
Enrolment Policy

Safeguard Training & Services Management and staff are committed to determining client needs through initial contact and interview and providing services to meet those needs. Safeguard Training & Services staff will provide timely and accurate advice to all potential and enrolling Learners. Safeguard Training & Services staff and management will at all times respond in a responsible manner to all reasonable requests for information about Safeguard Training & Services Training and Assessment services.

Enrolment Procedures

- On receiving initial contact by a potential or enrolling Learner the Safeguard Training & Services staff shall enquire concerning any specific needs (LL&N) and ensure that the Learner is provided with the following course information.
 - Course Brochure
 - Enrolment Form with terms and conditions
 - Enrolment Information Form relevant to their course enquiry with Learner rights and obligations.
- Safeguard Training & Services Management determines the amount of training they provide to each learner with regard to:
 - a) the existing skills, knowledge and the experience of the learner;
 - b) the mode of delivery; and
 - c) where a full qualification is not being delivered, the number of units and/or modules being delivered as a proportion of the full qualification.
- On receiving a request for information concerning RPL (Recognition of Prior Learning) the RTO's staff shall ensure that enquirers are handed or sent the 'RPL Application form' and provided with information about the process of RPL.
- The Enrolling officer must ensure that the RTO's terms and conditions of enrolment are understood and agreed to by the Learner prior to enrolment and entering into an agreement with the RTO.
- Safeguard Training & Services enrolment process must include the sourcing and validation of **Unique Student Identifier** from the USI Registrar in accordance with the requirements of the Student Identifiers Act 2014. The procedures for the sourcing and verification of a Unique Student Identifier (USI) will include:
 - a) verifying with the Registrar, a Student Identifier provided to the RTO by an individual before using that Student Identifier for any purpose;
 - b) ensuring that the RTO will not issue AQF certification documentation to an individual without being in receipt of a verified Student Identifier for that individual, unless an exemption applies under the Student Identifiers Act 2014;
 - c) ensuring that where an exemption described in Clause 3.6 (b) applies, the Enrolment officer will inform the student prior to either the completion of the enrolment or commencement of training and assessment, whichever occurs first, that the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the Registrar; and
 - d) ensuring the security of Student Identifiers and all related documentation under its control, including information stored in the RTO's student management systems.

- Within the enrolment process the following fee information must be provided to each Learner:
 - a) all relevant fee information including:
 - i) fees that must be paid to the RTO; and
 - i) 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 Services.
- Enrolling Learners will be required to undertake an LL&N test. (please refer to the Learner support policy)
- LL&N test results must be provided to the Training Coordinator for review prior to the confirmation of enrolment. Where necessary the Training Coordinator should apply the required procedures the RTO's Learner support policy.
- All Learners enrolled at Safeguard Training & Services have access to their own records that relate to their current progress or past training and assessment records. Learners may contact reception during office hours and may request a copy of their Learner records.
- All acceptances of enrolment will be accompanied with details of the relevant Course commencement details and notification of scheduled Orientation / Learner Interview.

Orientation / Initial Learner interview

- Following the confirmation of enrolment all enrolled Learners will be advised of the scheduled time for the Orientation/Learner Interview with the allocated Trainer and assessor.
- Within the orientation / Learner interview meeting, the Learner will be interviewed to determine suitability for enrolment to their chosen course. At this stage any areas that may require extra support such as language barriers, ethnicity will be addressed.
- Learner Information provided to the Learner during the Orientation/Learner Interview shall be in support of the information provided in the Course Enrolment form, Enrolment Information Form and should feature topics included in the Orientation Briefing Form. (Please refer to the Learner Handbook)
- Workplace Training and Assessment agreements should be further explained and scheduled Learner progress established along with the timing for the RTO's Training and Assessment staff visits.

Learner Engagement and Enrolment Review Procedures

- Following each completed enrolment the enrolling officer shall send (via mail or email) an Enrolment Survey Form to each enrolled Learners and request the completion of the form.
- Where a completed form is received by the RTO, the form will be reviewed by the Training Coordinator and forwarded to the RTO's management meeting for review.
- All actions taken to improve client services and enrolment processes will be recorded in the Safeguard Training & Services management meeting minutes.

