

Policy Name	Student Selection and Enrolment Policy and Procedure
Date Written	12 September 2019
Responsible dept.	Learning & Development
Current Version	V4

PURPOSE

The College for Adult Learning (CAL) has a commitment to ensuring its student selection processes are fair, transparent and non-discriminatory. Students are selected based on meeting the core eligibility criteria in line with the program requirements as outlined in our pre-enrolment policy. course information and website. Students are selected regardless of religion, gender, disability, sexuality, sexual preference, culture and ethnic background.

The following policy and procedure outlines the organisation framework and general principles for the selection and enrolment of CAL students. This policy and procedure has been designed to ensure all students, prior to their enrolment, are fully informed and meet the requirements of the qualification or program.

SCOPE

This Student Selection and Enrolment Policy and Procedure applies to CAL staff, prospective students, employers, clients and potential consumers and is used across all products on CAL's current scope of registration.

POLICY STATEMENT

CAL uses an objective, non-discriminative, transparent and systematic process to select and enrol its students. Selection and enrolment processes are designed to ensure all relevant legislation and regulatory requirements are met, the prospective student is well informed and receives a high level of customer service and support throughout the entire enrolment process.

General principles that underpin selection and enrolment processes are as follows:

- CAL is compliant with consumer protection regulation/legislation and all federal and state discrimination acts,
- Accurate and ethical marketing and advertising strategies ensure students are fully informed prior to application/enrolment (e.g. program eligibility, pre-requisite requirements and language, literacy and numeracy skill level requirements),

- In accordance with Australian Privacy Principles prospective students are informed of how their information will be collected, used, disclosed and stored,
- Students are routinely screened to ensure eligibility requirements are met, additional needs are identified and opportunities for recognition are provided,
- Student selection is based on:
 - The prospective student's registration being fully completed,
 - All required documentation being submitted, including the student USI,
 - Program/course eligibility and pre-requisite requirements being met,
 - Fees paid in accordance with the CAL Terms and Conditions,
 - Consent and declarations being read, understood and signed.
- Where additional needs or additional support requirements are identified, the CAL Reasonable Adjustment Policy will be activated,
- Documentation and supporting evidence is collected and stored in accordance with the organisations Privacy Policy and Procedure and Records Management Policy and procedure,
- Students and prospective students are encouraged to provide feedback on their experience and through the organisations continuous improvement process. Opportunities for improvement are identified and actioned,
- Students and prospective students are able to make a complaint or appeal an enrolment decision as per the CAL Complaints Policy and Procedure and the CAL Appeals Policy and Procedure,
- Refunds where required are provided to students in accordance with the CAL Terms and Conditions.

CAL will ensure that all pre-enrolment documentation referring to CAL courses on its scope of registration will include the correct codes, titles and currency details as published on the National Register www.training.gov.au.

This policy and procedure should be read in conjunction with the:

- Recognition of Prior Learning Policy and Procedure,
- Privacy Policy and Procedure,
- Records Management Policy,
- Complaints Policy and Procedure,
- Appeals Policy and Procedure,

- Reasonable Adjustment Policy and Procedure,
- Continuous Improvement Policy and Procedure,
- CAL Terms and Conditions.

PROCEDURE

The procedure for selecting and enrolling students has been outlined below.

1. Pre-enrolment information

Throughout the enrolment process, CAL provides prospective students with different ways to access the relevant information required to make an informed decision about their course and to fully understand their rights and responsibilities. Enrolment and continuous improvement processes support the provision of information and closely monitor the students experience to ensure that consumer rights are upheld at all times.

Information is accessible via a variety of different ways including, but not limited to, the CAL website, the student handbook, marketing brochures, marketing email correspondence and by speaking to CAL professional learning consultants throughout the application and enrolment process.

Course information is provided/discussed throughout the enrolment process and includes:

- Course code, title and currency of the training product,
- Estimated duration and study requirements,
- Delivery location(s),
- Mode(s) of delivery,
- Pre-requisite and/or eligibility requirements,
- Work placement requirements,
- Recognition of prior learning and credit transfer opportunities,
- Materials or equipment to be provided by the student,
- Available support services,
- Reasonable adjustment,
- Fee information.

To ensure prospective students are well informed, they are provided with a variety of generic information relevant to their enrolment (e.g. student related policies and procedures, available support services, course and fee information, rights and responsibilities, feedback/complaint and appeals mechanisms, the collection use, disclosure and storage of personal information and USI requirements). Information regarding the timeline of the course that may alter are included in the marketing and advertising material, such as, but not limited; "the course can be completed in as little as three Months with a full-time (around 15-20hrs per week) study load or in 12 Months on a part-time study load (around six hours per week), but we allow a 24-month standard course enrolment duration, depending on circumstances".

