

ENROLMENT POLICY

PURPOSE

Vigil Training College is committed to providing quality training and assessment in accordance with Standards for Registered Training Organisations (SRTOs 2015). This policy provides the framework and general principles for the selection and enrolment of Vigil Training College's students.

The policy has been designed to ensure that Vigil Training College abides to its enrolment approach of providing fair and equitable process for student enrolment and providing students with accurate and sufficient information to make an informed decision about their enrolment and training pathway.

POLICY PRINCIPLES

Vigil Training College will use a systematic, non-discriminatory and transparent process to select and enrol its students. This selection and enrolment process ensures that all relevant legislation requirements are met. All Vigil Training College prospective students are well informed and receive a high level of service and support throughout the selection and enrolment process.

To achieve this, Vigil Training College will abide to the following principles:

Information to Students

1. Prior to enrolment, each student is provided with access to a Student Handbook, course information, and student policies. In order for prospective students to make informed decisions about their studies, Vigil Training College provides students with information about the RTO's training products and services, information on training and assessment and access to student support.
2. Information provided to the prospective students include but is not limited to:
 - a. RTO information
 - i. Legal entity name
 - ii. Trading name
 - iii. Contact details and location addresses and delivery sites
 - iv. RTO Code
 - b. Campus information and locations with general description of facilities, equipment, and learning and support resources available to students
 - c. Full training product information as published in the National Register / Course code(s) and title(s)
 - d. Course(s) content, duration, qualification offered (if applicable), modes of study, assessment methods, possible course outcomes and pathways
 - e. Course entry including any educational qualifications, English language proficiency, work experience required, licensing etc. and whether course credit may be applicable
 - f. Process to assess student qualifications, experience, literacy and numeracy proficiency appropriate for the course for which enrolment is sought
 - g. Training and assessment arrangement
 - h. Any online and/or work-based training, placements, and/or other community-based learning and/or collaborative research training arrangements

- i. Enrolment and selection process, RPL, credit transfer and information about grounds on which the student's enrolment may be deferred, suspended or cancelled
- j. Course related fees including indicative tuition and non-tuition fees and advice on the
- k. potential for fees to change during the student's course
- l. Refund and cancellation policy and process
- m. Details of any third-party arrangements with another registered provider, person or business to provide a range of services on behalf or part of the RTO.
- n. Name and contact details of third-party providers and third-party obligations
- o. Information on issuance of Certification Documentation
- p. Additional support services and provisions of the RTO
- q. Flexible learning and assessment options
- r. Complaints and appeals policy and process
- s. Student responsibilities and expected behaviour
- t. Materials and resources to be provided by the student
- u. Privacy information

Enrolment of Individual Students

1. Enrolment into training programs will be conducted in an ethical and responsible manner, ensuring fairness and compliance with the Vigil Training College's Access and Equity Policy at all times.
2. Vigil Training College will ensure that there is a valid enrolment for each learner. A valid enrolment is a complete, signed, and dated AVETMISS complaint enrolment form.
3. Enrolments are subject to availability of places on the training program, based on the maximum number of students who can be accommodated under the particular circumstances (e.g. safety, capacity of training venue, type of course, learning structures etc.) within program.
4. Students are only offered places in courses for which they have been assessed as having the appropriate skills and experience.
5. No new enrolments or commencements will be accepted into any training product that has been removed or deleted from the National Register.
6. Enrolments will be considered tentative until payment and the USI has been received.
7. Should enrolment numbers reach maximum, and another person wishes to enrol on a course where there is a tentative enrolment booked, the tentative booking will be contacted to confirm payment. If payment is not made the place will be given to the new student.

8. In order to protect consumers under 18 years of age, guardian consent will be required for enrolment.
9. All students are confirmed enrolled on courses and are advised in writing that their place on the course is confirmed once they have completely fulfilled the following:
 - a. Once student application is completed
 - b. All required pre-enrolment documents and supporting evidence received
 - c. Fees paid in accordance with Vigil Training College's Fee Administration and Refund Policy
 - d. Consent, acknowledgement, and declarations read, understood and signed

Assessment of English Language Proficiency, Qualification, and Individual Student Needs

