



P-009 LEARNER ADMISSION POLICY AND PROCEDURE

P-009 Learner Admission Policy and Procedure v1.0

Purpose

This policy outlines the standards and procedures for the management of learner records by Dijan Training Program Ltd. It includes the enrolment process, file creation, access, storage, retrieval, retention, destruction, and the administration processes.

It ensures compliance with the Standards for RTOs 2015, particularly Clauses 1.7, 1.8, 3.4, 3.6, 5.1-5.4, and 7.5, and supports the effective operation of the student lifecycle from admission to completion.

Scope

This policy applies to:

- All learner records
 - All authorised personnel involved in student administration and compliance
 - All systems and storage locations where learner data is maintained
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Definitions

- **ASQA:** Australian Skills Quality Authority
 - **AVETMISS:** Australian Vocational Education and Training Management Information Statistical Standard
 - **SMS:** Student Management System (e.g., Cloud Assess)
 - **USI:** Unique Student Identifier
 - **Record:** Any written, printed or electronic document that provides evidence of learner activities
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Policy Overview

Dijan Training Program Ltd will:

- Maintain secure, accurate, and accessible records
 - Use an AVETMISS-compliant SMS to store key learner data
 - Store hard copies in lockable cabinets and digital files with password protection
 - Retain and dispose of records according to a documented retention schedule
 - Provide learners with access to their records upon request
 - Archive or destroy records securely and in compliance with privacy requirements
 - Make records available for audit or regulator review when required
 - Ensure all records are accessible for 30 years where required (e.g., competency data)
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A. Entry and Admission

- Administration will assess enrolment documents for completeness and suitability
- Conduct pre-enrolment interviews and issue Learner Agreements
- Ensure USI verification or creation
- Input all details into the SMS and provide learner access to online systems where applicable

Learner Enrolment Process

- Learners must complete a full enrolment form, which includes providing personal details, emergency contacts, educational background, language and cultural information, and relevant declarations.
- Applicants must provide any supporting documents such as identification, previous qualifications, or transcripts.
- All applicants are provided with a detailed Course Outline that includes: delivery mode, assessment requirements, duration, fees and charges, refund policy, support services, and DPT contact information.
- DTP will assess the learner's eligibility for funding (if applicable), and evidence will be collected and recorded in accordance with funding body requirements.
- Learners are advised of their rights and obligations under the Student Agreement and are provided with a copy of the Dijan Learner Handbook outlining complaints and appeals processes, student support, and code of conduct.
- An acknowledgment from the learner is obtained confirming receipt and understanding of key information prior to course commencement.

Where an application is unsuccessful, applicants will be informed in writing with an explanation and advised of other options, if appropriate. *Refer to the Learner Support Policy and Procedure.*

B. Assessment of Suitability

- Review application and enrolment documentation for completeness
- Verify that applicants meet entry requirements and any pre-requisites
- Identify and assess any disclosed support needs
- Follow up incomplete applications in writing
- Conduct a verbal pre-enrolment interview and document the discussion
- Ensure learners receive the Learner Handbook, Course Outline, and Learner Agreement

C. Unique Student Identifier (USI)

- Collect and verify each learner's USI prior to issuing certification
- Where authorised, create USI on the learner's behalf
- Record the USI securely in the SMS
- Ensure no certification is issued without a verified USI unless exempt
- Protect USI information under the Privacy Act 1988

D. Learner Files Management

- Create learner files labelled with Surname, First name
- Maintain documents related to admission, assessments, correspondence, etc.
- Store hard copies securely; back up electronic files regularly

E. Record Results

- Trainers submit outcome records, cover sheets, attendance, etc.
- Admin staff update the SMS with all results and outcomes
- Conduct internal audits to ensure consistency between SMS and physical evidence
- Retain assessment evidence for a minimum of six months

F. Learner Access to Records

- Learners may request access using the Access to Records Request Form

- Identification must be verified
- Learners can request corrections in writing; updates must be made accordingly

G. Withdrawals

- Learners submit a Withdrawal Form
- Update SMS with withdrawal codes and end dates
- Process any eligible refunds; issue SOA if applicable
- Archive learner file for a minimum of six months

H. Changes to Agreement

- Any changes (e.g., training delivery, assessment methods, third parties) must be communicated in writing
- Learner must acknowledge receipt and understanding of changes
- All changes must be recorded in the SMS and stored in the learner file

I. Process Completions

- Process completions within 30 calendar days of training end or final payment
- Verify completion of all units and payment of all fees
- Ensure the USI is recorded
- Audit learner file against SMS records
- Update SMS with completion status and dates
- Issue certification in line with AQF Certification Policy
- Archive learner files

J. Retention and Disposal Schedule

Record Type	Retention Period	Format
Learner Competency & AVETMISS Data	30 years	Electronic (SMS)
Learner Enrolment & Financial Info	30 years	Electronic/Paper
Learner Assessment Evidence	6 months from competency	Electronic/Paper
Participation Evidence (Attendance etc)	7 years	Electronic/Paper
Financial Records	7 years	Electronic/Paper
Staff Files	7 years from termination	Electronic/Paper
Assessment Tools & Training Materials	5 years	Electronic/Paper
Complaints and Appeals	5 years	Electronic/Paper
Audit Reports	5 years	Electronic
Marketing Materials	2 years	Electronic/Paper

Superseded Policies, Forms, Templates	2 years	Electronic
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K. Monitoring and Continuous Improvement

- Conduct quarterly internal audits of learner files and SMS records
- Document audit outcomes and improvement actions
- Maintain a Continuous Improvement Register to track systemic issues

L. Related Standards

Standards for RTOs 2015

Clause 1.7 – Support for Learners

RTOs must identify support individual learners need prior to enrolment or participation and provide access to that support throughout their training. This includes LLN (language, literacy, numeracy), disability support, and learning assistance to enable each learner to meet the requirements of their training product.

Clause 1.8 – Valid Assessment

Assessment must:

Comply with the principles of assessment (fairness, flexibility, validity, reliability)

Comply with the rules of evidence (validity, sufficiency, authenticity, currency)

Ensure learners are assessed against all requirements of the training product

Clause 3.4 – Issuing Certification

RTOs must issue AQF certification documentation (testamurs, statements of attainment) to learners who are entitled to receive it within 30 calendar days, provided they have met the requirements and have paid all fees owed.

Clause 3.6 – Retention of Certification and Records

The RTO must retain records of the AQF certification issued to learners for 30 years and provide secure storage. This ensures that evidence of learner competency can be accessed and verified long term.

Clauses 5.1 to 5.4 – Pre-Enrolment Information and Agreement

These clauses ensure learners receive clear and accurate information to make informed decisions before enrolment:

5.1: Services provided, rights and obligations, and support available

5.2: Entry requirements and outcomes of training

5.3: Fees, refunds, third-party arrangements, and relevant policies

5.4: Notification of any changes to agreed services

Clause 7.3 – Protection of Prepaid Fees

Where learners prepay fees beyond the threshold permitted, the RTO must have measures in place to protect those fees (e.g., a trust account, tuition assurance scheme, or appropriate insurance), unless they are exempt under the standards

Clause 7.5. The RTO provides accurate and current information as required by the *Data Provision Requirements* as updated from time to time.

Related Documents

Learner Enrolment Form

Unique Student Identifier Policy and Procedure

Learner Enrolment Policy

Learner Support Policy and Procedure

AQF Certification Policy & Procedure

Assessment Tools

Training and Assessment Strategy

AVETMISS Data

Complaints & Appeals Policy_Procedure

Marketing and Advertising Policy and procedure

Process



