



Enrolment Policy and Procedures

1. Purpose

The purpose of this policy and procedure is to:

- provide a pathway for students to make informed decisions about their training and assessment and enter a training pathway that is the right for their needs.
- ensure information provided to students is up to date, accurate, clear and easy to understand, and that students receive relevant and timely information that enables them to make informed decisions.
- provide prospective students with information prior to enrolment, including in relation to the training product, support services available, fees and costs, and student rights, obligations and requirements.
- Support the quality and self-assurance of the enrolment process to ensure this is performed consistently and supports record integrity.

Please note. Requirements relating to Outcome Standards for RTOs, Standard 2.2 (a) requiring a system for reviewing the skills and competencies of VET students prior to enrolment, including their language, literacy and numeracy proficiency and digital literacy, as appropriate to the training product are covered in Language, Literacy and Numeracy Policy and Procedures.

2. Policy statement

2.1 Identify the student's needs

Datum College will engage with prospective students to identify a student's needs during the enrolment process. Specifically, this engagement will be conducted with each student to identify the following:

- the vocational outcomes the student is seeking and the associated information requirements,
- the wellbeing needs of the student and any required wellbeing support services,
- the training support needs of the student and required training support services,



- the current skills and competencies of each student,
- the language, literacy, numeracy and digital proficiency of each student.

To achieve this, Datum College will engage with each student systematically using multiple points of engagement which are adapted and proportional for each training product enrolment pathway. This includes:

- Undertaking engagement using an initial contact procedure to identify training needs and to push pre-enrolment information to the student and an invitation to complete an enrolment application form;
- Requiring the student to complete an application form to systematically collect details about the student including questions relating to their individual needs;
- Requiring the student to complete an assessment of their language, literacy, numeracy and digital proficiency; and
- engaging with the student in a one-on-one enrolment interview to determine their needs through direct contact and to ensure they have reviewed the pre-enrolment information and aware of the service to be delivered.

2.2 Provision of Pre-Enrolment Information

Pre enrolment information is to be presented to the student systematically once we have received an enquiry about our services prior to their enrolment or their commencement, whichever occurs first. This enquiry may have come to Datum College by phone, email, webform, social media messaging, walk-in.



This information is made up of a number of information products including the following:

- **Marketing material** which communicates information to the student about the services to be provided in the training product in which they have expressed their interest.
- the **Student Handbook** which communicates information to the student about Datum College, its support services and the student's rights and obligations.
- The **schedule of fees and charges** which communicates information to the student about the fees and charges of the services offered by Datum College Including the schedule of payments (where applicable) and the students rights regarding seeking a refund.

These documents combined form part of our Terms of Service with the student and the student is required to acknowledge these requirements as part of their enrolment.

2.3 pre-enrolment information

The process is to follow the normal process which usually commences with an enquiry received from the prospective student. This is followed by making contact with the student to undertake an initial assessment of their training needs. This will include trying to determine what type of vocational outcomes the student is looking for and how that might align with the services that we provide and also highlighting any important information that the student should be reviewing prior to making an application for the course. The email will also include access to an enrolment application form which will either be attached.

The enrolment interview may be undertaken either face to face or remotely. Team members completing the enrolment interview are to cover the various points that it requires. This includes having a discussion with the student to identify their objectives in the course and any individual needs. It's also an opportunity to talk the student through the service that they are considering and to gauge their commitment to the course requirements. Where of course has specific requirements, such as work placement or on the job training, this is an opportunity to ensure that the student is fully informed about these requirements prior to committing to the course.

2.4 Consumer Protection

It is important to stress to a person making an enquiry that they are advised to read carefully the pre-enrolment information Datum College sends to them as this informs the prospective student



about the services being provided including their rights as a consumer under Australian Consumer Law.

If a student undertakes a vocational education and training course, they are protected under Australian Consumer Law and under State and Territory consumer protection laws. These protections include areas such as unfair contract terms, the consumer guarantees, to statutory a cooling-off period, and unscrupulous sales practices. By agreeing to enrolment and by signing an enrolment form, the student is acknowledging our pre-enrolment information which forms part of our terms of service.