1. Vigil Training College will assess whether the student's English language proficiency and qualification is appropriate for the course for which enrolment is sought. This assessment is done prior enrolment of the student.
2. For courses with no minimum entry level of English required Vigil Training College may accept students and offer English language support if needed. Fees involved with additional English language support, or any support needs shall be provided to the student prior enrolment.
3. Vigil Training College will conduct assessment of needs before commencement of training or after Vigil Training College confirms the student's eligibility (if applicable). In such cases Vigil Training College will ensure that the assessment of need is undertaken at the earliest possible opportunity and any identified support needs issues are managed. Upfront assessment of need is done by conducting the following:
 - a. ***Special Needs and Disability***
 Students intending to enrol for training are requested to advise of any physical or other impairments and needs (e.g. English language difficulties, dyslexia) which may adversely affect their ability to successfully undertake the training. (See Vigil Training College Additional Support Policy)
 - b. ***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. This is done by conducting LLN assessment as part of the enrolment process (See Vigil Training College's Additional Support Policy for more information)
 - c. ***Recognition of Prior Learning (RPL), Credit Transfer and Amount of Learning***
 Mutual Recognition, Credit Transfer and Recognition of Prior Learning are acknowledged and accepted as a standard practice of Vigil Training College. Each student's skills and experiences relevant to respective vocational competencies are considered in the development of their learning plans.

4. Vigil Training College determines how the student's existing skills, knowledge and experience impacts the amount and level of training they will provide to each student prior enrolment.
5. Vigil Training College ensures that students are made aware of opportunities for recognition prior to enrolment or commencing training and that adequate information, support and opportunities are provided to students to engage in Recognition of Prior Learning process.

Unique Student Identifier (USI)

1. All prospective students are required to provide their unique Student Identifier, in accordance with requirements of Student Identifier Act.
2. Vigil Training College will advise prospective students with no Student Identifiers on how to obtain one and refer them to USI website: <http://www.usi.gov.au>
3. Vigil Training College will apply for a Student Identifier through the Student Identifiers Registrar on behalf of the student who have provided authorisation to Vigil Training College.
4. Vigil Training College will verify and maintain all Student Identifier provided by the student through its Student Management System (SMS).

Notification of Enrolment

1. Upon acceptance of enrolment Vigil Training College provides students with a written confirmation of enrolment and all necessary enrolment documents needed by the student to start their training. This includes:
 - a. USI details (if applied for the client)
 - b. Student log in
 - c. Training resources and how to access them
 - d. Any online and/or work-based training, placements, and/or other community-based learning and/or collaborative research training arrangements
 - e. Trainer and assessor information
 - f. Details of the fee chargeable
 - g. Information on how to access support
2. Each client receives a copy of the Student Handbook which outlines key information including their rights and responsibilities as a learner.
3. All clients sign an acknowledgment that they have received, read and understood Vigil Training College policies and details within the Student Handbook.

Cancellation of Courses

1. It is NOT Vigil Training College's normal policy to cancel scheduled training programs.
2. Vigil Training College will ascertain the reason if an enrolled student indicates that they wish to discontinue training. If Vigil Training College finds that the reason for such is related to the performance and delivery and assessment of its training, Vigil Training College will make

reasonable efforts to address the student concerns related to the delivery and assessment of training.

3. If for some unforeseen reason (provided by the student) the student decides to cancel training, Vigil Training College will offer the student an opportunity to attend the training program on another date, at another location (if available) or in another delivery mode.

Client Records of Enrolment

1. Vigil Training College is obligated to report all enrolments, in compliance with national reporting requirements. (See Vigil Training College's Reporting and Records Management Policy)
2. Individual client records are created for each enrolment and maintained for a period of 30 years.
3. Records of written agreements as well as receipts of payment made under the written agreement will be retained for at least two (2) years after the student ceases to be an accepted student of Vigil Training College.
4. Vigil Training College will ensure that all individual clients have access to their own records, and the progress of their learning.
5. Vigil Training College will only create student records when there is evidence of a valid student enrolment.

Fees and Enrolment

1. Fees are collected in accordance with fee processing. (See Vigil Training College's Fee Administration and Refund Policy)
2. Vigil Training College will publish and make available to the student and/or employer all tuition and non-tuition fees and charges and its refund policy.
3. Vigil Training College will only charge the published tuition fee.

MONITORING AND IMPROVEMENT

Vigil Training College Administration Manager will be responsible for ensuring compliance with the Student Enrolment Policy and Processes. All Administration Staff are responsible for the correct and accurate enrolment in accordance with this policy and relevant procedural documents.

All enrolment practices will be monitored by Vigil Training College's Administration Manager. Areas for improvement will be identified and discussed during the Continuous Improvement Meetings. (See Continuous Improvement Policy)

Students are encouraged to provide feedback on their experience through Vigil Training College's continuous improvement process.

Students are able to make a complaint or appeal an enrolment decision as per Vigil Training College's Complaints and Appeals Policy.

VERSION CONTROL

Version Control Table					
Date	Summary of Modifications	Modified by	Version	Date of Implementation	Next Review Date
01/07/2022	Document creation	Sehaj Chawla	v. 1.0	01/07/2022	01/02/2023

RTO INFORMATION

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RTO/Company Name	Vigil Training College
RTO Code	40877
Manager	Administration Manager