

## 1. Purpose

AAMC Training Group is committed to providing quality training and assessment services in accordance with the **Standards for Registered Training Organisations (RTOs) 2025**. This policy ensures that all learners are provided with accurate, sufficient, and accessible information to make informed decisions about their training and assessment prior to enrolment.

The purpose of this policy is to ensure that AAMC Training Group:

- Implements a consistent, transparent, and fair enrolment process
- Determines the suitability of each learner and their support needs prior to enrolment
- Complies with obligations under the **Australian Consumer Law, Privacy Act 1988**, and relevant Commonwealth, State, and Territory legislation.
- Provides equitable access to training for all learners, including those requiring additional support.

This policy applies to all **VET students, staff, contractors, and third-party partners** involved in the enrolment and pre-training process.

## 2. Policy Statement

AAMC Training Group ensures all prospective learners are treated fairly and equitably throughout the enrolment process. All information provided to learners prior to enrolment is accurate, up to date, and designed to support informed decision-making.

AAMC Training Group will:

- Provide clear and accessible information on course outcomes, entry requirements, and pathways.
- Assess each applicant's suitability for their chosen course through the **Application and Pre-Enrolment process**.
- Identify any **Language, Literacy, Numeracy, and Digital (LLND)** support needs prior to enrolment.
- Verify that the chosen training product aligns with the learner's career goals and capacity to complete the course.
- Maintain all enrolment information securely and in compliance with data protection and recordkeeping requirements.

## 3. Definitions

**Application Process:** The pre-enrolment stage where learners submit an online application.

**Suitability Review:** The structured process used to assess an applicant's existing skills, experience, LLND capability, digital access to determine eligibility and suitability.

**LLND Assessment:** The Language, Literacy, Numeracy, and Digital skills screening conducted before enrolment to determine foundation skill levels and identify support requirements.

**Individual Support Plan:** Changes made to the training or assessment process to support learners with disability or other identified barriers.

**Student Identifier (USI):** A unique number issued under the Student Identifiers Act 2014 that links to a learner's national VET record.

## **4. Policy Principles**

### **4.0 Pre-Enrolment Information**

Prior to enrolment, learners will be provided with information about:

- Course code, title, and structure.
- Course duration, delivery mode, and assessment requirements.
- Entry requirements and pre-requisites (if applicable).
- Fees, payment terms, and refund conditions.
- Available support services and reasonable adjustment processes.
- Learner rights and obligations.
- Certification, credit transfer, and recognition of prior learning options.

All pre-enrolment information is available via the AAMC Training Group website, student handbook, and enrolment communications.

### **4.1 Application and Enrolment Process**

#### **a) Application Submission:**

Prospective learners complete an online application form. The application process collects details necessary to assess eligibility, including:

- Date of birth and contact information
- Prior education and qualifications
- Study reasons
- English proficiency
- Course suitability
- Demographic and inclusion data
- Unique Student Identifier
- Pre-eligibility form for RPL
- Privacy Policy and Terms and Conditions are acknowledged and accepted.

#### **b) LLND Requirement:**

Students must undergo an LLND test (aligned to ACSF and DLSF indicators) to assess their readiness and ability to meet course requirements.

Exemptions may apply as per the **LLND Waiver Policy**.

c) **Determining Suitability and Support Needs:**

Students who have met the requirements of the LLND Assessment will be contacted by the Student Support & Admin Team to further discuss and confirm the suitability of the course and formalise the speaking indicator requirements by asking a range of course suitability and support questions. They will also confirm support provided and next steps.

Students who identify as requiring additional learning or wellbeing support are referred to a Qualified Trainer & Assessor completes a review of their needs.

If student requires additional support, an individual support plan will be developed and agreed to by the student. This information will also be disseminated to all staff, including other trainers and assessors. If student requires external support, the qualified Trainer & Assessor will offer referrals.

d) **Eligibility Confirmation:**

Applicants who meet suitability and entry requirements are invited to proceed to formal enrolment and payment.

#### **4.2 Enrolment of Individual Learners**

- a) Enrolments are conducted ethically, fairly, and in compliance with the **Access & Equity Policy**.
- b) Confirmation of application for enrolment and a link to the **Student Handbook** is provided.
- c) Learners must review and accept the **Terms and Conditions** of enrolment, acknowledging their rights and obligations.
- d) Enrolment confirmation is provided via automated email.
- e) Enrolment is not finalised until pre-enrolment checks and payment have been completed.

