

Student Entry Procedure

1 Purpose

The purpose of this policy is to detail the student entry procedure of the Institute.

2 Scope

This policy applies to all **domestic students** applying to enrol with the Institute.

3 Definitions

Applicants: means a learner, enterprise or organisation that uses or purchases the services provided by the RTO.

4 Requirements

In accordance with Standard 1, 3 and 5 of the *Standards for Registered Training Organisations*, the Institute must:

- prior to enrolment or commencement of training and assessment, whichever comes first, provide advice to the prospective learner about the training product appropriate to meeting the learner's needs, taking into account the individual's existing skills and competencies;
- prior to enrolment or the commencement of training and assessment, whichever comes first, provide in print or through referral to an electronic copy, current and accurate information that enables the learner to make informed decisions about undertaking training with the Institute and at a minimum includes 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 the Institute will provide to the learner including the:
 - estimated duration;
 - expected locations at which it will be provided;
 - expected modes of delivery;
 - name and contact details of any third party that will provide training and/or assessment, and related educational and support services to the learner on the Institute's behalf; and
 - any work placement arrangements.
 - the Institute's obligations to the learner, including that the Institute is responsible for the quality of the training and assessment in compliance with these Standards, and for the issuance of the AQF certification documentation.
 - the learner's rights, including:

- details of the Institute’s complaints and appeals process required by Standard 6; and
 - if the Institute, or a third party delivering training and assessment on its behalf, closes or ceases to deliver any part of the training product that the learner is enrolled in;
- the learner’s obligations:
 - any requirements the Institute requires the learner to meet to enter and successfully complete their chosen training product; and
 - any materials and equipment that the learner must provide; and
- information on the implications for the learner of government training entitlements and subsidy arrangements in relation to the delivery of the services.
- where the Institute collects fees from the individual learner, either directly or through a third party, the Institute must provide or direct the learner to information prior to enrolment or the commencement of training and assessment, whichever comes first, specifying:
 - all relevant fee information including:
 - fees that must be paid to the Institute; and
 - payment terms and conditions including deposits and refunds.
 - the learner’s rights as a consumer, including but not limited to any statutory cooling-off period, if one applies;
 - the learner’s right to obtain a refund for services not provided by the Institute in the event the:
 - arrangement is terminated early; or
 - the Institute fails to provide the agreed services.
- where there are any changes to agreed services, the Institute advises the learner as soon as practicable, including in relation to any new third party arrangements or a change in ownership or changes to existing third party arrangements;
- determine the support needs of individual learners and provide access to the educational and support services necessary for the individual learner to meet the requirements of the training product as specified in the training package or VET accredited course; and
- verify with the Registrar, a Student Identifier provided by the individual before using that identifier for any purpose.

5 Procedures

5.1 Fair Selection Process

Selection is undertaken in a fair and transparent manner, based on a demonstration of ability to successfully participate in a VET Course of Study and the completion of any prerequisites that may apply to a VET Course of Study.

5.2 Pre-Admission Process

The Institute has rolling start dates across each calendar year. Applications for each qualification and start date are processed in the order in which they are received.

Entry criteria for each course and application procedures are published in the Institute's Course Handbook and Enrolment Guide. Each application is assessed against the entry criteria relevant to a VET Course of Study.

Applicants have significant contact with an Account Manager (either face to face or via telephone and/or email contact) during the pre-admission process. An interview is required for all applicants in order to:

- ascertain the applicant's interests and reason(s) for undertaking a VET Course of Study;
- ascertain the applicant's suitability to undertake the VET course of Study taking into account the individual's existing skills and competencies;
- assess the applicant's reading and numeracy skills;
- assess the applicant's eligibility for prior learning or credit transfer;
- ascertain the applicant's computer literacy and ability to access and use internet facilities;
- confirm that the applicant will have the necessary support in their studies;
- inform students about the modes of delivery through which the course will be offered;
- discuss any special needs the applicant may have; and
- discuss the enrolment fees and other associated fees as part of their enrolment as outlined in the Course Handbook and Enrolment Guide, which is provided to each student prior to enrolment.

The interview is conducted by an Account Manager prior to the applicant being accepted for enrolment and may be conducted by phone or in person. Using this information, the Account Manager performs an interim assessment of the suitability of the potential student for admission into a VET Course of Study. The Account Manager then identifies the VET Course of Study that best aligns with the applicant's goals and provides sufficient information about each course to enable the applicant to make an informed decision including the code and full title of the training product on offer to ensure applicants can research the course on offer.