Students can find out more information about their rights as a consumer from the Australian Consumer Law website which includes a range of helpful guides relating to specific areas of protection ([Australian Consumer Law](#)).

2.5 Changes to terms and conditions

From time to time, there may be changes to Datum College operating arrangements or our agreed terms of service with the student. These changes may include the following:

- changes to policies relating to the student's rights and obligations,
- changes to fee payment or agreed service charges,
- changes to the agreed training and assessment delivery or expected outcomes,
- changes to training products the student is enrolled in (transition),
- changes to any third-party arrangements relevant to the student's enrolment, or
- changes to the ownership of Datum College.

The above list is not exhaustive. There may be other changes that affect the student's enrolment that are not listed. The overarching intent is to ensure the student is advised of any changes that may affect them and their service with Datum College before the change comes into effect.

Students will be notified in writing (email) of any changes 28 days prior to these changes coming into effect. On being informed of these changes, students have the right to appeal the decision of Datum College if the decision effects the terms of their enrolment or the services agreed to at the beginning of their enrolment.



2.6 Orientation

Datum College will conduct an orientation process prior to the student's training commencement. The purpose of orientation is to help new student's transition into their study, welcome them to Datum College and introduce the student to the facilities, trainers and general rules.

Long course enrolment involves a more comprehensive orientation process. Datum College will provide an in-depth information followed by a tour of the facilities. The following information is covered during the information tour:

- The purpose of the course
- The qualification they are undertaking
- The outcome required in terms of workplace
- The units of competency to be covered
- Assessment requirements
- Attendance requirements including recording attendance
- Equipment and resources they will need to provide
- Equipment and resources they can access
- Study load requirements relating to things like self-paced learning
- IT access arrangements
- A brief on any work placement requirement applicable
- Any rules such as mobile phones, smoking, information technology access or use
- Behaviour and language expectations
- Treating others with respect
- Plagiarism and academic integrity requirements
- Support arrangements including where to go if they need assistance
- The support services which are available
- Confirmation of any fee payment requirements and refund policy



- Attendance requirements (where applicable)
- Course progress requirements
- How to provide feedback or to raise a complaint or appeal
- Safety arrangements including hazard reporting procedure
- Emergency evacuation arrangements
- First aid arrangements
- Points of contact

2.7 Unique student identifier

All students studying nationally recognised training in Australia are required to have a Unique student identifier (USI). A USI is a reference number made up of numbers and letters. The USI will allow students online access to their training records and results (VET Transcript) through their online USI account. <https://www.usi.gov.au/help/login-to-usi-registry>

Datum College will comply with the requirements of the *Student Identifiers Act 2014*, including:

- a) verifying with the USI Registrar a student's USI before using that USI for any purpose,
- b) not issuing AQF certification documentation to an individual without being in receipt of a verified USI for that individual, unless an exemption applies under the *Student Identifiers Act 2014*,
- c) ensuring that where an exemption described in clause 3.4(b) applies, it 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 USI Registrar.

Collecting and verifying the student's unique student identifier is technically a requirement that must occur prior to any AQF certificate being issued. Noting this, it is the Datum College policy that the students USI will be collected and verified as part of the enrolment process. The USI is collected as part of the enrolment application form, and no enrolment should be confirmed unless the students USI has been verified.



2.8 Verifying entry requirements

Datum College may impose entry requirements for entering a course that it offers. This may relate to the students age, level of education, English language requirements, prior competency or qualification.

The Admissions Manager or delegate will collect, and review / verify evidence submitted by students accompanying their enrolment application to satisfy course entry requirements. Where any doubt exists regarding this evidence, the Admissions Manager is to seek advice from the Compliance Manager. Where any clarification is required from the student, the Admissions Manager is to contact the student and seek this clarification. All evidence relating to enter requirements is to be saved on to the student file and retained in the student record. The Admissions Manager is to update the enrolment procedure checklist to confirm that entry requirement evidence has been verified.

2.9 Processing applications for credit transfer

Datum College will offer all prospective students the option to seek credit transfer for units of competency the student has previously achieved in prior nationally recognised training. Evidence of credit transfer applications and supporting evidence is to be retained on the student's record.

