# Purpose

The purpose of this policy is to outline how Hats Qld Pty Ltd T/A AA Academy intend to meet the regulatory requirements relating to the enrolment of students as per the following clauses of the *Standards for Registered Training Organisations (RTOs) 2015*: -

**Clause 5.1**

Prior to enrolment or the commencement of training and assessment, whichever comes first, the RTO provides advice to the prospective learner about the training product appropriate to meeting the learner’s needs, taking into account the individual’s existing skills and competencies.

**Clause 5.2**

Prior to enrolment or the commencement of training and assessment, whichever comes first, the RTO provides, an electronic copy, current and accurate information that enables the learner to make informed decisions about undertaking training with the RTO and at a minimum the following content:

1. the code, title and currency of the training product to which the learner is to be enrolled, as published on the national register.
2. the training and assessment, and related educational and support services the RTO will provide to the learner including the:
   1. estimated duration.
   2. expected locations at which it will be provided.
   3. expected modes of delivery
   4. name and contact details of any third party that will provide training and/or assessment, and related educational and support services to the learner on the RTO’s behalf.
   5. any work placement arrangements.
3. the RTO’s obligations to the learner, including that the RTO is responsible for the quality of the training and assessment in compliance with these Standards, and for the issuance of the AQF [Australian Qualifications Framework] certification documentation.
4. the learner’s rights, including:
   1. details of the RTO’s complaints and appeals process required by Standard 6
   2. if the RTO, or a third-party delivering training and assessment on its behalf, closes or ceases to deliver any part of the training product that the learner is enrolled in.
5. the learner’s obligations:
   1. in relation to the repayment of any debt to be incurred under the VET [Vocational Education and Training] FEE-HELP scheme arising from the provision of services
   2. any requirements the RTO requires the learner to meet to enter and successfully complete their chosen training product.
   3. any materials and equipment that the learner must provide.
6. information on the implications for the learner of government training entitlements and subsidy arrangements in relation to the delivery of the services.

**Clause 5.3**

Where the RTO collects fees from the individual learner, either directly or through a third party, the RTO provides or directs the learner to information prior to enrolment or the commencement of training and assessment, whichever comes first, specifying:

1. all relevant fee information including:
   1. fees that must be paid to the RTO
   2. payment terms and conditions including deposits and refunds.
2. the learner’s rights as a consumer, including but not limited to any statutory cooling-off period, if one applies
3. the learner’s right to obtain a refund for services not provided by the RTO in the event the:
   1. arrangement is terminated early.
   2. the RTO fails to provide the agreed services.

# Scope

This policy applies to all staff involved in the recruitment and enrolment of students.

