** will offer the learner an opportunity to attend the training program on another date, at another location (if available) or in another delivery mode.

Transfer of Enrolment

1. **Transfer to another “course date”** – Only requests made more than a week prior to the commencement of training will be entertained. Requests for transfers to other course dates made within a week of the commencement of training will be considered invalid.

Requests must be made in writing. Transfer approvals are subject to course availability.

2. **Transfer to another “course”** – Learners who wish to transfer to another course must submit their request in writing more than a week prior to the commencement of training. Requests submitted within a week of the commencement of training will be considered invalid.

Transfer approvals are subject to course availability.

3. **Transfer to another “delivery mode”** – Learners may request a different delivery mode for the same course must submit their request in writing more than a week prior to the commencement of training. An administration fee is applicable for all transfers to another course delivery mode.

Transfer approvals are subject to course availability. If the client fails to provide written notice of his request more than a week in advance, he forfeits the full course fee.

4. **Transfer to another “client”** – enrolment is non-transferable.

Client Records of Enrolment

1. **Australian Institute of Arboriculture** is obligated to report all enrolments, in compliance with national reporting requirements. (See 'Reporting and Records Management Policy')
2. Individual client records are created for each enrolment and maintained for a period of 30 years. (See 'Reporting and Record Management Policy')
3. **Australian Institute of Arboriculture** will ensure that all individual learners have access to their own records, and the progress of their learning. This is enabled through the learner management system. (See 'Reporting and Record Management Policy')
4. **Australian Institute of Arboriculture** will only create learner records when there is evidence of a valid enrolment.

Fees and Fee Waivers

1. Fees are collected in accordance with the Fee Administration procedure. (See 'Fee Administration and Refund Policy')
2. **Australian Institute of Arboriculture** will publish and make available to the learner and employer all fees and charges and its fees relating to training and its refund policy. The fees and charges may include:
 - a. compulsory fees;
 - b. additional charges or co-contributions;
 - c. methods of collection;
 - d. refund information.
3. **Australian Institute of Arboriculture** will only charge the published tuition fee.

Monitoring and Improvement

The admissions coordinator(s) will be responsible for ensuring compliance with the Enrolment Policy and Enrolment Procedure. All administration staff are responsible for the correct and accurate enrolment in accordance with this policy and relevant procedural documents.

All enrolment practices will be monitored by **Australian Institute of Arboriculture's** admissions coordinator(s).

Areas for improvement will be identified and discussed during the Continuous Improvement Meetings. (See 'Continuous Improvement Policy').