practical outcomes
early childhood education

Policy name:	EN2 Application and Enrolment Policy	Version:	5.2
Policy owner:	Support Services Manager		
Approved by:	Head of Governance, Risk and Compliance		
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SECTION 1 - INTRODUCTION

PURPOSE

This policy outlines the RTOs approach to offering training services and enrolling learners into its courses.

In line with the Standards for Registered Training Organisations (RTOs) 2015 and State Funding contract requirements the RTO ensures that each learner is enrolled into nationally accredited courses (qualifications, units of competency and skills sets) in accordance with the Australian Vocational Education and Training Management Information Statistical Standards (AVETMISS) and all other applicable legislation and guidelines.

SCOPE

This policy applies to all employee, partners and associates of the Practical Outcomes (21857) in relation to learner enrolment and administration.

This policy includes all regulatory requirements that fall under the RTOs obligations as a registered training organisation.

DEFINITIONS

ACSF – Australian Core Skills Framework

AQF – Australian Qualification Framework

AVETMISS data – means the Australian Vocational Education and Training Management Information Statistical Standard data required to be collected for ALL learners who are undertaking a Nationally Accredited Course or Unit of Competency. This data is reported to the Federal and State Departments for statistical purposes.

USI – Unique Student Identifier

Pre-Training Review – means the process undertaken by the RTO and the learner to determine the most suitable and appropriate training to undertake.

LLN – Language, Literacy and Numeracy assessment to determine the ACFS level that learner is to undertake the relevant AQF level qualification.

NCVER – National Centre for Vocational Education Research

RTO – means the Practical Outcomes (21857)

The Department – refers to the Department of Education and Training Victoria.

SECTION 2 - POLICY

Information to Learners

- Prior to enrolment, Practical Outcomes ensures that all learners are fully informed and provided with the following information:
  - Our policies and procedures including complaints and appeals
  - Learner Handbook
  - Full details of the course including:
    - The course outcomes
    - Entry requirements
    - If there are any prerequisites
    - List of units and if any practical placement is required
    - Duration
    - Delivery modes and assessment methods
    - If there are any third party involved in the delivery or recruitment processes
    - Fees and Charges
    - Learner Support Services.

Application

- Learners apply for a course online or face to face during a session with a Business Development Consultant. Our Course Advisors ensure the learners are fully informed prior to applying for enrolment.
- Learner must provide sufficient ID to meet eligibility requirements as well as to allow us to verify USI.
- For face to face enrolments, we verify ID by sighting the original document and for online enrolments we verify learner ID using a Document Verification Service, GreenID.
- The RTO Student Application Form collects all relevant AVETMISS data from the learner and this information is recorded in the student management system. All records are retained for 30 years.
- All individual learners have access to their own records, and the progress of their learning. This is enabled through the student management system and via request from the learner.
- All learners enrolled in programs are provided with an Acknowledgement letter and (for VIC Skills First learners only) a Statement of Fees.
- Course fees are payable in accordance with the EN1 Fees and Refunds Policy.
- Learners must meet the eligibility criteria at the application stage. Once eligibility is determined the learner can be accurately informed about the total amount of fees and charges payable.
- All individual clients have access to their own records, and the progress of their learning. This is enabled through the student management system. (See SP2 Record Management Policy).

Pre-Training Review

- Potential Learners seeking to enrol in a course or VET unit of competency with Practical Outcomes, regardless of their background, circumstances or eligibility for funding will be assessed for entry into study through the same published entry requirements and through the same process.
- Potential Learners seeking to enrol in a course with Practical Outcomes, will only be offered enrolment if they are determined to be academically suited to undertake the course.
- Prior to enrolment all potential learners must undertake a Pre-Training Review which includes the Language, Literacy and Numeracy Assessment to ensure that:

    a. the course is the most suitable and appropriate for the learner

    b. any additional support the learner may need is identified.

- All Language, Literacy and Numeracy Assessments are reviewed by Trainers. If the learner needs additional support, the LLN Student Support Coordinator is notified and an individual learner support plan is put in place and saved in the student portfolio in the student management system to ensure trainers and assessors are fully aware of the required support being provided.
- The Pre-Training Review will also assist in determining any Credit Transfers or Recognition of Prior Learning the learner would like to apply for. Please refer to the EN4 Credit and Recognition of Prior Learning Policy.
- Once Pre-Training Review is completed and audited by Administration team, a Training plan with full details of agreed training is sent to learner, trainer and (if learner is workplace-based student), the employer.