# Policy

1. Information to Clients
   1. Prior to enrolment each client is provided with access to a Student Handbook, Course Information, and client policies.
2. Enrolment of Individual Clients
   1. Enrolment into training programs will be conducted ethically and responsibly, ensuring fairness and compliance with the AA Academy Access & Equity Policy.
   2. Enrolments are subject to availability of places in the training program, based on the maximum number of clients who can be accommodated under the particular circumstances (e.g. safety, capacity of training venue, type of course, learning structures etc).
   3. All prospective clients will be provided with information regarding the RTO and its course, in accordance with AA Academy Client Information Policy.
   4. AA Academy will review the individual needs of each prospective client, taking into account their existing skills and competencies, advising them of the most appropriate training product to meet their needs.
   5. If a training program is fully booked at the time a client enquires about enrolment into that particular training program, they will either be placed on a ‘Wait List’ or offered a place on another date that the program has been scheduled, which is not fully booked.
   6. Clients on the ‘Wait List’ are given priority should a place become available. This is strictly on a first-in, first-served basis.
   7. Enrolments will be considered tentative until payment and the Student Identifier have been received. Should enrolment numbers reach maximum, and another person wishes to enrol on a course where there is a tentative enrolment, the tentative booking will be contacted to confirm payment. If payment is not made, the place will be given to the new client.
   8. All Clients enrolled in courses are advised in writing, upon receipt of their enrolment form and payment, that their place on the course is confirmed.
   9. Course fees are payable in advance (subject to Financial Management Policy – Course Fees).
3. Identifying Client Support Needs
   1. Clients intending to enrol for training are requested, to advise of any physical or other impairments/ needs (e.g. English language difficulties, dyslexia) which may adversely affect their ability to successfully undertake the training.
   2. Clients 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.
4. USI
   1. All clients are required to provide their unique Student Identifier, in accordance with the requirements of Student Identifier Act.
   2. Students will be advised on the process of obtaining a Student Identifier if they do not already have one, via http://www.usi.gov.au/Pages/default.aspx
   3. AA Academy will verify and maintain all Student Identifier numbers in its Student Management System (SMS).
5. Changes to Training and Assessment
   1. Any changes to a training program, services or third party provider will be advised to clients, as soon as possible prior to the date the change is to occur.
6. Cancellation of Courses and Refunds
   1. It is NOT AA Academy normal policy to cancel scheduled training programs.
   2. However, if for some unforeseen reason a course is cancelled or postponed, all clients will be offered the opportunity to attend the training program on another date, at another location (if available), or in another delivery mode.
   3. If, in the event that the client does not accept the offer, or for some reason the offer cannot be made, the course fees will be refunded in full within one week of the date of the cancellation of the course. (See Refund Policy)
   4. If a student is nonresponsive to college communications for thirty (30) days then Hats Qld Pty Ltd T/A AA Academy has the right to withdraw enrolment
7. Enrolment Changes
   1. Defer Enrolment – Clients are able to transfer to another course date, providing they make a request in writing a minimum of one week in advance.
   2. Course Withdrawal – Clients are able to withdraw from their course, at anytime they (see Refund/Cancellation Policy).
   3. Transfer to another “Course” – Should a client wish to transfer to another course, they need to make the request in writing a minimum of one week in advance. The transfer is subject to course availability. Transferring to another course is subject to cancellation/withdrawal in the enrolled course and charges apply (see Refund/Cancellation Policy).
8. Client Record of Enrolment
   1. AA Academy is obligated to report all enrolments, in compliance with national reporting requirements. (See Management of RTO Policy)
   2. Individual client records are created for each enrolment and maintained for a period of 30 years. (See Records Policy)
   3. All individual clients have access to their own records, and the progress of their learning. This is enabled through the student management system. (See Records Policy)

# Procedure

**New Enrolments**

* 1. Initial Enquiry

Dedicated Student Support Helpline number or email admin@aaacademy.edu.au

* 1. Provide course information to the client by:
* Referring a client to the website.
* Post/fax or email.
* Sending student handbook and course information
  1. Create a record of the enquiry on CRM / SMS/Enquiry Diary

RTO Manager

* 1. Arrange a phone call or zoom session with the student. Follow the Induction Form to counsel the client.
  2. Provide the Student Handbook and course information.
  3. Highlight the key information about the course: Course structure, content, assessment, certification, fee and payment options, refund, etc.
  4. Check to ensure whether each information of the Induction checklist is discussed and briefed with the client.
  5. Allow the enough time to client to ask any further information needed and any clarify any issues that are still not clear.
  6. Sign and date the Induction form.
  7. Handover the Induction Form to the Admin Officer.

The Induction Form to the Admin Officer

1. Follow Up of Initial Enquiry

Admin

* Contact all initial enquiries within one (1) week, attempt to confirm enrolment.

RTO Manager

* Remind the Admin to contact all the initial enquiries within one (1) week and update the enrolment status.

