



P-004 LEARNER ENROLMENT POLICY

P-004 Learner Enrolment Policy V1

Purpose

To document the approach which Dijan Training Program (DTP) takes to:

- enrol students into courses on their scope of registration;
- ensure that all Dijan Training staff are aware of this process, providing students with adequate information about the services they are to receive;
- inform students of their rights and obligations, and
- provide students with information on any third-party arrangements affecting the delivery of training and assessment, prior to their commencement in a course.

DTP do not engage third-party providers

Policy

Dijan Training is committed to providing students with information prior to enrolling in their chosen course. This includes the services provided by Dijan Training during their period of study.

Dijan Training does not engage in cold calling and or tele-marketing therefore the legislated cooling off period does not apply.

All information is provided to students so they:

- can make informed choices about studying with Dijan Training Program and the training program that best suits their needs;
- know who is delivering their training and who is issuing any qualification or Statement of Attainment;
- are aware of re-assessment fees and charges;
- are aware of their rights and responsibilities when undertaking training with Dijan Training Program.

Procedure

Prior to enrolment or the commencement of training and assessment, Dijan Training Program will provide advice to prospective students about training products appropriate to meeting their needs through its marketing and sales processes, as well as through the Dijan Training Program website.

Information about the course requirements and the Pre-Training review process which considers the individual's existing skills and competencies will be included in this process.

Information will to be provided to the student prior to enrolment through marketing materials and/or Dijan Training Program website (i.e. through the Student Handbook and Policies and Procedures tab) will include:

- i. training and assessment information and related educational and support services that Dijan Training will provide including the:
 - i. estimated duration.
 - ii. expected locations at which it will be provided.
 - iii. expected modes of delivery.
 - iv. reassessment fees and charges;
 - v. whether RPL and Credit Transfer is available;
 - vi. information and contact details of third-party arrangements (if any);
 - vii. any work placement arrangements;
 - viii. accommodation requirements;
 - ix. information in relation to the issuance of the AQF certification documentation.
- ii. the student's rights, including:
 - details of Dijan Training Program complaints and appeals process;
 - the student's rights as a consumer;
 - the student's right to obtain a refund for services provided by Dijan Training Program.
- iii. the students' obligations:
 - in relation to the payment of fees for the provision of services by Dijan Training Program, including payment terms and conditions, deposits and refunds;
 - any requirements the student must meet to enter and successfully complete their chosen training product and re-assessment;
 - any materials and equipment that the student must provide.

To ensure accuracy and consistency in enrolment, payment, reporting and awarding of credentials for accredited qualifications and accredited courses, Dijan Training Program staff members will follow the process below:

Provide students with:

- Clear and sufficient information about the course they wish to undertake;
- Privacy statement: This form requires that the student agrees to the collection and the disclosure of personal information to the Australian Government and the relevant State funding bodies.
- If this information is not collected, Dijan Training Program will not be able to process or report the enrolment to the above authorities. Students are also informed at this stage that their personal information is held by Dijan Training Program in a secure location and disposed of when no longer required by legislation;
- Access to personal records: Students are advised that they can see the information Dijan Training Program holds about them upon application.

The enrolment process will include students' provision to Dijan Training Program of personal and other information through the completion of the enrolment form:

- Full name;
- Current residential address;
- Postcode;
- Date of Birth;
- Email address
- Mobile telephone number
- Unique Student Identifier (USI) if enrolling into an accredited course;
- Education details;
- Citizenship status;
- Emergency Contact;
- Course to be enrolled into;
- 100 points identification.
- Student photo;
- A signed student declaration confirming that information provided is true and correct and that the student understands Dijan Training Program Privacy Policy and collection of data processes.

USI and Exemptions

The USI is a mandatory data field for reporting nationally recognised training. Unless exempt, Dijan Training Program must collect and verify a student's USI before issuing a qualification or statement of attainment for any nationally recognised training undertaken by them.

Dijan Training Program will collect and verify the USIs at the time of enrolment.

The only situations where a USI may not be required are when the client has undertaken offshore delivery or has an *individual exemption*.

