



## 1. Purpose

The purpose of this Policy is to ensure that all Learners are fully aware of the RTO enrolment process. Learners are advised of all pre-enrolment requirements, identification requirements, fees and charges and refunds, Learner support, training and assessment, so that each Learner is fully informed before enrolment or commencement. Further, that all staff are aware of their obligations with regards to Learner enrolments and in doing so the RTO adheres to the Standards for Registered Training Organisation 2025 so that all enrolments are consistent and compliant.

## 2. Policy Statement

Superior Technical College RTO# 46552 CRICOS# 04444F (the RTO), is committed to providing quality training and assessment products and services in compliance with the Standards for Registered Training Organisations (RTOs) 2025.

## 3. Mapping

This policy and procedure maps to the new 2025 RTO Standards 2.1 and 2.2 (Learner Information)

This policy should be read in conjunction with the:

- Marketing & Advertising Policy and Procedure;
- Financial Management Policy and Procedure;
- Learner Support Policy and Procedure;
- Effective Assessment Policy and Procedure; and
- Third Party Management Policy and Procedure (if applicable).

## 4. Definitions

- **AVETMISS** – Australian vocational education and training management information Statistical Standard which ensures the consistency and accuracy of vocational education and training information
- **Courses** – Refers to all training delivered by the RTO's scope of registration, which include VET accredited, fee for service, vocational and prevocational courses
- **USI** – Unique Student Identification Number – National Learner reference number. All Learners who enrol in a nationally recognised training course require a USI- This is a reference number made up of 10 numbers and letters which creates a secure online record of your recognised training which will give you access to your training records and transcripts and can be accessed online at any time. Your USI can be used if seeking credit transfer (identify) so as demonstrate prior learning when commencing further training. This is not your Learner number and must be created by you and not by the RTO.



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- **LLN** – Language, Literacy & Numeracy assessment – to identify a Learner’s ability to commence a course
- **SMS** – Student Management System
- **VET**- Vocational Education and Training
- **QA** – Quality Advisor
- **RM** – RTO Management (CEO or suitable delegate such as Administration Manager)
- **Training Advisors** – Referring to any sales staff of any title

## 5. Prior to Enrolment

The RTO is obliged to ensure each prospective or current Learner is provided with the following;

- Via individual marketing materials-
  - Accurate description of the course
  - Training product code and title
  - Entry requirements for the course (pre-requisites, prior experience, etc.)
  - Information related to the timing of the course including commencement, duration, scheduling
  - Fees- payment terms, when fees are to be paid and options how fees can be paid and information regarding government funded subsidy which may be available
  - Any materials/equipment/health and safety clothing which may be required if Learner fails to present it wherever required
  - Assessment methods, modes and delivery timeframes
  - A clear course description which will distinguish between nationally recognised training and any assessments which will result in the issuing of AQF certification.
  - Where work placement is required, any information about the work placement, the responsibility of the RTO and learner to identify and organise work placements, etc.
  - Where workplace licensing is relevant information about how to apply
  - Details of any third party arrangements
- Information about the RTOs policies and procedures are found in the International Student Handbook and website including:
  - Recognition of prior learning and Credit Transfer- explaining what each service is, costs associated and how to access or discuss RPL or Credit Transfer further



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- Fees- All terms and conditions including deposits and or refunds and learner rights as a consumer-Refer to Financial Management Policy and Procedure for more details.
- Learner's support services- Refer to Learner Support Policy and Procedure for more information
- Information about complaints and appeals process – Refer to Complaints & Appeals Policy and Procedure
- Training and wellbeing support services including how to access services
- How to obtain a USI and the requirement to have a USI in order for the RTO to issue a Certificate
- Information about any relevant government funding including eligibility requirements and additional program funding requirements
- How learners could be affected by a transition of training products and how the RTO keeps learners informed about this
- The requirement for all learners to be assessed for LLN, digital literacy and suitability of courses prior to enrolment
- The learners obligations under the training contract
- How learners information is used (privacy and data provision to government, AVETMISS, NCVET, etc.)

