

Enrolment Policy and Procedure

Purpose and Scope

This policy and procedure apply to domestic students who wish to enrol in a Lead Institute course. The enrolment process is the first contact that most students will have with Lead Institute and therefore, Lead Institute aims to be positive and informative throughout the process and to be compliant and inform students according to Standard 1, Clause 3.5, 5.1, 5.2, and 5.3 in the Standards for Registered Training Organisations 2015.

Policy

Lead Institute provides prospective students with information about, including but not limited to, fees, assessment and Recognition of Prior Learning (RPL) prior to enrolment to ensure that the student can make a sound decision based on all the relevant aspects of the training they wish to undertake. Information provided will:

- Refer to all applicable qualifications/courses by the appropriate code and title.
- Outline the currency of the qualifications/courses in question.
- Outline the duration of the training and the assessment requirements.
- Specify modes of delivery and delivery locations.
- Discuss fees and charges.
- Specify entry requirements into the training.
- Advise students it is an offence for a disqualified person to apply for or renew a Working with Children Check (Blue Card).
- Specify any work/practical placement requirements attached to the training.
- Provision of information regarding Credit Transfer and/or Recognition of Prior Learning.
- Provide information specific to student contributions and responsibilities.
- Outline if any training/assessment is to be conducted under third party/sub-contracting arrangements.

Lead Institute will advise all students and potential students of any changes to services offered by Lead Institute which may impact them directly.

In this document, you will find information regarding:

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Enrolment Process

Potential students seeking to enrol with Lead Institute will be assessed for entry to study through the same published entry requirements and through the same process, regardless of their background, circumstances or eligibility for funding.

Entry requirements for each of our courses are published on our website, while general information about enrolment can be found within the Enrolment Policy and Procedure.

Once a student has reviewed the information that pertains to their chosen path of study, they are to complete the Enrolment Form and return it to the Administration Department of Lead Institute. The student's upfront fees will be calculated (no more than \$1500), and the student will be invoiced.

Once the student has paid their upfront fees, a Student File will be opened for them, and their details will be entered on the Learner Management System (LMS). Lead Institute's Administration Department should ensure that all other necessary documents and information have been collected from the student using the Enrolment Checklist.

To ensure that Lead Institute potential students select a course that they have the prerequisite Language, Literacy and Numeracy requirements, the student is required to complete a short Literacy and Numeracy test to identify any potential areas of difficulty that they may have or any skill gaps that may need to be addressed. Below is the process is undertaken to review this LLN:

1. Information received from this test will be analysed by the facilitator. Students identified as being in need of additional assistance will be contacted by the facilitator. Privacy and Confidentiality will be discussed with the student.
2. The Facilitators will discuss with participants at the commencement of each training session or course, the topic of Access and Equity. The Facilitator will request that any outstanding Special Needs forms be submitted to the Administration Department of Lead Institute.
3. Any unresolved queries relating to access/equity issues will be referred to the Chief Executive Officer (for instance, if they cannot be resolved by the Facilitator).
4. The Chief Executive Officer will then contact the participant to discuss their access/equity issue and make appropriate arrangements which may include notifying the training venue, arranging a meeting with the participant and the Facilitator, arranging extra assistance from the Facilitator or external assistance as required.
5. File notes will be made of the action taken in each case where access/equity assistance is required and the outcome recorded for the participant.

Upon enrolment, all students will be requested to complete a Special Needs Form. Prior to the commencement of training, all participants will have the opportunity to discuss any specific learning needs with their facilitators/assessors. Students will be asked during their welcome to the course to raise any access and equity issues they may face with the administration staff of Lead Institute.

Students will be asked to complete a Special Needs Form during the enrolment process. The Lead Institute may also choose to implement other procedures to help determine the level of numeracy and literacy of each potential student. Both of these procedures contribute to ensuring that Lead Institute is able to assist students; it identifies in extra need and support with the most appropriate resources.

The student will then receive a copy of their Learning and Assessment material in preparation for their studies. These documents will be the responsibility of the student for the duration of the course. Any lost material that needs replacing may incur a replacement fee.

On the commencement of training, the student will be provided with further information about the college and its operating policies and procedures before proceeding.

Once the student and trainer are satisfied that there are no further outstanding queries or information to be covered, training will commence.

Student Application

- Enrolment form received
- Potential student contacted to welcome and discuss application process and student requirements including fees, USI, LLN, RPL, credit transfer, course delivery mode, work placement, and assessment requirements

Pre-enrolment Requirements

- Student to undertake LLN test
- USI is requested
- RPL and credit transfer discussed
- Fee structure and plan options
- Contractual information (if required)

Student Review

- LLN is reviewed to ensure levels are appropriate
- Student contacted to confirm enrolment or for additional consultation depending on LLN and to develop support, if required.
- Ensure USI is confirmed
- Welcome letter and student handbook sent to student via email

Enrolment Finalised

- Orientation including information regarding:
- Course requirements
 - Work placement
 - Student support
 - Assessment support
 - Complaints and refunds

Unique Student Identifier

All students who enrol with Lead Institute will be asked to either obtain a Unique Student Identifier or provide their previously issued USI to the Enrolment team. Students cannot commence their studies without a valid USI. If you have not created a USI before, please refer to the USI website:

<https://www.usi.gov.au/students/create-usi>

Students who feel that they require assistance in applying for a USI may request this assistance from the Lead Institute Enrolment team. Please note the following:

- Lead Institute will require students to provide their consent prior to assisting them in obtaining a USI.
- Every USI presented to Lead Institute by a student will be checked for validity.
- Lead Institute will not be able to issue any certificates or Statements of Attainment until a student obtains a valid USI (unless an exemption applies under the Student Identifiers Act 2014).

At all times, the staff of the Lead Institute must abide by legislation and guidelines which host and support the implementation of the USI within the VET sector.