POL-ENR-01 Domestic Student Enrolments Policy

GOVERNANCE

SRTO 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.

SRTO 5.2   Prior to enrolment or the commencement of training and assessment, whichever comes first, the RTO provides, in print or through referral to an electronic copy, current and accurate information that enables the learner to make informed decisions about undertaking training with the RTO.

SRTO 5.3   Where the RTO collects fees form 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.

PURPOSE

The purpose of this policy is to provide fair and equitable processes for student enrolment and ensure students are provided with accurate and enough information to make an informed choice about their enrolment and chosen course.

Ironwood Institute is required to comply with relevant Commonwealth, State and Territory laws regarding and including anti-discrimination and equal opportunity. Ironwood Institute strives to provide the best practice, professional products, and services to its students.

SCOPE

This policy applies for Australian residents/citizens for both fee-for-service (FFS) and subsidized (government funded) students who meet all the criteria for enrolment based on the Standards for Registered Training Organisations (RTOs) 2015 and any Funded Activity Agreements in place with Ironwood Institute and State/Federal Governments.

DEFINITIONS

The following words and expressions have the following specific meaning, as in the Standards for Registered Training Organisations (RTOs) 2015.

AVETMISS – Australian vocational education and training management information Statistical Standard which ensures the consistency and accuracy of vocational education and training information.

Courses – Refers to all training delivered by Ironwood Institute's scope of registration, which include VET accredited, fee for service, vocational and prevocational courses.

USI – Unique Student Identification number. All students who enroll in a nationally recognized training course require a USI. A secure online record of recognized training which the student has undertaken.

LaNCA – Language and Numeracy Comprehensive Assessment

LLN – Language, Literacy & Numeracy assessment – to identify a student's ability to commence a course.

SMS – Student Management System manages the day-to-day operations of a training organization.

Credit Transfer – is a process that provides students with agreed and consistent credit outcomes for components of a qualification based on identified equivalence in content and learning outcomes between matched qualifications. Credit reduces the amount of learning required to achieve a qualification and may be through credit transfer, articulation, recognition of prior learning or advanced standing.

Mutual Recognition – is supported by the Mutual Recognition Act 1992. Mutual recognition works when a person who holds a license for their occupation in one state or territory and applies for a license for the occupation in a second state or territory.

Recognition of Prior Learning – is an assessment process that involves assessment of an individual's relevant prior learning (including formal, informal, and non-formal learning) to determine the recognition of an individual application. Recognition reduces the amount of learning required to achieve a qualification.

RTO – Registered Training Organisations are providers and assessors of nationally recognized training that have been registered by the Australian Skills Quality Authority (ASQA). To become registered, training providers must meet the Australian Quality Training Framework 019 (AQTF 2019).

RTO Code – Unique registration number clearly identifying the training provider.

SRNI– Snapshot of Reading and Numeracy Indicator

Standards for Registered Training Organisations (RTO's) 2015 – Commonwealth legislation providing the mandatory requirements and framework for all registered training organisations.

VET – Vocational Education and Training enables students to acquire skills and knowledge for work through a nationally recognized industry-develop training package or accredited course. VET is delivered, assessed, and certified by Registered Training Organisations (RTOs).

Educational and support services may include, but are not limited to:

1. pre-enrolment materials
2. study support and study skills programs
3. language, literacy and numeracy (LLN) assistance or referrals to these programs
4. equipment, resources and/or programs to increase access for students with disabilities and other students in accordance with access and equity
5. learning resource centres
6. mediation services or referrals to these services
7. flexible scheduling and delivery of training and assessment
8. counselling services or referrals to these services
9. information and communications technology support
10. learning materials in alternative formats, for example, in large print
11. learning and assessment programs contextualised to the workplace
12. **any other services that the RTO considers necessary to support students to achieve competency.**

POLICY STATEMENT

Ironwood Institute is committed to ensuring all students enrolling in our courses are treated fairly and equitable, and are clearly informed of the enrolment process, conditions, details regarding their chosen course, rights and obligations.

Ironwood Institute will provide prospective and current students with advice regarding relevant training products to meet their needs, considering the individual existing skills and competencies.