Special Needs of Learners

- Learners intending to enrol for training are requested to advise of any physical or other impairments/ needs (e.g. English language, language literacy and numeracy, learning difficulties, dyslexia) which may adversely affect their ability to successfully undertake the training. (See MR2 Access and Equity Policy).

USI

- All learners are required to provide their USI, in accordance with requirements of the *Unique Student Identifier Act*.
- Learners will be advised of the process of obtaining a USI if they do not already have one, via http://www.usi.gov.au/Pages/default.aspx
- Practical Outcomes will verify and maintain all USI numbers in its Student Management System.

Group Enrolments (Corporate Learner / Employer)

- The National Sales Manager negotiates course requirements with relevant companies or learner representatives.
- Written confirmation is required to confirm course bookings including the names of individual learners.
- Individual Application Forms are required for all individual learners to secure a place.

Confirmation of Enrolment

- Upon acceptance of an enrolment the learner is provided with written confirmation of their enrolment, including the following:
    - Course commencement date and proposed end date
    - Delivery Mode
    - Trainer details
    - Links to enrolment related policies.

Eligibility Criteria – Skills First Program in Victoria

- For a learner to be eligible to apply for funding via the Skills First Program they must meet the following criteria:
    - Be enrolling into a Skills First Approved course that is listed on the Funded Course Report published by the Department and listed in Schedule 2 of the RTOs funding contract.
    - Be academically capable and suitable to undertake the course (this is assessed via the Pre Training Review and LLN Assessment)
    - Be an Australian or New Zealand citizen or a Permanent Resident
    - Be under 20 years OR if over 20 years apply for a higher level qualification than the highest qualification held at the time of commencement i.e. upskilling
    - "2 AQF qualifications in a year" - commence a maximum of two Skills First subsidised programs that are AQF qualifications in a calendar year
    - "2 at a time" - undertake a maximum of two Skills First subsidised programs at any one time
    - "2 at level in a lifetime" - commence a maximum of two government-subsidised programs in their lifetime that are at the same AQF level (i.e. Qualification or Course in…)

- Exemptions from 'upskilling' requirement:
    - Learner is enrolling in a Foundation Skills Program;
    - Learner enrolling in training as an Apprentice (not a Trainee) under an Approved Training Scheme;
    - Learner is enrolling in training in the Victorian Certificate of Education (VCE) or Victorian Certificate of Applied Learning (VCAL) (Intermediate or Senior);
    - Learner is enrolling in a Skill Set; or
    - Learner is under 20 years of age

- Exemptions from '2 AQF qualifications in a year' requirement:
    - Learner is transitioning from a superseded program to the current version of the same program;
    - Learner is recommencing training in the same program (at either the same or a different provider);
    - Learner is enrolling in an Apprenticeship (not Traineeship) after having participated in one of the programs identified as a 'Pre-Apprenticeship and Pathway Program' on the Funded Programs Report; or
    - Learner has participated in:
        - '22510VIC – Course in Identifying and Responding to Family Violence Risk'; or

- o any program undertaken as part of the Department's 'Construction Industry Skill Sets' initiative.

- Exemptions from '2 at a time' requirement:
  - Learner has participated in the following programs or initiatives
    - o '22510VIC – Course in Identifying and Responding to Family Violence Risk'; or
    - o any program undertaken as part of the Department's 'Construction Industry Skill Sets' initiative.

- Exemptions from '2 at level in a lifetime' requirement:
  - Learner has completed a course under Foundation Skills Programs;
  - Learner has completed a course undertaken as part of a senior secondary qualification (including School Based Apprenticeships/Traineeships);
  - Learner is transitioning from a superseded program to the current version of the same program; or
  - recommencing training in the same program (at either the same or a different provider).

- Asylum Seeker VET program
  - Must meet all previously listed eligibility requirements EXCEPT for the citizenship/residence requirement
  - Must be referred, via a 'Referral to Government Subsidised Training - Asylum Seekers' form, to a Training Provider by the Asylum Seeker Resource Centre or the Australian Red Cross for training under the Asylum Seeker VET Program; or
    Must hold one of the valid visa from the below list which has been confirmed by the RTO using the Commonwealth Visa Entitlement Verification Online (VEVO) :
    i) Bridging visa class E (BVE);
    ii) Safe Haven Enterprise visa (SHEV);
    iii) Temporary Protection visa (TPV);
    iv) Bridging visa class F (BVF); or
    v) Humanitarian Stay (Temporary) (subclass 449) visa.
  - THE RTO WILL RETAIN COPY OF THE REFERRAL FORM OR PRINTED/ELECTRONIC COPY OF VEVO RECORD ON LEARNER FILE

