Enrolment Policy

Document number	POL-AuPI-Enrolment_070625_v.2.0
Last review	7 June 2025
Implementation Date	16 June 2025
Authority	Chief Executive Officer
Next review	6 June 2026
Related policies	▪ Marketing Policy ▪ RPL and Credit Transfer Policy ▪ Additional Support Policy ▪ Fee Administration and Refund Policy ▪ Privacy Policy ▪ Records Management Policy
Related procedures	▪ Credit Transfer Procedure ▪ RPL Procedure ▪ Additional Support Procedure ▪ Enrolment Procedure ▪ Refund Procedure ▪ Records Management Procedure

Forms and supporting documents	▪ Student Handbook
	▪ Brochure
	▪ Pre-Enrolment Assessments
	    o RPL Eligibility
	    o LLN Assessment
	    o Interview Form
	▪ Enrolment Form
	▪ Credit Recognition Form
	▪ RPL Application Form
	▪ Training Plan
	▪ Fees and Charges Schedule

Enrolment Policy

Enrolment Policy

PURPOSE

1. The purpose of this Policy is to establish the bases of enrolment procedures for the Australian Polytechnic Institute, including its development, review, approval, and implementation.
2. The decision-making authority upon which this Policy is based follows existing regulatory requirements stipulated in the Standards for Registered Training Organisations 2015 (SRTOs 2015), and corresponding directions provided through its regulator, the Australian Skills Quality Authority (ASQA). In particular:
   - Clause 4.1 – Provide accurate and accessible information to prospective students
   - Clauses 5.1 to 5.3 – Informing and protecting students
   - Clause 6.3 – Protecting pre-paid fees by students
   - Clause 3.5 – Accept and provide credit to learners

SCOPE

This Policy applies to all Australian Polytechnic Institute Enrolments, including all admissions staff and learners enrolling on any nationally accredited training offered by Australian Polytechnic Institute, regardless of the location and mode of delivery.

POLICY STATEMENT

Australian Polytechnic Institute will use a systematic, non-discriminatory and transparent process to select and enrol its learners. These selection and enrolment processes ensure that all relevant legislation and funding program requirements are met. All Australian Polytechnic Institute prospective learners are well informed and receive a high level of service and support throughout the selection and enrolment process.

Before enrolment or commencement of training or assessment activities (Note that in this context, assessment includes the collection or analysis of evidence for recognition of prior learning (RPL) activities.), Australian Polytechnic Institute provides clear information to its prospective learners (*see Marketing Policy and Procedure*).

1. Information to Learners
   1.1. Prior to enrolment, each learner is provided with access to a student handbook, course information, and student policies. For prospective learners to make informed decisions about their studies, **Error! Reference source not found.** provides learners with information about the RTO's training products and services, information on training and assessment and access to student support.

   1.2. Information provided to the prospective learners may include, but is not limited to:
   1.2.1. RTO information and code;
   1.2.2. possible course outcomes and pathways;
   1.2.3. full training product information as published in the national register;
   1.2.4. estimated course duration;
   1.2.5. training and assessment arrangement;
   1.2.6. mode of training delivery;
   1.2.7. enrolment and selection process;
   1.2.8. name and contact details of third-party providers (if applicable);
   1.2.9. third party obligations (if applicable);
   1.2.10.   work placement arrangements (if applicable);

1.2.11.   fees and other charges;

1.2.12.   issuing of Certification information;

1.2.13.   refund policy and process;

1.2.14.   additional support provisions;

1.2.15.   flexible learning and assessment options;

1.2.16.   complaints and appeals process;

1.2.17.   RPL and credit transfer;

1.2.18.   learner responsibilities and expected behaviour;

1.2.19.   Materials and resources to be provided by the learner;

1.2.20.   privacy information.

2. Enrolment of Individual Learners

2.1. Enrolment into training programs will be conducted ethically and responsibly, ensuring fairness and compliance with the **Error! Reference source not found.** Additional Support Policy at all times.

2.2. **Error! Reference source not found.** will ensure that there is a valid enrolment for each learner. A valid enrolment is a complete, signed and dated AVETMISS-compliant enrolment form.

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

2.4. No new enrolments or commencements will be accepted into any training product that has been removed or deleted from the national register.

2.5. Enrolments will be considered tentative until payment and the USI have been received.

2.6. Should enrolment numbers reach maximum capacity, and another person wishes to enrol in a course where there is a tentative enrolment booked, the tentative booking will be contacted to confirm payment. If payment is not made, the enrolment will be given to the new learner.