POLICY PRINCIPLES

1 Information to Leaners

Ironwood Institute provides opportunities to prospective students to be able to access information about the Institute, course(s), fees, facilities, services, and resources offered by the Institute prior to enrolment in order to make an informed choice about their education options.

Prior to enrolment each student is provided with access to information in print or through referral to an electronic copy (email, hyperlinks, website www.ironwood.edu.au) including but not limited to

a) Course(s) information
   i. Course code
   ii. Course title
   iii. currency of the course as published on the National Register www.training.gov.au
   iv. estimated duration
   v. expected locations at which it will be provided
   vi. expected modes of delivery
   vii. name and contact details of any third party(s) that will provide training and/or assessment, and related educational and support services to the student on the Institute's behalf; and
   viii. work placement arrangements
   ix. fees payable to the Ironwood Institute; and payment terms and conditions including deposits and refunds
   x. Information on the implications for the student of government funding entitlements and subsidy arrangements in relation to the delivery of the services
   xi. Entry and ongoing learning requirements
   xii. materials and equipment requirements
b) Student rights and obligations
c) Ironwood's obligations to the student
d) Student Support Services
e) Other relevant policies at Ironwood official website www.ironwood.edu.au. (See Marketing and Student Information Policy for complete details).

Prospective students are always encouraged to visit the Ironwood Institute campus to inspect the facilities and have a face to face meeting with relevant training staff to discuss their needs and receive advice regarding course(s) selection considering the individual's existing skills and competencies.

2. Enrolment Assessment

Ironwood assesses whether the student's qualifications, experience and LLN are appropriate for the course for which enrolment is sought and comply with the entry requirements of the course(s). Please refer to Entry Requirements Policy (POL-ENR-08). Assessment for enrolment into courses will always be conducted in an ethical and responsible manner, ensuring fairness and compliance with the Ironwood Institute Access & Equity Policy.

Ironwood Institute will review the individual needs of each prospective student, considering their existing skills and competencies, advising them of the most appropriate training product to meet their needs.

The enrolment assessment decision will be communicated to the student.

3. **Confirmation of Enrolment**

   a) Upon acceptance of enrolment the student is provided with written confirmation of their enrolment, including a schedule for training and assessment dates, times, and location of training (as relevant to mode of learning).

   b) Course fees are payable in advance as per the Tax Invoice issued from Ironwood Institute within the terms of payment.

   Additional Notes

   c) Enrolments are subject to availability of places on the training program, based on the maximum number of students who can be accommodated under the circumstances (e.g., safety, capacity of training venue, type of course, learning structures etc within program).

   d) If a training program is fully booked at the time a student enquires about enrolment into that training program, they will be offered a place on another date that the program has been scheduled, which is not fully booked.

   e) Enrolments will be considered tentative until payment and the Unique Student Identifier has been received. Should enrolment numbers reach maximum, and another person wishes to enrol on a course where there is a tentative enrolment, then the tentative booked person will be contacted to confirm payment. If payment is not made, the place will be given to the new student.

   f) Where there are any changes to agreed services, Ironwood will advise the student as soon as practicable.

4. **Group Enrolments (Corporate Student/Employer)**

   a) The Director of Ironwood Institute negotiates training requirements with relevant company student representatives.

   b) Written confirmation is required to confirm course booking with the names of individual students included.

   c) Individual enrolment forms are required for all individual students and will be processed on individual applications.

5. **Special Needs of Students**

   Students intending to enrol for training are requested, to advise Ironwood Institute staff of any physical or other impairments/needs (e.g., language, literacy and numeracy difficulties, dyslexia, lack of confidence or a non-English speaking background) which may adversely affect their ability to successfully undertake the training. All students with special needs should be offered the same opportunities as any other student. Special needs will be considered from planning the delivery of training through to reasonable adjustment of assessments as appropriate. Please refer to Student Support Services Policy.

6. **Language, Literacy and Numeracy Abilities of Students**

   Students 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. Ironwood Institute will implement appropriate assessments and systems of support in relation to the identification of LLN challenges.

   If the student is under subsidized funding, then the process for the use of assessment tools such as UAN, SRNI, LaNCA and CSPA will be implemented. Please refer to the Appendix A: Process Map for the Upfront Assessment of Need for detailed information.

