ENROLMENT POLICY

SUMMARY

Admissions to courses are determined on the basis of the course entry requirements, course prerequisites and course admission requirements. The purpose of this policy is to ensure that:

- prospective students are provided with sufficient information to ensure that they make informed decisions regarding enrolment
- the RTO determines the appropriateness of the program of study for each student
- the RTO determines the applicant's current educational achievements and competencies
- the RTO identifies the student's prior learning, skills and experience that may result in Recognition of Prior Learning (RPL) or Credit Transfer (CT) in their chosen program
- the student has the appropriate level of Language Literacy and Numeracy (LLN) skills in order to achieve the competencies of the vocational program, and determine additional support needs if required
- all applicants seeking entry into a VET program have the appropriate digital capability necessary to be successful.

Standards for Registered Training Organisations 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, 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 and at a minimum includes the following content:

a) the code, title and currency of the training product to which the learner is to be enrolled, as published on the National Register;
b) the training and assessment, and related educational and support services the RTO will provide to the learner including the:
    i. estimated duration;
    ii. expected locations at which it will be provided;
    iii. expected modes of delivery;
    iv. 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; and

v. any work placement arrangements.

c) 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 certification documentation.

d) the learner's rights, including:
   i. details of the RTO's complaints and appeals process required by Standard 6; and
   ii. 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;

e) the learner's obligations:
   i. in relation to the repayment of any debt to be incurred under the VET FEE-HELP scheme arising from the provision of services;
   ii. any requirements the RTO requires the learner to meet to enter and successfully complete their chosen training product; and
   iii. any materials and equipment that the learner must provide; and

f) 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:

a) all relevant fee information including:
   i. fees that must be paid to the RTO; and
   ii. payment terms and conditions including deposits and refunds;

b) the learner's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies;

c) the learner's right to obtain a refund for services not provided by the RTO in the event the:
   i. arrangement is terminated early; or
   ii. the RTO fails to provide the agreed services.

Clause 5.4

Where there are any changes to agreed services, the RTO advises the learner as soon as practicable, including in relation to any new third party arrangements or a change in ownership or changes to existing third party arrangements.

POLICY

Seed Skills' applicants are assessed and enrolled using fair, equitable and transparent procedures on the basis of clearly defined, consistent, and equitable criteria.

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

Seed Skills will develop and disseminate clear information to prospective students prior to enrolment, including;

- Clear course information including content, vocational outcomes and pathways, fees and charges, refunds, recognition of prior learning,
- Information on rights and responsibilities, available welfare and support services, complaints and appeals procedures.

SCOPE

This policy applies to all enrolment applications received by Seed Skills. The policy also applies to Trainer/Assessors and administration staff within the Seed Skills RTO Team to ensure students are correctly interviewed and enrolled.

RESPONSIBILITIES

The CEO has overall responsibility for the RTO's adherence to this Policy.

The RTO Manager is responsible for effective implementation and management of this policy.

The RTO Administration Officer is responsible for correct and accurate enrolments in accordance with this policy and procedures.

The responsibilities of other parties are detailed in each procedure.

DEFINITIONS

Applicant refers a prospective learner who has submitted an application to enrol in a course or program of study with Seed Skills.

Employer the organisation that has a Service Agreement with Seed Skills to provide contextualised training and/or assessment to their employees

LLN means Language, Literacy, and Numeracy

Prospective Student refers to anyone who is considering enrolling with Seed Skills.

SMS means Student Management System

INFORMATION PROVIDED TO PROSPECTIVE STUDENTS

Prior to enrolment, each prospective student is provided access to the Student Handbook, Course Information Flier, Policies and Procedures as either a physical copy or by directing them to the Seed Skills website.

Prospective Students must confirm via the online enrolment form that they have read the referenced student policies.

ELIGIBILITY FOR COURSE ENROLMENT

A prospective student is eligible to enrol in a course or program of study at Seed Skills if they have met the criteria for admission as specified by the course requirements in the Training and Assessment Strategy (e.g. course pre-requisites, industry employment, eligibility requirements etc).