2.7. In order to protect consumers under 18 years of age, guardian consent will be required for enrolment.

2.8. All learners are confirmed enrolled and are advised in writing that their place in their respective courses is confirmed after they have fulfilled the following:

2.8.1. The learner application is completed.

2.8.2. All required pre-enrolment documents and supporting evidence received.

2.8.3. Fees paid following **Error! Reference source not found.**'s Fee Administration and Refund Policy.

2.8.4. Consent, acknowledgement and declarations read, understood and signed.

3. Assessment of Need

3.1. **Error! Reference source not found.** will conduct an assessment of needs before commencement of training or after confirming the learner's eligibility (if applicable). In such cases, **Error! Reference source not found.** 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:

3.1.1. Special Needs and Disability
Learners 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 undertake the training successfully. (See Additional Support Policy)

3.1.2. Language, Literacy and Numeracy Abilities of Learners
Learners 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 Additional Support Policy for more information)

3.1.3. Competency Assessment
Learners are assessed on their present knowledge and previous experience of the relevant course they are enrolling on. Using the information provided in the enrolment form and the outcome of the Pre-enrolment Assessment Form, the assessor can determine the best training plan to suit the learner's needs.

3.1.4. Recognition of Prior Learning, Credit Transfer and Amount of Learning
Mutual recognition, credit transfer and recognition of prior learning (RPL) are acknowledged and accepted as a standard practice of **Error! Reference source not found.**. Each learner's skills and experiences relevant to respective vocational competencies are considered in the development of their learning plans. **Error! Reference source not found.** determines how the learner's existing skills, knowledge and experience impact the amount and level of training they will provide before enrolment.

3.2. **Error! Reference source not found.** ensures that learners are made aware of opportunities for recognition prior to the commencement of training and that adequate information, support and opportunities are provided to learners to engage in RPL.

4. Unique Student Identifier (USI)

4.1. All prospective learners are required to provide their Unique Student Identifier, following the requirements of the Student Identifier Act.

4.2. **Error! Reference source not found.** will advise prospective learners with no USIs on how to obtain one and refer them to the USI website: *http://www.usi.gov.au/Pages/default.aspx.*

4.3. The Australian Polytechnic Institute will then shred the personal information provided by learners after they have successfully obtained a USI for themselves.

4.4. It will verify and maintain all student identifiers provided by the learner through its Student Management System (SMS).

5. Notification of Enrolment

5.1. Upon acceptance of enrolment **Error! Reference source not found.** provides learners with a written confirmation of enrolment and all necessary enrolment documents needed by the learner to start their training. This includes:

5.1.1. USI details (if applied for the client);

5.1.2. Student log in;

5.1.3. Training resources and how to access them;

5.1.4. trainer and assessor information;

5.1.5. subcontracting arrangements (if applicable);

5.1.6. Details of the fee chargeable;

5.1.7. Information on how to access support.

5.2. Each client receives a copy of the student handbook, which outlines key information including their rights and responsibilities as a learner.

5.3. All clients sign an acknowledgment that they have received, read and understood **Error! Reference source not found.** Policies and details can be found in the student handbook.

6. Cancellation of Courses

6.1. It is NOT normal policy to cancel scheduled training programs.

6.2. **Error! Reference source not found.** will ascertain the reason if an enrolled learner indicates that they wish to discontinue training. If **Error! Reference source not found.** finds that the reason is related to the performance, delivery, and assessment of its training, it will make reasonable efforts to address concerns related to the delivery and assessment of training.

6.3. If, for some unforeseen reason, the learner decides to cancel training, **Error! Reference source not found.** will offer the learner the opportunity to attend the training program on an alternative date, at an alternative location (if available), or in an alternative delivery mode.

7. Transfer of Enrolment

7.1. **Transfer to another "course date"** – Only requests made more than a week before the commencement of training will be entertained. Requests for transfers to other course dates made within a week of the commencement of training will be considered invalid.

Requests must be made in writing. Transfer approvals are subject to course availability.

7.2. **Transfer to another "course"** – Clients who wish to transfer to another course must submit their request in writing more than a week before the commencement of training. Requests submitted within a week of the commencement of training will be considered invalid. Transfer approvals are subject to course availability.

7.3. **Transfer to another "delivery mode"** – Clients may request a different delivery mode for the same course, but must submit their request in writing more than a week before the commencement of training. An administration fee may apply to all transfers to another course delivery mode.