2.10 Assessing a student's language, literacy, numeracy and digital proficiency

Datum College will assess all student's language, literacy, numeracy and digital proficiency as part of their enrolment without exception. This assessment is administered in accordance with the policy and procedure *Language, Literacy and Numeracy*. Evidence of the student's language, literacy, numeracy and digital proficiency assessment is to be retained on the student's record, and the Admissions Manager or delegate is to update the enrolment procedure checklist accordingly.

2.11 Issuing a confirmation of enrolment

Where a student is enrolling into a course offered by Datum College, the Admissions Manager or delegate is to ensure that each student is issued with a confirmation of enrolment.

3. Procedure

Steps	Person/s responsible
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3.1 Initial contact procedure

i.	Receive enquiry from the prospective student Receive enquiry from prospective student. This may be received via email, social media messaging, phone call, via the website or if the student physically walks into the premises.	Admissions Manager or delegate
ii.	Follow up the enquiry – Identify training needs Contact the perspective student preferably by phone to discuss their interest in the relevant course and to determine if their training needs align with the services that Datum College is offering.	Admissions Manager or delegate
iii.	Send enquiry response email The prospective student is to be send the pre-enrolment information either attached or provided as a link to be accessed through the Internet inviting the student to review this information before them seeking an enrolment. This must include the following: – marketing material which communicates information to the student about the services to be provided in the training product in which they have expressed their interest.	Admissions Manager or delegate
iv.	Student submits an Application Form Once the perspective student has reviewed the pre-enrolment information and they want to proceed with enrolment, application form will be submitted either in hard copy or via email. The Admissions Manager or delegate will review the enrolment application in accordance with the enrolment procedure checklist and update the checklist accordingly. All evidence received as part of the enrolment application is to be retained on the students file within the student management system. Confirm if the student has identified any support requirements, wellbeing or disability needs. Confirm if any LLND support is required by reviewing the initial core skills assessment.	Admissions Manager or delegate



The Student Enrolment Procedure

Steps	Person/s responsible
3.2 Student Enrolment Process	
i. Application is received and reviewed Receive the Application Form and check that it is completed correctly. Take note of any individual student needs and student's language, literacy, numeracy and digital proficiency after completion of the initial core skills assessment. Note. This application process and assessment of LLND proficiency may be facilitated completely online. In this circumstance, the Admissions Manager or delegate is to review the results of this online application usually received as an email and review it for completeness or any required follow-up action.	Admissions Manager or delegate
ii. Letter of Offer and Agreement The letter of offer and student agreement is issued and emailed to either education agent or to the student.	
iii. Confirm payment of course fee The Admissions Manager or delegate is to review the initial payment information for each enrolment and confirm payment of tuition fees aligned with the student's course enrolment application or course registration. Note. This payment confirmation process may be facilitated completely online and automated.	Admissions Manager or delegate
iv. Administer language, literacy, numeracy and digital proficiency assessment (LLND) Where additional LLND assessment is either indicated or required, organise the time for the student to attend Datum College for LLND assessment to be facilitated. This will occur directly before the student is engaged in the enrolment interview.	Admissions Manager or delegate