**Individual exemption must be provided at the time of enrolment*

USI Codes:

Enrolment processes will ensure that students:

- have provided information about special learning needs, if any;
- have been deemed suitable for the course they wish to undertake, according to training package or curriculum requirements;
- have obtained a Unique Student Identifier (USI) from the USI Registrar **OR** authorised *individual exemption* to apply for their USI on their behalf;
- are properly informed about the availability of any Funded Training.

Process

- i. Administration staff will manage enquiries regarding Dijan Training Program courses and refer students to the relevant Program Teacher for the course.

All prospective students must be provided with a *Student Handbook* and *Enrolment Forms*.

- ii. When an Enrolment Form is received by email, mail, in person, or online, it is forwarded to the Administration team for processing.

Administration will:

- complete *Received Section* on Enrolment Form;
- request from the Student Identifiers Registrar to verify that the Unique Student Identifier (USI) submitted by the student is in fact the USI of that student;
- Check completed forms for accuracy and completeness of information, LLND assessment and recording findings on a student file checklist that will be held in the student file;
- Obtain and verify student identification;
- The assigned Senior Teacher will assess the enrolment documentation and conduct a Pre-Enrolment Interview (Form F-004) with the learner. This will determine any individual support needs and assess whether these can be accommodated by Dijan Training Program, as well as confirm the learner's suitability for the training program;
- If the student is not suitable for the training program, discuss alternative options;
- Process enrolment and confirm;
- Send any relevant pre learning resources;
- Pass on relevant documentation and information regarding the individual student's special needs (where applicable) to the teacher/assessor responsible for the delivery of the program;
- On acceptance into the training program, take a student photo to keep on file.

Administration staff to:

- i. Email the invoice/receipts to students with booking confirmation;
- ii. Create student folder:
 - Hardcopy in secure filing cabinet;
 - Soft copy in Student Management System Cloud Assess
 - Upload under learner name in Common Drive
- iii. Place the enrolment forms in the student hard-copy file, ensure Fees and Charges section is complete, and store this in a lockable cabinet.

Non-Attendance/Cancellation

Non-Attendance: may forfeit course fees, and these fees may not be transferable. *Exceptions may apply under extenuating circumstances.*

- Course Transfer: transfer to another course, a written request must be made at least seven (7) days before the course begins.
- Refunds: A full refund minus the administration fee will be issued for cancelled enrolments seven (7) days or more before the course start date. No refunds or transfers are available for cancellations made within seven (7) days of course commencement.
- Course Cancellation: If DTP cancels a course, a full refund will be issued, including any deposit paid.
- Postponed Courses: If a course start date is postponed by more than 4 weeks, a full refund will be given unless alternative arrangements are agreed upon by the learner.
- Only the CEO/delegated authority may grant an acquittal if circumstances are extenuating;

ASQA Student complaints

- ASQA cannot resolve disputes between students and training providers. ASQA do not have the legislative power to act as a student advocate.
 - o If the learner does require assistance with resolving an issue with the training provider, the learner may contact the National Training Complaints Hotline to ensure that the complaint is handled by the most appropriate authority.

DEWR: <https://www.dewr.gov.au/national-training-complaints-hotline>

Refer to P-028 Fees and Charges Policy Procedure.

Persons affected by this policy

- CEO
- RTO Business Manager
- RTO Senior Compliance Manager
- Administration
- Teaching Team
- Learners

Relevant documents and forms

- Training and Assessment Policy
- Fees and Refunds Policy and Procedure
- Privacy Policy & Procedure
- Student Enrolment Form
- Learner Handbook
- Legislation Register
- Administration Procedures relevant to funding

Relevant standards

Standards for RTOs 2015 V2.2

Dijan Training Program Ltd is committed to maintaining a transparent, student-centred enrolment process that ensures all learners are well-informed, supported, and enrolled in courses suited to their individual goals, needs, and circumstances. This enrolment policy is designed to ensure compliance with all relevant regulations, including the Standards for RTOs 2015 and the Australian Privacy Principles.

Standards for RTOs 2015 Alignment

Standard 3.6: Ensures student records are secure and retained for the prescribed duration.

Standard 5.1: Requires that each learner is properly informed before enrolment.

Standard 5.2: Ensures learners receive information about rights, responsibilities, and support services.

Standard 5.3: Mandates that fee and refund information is provided prior to enrolment.

Standard 7.3: Ensures protection of fees paid in advance and management of financial processes related to enrolment.