1. Processing Course Enrolments

Admin

* 1. Receive the Induction Checklist from RTO Manager. Ask the student to sign and send us the induction checklist via email.
  2. Request the client to complete the ‘Enrolment form’ which can be downloaded from the website, fill and save it and send it by email at [admin@aaacademy.edu.au](mailto:admin@aaacademy.edu.au) , including language, literacy, and numeracy (LLN) test. Advise that the LLN test must be completed by themselves without others’ assistance.
  3. Determine if the client meets the minimum eligibility for the course.
  4. Ask whether the client has any previous VET qualification,
  5. Request a copy of previous VET qualification if applicable.
  6. Determine any possibility of the Credit Transfer and hand in the Credit Transfer Form if applicable.
  7. Request the student to provide access to AA Academy to the USI registry (see USI Access Guideline).
  8. Inform the Trainer/Assessor/RTO Manager about any Credit Transfer applications.
  9. Ensure to receive at least two forms of ID.
  10. Forward the completed application to the trainer/assessor/RTO Manager for enrolment approval, LLN Assessment, and Credit Transfer approval.

1. Recognition and LLN Assessment

Trainer / Assessor

* 1. See the LLN test of the client and provide the feedback.
     1. Satisfactory: Can proceed with the training
     2. Satisfactory but needs to improve in a specific area: If so, please provide a comment on what additional support is needed.
     3. Not Satisfactory: Provide the comment why not satisfactory and why cannot continue the course.
  2. Review the Credit Transfer application if there is,
     1. Check the application.
     2. Ensure the Unit Code Unit Name, and evidence supplied.
     3. Verify the evidence received by the student with the issuing RTO or via the USI Registry
     4. Request the CEO for access to the USI registry if it is to verify through the US registry.
     5. If applicable, Verify the Credit Transfer units and provide the assessment outcome.
     6. Sign the Credit Transfer Form
  3. Handover the Enrolment Form to the Admin

1. Finalising Enrolment

Admin

* 1. Ensure to receive two forms of ID, as advised in the enrolment information.
  2. Check to see if client details are on SMS (if applicable)
  3. All client enrolments are processed through SMS, so process the enrolment in SMS.
  4. Enter the AVETMISS data if the client has not applied himself/herself in SMS.
  5. Verify the data if the client has applied directly to the SMS.
  6. Approve the enrolment and generate the student ID.
  7. Ensure the USI has been recorded in the SMS.
  8. Enrol into the units of the course enrolled.
  9. Create the payment schedule, raise an invoice, and process the payment.
  10. Take the payment and ensure to give a copy of the invoice and receipt to the client.
  11. Create a client file (See ‘Records Management Procedures’ for details).
  12. Hand in relevant course materials to the client, send an email (using the template), and provide access to all the course materials.
  13. Store all the documents in the newly created client file.
  14. Notify the trainer/assessor of the necessary planning of the course delivery.

1. Application to Withdraw/ deferral/ amend enrolment

Student

* 1. Student completes ‘Course Withdrawal/Amend Form’ on the website or sends an email to admin@aaacademy.edu.au.
  2. Student mentions the course withdrawal/amendment and the reason for doing it.

Admin

* 1. Reviews the course withdrawal/amendment request and checks the feasibility and completeness of the request.
  2. Communicates with the student about the refund process and application for a refund, if applicable (see Refund Policy)
  3. Collects the refund request (see Refund Procedures)
  4. Forwards the request to RTO Manager for approval/ authorisation.
  5. Includes the confirmation of the course fee payments, and bank details of the client to the applicable refund.

1. Authorisation

RTO Manager

* 1. Reviews ‘Course Withdrawal/Amend Form’ request.
  2. Determines whether the application is approved.
  3. For the cancellation/refund, determines the refund amount (where applicable)

1. Processing Withdraw/ deferral / amend enrolment request.

Admin

* 1. Make relevant changes in SMS – cancellation of the course and unit enrolment.
  2. Make relevant notification on client file.
  3. Cancels the course status if the request was withdrawal.
  4. Contact client to advise outcome.
  5. Makes the refund payment to the client if the refund was applicable.
  6. Receive the payment for the necessary charges (if any) as indicated in the request form, in case of amendment/deferral.
  7. Provide/revoke client’s relevant materials /logins (as applicable)