7. **Unique Student Identifier (USI)**

    All students are required to provide their **Unique Student Identifier**, in accordance with requirements of the Student Identifier Act 2014.

    Students will be advised on the process of obtaining a Unique Student Identifier if they do not already have one, via: http://www.usi.gov.au/Pages/default.aspx.

    Ironwood Institute will verify and maintain all Student Identifier numbers in its Student Management System (SMS).

8. **Recognition**

    Mutual Recognition, Credit Transfer and Recognition of Prior Learning are acknowledged and accepted as a standard practice of Ironwood Institute. Definitions in this document form the formal definitions and Ironwood Institute Recognition of Prior Learning Policy provides further clarification.

9. **Changes to Training and Assessment**

    Any changes to a training program, services or third-party provider will be advised to students, as soon as possible prior to the date the change is to occur.

    Where a course is re-accredited/superseded/removed/deleted or if the course rules have been altered or repealed, Ironwood Institute may allow students to complete their course under which they were enrolled or determine transition arrangements into a replacement course or any other arrangement for the completion of the course on the condition that such arrangements do not unreasonably disadvantage any affected students.

10. **Cancellation of Courses by Ironwood Institute**

    It is NOT Ironwood Institute normal policy to cancel scheduled training programs.

    However, if for some unforeseen reason a course is cancelled or postponed, all students will be offered the opportunity to attend the training program on another date, at another location (if available) or in another delivery mode.

    If, the student does not accept the offer, or for some reason the offer cannot be made, the course fees will be refunded in full within 10 working days of the date of the cancellation of the course. (See Domestic Fees, Charges and Refund Policy).

11. **Refund for Cancellation of Enrolment by Student**

    Refunds can be provided, in accordance with Ironwood Institute Domestic Refund Policy.

12. **Transfer of Enrolment**

    Should a student wish to amend/transfer their enrolment, the below identifies the conditions for such:

    a) Transfer to another "Course date" – Students can transfer to another course date, providing they make a request in writing a minimum of one week in advance. The transfer is subject to course availability.
    b) Transfer to another "Course" – Should a student wish to transfer to another course, they need to make the request in writing a minimum of 10 working days in advance. The transfer is subject to course availability.
    c) Transfer to another "Delivery mode" – Should a student, enrolled in a course, wish to transfer to another "delivery mode" for the same course they are able to do so, providing they make a request in writing a minimum of 10 working days in advance. The transfer is subject to course availability.

d) Transfer to another "Student" – Prior arrangement must be made no later than ten working days prior to the commencement of the course. An administration free is applicable for all transfers to another student.

e) Should a student wish to transfer to any of the above and does not provide written notice of at least <u>10 working days</u> in advance from the course commencement date, the student forfeits any pre-paid fees.

13. Re-Enrolments

Students who are deemed Not Yet Competent (NYC) for a failed unit/subject after the enrolment period has ended must re-enrol into that unit/subject in the next available enrolment period to continue in the course. Additional fees and charges may apply to repeat any failed or not yet competent (NYC) units/subjects.

14. Student Records of Enrolment and Privacy

a) Ironwood Institute is obligated to report all enrolments, in compliance with national reporting requirements. The RTO must collect and report on a range of accurate and complete data about operations.

b) The RTO must retain records of qualifications and statements of attainment issued for 30 years. In relation to Funded Activities Agreements (FAA), the RTO is required to keep all records and other documentation required to be kept under the Agreement for a period of at least 5 years after the later of the Expiry date of the Agreement; or such longer period as required by law.

c) All individual students have access to their own records, and the progress of their learning. This is enabled through the student management system.

d) **Privacy** - Student information can be disclosed without their consent where authorized or required by Australian law, to agencies including but not limited to:

    i. Australian Skills Quality Authority (ASQA)

    ii. Department of Innovation and Skills (www.innovationandskills.sa.gov.au) and National Centre for Vocational Education Research (NCVER).

