

Enrolment Policy

1. Purpose

AAMC Training Group is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (SRTOs 2015). As such, AAMC Training is required to comply with relevant Commonwealth, State and Territory laws regarding and including anti-discrimination and equal opportunity.

AAMC TRAINING Management and staff are committed to determining client needs through information provided verbally and/or via the AAMC Training website and providing services to meet those needs. AAMC TRAINING staff will provide timely and accurate advice to all potential and enrolling students. AAMC TRAINING Staff and management will at all times respond in a responsible manner to all reasonable requests for information about AAMC Training's Training and Assessment services.

The purpose of this policy is to provide fair and equitable process for client enrolments and ensure clients are provided with accurate and sufficient information to make an informed choice about their enrolment and chosen course.

2. Policy Statement

AAMC Training Group is committed to ensuring all clients enrolling on courses are treated fairly and equitably, and are clearly informed of the enrolment process, conditions, details regarding their chosen course, rights and obligations.

AAMC Training Group will provide prospective and current clients with advice regarding relevant training products to meet their needs, taking into account the individual existing skills and competencies.

3. Definitions

3.1 The following words and expressions have the following specific meaning, as in the Standards for Registered Training Organisations (RTOs) 2015.

Educational and support services may include, but are not limited to:

- a) pre-enrolment materials;
- b) study support and study skills programs;
- c) language, literacy and numeracy (LLN) programs or referrals to these programs;
- d) equipment, resources and/or programs to increase access for learners with disabilities and other learners in accordance with access and equity;
- e) learning resource centres;
- f) mediation services or referrals to these services;
- g) flexible scheduling and delivery of training and assessment;
- h) counselling services or referrals to these services;
- i) information and communications technology (ICT) support;
- j) learning materials in alternative formats, for example, in large print;
- k) learning and assessment programs contextualised to the workplace; and
- l) any other services that the RTO considers necessary to support learners to achieve competency.

Student Identifier has the meaning given in the *Student Identifiers Act 2014*.

4. Policy Principles

4.1 Information to Clients

- a) Prior to enrolment each client is provided with access to Course Information, and client policies including Terms and Conditions (See Client Information Policy). During registration and enrolment, via the website or verbally with the enrolling student, AAMC Training enquire concerning any specific needs (LL&N / Disability) and the student is provided with the relevant terms and conditions to their course enquiry. Students will also be advised of the relevant course information on the AAMC Training RTO Website.

4.2 Enrolment of Individual Clients

- a) Enrolment into training programs will be conducted at all times in an ethical and responsible manner, ensuring fairness and compliance with the AAMC Training Group Access & Equity Policy.
- b) Enrolments for face to face/Virtual classes courses are subject to availability of places on the training program, based on the maximum number of clients who can be accommodated under the particular circumstances (e.g., safety, capacity of training venue, type of course, learning structures etc. within program).
- c) All prospective clients will be provided with information regarding the RTO and its course, in accordance with AAMC Training Group Client Information Policy.
- d) If contacted directly as opposed to online registration, AAMC Training Group will review the individual needs of each prospective client, taking into account their existing skills and competencies, advising them of the most appropriate training product to meet their needs.
- e) Enrolments will be considered tentative until payment has been received. Should enrolment numbers reach maximum, and another person wishes to enrol on a course where there is a tentative enrolment, the tentative booking will be contacted to confirm payment. If payment is not made the place will be given to the new client.
- f) All Clients enrolled on courses receive an automated email to confirm their enrolment on the course and a TAX invoice to show the payment status.
- g) Course fees are payable in advance (subject to Financial Management Policy – Course Fees).