Prospective students who choose to study with Seed Skills will be required to undertake a formal pre-enrolment interview with a Trainer/Assessor and, where identified, complete an online Language, Literacy and Numeracy (LLN) Assessment. Both of these pre-enrolment measures are to ensure the prospective student is equipped with the necessary knowledge and skills to undertake the identified course or program of study.

If the applicant is unsuccessful in meeting any course requirements and thus their enrolment is rejected, Seed Skills will allow the person access to the appeals process.

ENROLMENT REQUIREMENTS

Students enrolled in a course or program of study are subject to the relevant regulations, policies and procedures of Seed Skills, which are summarised in the Student Handbook and full copies located on the Seed Skills website.

Unique Student Identifier (USI)

All students are required to obtain and provide their Unique Student Identifier (USI), in accordance with requirements of the Student Identifier Act.

Students will be advised and supported in obtaining a Student Identifier if they do not already have one, via www.usi.gov.au.

Seed Skills will verify and maintain all USI numbers in its student management system (SMS).

Evidence of identity

As part of Seed Skills' online enrolment form, prospective students must provide:

- Proof of citizenship
    - If they are an Australian or New Zealand citizen, either a copy of their Australian/New Zealand Passport or their Australian/New Zealand Birth Certificate.
    - If they are not an Australian or New Zealand citizen, a full copy of their current Visa.
- Proof of Address
    - Australian Driver's Licence (front and back), or
    - a recent utility bill (electricity, water, gas etc), or
    - 18+ Government Issued Identification

Highest full qualification achieved

Prospective students must provide a copy of the highest full qualification their have achieved (Certificate and Academic Transcript). This will assist Seed Skills admissions staff and trainer/assessors in determining whether the prospective student is required to undertake an online LLN Assessment.

Refer to the Student Support Policy for further information.