Applicants are also provided with clarification and information regarding their possible study options including:

- the code, title and currency of the training product to which the learner is to be enrolled as published on the National Register;
- the requirements for acceptance into VET Course of Study;
- the VET Course of Study content (including delivery and assessment methods), duration, qualification applicable to graduates and modes of study;
- the support services available to applicant's and any costs associated with these services;
- all relevant fee information including:
 - all fees payable to the Institute, clearly describing all costs involved with the course;
 - how and when fees must be paid;
 - payment terms and conditions including any deposits and in regards to refunds:
 - how to request a refund; and
 - conditions under which a refund would be provided;
- applicable dates for enrolment;
- any materials or equipment that the applicant must provide;
- where and how the training and assessment takes place;
- requirements for satisfactory academic progress;
- the Institute's obligations to students, including that the Institute is responsible for the quality of the training and assessment in compliance with the Standards (2015) and for the issuance of the AQF certification documentation;
- the applicant's rights, including details of the Institute's complaints and appeals process;
- the student's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies;
- the applicant's rights to obtain a refund for services not provided by the Institute in the event the:
 - arrangement is terminated early, or

- the Institute fails to provide the agreed services,
- where applicable, information on the implications for the applicant in regards to government training entitlements and subsidy arrangements in relation to the delivery of the services;
- the requirement to advise applicants that any request for Commonwealth assistance in relation to a VET Unit of Study must be given at least two (2) business days after the student enrolls; and
- the applicant's rights as a consumer under Australian Consumer Laws.

To maximise the chance of students successfully completing their training, the Institute also provides students with a Pre-Training Review prior to completing their enrolment form to:

- ensure applicants are assessed as academically suited to undertake a VET Course of Study by:
 - requesting a copy of a Senior Secondary Certificate of Education that has been awarded to an applicant by an agency or authority of a State or Territory for the student's completion of year 12 for enrolment in a Diploma level course and above; or
 - requesting a copy of Certificate IV level course if enrolling in a Diploma course; or
 - requesting a copy of a Senior Secondary Certificate of Education that has been awarded to an applicant by an agency or authority of a State or Territory for the student's completion of year 10 or a copy of a Certificate III level course for enrolment in a Certificate IV level course; or
 - having the applicant complete the Core Skills Profile for Adults published by the Australian Council for Educational Research Limited to ensure the applicant displays competency at or above Exit Level 3 in reading and numeracy for enrolment in a Diploma level course and above, or Exit Level 2 for enrolment in a Certificate IV level course and the RTO reasonably believes the applicant displays the competency
- identify any support individual learners need prior to their enrolment or commencement (whichever is the earliest);
- undertake an assessment of current competencies (if any);and
- identify that the applicant has sufficient computer skills in Microsoft Office, in particular Word, Excel Microsoft Outlook and Microsoft Explorer (or equivalent).

The Institute must ensure the process of testing the applicants reading and numeracy skills is conducted with honesty and integrity. The results of the test must be reported to the student as soon as practicable after the assessment. Results of the assessment will be retained by the Wealth Within Institute for at least 5 years.

Where an applicant does not meet the required level for entry into a VET Course of Study after completing the reading and numeracy skills test, applicants will be directed to seek support from Learn Local and will be advised that they can reapply after three months to enable sufficient time for progress and improvement to be demonstrated in their reading and numeracy.

5.3 Admission Procedure

Subject to completing the Pre-Training Review and determining eligibility, students complete an enrolment form.

Fees

Students are advised of their payment options prior to enrolment.

Entry and Eligibility Requirements

Student Services will assess the enrolment application based on the published entry and eligibility requirements for the VET Unity of Study. If the applicant has included an application for Credit Transfer, the application is reviewed in accordance with the Credit Transfer Procedure.

Unique Student Identifier

In finalising the application for enrolment, the Institute will verify the USI with the Registrar to confirm it belongs to the correct individual.

Where an exemption described in the Student Identifiers Act 2014 applies, the RTO will inform the student prior to commencement of their courses that the results of training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the Registrar.

Special Needs

If the applicant has disclosed any special needs, such as a disability or learning difficulty, this information is provided to the Training Manager/Head Assessor for review in relation to additional resource needs, reasonable adjustment and special consideration.

Once the admission procedure is complete and the applicant is assessed as being eligible for entry to a VET Unit of Study, Student Services will approve the application. An Enrolment Confirmation Letter is then issued to the applicant to provide access to the learning and assessment material and student support.

6 Policy Review

This policy will be reviewed every three years or earlier if required.

Lea Zerbes
CEO