#### **4.3 Learner Support and Accessibility**

- a) Learners are encouraged to disclose any learning or accessibility needs at any point during the enrolment process.
- b) AAMC Training Group provides reasonable adjustments and support where required, in line with the **Access & Equity Policy**.
- c) LLN and/or digital literacy gaps identified through the learning support plan will be addressed through additional support or referral.
- d) Learners are provided with access to external support services as appropriate.

#### **4.4 Unique Student Identifier (USI)**

- a) AAMC Training Group require a verified **USI** before enrolment can be finalised (however does not prevent them from starting and completing their course).
- b) AAMC Training Group will assist learners to create or locate their USI if required.
- c) Certification will not be issued until a verified USI has been recorded in the Learning Management System (LMS).

#### **4.5 Group and Employer Enrolments**

For employer paid learners or group enrolments each learner must complete the individual application process to confirm suitability. An invoice will be sent to the employer or person responsible for payment.

For traineeships the employer will be provided an employer agreement, fee and refund terms and privacy statement.

#### **4.6 Recognition of Prior Learning (RPL) and Credit Transfer**

- a) Learners are advised during the application process of their right to apply for **RPL or Credit Transfer**.
- b) Applications for RPL are processed in accordance with AAMC Training Group's **RPL and Credit Transfer Policy and Procedure**.

#### **4.7 Course Confirmation**

Approximately one (1) week prior to a face to face or virtual class course commencing, the student is provided with written confirmation of their enrolment, including a schedule for training dates, times, and location of training.

#### **4.8 Changes to Training and Assessment**

AAMC Training Group will notify learners in writing as soon as practicable of any material change to:

- Course delivery mode,
- Assessment requirements,
- Third-party arrangements,
- Fees and charges, or
- RTO ownership.

Notifications will be communicated via email through the Learning Management System.

#### **4.9 Cancellation of Courses**

If AAMC Training Group cancels or postpones a course:

- a) Learners will be offered a transfer to another date, course, or delivery mode, or
- b) Provided with a full refund in accordance with the **Refund & Fee Protection Policy**.

#### **4.10 Fees and Payment**

- a) Fees must be paid prior to course commencement unless an approved payment arrangement is in place.
- b) AAMC Training Group will not collect more than **\$1,500 in prepaid fees** from any individual learner before training commences, in line with **Clause 6.4 of the Standards for RTOs 2025**.
- c) All fee-related matters are managed in accordance with the **Refund & Fee Protection Policy**.

#### **4.11 Transfer of Enrolment**

- a) **Transfer to another “Course date”** – students can transfer to another course date for face to face/Virtual Class training, providing they contact the AAMC Training office to make the request.

The transfer is subject to course availability.

- b) **Transfer to another “Course”** – Should a student wish to transfer to another course; they need to contact AAMC Training Group via email or help request to make the request.

The transfer is subject to course availability. Additional course and administration fees may apply.

- c) **Transfer to another “Delivery mode”** – Should a student, 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 via email or help request to make the request.

The transfer is subject to course availability. Additional course and administration fees may apply.

#### **4.12 Recordkeeping**

- a) AAMC Training Group maintains accurate enrolment and learner records for a minimum of **30 years for qualification certificates**.

- b) For assessment and enrolment records:

- Fee for service students: 2 years
- Victorian Skills First Funded (contract ending Dec 2025): 3 years
- Traineeships: 7 years

- c) Learners may access and update their personal details at any time via the Learning Management System.

- d) All personal information is handled in accordance with the **Privacy Act 1988 (Cth)** and the **RTO Reporting and Records Management Policy**.

#### **4.13 Monitoring and Improvement**

- a) Enrolment and application data are reviewed regularly by the **General Manager and Compliance Officer** to identify trends or areas for improvement.

- b) Feedback from applicants and learners is used to refine the pre-enrolment and PTR process.

- c) Outcomes and corrective actions are documented in the **Continuous Improvement Register**.

### **5. Related Documents**

- Student Handbook
- LLND Assessment Policy
- Access & Equity Policy
- Refund & Fee Protection Policy
- Records Management Policy
- Continuous Improvement Policy
- RPL and Credit Transfer Policy and Procedure
- Terms & Conditions

## **6. Legislative and Standards References**

- Standards for Registered Training Organisations (RTOs) 2025 – Standards 2, 3, 4, and 6
- National Vocational Education and Training Regulator Act 2011
- Australian Consumer Law (Competition and Consumer Act 2010)
- Privacy Act 1988 (Cth)
- Student Identifiers Act 2014