Ironwood will collect, hold, use and disclose student personal information in accordance with the Privacy Act 1988 (Cth) as amended. All students have the right to access their personal file held by Ironwood and may also request that updates be made to information that is incorrect or out of date. For complete details refer to Ironwood Institute's Privacy Policy at www.ironwood.edu.au . The South Australian Government Information Privacy Principles, under which the RTO must comply in respect to all personal information received, created of held by Ironwood Institute for the purposes of the Agreement, are available on the Department of the Premier and Cabinet website www.dpc.sa.gov.au ("IPPs").

15. Fees

a) All course related fees (tuition, material, student amenities and other charges) are published on the Ironwood Institute website under the Schedule of Fees and students are made aware of the amount of the tuition contribution and other charges prior to enrolment.

b) Fees are collected in accordance with the Fees processes. (See Domestic Fees & Charges Policy)

c) Domestic students applying for government funding must meet the eligibility requirements and provide the required evidence prior to commencement in a training/course.

d) VET students who access government funded/supported course fees and charges must follow all publication requirements set out by the funding authority.

e) Additional fee-for-service tuition fees or Student Course Fees may apply to Government funded students who are required to repeat units/subjects, where the course funded hours have exceeded the maximum funded claimable hours set by the Government.

f) A student enrolling in a government funded course at the Certificate IV level and below, will be charged the concession fee if, prior to the commencement of training, they hold a current and valid:

    i. Health Care Card issued by the Commonwealth
    ii. Pensioner Concession Card
    iii. Veterans Gold Card, or
    iv. An alternative card or concession eligibility criterion approved by the Minister.

16. Student Induction

a) Ironwood Institute provides students with induction/orientation to ensure they have appropriate information to facilitate their interactions with Ironwood Institute and their learning.

b) Each student receives a copy of the Ironwood Institute Domestic Student Handbook which outlines key information including their rights and responsibilities as a student.

c) All students sign an acknowledgment that they have received, read and understood Ironwood Institute policies and details within the Ironwood Institute Domestic Student Handbook.

17. Admission Refused

A student may be refused admission to a course at Ironwood Institute for any one of the following circumstances, where they:

a) do not meet course requirements; or
b) have outstanding fees; or
c) have a previous record of expulsion; or
d) pose a risk to the safety of students, staff and or the Ironwood Institute community; or
f) any other reason at the discretion of the Director of Ironwood Institute.

18. Course Withdrawn

A student may have their enrolment in a course withdrawn by Ironwood Institute when:

a) The student has notified Ironwood Institute in writing that they no longer wish to continue with the course in which they are enrolled; or
b) The penalty of expulsion or suspension has been imposed under the Student Discipline Policy; or
c) The student has failed to attend classes for four consecutive weeks, and has not notified the Institute of their intention to continue the course and have received approval to continue; or
g) The student has failed to make satisfactory course progress and has exhausted the Complaints and Appeals processes: or
h) The student has failed to pay fees, charges or other financial penalties imposed by the Institute by the required date.

19. Enrolment Appeal

A student who wishes to appeal against an enrolment related decision by Ironwood Institute or make a complaint about the implementation of the Domestic Enrolment Policy & Procedure, may do so in accordance with the Student Complaints Policy and Procedure.

RECORDS MANAGEMENT

a) All documentation from Enrolment processes is maintained in accordance with the Ironwood Institute Records Management Policy.

b) Ironwood Institute protects the confidentiality of information collected about its students. All personal information collected for the purpose of application to enrolment will be treated as confidential in accordance with the Ironwood Institute Records Management Policy.

c) Student enrolment documentation and eligibility evidence is maintained in line with the Standards for RTOs 2015; any VET Funding Contract/s or Funding Agreement in place and any other legislative requirements.

d) An electronic copy of the student enrolment documentation (including but not limited to Pre-enrolment Assessment, LLN Assessment, SRNI/LaNCA reports, Statement of Fees, and a Training Plan) and eligibility evidence must be kept on the Student Management System (Axelerate) for each student.

RESPONSIBILITIES

The Director of Ironwood Institute is responsible for ensuring compliance with enrolment processes. Administration staff are responsible for correct and accurate enrolments in accordance with this policy and related procedures.

RELATED LEGISLATION AND REGULATIONS

- Standards for Registered Training Organizations (RTOs) 2015
- Australian Qualification Framework (AQF) and its Policies
- Fair Trading Act 1987 and Regulations
- Competition and Consumer Act 2010