

## Enrolment Policy and Procedure

### Policy

AIO Training (AIO) has a robust enrolment procedure that captures information at different stages of the process. Assessment of applications for enrolment are free of discrimination and conducted by Enrolment/Admin Officers that demonstrates an understanding of the need for cultural sensitivity in dealing with students. All applicants for 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 mechanism 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.

### Procedure

#### 1.1 Information Prior to Enrolment

Prior to enrolment, AIO will provide the following information to students:

- a. RTO Code
- b. Course Code and Title
- c. Course Entry Requirements including Language, Literacy & Numeracy requirements
- d. Course Duration
- e. Course Fees and Charges
- f. List of Units - Core and Elective
- g. Work Placement Hours
- h. Delivery Mode
- i. Assessment methods
- j. Delivery Locations
- k. Support services available for the students
- l. Third Party Arrangement (if applicable)
- m. AIO's Obligation to learners
- n. Learners' rights and obligations
- o. Policies and Procedures including but not limited to:
  - i. Complaints and Appeals
  - ii. Refund
  - iii. RPL or Credit Transfer
  - iv. Deferment/suspension/cancellation

Information will be provided to applicants through the Website, Course Flyer and/or the Enrolment Agreement. The CEO will ensure the above information is provided prior enrolment.

#### 1.2. Enrolment Application Form

All applicants must complete all applicable sections on AIO's Enrolment Application Form and forward it to AIO 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 AIO's website or

administration staff. Students can apply for a credit transfer upon application or within 4 weeks of the commencement of course

### 1.3 Supporting documents

The following documents must be supplied with the application form:

- Original or Certified copy of photo ID such as Australian Driving License, or Passport
- Valid Visa if not Australian Citizen
- New Zealand born, provide a New Zealand passport or evidence of Australian Citizenship;
- Internationally born, be Australian Citizens or provide their permanent residency visa.
- 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 AIO must be originals or certified copies.

### 1.4. Checking the Enrolment Form

Applications for enrolment are assessed by the CEO or delegate to ensure that the enrolment application form has been correctly completed, the documentation required to proceed with the processing of the application has been provided.

### 1.5. Conducting Pre-Training Review

The CEO or delegate will conduct a Pre-Training Review of the applicant as part of enrolment, or 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 is to:

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

### 1.6 Conducting LLN Assessment

As part of the Pre-Training Review, the CEO will invite the applicant to undertake the LLN assessment into the online LLN system called “LLN Robot”.

AIO uses LLN Robot to determine the LLN abilities of each student to ensure each student enrolled in this course have the required LLN skills to complete the course. LLN Robot is a purpose-built diagnostic tool to determine the ACSF/Core skills level of a Unit of Competency. The LLN Robot Online LLN Assessment has been designed to give an indication of a student’s abilities across the 5 Core skills of the ACSF. These are Learning, Reading, Writing, Oral communication and Numeracy.

The outcome of the online assessment is the first step in considering the support needs of the student.

LLN robot has two online assessments to choose from based on the requirements of the course of study. One assessment test up to ACSF level 3 while the other tests up to ACSF level 4.

This process addresses a student's LLN suitability prior to the enrolment into appropriate course. In the instance where suitability has not been met, Australia Education Holding Group will collaborate with the prospective student to help find an external provider to help them gain the LLN requirements needed.

Prospective students need to meet certain levels as determined by ACSF.

<https://www.education.gov.au/australian-core-skills-framework>

Individuals who require additional help with Language, Literacy and Numeracy LLN can also access information by calling the Reading Writing Hotline on 1300 655 506 or refer to their website on <https://www.readingwritinghotline.edu.au/>.

Students must meet the Language, Literacy and Numeracy entry requirement for the course.

Upon analysis, of the Pre-Training Review and the results of the LLN, the CEO or delegate will document why it determined the program was a suitable and appropriate program for that individual

### **1.7 Enrolment Agreement:**

After successfully completing the Pre-Training Review and LLN assessment, the CEO or delegate will generate an enrolment agreement. This agreement will be provided to the student to read, understand, and agree to the terms provided. The enrolment agreement will be mutually signed by the student and the CEO or delegate. AIO accepts agreements from the student's personal email address. AIO accepts the use of docusign for enrolment paperwork and assessments.

The Enrolment Agreement will contain the following:

- Course details for which the agreement is being signed
- Terms of Agreement
  - The Agreement
  - AIO's Obligation
  - Fees
  - Student participation requirements
  - Refund Policy and Procedure
  - Complaints and Appeals Policy
  - Deferment Suspension and Cancellation Policy
  - Link to AIO's policies and procedure
- Parties signing agreement

### **1.8 Confirmation of Enrolment**

Upon receipt of the Enrolment Agreement the CEO or delegate will finalise the enrolment and send a Welcome Letter to the student prior to the commencement of training. This will contain the following information:

- Course Code & Title

- Course Duration
- Course Start and End Date
- Study Days and Timings
- Study Location
- Study Mode
- Study Load
- Fee Information

### 1.9 Applying and Verifying Student's Unique Student Identifier (USI)

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

### 1.10 Student Induction

AIO's enrolment officer will arrange induction for student where student will be provided with the compulsory information required before commencement of course. The enrolment/admin officer will complete the *Student Induction Checklist* and the student will sign it as acknowledgment.

### 2.0 Rejection of Application

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

- incomplete application process (including supporting documentation has not being provided)
- documents / not 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)
- program is at an inappropriate level for that individual

The student will be informed of this outcome verbally or in writing.

### 3.0 Returning Students

**Deferred**– Where a student has returned to studies from a deferment there is no requirement for the student to complete any enrolment process or undertake an LLN assessment.

**Withdrawal** – Where a student has been withdrawn 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 and then decides to resume their studies in the **succeeding (following) year/s** of their original enrolment date, students **must** complete AIO's enrolment process



including pre-training review. In the case of an LLN assessment, AIO will refer to the completed LLN assessment undertaken within the last 2 years of the student ceasing to be an enrolment at AIO. (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 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;
  - AIO'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 AIO and student.