

## ENROLMENT POLICY

Revision 2.0 Jul 2019

### PURPOSE

The purpose of this policy is to ensure prospective students are informed about and prepared for undertaking a course of study with MiTraining including the terms, conditions, fees, educational and administrative requirements associated with enrolment.

As a Registered Training Organisation (RTO) it is MiTraining's role to provide timely and accurate advice to prospective learners, including:

- That the course of study meets their needs before they enrol
- That they understand details about the course such as how long the course will take, the study requirements and assessment methods
- That they understand their own rights and responsibilities as well the RTO's
- That they are aware of fees, charges, payment terms, and conditions for withdrawal, cancellation and refunds.

### SCOPE

This policy applies to the enrolment of students in accredited Vocational Education and Training.

### COURSE INFORMATION

MiTraining's website provides factual and current information about each course of study that is publicly available and accessible at all times.

Each course page on the website provides the following information:

- The total course fees
- Whether the course is accredited or non-accredited (professional development)
- The course content and learning outcomes
- The course entry requirements
- Course delivery format, duration and support
- Course assessment methods
- Additional information in the form of frequently asked questions
- The option to seek additional information via live chat and phone (during business hours) or submission of an online enquiry
- The option to apply for enrolment in the course
- Links to access and download all applicable policies, procedures and the student handbook
- MiTraining's RTO ID, ABN, business address, how to provide feedback and how to lodge a formal complaint

## COURSE ENROLMENT

Prospective students may enrol directly on the MiTraining website by completing the online application form. Students who require additional support will be assisted with the enrolment process by phone.

The website enrolment form requires that the student accepts and agrees to MiTraining's policies and procedures. Course payment or deposit is made at time of enrolment.

On receipt of an enrolment application the MiTraining Course Advisor will make direct contact with the student to discuss suitability for the course and ensure the student is aware of all course requirements. Students are provided with immediate access to the course content on the Learning Management System (LMS) at the time of enrolment application. This is provided to enable the student to peruse the LMS and become familiar with the course materials and learning environment ahead of the training.

Applicants are sent an enrolment confirmation email including a link to complete a compulsory online Enrolment Confirmation Form. This form is directly linked to the applicant's record on MiTraining's Student Management System and collects important AVETMISS information, the student's Unique Student Identifier (USI). The form must be completed by the applicant within five days of initial enrolment application. Students who fail to return a completed Enrolment Application Form within this timeframe may have their course access suspended until received.

## LEARNER SUPPORT

In addition to person details and contact information, applicants are requested to provide the following information at the time of enrolment:

- If they have any additional learner support needs (and provide details about the need)
- If they completed Year 12 or its equivalent
- If English is their native language

This information assists MiTraining to determine if the student may require additional learner support and may result in the student being requested to undertake an initial assessment of the literacy and numeracy.

The Student Learner Support Policy and LLN Policy and Procedure guide MiTraining's actions as to determining appropriate learner support strategies.

All students in accredited training are also enrolled in MiTraining's Learner Support module on the LMS which provides links and referrals to a range of support services including:

- Language, literacy and numeracy
- Digital literacy
- Support for learning or physical disabilities
- Free and paid digital applications categorised by each Foundation Skill area

## WALK TO CLASS

Students enrolled in online courses of study are requested to participate in a Walk to Class. This live, online meeting provides the student with a comprehensive induction to the course, and covers:

- How to navigate the LMS, access the course materials and the Learner Support module

- How to access assessment tasks (Learner Instructions) and templates
- How to submit assessments via the LMS
- How to contact the trainer and assessor
- How to seek support from MiTraining

## ENROLMENT DOCUMENTATION

Students enrolled in a qualification are provided with a Training Plan which outlines the structure of their course, the duration of each teaching period and the target end date based on the course commencement date.

Students on payment plans are provided with a detailed break-down of plan including the amount of each payment instalment, the date that each instalment must be made and the date by which all course fees should be paid.

## UNIQUE STUDENT IDENTIFIER (USI)

All students enrolled in accredited training must provide their USI to MiTraining. MiTraining cannot issue course certification without to any student without a verified USI.

The USI is requested from a student via the online Enrolment Confirmation Form. Where the student is unable to locate or create their own USI, MiTraining can do so on their behalf. The student must give express consent to MiTraining to do so by completing the relevant section of the Enrolment Confirmation Form and uploading one of the nominated forms of identification.

## RECOGNITION OF EXISTING SKILLS AND KNOWLEDGE

MiTraining provides the option of Recognition of Prior Learning to all students.

The Recognition of Prior Learning Policy provides comprehensive information pursuing an RPL pathway.

## ENROLMENT REFUSAL

MiTraining reserves the right to refuse enrolment of a prospective student if:

- Following discussion and initial assessment of the student, they are deemed to be at a level of development that suggests they will be unable to cope with the learning, technology requirements and demands of the course;
- During the enrolment process the student demonstrates a lack of academic/learning ability, communication ability and/or skill levels that suggest they are unable to meet the study requirements of the course

## COURSE WITHDRAWAL, CANCELLATION OR DEFERMENT

A student may withdrawal or cancel their enrolment in a course of study at any time. Students are subject to the terms and conditions outlined in the Refund Policy and agreed to at the time of enrolment.

A student who cancels their enrolment or withdrawals from a course of study ceases to be a student of MiTraining. The individual may choose to enrol in the same or another course at a later time.

A student may defer their study for a period of no more than six months at the sole discretion of MiTraining. Students seeking to defer must complete the Special Consideration Application form and submit it to support@mitraining.edu.au.

MiTraining reserves the right to cancel or suspend a student's enrolment at any time where the student has:

1. Failed to pay the course fees by the agreed date
2. Demonstrated serious misconduct
3. Where the duration of the course has passed and/or no activity has been logged on the LMS for a period of 60 days
4. Failed to complete the Enrolment Confirmation Form within five days of enrolment, including providing a Unique Student Identifier or giving consent to MiTraining to create or look up on their behalf.

Cancellation of a student's enrolment will be made in writing. Student's may formally appeal the decision in line with MiTraining's Appeals Policy.

## COURSE FEES AND CHARGES

All fees and charges associated with enrolling in a course of study are outlined in the annual Fee Schedule available on the MiTraining website.

## ACCESS AND EQUITY

MiTraining provides a fair and reasonable opportunity for individuals to freely participate in the learning environment and be free from discrimination, harassment, bullying and vilification.

## NOTES

<i>Related Policies/Procedures:</i>	<i>Access and Equity Policy Appeals Policy LLN Policy and Procedure RPL Policy and Procedure Refund Policy Student Learner Support Policy</i>
<i>Related Documents/Forms:</i>	<i>Annual Fee Schedule Appeals Form Enrolment Confirmation Form Course Cancellation, Withdrawal or Deferment Form Special Consideration Application Form Student Handbook</i>
<i>Related Legislation:</i>	<i>NVR Act 2011</i>
<i>Guidelines:</i>	<i>Standards for RTOs 2015</i>
<i>Approved By:</i>	<i>Chief Executive Officer</i>
<i>Date of Next Review:</i>	