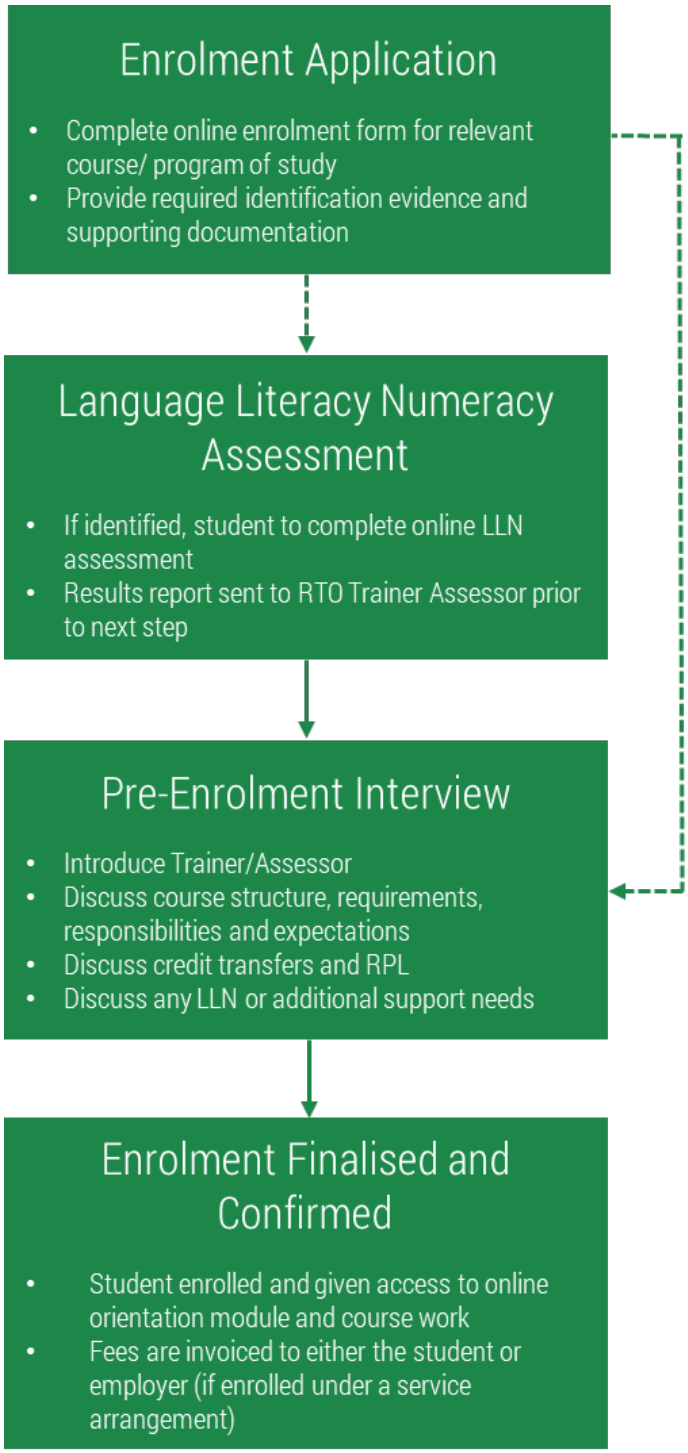
DIGITAL CAPABILITY

To participate and complete a course or program of study with Sed Skills, students are required to have or have access to minimum IT resources as follows:

- a computer/tablet with Microsoft Office 2007 or equivalent,
- enabled use of a web camera and headset with microphone.
- a landline or mobile phone
- internet access
- printer, photocopier and scanner

ENROLMENT FOR TRAINING AND ASSESSMENT PATHWAY

OVERVIEW OF ENROLMENT PROCESS



ENROLMENT PROCEDURE

Enrolment Application

Step	Responsible Party	Supporting Documents
• Complete online enrolment form in full, including all supporting evidence	Applicant	Online enrolment form via the Seed Skills website
• Review enrolment application and ensure all supporting evidence has been provided ○ If any evidence is missing or insufficient, email the student requesting more information	Administration Officer	Submitted enrolment form through the SMS
• If an LLN Assessment is required, enrol the applicant in ACER's online Core Skills Profile for Adults (CSPA) assessment	Administration Officer	Submitted enrolment form through the SMS Online Core Skills Profile for Adults (CSPA) assessment (https://oars.acer.edu.au/seed-skills)
• Notify Trainer/Assessor once all supporting evidence has been provided and LLN Assessment has been completed. • If required, forward a copy of the LLN Assessment report to the Trainer/Assessor	Administration Officer	

Pre-Enrolment Interview

The Pre-enrolment interview consists of the following stages which must occur prior to a student's formal enrolment:

Step	Responsible Party	Supporting Documents
• Contact the prospective student via phone to schedule the pre-enrolment interview at a mutually agreed upon time. ○ If LLN assessment is required, RTO Training Partner to remind student that this needs to be	Trainer/Assessor Applicant	

Step	Responsible Party	Supporting Documents
completed prior to the pre-enrolment interview.		

• Prior to the pre-enrolment interview, if applicable:
  ○ Provide all outstanding enrolment documentation to the RTO Administrator
  ○ Complete online LLN assessment
• Be available for the organised pre-enrolment interview scheduled.
	Applicant	

• Conduct pre-enrolment interview either via phone or teleconference
  ○ Complete all parts of the Pre-enrolment Interview Checklist, making any notes or comments within the document
  ○ Develop Course Progression Plan
  ○ Identify if the applicant has achieved LLN and digital capability skills and the required ACSF level.
  ○ If student has LLN or other support needs, complete a Student Support Plan
	Trainer/Assessor
	Applicant
		Pre-enrolment Interview Checklist
		Course Progression Plan
		Student Support Plan (if applicable)

• Inform applicant of required actions (if applicable)	Trainer/Assessor	
• Make determination on how to proceed with application • Notify RTO Administrator of outcomes of Pre-enrolment interview • Forward all documentation to RTO Administrator	Trainer/Assessor	