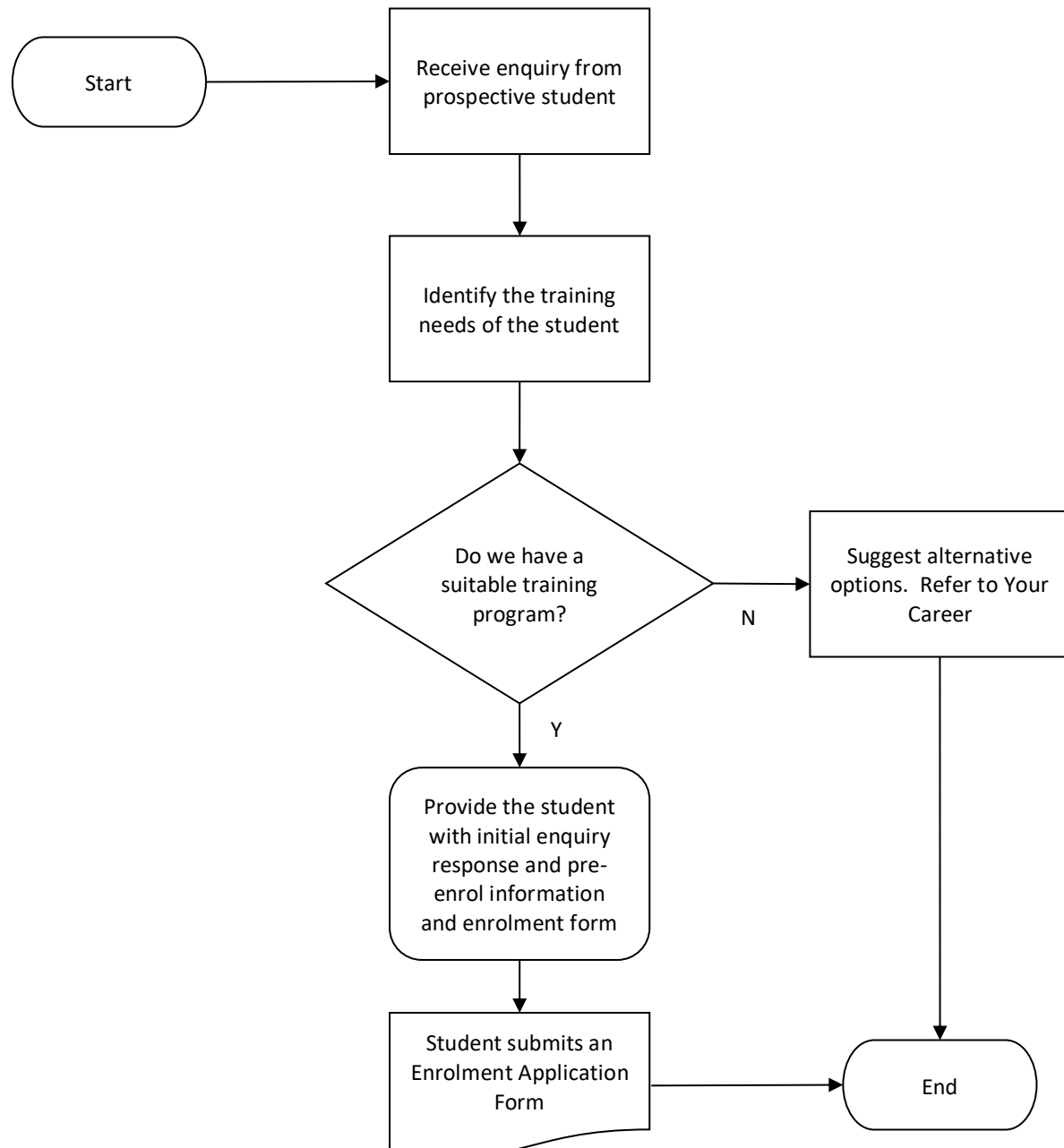


v.	Undertake an enrolment interview The Admissions Manager or delegate is to contact the student to organise and conduct the enrolment interview with all students. This interview may be conducted in person at the office or via Zoom/Teams or by phone. Please refer to the GST form for further details.	Admissions Manager or delegate
vi.	Complete all steps Complete all steps in the Enrolment Procedure and process the enrolment application and record any training support or wellbeing support needs applicable to the student and alert training staff of these.	Admissions Manager or delegate
vii.	Determine the need for student support before commencing the course Consider any individual student needs communication in the enrolment application or the student's language, literacy, numeracy and digital proficiency to identify the need for support. If support is considered suitable, the Admissions Manager or delegate is to make a note and refer the student's details to the Student Support Officer via email.	Admissions Manager or delegate Student Support Officer
viii.	Issue the student with an Enrolment Confirmation Upon receiving the signed Student Agreement and confirmation of the required deposit is received, the Admissions Manager or delegate is to issue the student with an enrolment confirmation (CoE) and receipt for tuition fees.	Admissions Manager or delegate



4. Flow chart

Initial Contact Process





Enrolment Process