Transfer approvals are subject to course availability. If the clients fail to provide written notice of their request more than a week in advance, they forfeit the full course fee.

7.4. **Transfer to another "client"** – enrolment is non-transferable.

8. **Client Records of Enrolment**

   8.1. **Error! Reference source not found.** is obligated to report all enrolments, in compliance with national reporting requirements. (*see Records Management Policy and Procedures)*

   8.2. Individual client records are created for each enrolment and maintained for a period of 30 years. (*see Records Management Policy and Procedures)*

   8.3. **Error! Reference source not found.** will ensure that all individual clients have access to their records, and the progress of their learning. This is enabled through the learner management system. (*see Records Management Policy and Procedures)*

   8.4. **Error! Reference source not found.** will only create learner records when there is evidence of a valid enrolment.

9. **Fees and Fee Waivers**

   9.1. Fees are collected following the Fee Administration procedure. (See Fee Administration and Refund Policy and Procedure)

   9.2. **Error! Reference source not found.** will publish and make available to the learner and employer all fees and charges, and its fees relating to training and its refund policy. The fees and charges may include:
   9.2.1. compulsory fees;
   9.2.2. additional charges or co-contributions;
   9.2.3. methods of collection;
   9.2.4. refund information.

   9.3. **Error! Reference source not found.** will only charge the published tuition fee

RESPONSIBILITIES

10. **Compliance, monitoring and review**

    10.1. The CEO of Australian Polytechnic Institute has overall responsibility to ensure all enrolments are processed following the regulatory standards. This includes:
    10.1.1.   Ensuring that this Policy is reviewed and revised accordingly to maintain compliance with relevant regulatory and industry standards,
    10.1.2.   Ensuring that the Enrolment Procedures and corresponding implementation systems and tools comply with the Policy requirements, and
    10.1.3.   Ensuring that all relevant staff facilitate the enrolment following the Enrolment Policy and Procedures
    10.2. The practical application of this Policy, including the activities and tasks associated with processing enrolments, can be delegated to other persons, including:
    10.2.1.   Ensuring students are provided with all relevant information to make informed decisions before enrolling

10.2.2.   Ensuring all students enrolled on any nationally accredited training program offered by the Australian Polytechnic Institute meet all the criteria for enrolment

10.2.3.   Ensuring that the criteria for enrolment are aligned with relevant regulatory and industry requirements and standards

11. Reporting

11.1. All staff responsible for tasks related to processing enrolment will report opportunities for improvement to the General Manager. This includes:

11.1.1.   Staff developing resources distributed to prospective learners before enrolment

11.1.2.   Staff liaising with students to process their enrolment

11.1.3.   Staff providing advice to learners before enrolment

11.2. All enrolment activities are reported to the General Manager at the end of each specified reporting cycle.

12. Records management

12.1. Staff must maintain all records relevant to administering this Policy by using the prescribed filing system in the Procedure document.

12.2. Enrolment records are treated as confidential and only shared with authorised personnel or to meet regulatory reporting requirements unless explicit permission from the learner is obtained.

DEFINITIONS

1. **SRTOs 2015** means Standards for Registered Training Organisations (RTOs) 2015.
2. **ASQA** means Australian Skills Quality Authority.
3. **USI** means Unique Student Identifier.
4. **AQF** Qualification means a qualification type endorsed in a training package or accredited in a VET
5. accredited course.
6. **LLN** means Language, Literacy and Numeracy.
7. **Unit of competency** (UoC) means the specification of the standards of performance required in the workplace as defined in a training package.
8. **VET** means Vocational Education and Training.
9. **RPL** means Recognition of Prior Learning.

REFERENCES

- Standards for Registered Training Organisations (RTOs) 2015: https://www.legislation.gov.au/Details/F2019C00503
- Users' guide to Standards for RTOs 2015: https://www.asqa.gov.au/standards/enrolment

FEEDBACK

AuPI staff and learners may provide feedback about this document by emailing info@aupi.edu.au.

Enrolment Policy

Date / Version no.	Revision details	Person Responsible	Status	Comments
04/11/21 v.1.0	Scheduled review and minor changes	CEO	Reviewed	Minor changes, including formatting, were made.
07/06/25 v.2.0	Scheduled review and minor changes	CEO	Reviewed	Minor changes, including formatting, were made.