2. Enquires

Where prospective students enquire by phone, online or in person they are provided with possible training solutions to meet their individual needs and requirements. At all times CAL ensures that it provides prospective students with accurate, factual and accessible information about the RTO, its services and performance.

3. Determining and supporting students' needs

Through the completion of the enrolment form and routine screening activities (like phone calls and email correspondence), students with additional support requirements are identified and supported, according to the CAL Reasonable Adjustment Policy and Procedure. In these instances, the coach/assessor is notified, and a discussion is undertaken with the student to identify how to best meet their needs.

So that the prospective student is able to make an informed decision the coach/assessor will at this meeting also discuss what services are available internally or externally to support their learning. The use of available support services, assistive technology, equipment, resources and reasonable adjustment are discussed and their applicability in meeting the student's individual needs explored. Where the student requires specialised support, and provides consent, referral to relevant external specialised service(s) are organised. Any reasonable adjustment is provided by the coach/assessor in the Individual Learning Plan (ILP) provided to the student.

4. Enrolment

All prospective students are required to complete an enrolment form with supporting documentation and send their enrolment form to CAL administration staff. If an applicant has a disability or additional needs requirement, they are provided with the same opportunities to enrol in vocational education and training as any other student. Applicants are aware that by submitting the application they are not guaranteed a position in their program/qualification of choice as entry can be dependent on program eligibility or prerequisite requirements.

Administration staff review the enrolment form to ensure it is complete, that the prospective student is eligible and meets pre-requisite requirements and has submitted relevant supporting documentation. If the application form is incomplete or additional documentation is required administration staff will discuss with prospective student actions required for finalising their application. If the student is ineligible or does not meet pre-requisite requirements they are notified, and alternate solutions discussed.

The student USI is verified at enrolment. Student information is updated in the student management system and confirmation of enrolment (including payment information) is sent to the student.

Once the student has paid the associated fees the following occurs:

- Student file is created,
- Program specific information is sent to the student,

- Online access is provided,
- Credit transfer applications are processed,
- Individual learning plans are developed,
- Student commences their program/qualification.

5. Records Management

Student personal information is collected, used and stored in accordance with CAL's Privacy Policy and Procedure, and Records Management Policy and Procedure.

6. References

Australian Skills Quality Authority *Standards for Registered Training Organisations (RTOs) 2015*

Diagram 1: Student selection and enrolment procedure

1. Enquiry – enquires about a program/qualification on CAL scope registration by making an enquiry in person, by phone or online,
2. Pre-enrolment information provided to the prospective student – CAL provides detailed information (e.g. student related policies and procedures, rights and responsibilities, fees and refunds, available support services, reasonable adjustment opportunities, complaints and appeals, obtaining a USI and applying for recognition of prior learning and/or credit transfer) to the prospective student through their website, marketing material, pre-enrolment information, student handbook, phone conversations and email correspondence.
3. Course information (e.g. eligibility criterion, pre-requisite requirements, content, deliver style, fees, and language, literacy and numeracy requirements, course length adjustments) is provided and explained,
4. Student receives and completes a registration form,
5. Payment is made,
6. Enrolment form is given to prospective student for completion,
7. Student completes required screening (e.g. Language, Literacy and Numeracy Assessment) to identify any areas required further review so that an individualised support plan can be developed,
8. Enrolment form is reviewed by Student Administration staff who ensure that it has been completed correctly and that all required supporting documentation/evidence has been submitted,
9. Application is assessed to ensure it meets program/qualification eligibility and entry requirements,
10. Opportunities for recognition of prior learning identified and discussed with the new student.

Eligible	Ineligible
<p>Details placed in relevant database</p> <p>Administrator enters student details into Student Management System (SMS)</p> <p>USI verified.</p> <p>Student formally notified that their application has been successful.</p> <p>Additional needs are identified, and Coach/Assessor is notified.</p>	<p>Student Contacted</p> <p>Student notified that their application is incomplete, requires further evidence or that they have not met eligibility criteria.</p> <p>Additional documentation may be requested or where ineligibility applies alternative solutions including referral may be offered.</p>

11. Colling off period commences.

Policy Administration			
Version	Date Approved	Approved by	Next Review Due
1	05 May 2012	Helen Sabell	May 2014
2	09 June 2015	Helen Sabell	June 2017
3	01 June 2018	Helen Sabell	June 2020
4	12 September 2019	Sarah Sabell	September 2020
4.1	30 June 2022	Sarah Sabell	June 2023
Compliance References			
Statutory	The <i>Standards for Registered Training Organisations (RTOs) 2015</i> Clauses: 1.7, 5.1, 5.2, 5.4		
Industry	Vocational Education and Training (VET)		
Document Located	E:\Public Documents\03_CAL Operations\CAL Policies\02_CAL POLICIES STUDENTS		