Finalise and Enrol

The applicant's enrolment is finalised in the SMS

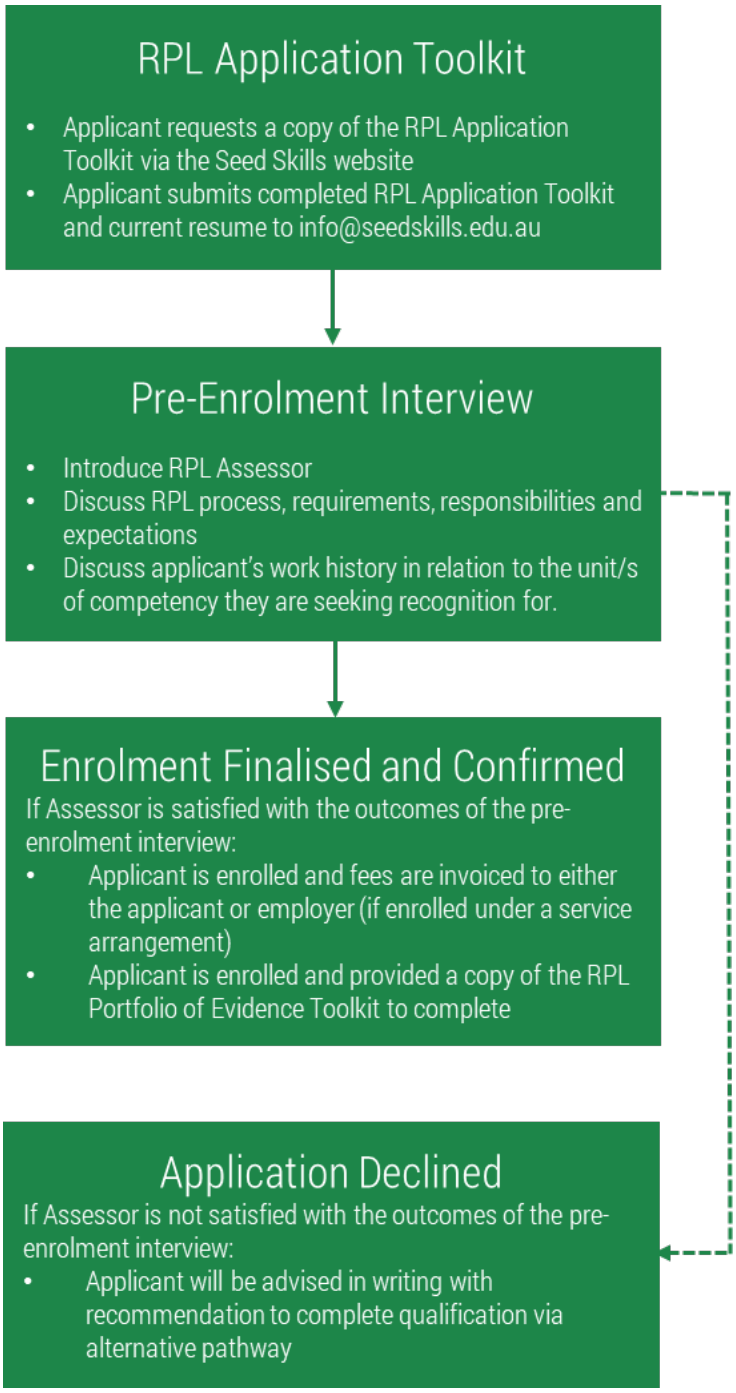
Step	Responsible Party	Supporting Documents

• If the Trainer/Assessor recommends the applicant be enrolled:
  ○ Enrol the student in their course or program of study following the enrolment procedures in the Administration manual.
  ○ Enrol the student in the Orientation module in the LMS.
	RTO Administration Officer	