Enrolment Procedure

Document number	AuPI-Enrolment Procedure_070625_v.2.0
Last review	7 June 2025
Implementation Date	16 June 2025
Authority	Chief Executive Officer
Next review	16 June 2026
Related policies	▪ Marketing Policy ▪ RPL and Credit Transfer Policy ▪ Additional Support Policy ▪ Fee Administration and Refund Policy ▪ Privacy Policy ▪ Records Management Policy
Related procedures	▪ Credit Transfer Procedure ▪ RPL Procedure ▪ Additional Support Procedure ▪ Enrolment Procedure ▪ Refund Procedure ▪ Records Management Procedure

Forms and supporting documents	▪ Student Handbook
	▪ Brochure
	▪ Pre-Enrolment Assessments
	    o RPL Eligibility
	    o LLN Assessment
	    o Interview Form
	▪ Enrolment Form
	▪ Credit Recognition Form
	▪ RPL Application Form
	▪ Training Plan
	▪ Fee and Charges Sheet

Table of Contents

Enrolment Procedure

PURPOSE

1. The purpose of this Procedure is to outline the steps required to process for the Australian Polytechnic Institute. This includes guidelines for making decisions related to processing enrolments.

2. The decision-making authority upon which this Procedure is based follows the corresponding Policy document written in accordance with existing regulatory requirements stipulated in the Standards for Registered Training Organisations 2015 (SRTOs 2015), and directions provided through its regulator, the Australian Skills Quality Authority (ASQA). In particular:
   ▪ Clause 4.1 – Provide accurate and accessible information to prospective students
   ▪ Clauses 5.1 to 5.3 – Informing and protecting students
   ▪ Clause 6.3 – Protecting pre-paid fees by students
   ▪ Clause 3.5 – Accept and provide credit to learners

SCOPE

This Procedure applies to all Australian Polytechnic Institute Enrolments, including all admissions staff and learners enrolling on any nationally accredited training offered by Australian Polytechnic Institute, regardless of the location and mode of delivery.

PROCEDURES

Australian Polytechnic Institute provides clear information to prospective learners to enable them to decide if Australian Polytechnic Institute and the learners' selected course are suitable for them, based on their existing skills and knowledge and any specific needs.

Before enrolment or commencement of training or assessment activities (Note that in this context, assessment includes the collection or analysis of evidence for recognition of prior learning (RPL) activities.), Australian Polytechnic Institute provides clear information to its prospective and enrolled learners about the following matters:

1. Processing Enrolments

Person Responsible	Step	Resources / References
Learner	Send initial inquiry through email, phone, or web form.	Email: info@aupi.edu.au Phone: 0423301537 Web form: aupi.edu.au/Contact Us
Administrative staff	Answer learner questions about the course and the RTO. Follow the pre-enrolment interview form to facilitate the conversation. Complete the interview form and start an enrolment checklist for the learner. Advise the learner to access the following from the institution's website: ● Student Handbook, Course Brochure and Enrolment Form	Pre-enrolment Interview Form Enrolment Checklist Course Brochure Student Handbook Enrolment Form RPL Eligibility Assessment RPL Application Form Credit Recognition Form LLN Assessment

	● RPL Eligibility Assessment and RPL Application Form, if applicable ● Credit Recognition Form, if applicable ● LLN Assessment, if applicable ● Fees and charges schedule	
Learner	Review the enrolment documents as advised, complete the online enrolment form, submit the enrolment form online, and attach all the supporting documents (e.g., a copy of a valid photo ID), as applicable.	
Administrative staff/CRM platform	An acknowledgement email and payment advice are sent to the learner.	
Learner	The learner pays the fees in accordance with the Fees and Charges Schedule.	
Administrative staff	Once the payment is confirmed, send the student a welcome email along with the payment receipt. Inform them that their trainer will be in touch to schedule their onboarding during the week leading up to the course commencement date.	
Administrative staff	Enrol the learner on the learning portal. Pre-fill the learner's training plan: ● learner details ● portal logins ● Trainer details ● Course start and end dates	Learner Portal: www.aupi.edu.au/mylearn Training plan
Administrative staff	Create a folder for the student in the student files. Upload the following documents: ● Completed enrolment checklist ● Completed interview form ● Enrolment form ● Valid photo ID ● Pre-filled training plan ● LLN assessment, if applicable ● RPL Eligibility Assessment and RPL Application, if applicable ● Credit Transfer Application, if applicable	*Link student file folder here.*
Administrative staff	Inform the trainer about the new learner and share access to the learner's folder. Ensure the learner's onboarding is scheduled during the week leading up to the course commencement date.	

