

LEARNER ENROLMENT POLICY AND PROCEDURE

P012-Enrolment Policy and Procedure V3.0

Purpose

To document the approach that Training Synergies will take when enrolling learners into courses delivered by Training Synergies.

To ensure that all Training Synergies staff are aware of the Training Synergies enrolment process, so that they may provide learners with appropriate information about the services they are to receive, their rights and obligations and any third-party arrangements affecting the delivery of training and assessment, prior to their commencement in a course.

Policy

Training Synergies will provide learners with information relevant to the course they are can make informed choices about Training Synergies 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 their rights and responsibilities when undertaking training with Training Synergies
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Procedure

Prior to enrolment or the commencement of training and assessment, Training Synergies through its marketing, pre-enrolment information on Training Synergies website and through the Career Consultants, provide advice to the prospective learner about training products appropriate to meeting their needs and taking into account the individual's existing skills and competencies. This means that the learner is provided in print or through referral to an electronic copy, of current and accurate information that enables the learner to make informed decisions prior to undertaking training with Training Synergies. This includes at a minimum the following content:

- the code, title and currency of the training product to which the learner is to be enrolled, as published on the National Register
- the training and assessment, and related educational and support services Training Synergies will provide to the learner including the:
 - estimated duration
 - expected locations at which it will be provided
 - expected modes of delivery
 - any work placement arrangements
 - information in relation to the issuance of the AQF certification documentation
- the learner's rights, including:
 - details of Training Synergies complaints and appeals process, and

- the learner's rights as a consumer, including but not limited to the statutory cooling-off period that are specific for the course the student is enrolled in.
- the learner's right to obtain a refund for services not provided by the training organisation in the event the arrangement is terminated early, or Training Synergies fails to provide the agreed services.
- the learner's obligations:
 - any requirements required for the learner to meet to enter and successfully complete their chosen training product
 - any materials and equipment that the learner must provide
 - fees that must be paid to Training Synergies and
 - payment terms and conditions including deposits and refunds

Process

- Career consultants make contact with the prospective student and provide further information on the requested course. Making sure they have read and understand all information relating to their course.
- If they wish to proceed and enrol, the student receives an enrolment form which they must complete in full.
- The Administration Team then manually input the student enrolment data into the student management system.
- The Student Support Team will call each new enrolled student with a welcome and congratulatory call. If a student already has a USI number, they provide this to the Student Support Team. If not, the student is given the option to either obtain one themselves and then advise the Student Support Team of this number,
- Or if the student prefers, the Student Support Team member can obtain the USI number on behalf of the student. This process will involve the student submitting a copy of their passport or driver's license via email as supporting required documentation.
- The student is now ready to commence their onboarding process with Student Support.

Relevant standards

Standards for RTOs 2015

Standards 5.1, 5.2, 5.3, 5.4