• If the Trainer/Assessor does *not* recommend the applicant be enrolled, the enrolment application is rejected and the applicant notified via email	RTO Administration Officer	
• Upload all documentation to the applicant's file in the SMS	RTO Administration Officer	Pre-enrolment Interview Checklist Course Progression Plan Student Support Plan (if applicable) LLN Assessment Report (if applicable)

ENROLMENT FOR ASSESSMENT ONLY (RPL) PATHWAY

OVERVIEW OF ENROLMENT PROCESS



ENROLMENT PROCEDURE

RPL Application Toolkit

Step	Responsible Party	Supporting Documents
• Request a copy of the RPL Application Toolkit via a 'contact us' enquiry form on the Seed Skills website	Applicant	Online enquiry form via the Seed Skills website
• Email a copy of the RPL Student Handbook and RPL Application Toolkit to applicant	Administration Officer	RPL Student Handbook RPL Application Toolkit
• Read RPL Student Handbook • Complete RPL Application Toolkit • Email completed RPL Application Toolkit and current resume to info@seedskills.edu.au	Applicant	RPL Student Handbook RPL Application Toolkit
• Notify RPL Assessor once RPL Application Toolkit and resume have been provided	Administration Officer	

Pre-Enrolment Interview

The Pre-enrolment interview consists of the following stages which must occur prior to a candidate's formal enrolment:

Step	Responsible Party	Supporting Documents
• Contact the applicant via phone to schedule the pre-enrolment interview at a mutually agreed upon time	RPL Assessor	

• Conduct pre-enrolment interview either via phone or teleconference
  ○ Complete all parts of the RPL Pre-enrolment Interview Checklist, making any notes or comments within the document
  ○ Develop RPL Plan
	RPL Assessor
	Applicant
		RPL Pre-enrolment Interview Checklist
		RPL Plan

• Inform applicant of required actions (if applicable)	RPL Assessor	

Step	Responsible Party	Supporting Documents
• Make determination on how to proceed with application • Notify RTO Administrator of outcomes of Pre-enrolment interview • Forward all documentation to RTO Administrator	RPL Assessor	RPL Pre-enrolment Interview Checklist RPL Plan

Finalise and Enrol

The applicant's enrolment is finalised in the SMS

Step	Responsible Party	Supporting Documents
• If the Trainer/Assessor recommends the applicant be enrolled: ○ Enrol the student in their course or program of study following the enrolment procedures in the Administration manual.	RTO Administration Officer	RPL Application Toolkit
• Upload all documentation to the applicant's file in the SMS	RTO Administration Officer	RPL Application Toolkit RPL Pre-enrolment Interview Checklist RPL Plan Copy of initial online enquiry form via the Seed Skills website

GENERAL GUIDANCE

CANCELLATION OF ENROLMENT BY THE STUDENT

A student may cancel their enrolment in a course or program of study prior to their course commencing or at any time during their enrolment period.

Students who wish to cancel their enrolment with Seed Skills should notify their Trainer/Assessor and the RTO Administration Officer as soon as possible by completing an Enrolment Cancellation form.

A student who cancels their enrolment in a course ceases to be a student of Seed Skills. As such, they must reenrol should they wish to resume their studies with Seed Skills.

Where a student has cancelled their enrolment, they may be eligible for a partial or full refund of course fees paid. Refer to the relevant Fee Structure for further details.

CANCELLATION OF ENROLMENT BY AN EMPLOYER

If a student is enrolled in a course or program of study under a service agreement with their employer, the employer can choose to cancel the enrolment at any time so long as there is reasonable justification to do so. Reasonable justification in this context means that decisions are based on adequate reasons supported by credible evidence, when weighed by an unprejudiced mind, guided by common sense and by correct rules of law.

The student's manager should notify the Trainer/Assessor and the RTO Administration Officer as soon as possible by completing an Enrolment Cancellation form.

CANCELLATION OF COURSES BY THE RTO

It is NOT general policy for Seed Skills to cancel scheduled courses or programs of study.

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, in the event that the student does not accept the offer, or for some reason the offer cannot be made, the course fees will be refunded in accordance with the refund information in the relevant Fee Structure.