4.3 Special Needs of Clients

- a) Clients intending to enrol for training are requested to advise us of any physical or other impairments/needs (e.g., English language difficulties, dyslexia etc.) which may adversely affect their ability to successfully undertake the training. (See Access & Equity Policy)

4.4 Language, Literacy and Numeracy Abilities of Clients

- a) Clients intending to enrol for training are required to take a self-assessment on their language, literacy, and numeracy abilities to determine their capability to successfully undertake the training and determine whether any additional support is needed. (See LLN Policy and Access & Equity Policy)

4.5 Student Identifier

- a) All clients enrolling in a qualification course are required to provide their unique Student Identifier, in accordance with requirements of Student Identifier Act.
- b) Students will be advised on the process of obtaining a Student Identifier if they do not already have one, via <http://www.usi.gov.au/Pages/default.aspx>
- c) AAMC Training Group will verify and maintain all Student Identifier numbers in its Student Management System (SMS) in accordance with the Student Identifier Act.
- d) AQF Certification documents will only be issued to an individual with a verified Student Identifier unless an exemption applies. Where an exemption applies, learners will be informed prior to commencement that results will not be included in the USI system.

4.6 Group Enrolments (Corporate Client / Employer)

- a) AAMC Training Group negotiates course requirements with relevant company client representative.
- b) Written confirmation via either individual enrolment forms or a bulk spreadsheet provided by AAMC Training is required to confirm course booking with names of individual clients included.
- c) When a bulk enrolment is required this is actioned on behalf of a corporate client however individual students are asked to verify their personal details and provide a Student Identifier number when they access the AAMC Training Student Management System.

4.7 Recognition

- a) Mutual Recognition, Credit Transfer and Recognition of Prior Learning are acknowledged and accepted as a standard practice of AAMC Training Group. (See Recognition policy)

4.8 Course Confirmation

- a) Approximately a week prior to a Face to Face/Virtual classes course commencing the client is provided with written confirmation of their enrolment, including a schedule for training dates, times, and location of training.

4.9 Changes to Training and Assessment

- a) Any changes to a training program, services or third-party provider will be advised to clients, as soon as possible prior to the date the change is to occur.

4.10 Cancellation of Courses

- a) It is NOT AAMC Training Group normal policy to cancel scheduled training programs.
- b) However, if for some unforeseen reason a course is cancelled or postponed, all clients will be offered the opportunity to attend the training program on another date, at another location (if available) or in another delivery mode.
- c) If, in the event that the client does not accept the offer, or for some reason the offer cannot be made, the course fees will be refunded in full. (See Refund Policy)

4.11 Refund for Cancellation of Enrolment by Client

- a) Refunds can be provided, in accordance with AAMC Training Group Refund Policy advised in the Terms and Conditions. (See Refund policy)

4.12 Transfer of Enrolment

- a) **Transfer to another "Course date"** – Clients are able to transfer to another course date for face to face training, providing they make a request in writing a minimum of one week in advance. The transfer is subject to course availability.
- b) **Transfer to another "Course"** – Should a client wish to transfer to another course, they need to contact the AAMC Training office to make the request. The transfer is subject to course availability.
- c) **Transfer to another "Delivery mode"** – Should a client, enrolled in a course, wish to transfer to another "delivery mode" for the same course they are able to do so providing they contact the AAMC Training office to make a request. The transfer is subject to course availability.
- d) **Transfer to another "Client"** – This is reviewed on a case-by-case basis.

4.13 Client Records of Enrolment

- a) AAMC Training Group is obligated to report all enrolments, in compliance with national reporting requirements. (See Management of RTO Policy)
- b) Individual client records are created for each enrolment and maintained for a period of 30 years. (See Records Policy)
- c) All individual clients have access to their own records, and the progress of their learning. This is enabled through the student management system. (See Records Policy)

4.14 Fees

- a) Fees are collected in accordance with the Fees processes. (See Financial Management Policy)

4.15 Student Information

- a) All clients confirm an acknowledgment during enrolment online, that they have received, read and understood AAMC Training Group Terms and Conditions including references to policies available on the website.

5. AAMC Training Group Responsibilities

The Director AAMC Training Group is responsible for ensuring compliance with enrolments processes.

Administration staff are responsible for correct and accurate enrolments in accordance with this policy and procedures.

6. Access & Equity

The AAMC Training Group Access & Equity Policy applies. (See Access & Equity Policy)

7. Records Management

All documentation from Enrolment processes are maintained in accordance with Records Management Policy. (See Records Management Policy)

8. Monitoring and Improvement

All enrolment practices are monitored by the Director AAMC Training Group and areas for improvement identified and acted upon. (See Continuous Improvement Policy)