- Eligibility Exemptions Initiative
  - Must meet all previously listed eligibility requirements EXCEPT for the upskilling and '2 at level in a lifetime' requirement
  - Learner is an individual from the following cohorts:
    a) retrenched worker;
    b) automotive supply chain worker;
    c) Jobs Victoria Employment Network Client; and/or
    d) any other specific cohort as determined by the Department from time to time.
  - Must provide confirmation that the individual has attended a Skills and Job Centre to discuss referral to training and:
    - o a separation certificate from the individual's employer;

- a letter from an employer/receiver on company/receiver letterhead stating that the individual has been made redundant;
- a letter from the individual's current employer on company/receiver letterhead specifying that retrenchment will occur for that individual on a nominated date; or
- if the individual is a JVEN client, a signed JVEN registration form
- THE RTO WILL RETAIN COPY OF EVIDENCE ON LEARNER FILE

- JobTrainer Initiative
  - Must meet all previously listed eligibility requirements EXCEPT for the upskilling and '2 at level in a lifetime' requirement
  - Learner enrolling to participate in JobTrainer initiative is:
    - 17 to 24 years of age at the time of commencement of training; or
    - a job seeker who is unemployed; or
    - enrolling in a JobTrainer priority program as identified on the JobTrainer Funded Programs Report and
  - Must provide one of the following types of evidence of age if they are 17-24 years of age:
    - current driver's licence/learner permit
    - Keypass Card
    - Proof of Age card
    - current Australian/New Zealand/International Passport
    - birth certificate (Australian)
  - Must provide one of the following types of evidence if they are a job seeker:
    - a current and valid Health Care Card issued by the Commonwealth, Pensioner Concession Card or Veteran's Gold Card, or is the dependant spouse or dependant child of a card holder;
    - a separation certificate from their employer;
    - a letter from an employer or company receiver on company letterhead stating that they have been made, or will be made, redundant or retrenched; or
    - signed self-declaration that they are currently unemployed.
  - Must confirm that they have not previously received JobTrainer benefits for another program.
  - THE RTO WILL RETAIN COPY OF EVIDENCE ON LEARNER FILE

- Traineeship Further Requirements
  - Learner must be employed in Victoria in either part time or full time capacity under an award or registered agreement
  - Undertaking an Approved Training Scheme
  - Have fully singed Training Contract with their employer
  - Training Contract must be registered with VRQA
- Learners under 17 years of age
  - Must have received an exemption from school attendance unless they are undertaking training as part of a School Based Apprenticeship or Traineeship
  - Must participate in training on a full-time basis, or participate in a combination of training and employment

- Must provide a copy of the signed and completed endorsement page from the 'Exemption from School Application Form' or correspondence or a certificate signed by the School Principal or a Department Regional Director, if learner **has completed** year 10
- Must provide correspondence or a certificate signed by the Department Regional Director, if learner **has not completed** year 10
- Must provide correspondence or a certificate signed by the Department Regional Director if the learner is not currently, or has never been, enrolled in a Victorian School (for example, students enrolled in home schooling, or students who have moved to Victoria from interstate or overseas)
- RTO will ensure that the Exemption from school application form/correspondence or certificate signed by Department Regional Directors clearly identifies RTO name and training to be undertaken or identifies the employer (traineeship)

- At the application stage, potential learners are informed about the impact accessing Government Funding will have on future funding.
- Learners are also informed via the Student Application form that they may receive a survey from NCVER or receive an invitation to participate in projects endorsed by the Department and complete a Learner Questionnaire for feedback purposes.
- The RTOs Student Application Form collects all applicable information from learners that fall under the Victorian VET Learner Statistical Collection Guidelines and the Australian Vocational Education and Training Management Information Statistical Standard data (AVETMISS) including the learners Victorian Student Number (VSN).
- Learners that are applying for funding under the Skills First Program must complete a Program Eligibility Declaration and provide the following evidence in the form of a Certified copy, or copy of the original sighted by a the RTO representative:
  - Either an Australian Birth Certificate OR
    Current Australian Passport OR
    Current New Zealand Passport OR
    Current Green Medicare Card OR
    Australian Citizenship Certificate
    Australian Certificate of Registration by Descent
  - A Referral Letter from the Asylum Seekers Resource Centre or Australian Red Cross (if applicable)
  - Formal confirmation of permanent residence granted by the Department of Home Affairs (or its successor) AND the student's foreign passport or ImmiCard.
  - Confirmation obtained from the Visa Entitlement Verification Online System (VEVO) that the student holds a valid Bridging visa class E, Safe Haven Enterprise visa, Temporary Protection visa, Bridging visa class F, or Humanitarian Stay (Temporary) (subclass449) visa
  - A current Drives Licence, Learners Permit, Proof of Age Card or 'Keypass' if age is relevant.
- Each learner must sign the Student Application Form Declarations and Agreement Statements to demonstrate they have read and understood the terms of enrolment and the specific Skills First Program information.
- A Statement of Fees will be issued to Skills First funded learners along with Acknowledgement letter to confirm receipt of Application Form. The Statement of Fees includes the following:
  - Course code and title
  - Delivery Mode