2. Onboarding

Person Responsible	Step	Resources / References
Trainer	Contact the learner to schedule the onboarding session during the week leading up to the course commencement date. Schedule the onboarding session in person or via webinar.	

Trainer	Prepare for the onboarding session:
	● Review the learner files, particularly:
	  ○ Completed interview form
	  ○ Enrolment form
	  ○ LLN assessment, if applicable
	  ○ RPL Eligibility Assessment and RPL Application, if applicable
	  ○ Credit Recognition, if applicable
	● Identify LLN / additional support requirements
		Pre-enrolment Interview Form
		Enrolment Checklist
		Course Brochure
		Student Handbook
		Enrolment Form
		RPL Eligibility Assessment
		RPL Application Form
		Credit Recognition Form
		LLN Assessment

Trainer	Facilitate the onboarding session: ● Provide course orientation ● Provide a tour of the learning portal ● Confirm delivery of units: Training and Assessment, Assessment Only, RPL or Credit Transfer (update Training Plan accordingly) ● Confirm potential LLN / additional support requirements, agree on support strategy (update Training Plan accordingly) ● After the onboarding session, if required, send the training plan and course schedule.	Course orientation presentation Learner portal: www.aupi.edu.au/mylearn Training plan Course Schedule
Learner	Attend the onboarding session, ask questions about the course, and confirm your understanding of the course delivery arrangements.	
Trainer	Complete the Training Plan (if required) and send a copy to the learner.	

RESPONSIBILITIES

1. Compliance, monitoring and review

1.1. The CEO of Australian Polytechnic Institute has overall responsibility to ensure all enrolments are processed following the regulatory standards. This includes:

    1.1.1. Ensuring that this Procedure is reviewed and revised accordingly to maintain compliance with relevant regulatory and industry standards,

    1.1.2. Ensuring that the Enrolment Procedures and corresponding implementation systems and tools comply with the Policy requirements, and

    1.1.3. Ensuring that all relevant staff facilitate the enrolment following the Enrolment Policy and Procedures

1.2. The practical application of this Procedure, including the activities and tasks associated with processing enrolments, can be delegated to other persons, including:

    1.2.1. Ensuring students are provided with all relevant information to make informed decisions before enrolling

    1.2.2. Ensuring all students enrolled on any nationally accredited training program offered by the Australian Polytechnic Institute meet all the criteria for enrolment

    1.2.3. Ensuring that the criteria for enrolment are aligned with relevant regulatory and industry requirements and standards

2. Reporting

2.1. All staff responsible for tasks related to processing enrolment will report opportunities for improvement to the General Manager. This includes:

2.1.1. Staff developing resources distributed to prospective learners before enrolment

2.1.2. Staff liaising with students to process their enrolment

2.1.3. Staff providing advice to learners before enrolment

2.2. All enrolment activities are reported to the CEO at the end of each specified reporting cycle.

3. Records management

3.1. Staff must maintain all records relevant to administering this Policy by using the prescribed filing system in the Procedure document.

3.2. Enrolment records are treated as confidential and only shared with authorised personnel or to meet regulatory reporting requirements unless explicit permission from the learner is obtained.

DEFINITIONS

1. **SRTOs 2015** means Standards for Registered Training Organisations (RTOs) 2015.
2. **ASQA** means Australian Skills Quality Authority.
3. **USI** means Unique Student Identifier.
4. **AQF** Qualification means a qualification type endorsed in a training package or accredited in a VET
5. Accredited course.
6. **LLN** means Language, Literacy and Numeracy.
7. **Unit of competency** (UoC) means the specification of the standards of performance required in the workplace as defined in a training package.
8. **VET** means Vocational Education and Training.
9. **RPL** means Recognition of Prior Learning.

REFERENCES

- Standards for Registered Training Organisations (RTOs) 2015:
  https://www.legislation.gov.au/Details/F2019C00503
- Users' guide to Standards for RTOs 2015: https://www.asqa.gov.au/standards/enrolment

FEEDBACK

AuPI staff and learners may provide feedback about this document by emailing info@aupi.edu.au.

Enrolment Procedure

Date / Version no.	Revision details	Person Responsible	Status	Comments
04/11/21 v.1.0	Scheduled review and minor changes	CEO	Reviewed	Minor changes, including formatting, were made.
07/06/25 v.2.0	Scheduled review and revision	CEO	Reviewed	Major revisions of the process are due to the transition from a paper-based and labour-intensive enrolment process to the online enrolment process. Minor changes, including formatting, were also made.