

POLICY & PROCEDURE

STUDENT ENROLMENT

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1. Purpose

- 1.1 The purpose of this Policy is to ensure Allens Training maintains compliance against Standards for Registered Training Organisations (RTOs) Specifically but not exclusively Clause 5.1– 5.3 and applicable legislative requirements.
- 1.2 It is the aim of the policy to ensure all students enrolling in to Allens Training Pty Ltd RTO 90909 courses are provided with clear information on course requirements, enrolment procedures, fees, refunds and withdrawals. Additionally, that these students can also gain access to assistance with regards to special requirements including but not limited to RPL and LLN requirements.

2. Scope

- 2.1 This policy relates to Allens Training Pty Ltd RTO 90909, its trainers and assessors and employed staff. It includes any third party providing services on behalf of the RTO, including their trainers and assessors and administration staff. It is specifically aimed at all students of the RTO and it's third party providers.
- 2.2 Allens Training Pty Ltd is a registered training organisation (RTO) – Registered Provider No. 90909.

All details of Allens Training Pty Ltd registration can be found in the National Register <https://training.gov.au/Organisation/Details/90909> including its scope of registration.

3. Policy Statement

- 3.1 Allens Training Pty Ltd. is committed to ensuring all students are enrolled into its courses in a consistent and compliant manner.
- 3.2 As a registered training provider providing nationally recognised training to students, it is our responsibility to provide clear and accurate information to prospective students before enrolment. It is our policy that:
- a. Students are provided with sufficient information prior to or upon enrolment so they are able to make an informed decision to undertake a course with Allens Training or a third party provider delivering training and assessment on our behalf;
 - b. Every student is provided with clear and accurate information about the course type, mode of delivery, timeframes, fees and charges and entry requirements prior to enrolment and payment;
 - c. Every student has access to the Student Handbook, Refund Policy, Complaints Policy and terms and conditions;
 - d. Students have access to the terms and conditions of the course in the Student Written Agreement;
- 3.3 Allens Training is able to provide information to students prior to and upon enrolment using three main tools:
- a. Student Handbook – The student handbook contains within it everything a student needs to know about Allens Training Pty Ltd RTO 90909 including but not limited to their rights, responsibilities, how processes like RPL are handled, information about support including LLN and technical requirements, privacy, refunds, and where to find detailed course information and other resources. All students acknowledge as part of the enrolment process that they have reviewed and accept the rights and responsibilities as outlined in the student handbook.
 - b. Training Desk – The Training Desk Online Student and Learning Management System facilitates an automated online enrolment process which is consistent and compliant. It is also customisable for each course type to ensure that specific acknowledgements can be collected for every student as to specific requirements for each course. Every student is enrolled into Training Desk, no certificate or statement of attainment can be issued if the student is not correctly entered and enrolled into Training Desk. For the most part students themselves follow the online enrolment process on an internet connected device of their choosing, using a secure training desk account which is theirs through the student portal. Third party providers and trainers can assist students in this process as necessary.
 - c. Manual Enrolment Form – Sometimes it is not possible for a student to enrol into Training Desk prior to commencing the face to face component of their course. Whilst this is a rare occurrence, it does happen, as such for every course there is a resources area in Training Desk where Trainers and 3rd Party providers can download our standard Manual Enrolment Form. This form is completed by the student prior to commencement of training. The form is then taken by the Trainer and the student's details are entered into Training Desk by the Trainer or an administrator of the 3rd Party provider.
- 3.4 Through their Training Desk Portal, students enrolled into a course with Allens Training, or their third party providers delivering training and assessment on their behalf, can:
- a. Access and download copies of the student handbook, policies and procedures and forms;
 - b. Access details of their enrolments, completions and course progress;
 - c. Access course manuals, materials and resources;
 - d. Complete their online learning;
 - e. Download and print their AQF certificates for competencies successfully achieved.

4. Procedures

Online Enrolment

- 4.1 The Administrator for the 3rd Party Provider or Allens Training Pty Ltd RTO 90909 will setup a booking which may contain 1 or more courses within it, which in turn have Trainer's assigned and Students "invited" to enrol.
- 4.2 Emails are sent to students inviting them to confirm their enrolment through the Training Desk student portal. If the student does not have an existing password, they can set one up as part of this process. This email gives the student basic information about the course.
- 4.3 Once logged in to the Training Desk Student Portal, the student is presented with an enrolment wizard which walks them through the process of confirming their personal information, AVETMISS data, USI and can confirm any Acknowledgements including the standard Student Handbook acknowledgement.
- 4.4 After this process is complete the student is enrolled into the course and is presented with a Course Summary page, on this page is detailed course information, and links for them to complete any necessary online pre-course work that might be relevant to the course as well as contact information for their training provider in case they need to discuss any further specific requirements prior to the training.

Manual Enrolment

- 4.5 From time to time, it is not possible for a student to follow the preferred process of Online Enrolment. In this case a trainer can use a Manual Enrolment Form. These forms are available to every 3rd Party Provider and Trainer via the Training Desk Portal in the resources section for each Course Type.
- 4.6 Each student who cannot enrol online is given a copy of the Manual Enrolment Form to fill out prior to commencing training. The student handbook and any detailed course information required to make an informed decision prior to filling out this form is also made available to the student.
- 4.7 Once the form is complete, the trainer will organise for the student's details to be entered into the Training Desk system. The student will be given an online account and they will be able to access all the relevant information via this account once they set up their password.

5. Responsibilities

Handling of Enrolments

- 5.1 The General Manager of Services is responsible for ensuring all students are enrolled correctly into the Training Desk system. This includes but is not limited to ensuring all 3rd Party Providers and their Trainers are aware of how to use the Training Desk System and the Manual Enrolment Form.

Compliance, monitoring and review

- 5.2 The General Manager of Regulatory Compliance is responsible for implementing, reviewing, monitoring, and ensuring compliance with this policy.

Reporting

- 5.3 The General Manager of Regulatory Compliance is responsible for collating and submitting the NCVET / AVETMISS data which is collected through the enrolment process as required.

Records management

- 5.4 Employees must maintain all records in Training Desk relevant to administering this policy securely.

6. Definitions

Terms and definitions

Training Desk – means the software system used by the RTO to manage the student's enrolment, learning, and certificate / statement of attainment issuance.

RPL – means Recognition of Prior Learning

LLN – means Language, Literacy and Numeracy

AVETMISS – means Australian Vocational Education and Training Management Information Statistical Standard

NCVER – means National Centre for Vocational Education Research

3rd Party Provider – means an organisation who has a registered agreement with the RTO to provide training, assessment and associated services on behalf of that RTO.

7. Related Legislation & Documents

[Standards for Registered Training Organisations \(RTOs\) 2015](#)

[National Vocational Education and Training Regulator Act 2011](#)

National Register – www.training.gov.au

8. Feedback

8.1 Feedback about this document can be emailed to compliance@allenstraining.com.au.

9. Approval and Review Details

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CEO			June and December of each year
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