- Estimated duration of course
- Training and Assessment locations
- Workplace/Practical Placement arrangements
- Total and hourly tuition fees
- Maximum Government Contribution

Training Plan

- Learners will be provided with an individual training plan that outlines the program they are enrolled into. The training plan will align with the course training and assessment strategy.
- Individual training plans will include:
    a. name and contact details of the RTO, employer (if relevant) and learner;
    b. title and code of program;
    c. expected duration of the program;
    d. title and code for each subject to be completed as part of the program;
    e. Scheduled Hours for each subject;
    f. timeframe for each subject, including the start date and end date of each subject;
    g. delivery modes to be used for each subject;
    h. method(s) of assessment for each subject;
    i. persons responsible for the delivery and/or assessment of each subject (where this information is not available within the timeframe for first issuing a Training Plan, it must be made available as soon as is reasonably practicable); and
    j. record of RPL and credit transfer hours granted, as relevant.
- In addition to the above, training plans for trainees will include:
    a. Structured Training: Workplace based, Structured Training off-the-job and/or detailed training activities to be undertaken as part of any workplace based training arrangements (where this information is not available within the timeframe for first issuing a Training Plan, it must be made available as soon as is reasonably practicable);
    b. details of the time allocated outside routine work duties for Structured Training Workplace based and/or Structured Training off-the-job;
    c. any other specific requirements to be met in accordance with the Training Contract or the Approved Training Scheme.

- The training plan will be developed and provided to the Learner either before the commencement of training, or no later than four weeks after the commencement of training.

- A Training Plan for a non-Apprentice or Trainee Skills First Student who is to participate in training conducted in a workplace where they are employed must be agreed to and signed by the employer that manages and controls the workplace.

- The training plan will be maintained throughout the delivery of training and assessments.

Changes to Enrolment

- If a learner wishes to transfer to another delivery mode for the same course, the trainer will complete an Enrolment Variation Form and send it to Administration Team to update the enrolment on student management system.

Learner Induction

- The RTO provides learners with induction/orientation to ensure they have appropriate information to facilitate their interactions with the RTO and their learning.
- The induction/orientation can be a group session or individual session conducted online or in person.

RTO Responsibilities

The Support Services Manager is responsible for ensuring compliance with enrolments processes.

Administration staff are responsible for correct and accurate enrolments in accordance with this policy and procedures.

Records Management

All documentation from enrolment processes are maintained in accordance with Records Management Policy. (See SP2 Records Management Policy).

Monitoring and Improvement

All enrolment practices are monitored by the CEO of Practical Outcomes and areas for improvement identified and acted upon. (See Continuous Improvement Policy).

SECTION 3 - LEGISLATIVE CONTEXT

Name	Section
Standards for RTOs 2015	Standard 1.7, 3.6, 5.1-5.3 and 7.5.
Victorian Skills First Program	Sch 1 Part A Clause 2.1 – 2.12, 4.1 – 4.7

SECTION 4 - RELATED DOCUMENTS

Name	Document Type
Student Application Forms	Form
SP1 Administration and Data Reporting Policy	Policy
SP1.1 Administration and Data Reporting Procedure	Procedure
SP2 Record Management Policy	Policy
Pre Training Review	Form
Student Application	Online
Learner Handbook	Online

EN1 Fees and Refunds Policy	Policy
Eligibility Requirements	Fact Sheet
Enrolment Variation Form	Form
EN4 Credit and Recognition of Prior Learning Policy	Policy
MR2 Access and Equity Policy	Policy

SECTION 5 - VERSION CONTROL

Version #	Approval Date	Approved by	Details
1	June 2018	Tash Hartig	Document creation.
2	July 2018	Tash Hartig	Document review. Updated policy and related documents list.
3	August 2018	Tash Hartig	Document review. Added VSL and State specific policies. Added Evidence of Eligibility and Fee Free for Year 12 Graduates.
4	March 2019	Marcus Sellen	Changed document owner position
5	October 2019	Marcus Sellen	Updated address
5.1	March 2021	Julie van Belkom	Minor changes to update terminology and changes to funding contracts
5.2	November 2022	Aruna Joshi	Updated to include Training Plan references