Sources of information for Learners include but is not limited to:

- RTO website
- RTO social media (Facebook, Instagram, etc.)
- Flyers
- International Student Handbook
- Enrolment Forms
- Face to face information sessions with RTO administration staff

### 6. Enrolling with the RTO

The RTO must ensure that all enrolment policies/forms and criteria are maintained, consistent and amended where required. All Learners are enrolled in keeping with the RTO national procedures. Specific forms required are documented in the appendix at the end of this policy and procedure.



### 7. AVETMISS and USI

To correctly complete the RTO enrolment online form, (in accordance with AVETMISS specifications) all mandatory fields are clearly identified. In addition, Learners must provide the following;

#### USI – Unique Student Identification Number

Your USI is a unique 10-digit number made up of letters and numbers as provided by the Australian Government. This number is unique to each Learner is nationally recognised and is mandatory for all Learners to supply to the RTO upon enrolment. Your USI creates a secure online record of all your recognised training and qualifications gained in Australia and all transcripts from 2016. This number can be accessed online at any time one is free to create.

If you are a new or continuing Learner undertaking nationally recognised training, you need a USI in order to receive your qualification or statement of attainment. If you don't have a USI, you will not receive your qualification or statement of attainment. For more information, please visit: [usi.gov.au](http://www.usi.gov.au), <http://www.usi.gov.au/create-your-usi/> on your PC or mobile device or contact them at Email: [usi@education.gov.au](mailto:usi@education.gov.au) Phone: 1300 857 536

### 8. Credit Transfer & RPL

As part of our commitment to ensuring fair and efficient pathways to qualification, our RTO offers Credit Transfer (CT) and Recognition of Prior Learning (RPL) in line with the new Outcome Standards. Learners who have previously completed an equivalent nationally recognised training product can apply for Credit Transfer, reducing the need to repeat learning they have already successfully completed. This process is streamlined and transparent, requiring students to provide authentic AQF certification documentation or an authenticated VET transcript (USI Transcripts) as evidence of prior learning. Where applicable, students will receive guidance on submitting their documentation and understanding any limitations based on licensing or regulatory requirements.

For learners who have acquired relevant skills, knowledge, or experience through work, informal learning, or other training, we provide RPL opportunities to assess and formally recognise their competencies. The RPL process is conducted fairly and consistently, ensuring that students meet the requirements of the training product while avoiding unnecessary repetition of content. Our trainers and assessors work closely with learners to support them in gathering and presenting evidence, ensuring their previous experience is recognised appropriately. By offering clear and accessible pathways for CT and RPL, we enable students to progress efficiently through their training, reducing barriers and ensuring that their skills are valued within the vocational education and training (VET) system.

### 9. Fees & Charges

All students are provided with clear and transparent information about fees and charges before enrolment. This includes details on tuition fees, payment terms, refund policies, and any applicable government funding or subsidies. Students will receive a breakdown of costs in their application and enrolment documents, ensuring they fully understand their financial obligations before commencing their course.

For further details regarding fees, payment options, refunds, and financial assistance, students should refer to the Financial Management Policy and Procedure. This document outlines all relevant policies



related to student payments, including options for payment plans and financial hardship considerations where applicable. If students have any questions regarding their fees, they are encouraged to contact our administration team for assistance.

### 10. Privacy Notice

Under the Data Provision Requirements 2012, the RTO is required to collect personal information about all Learners and to disclose that personal information to the National Centre for Vocational Education Research (NCVER). All personal information as contained on an enrolment form and your training activity data may be used or disclosed by the RTO for statistical, regulatory and research purposes. The RTO may disclose your personal information for these purposes to third parties, including:

- School – if you are a secondary Learner undertaking VET, including a school-based apprenticeship or traineeship;
- Employer – if you are enrolled in training paid by your employer;
- Commonwealth and State or Territory government departments and authorised agencies;
- NCVER;
- Organisations conducting Learner surveys; and
- Researchers.

Personal information disclosed to NCVER may be used or disclosed for the following purposes:

- Issuing a VET Statement of Attainment or VET Qualification, and populating Authenticated VET Transcripts;
- Facilitating statistics and research relating to education, including surveys;
- Understanding how the VET market operated, for policy, workforce planning and consumer information; and
- Administering VET, including program administration, regulation, monitoring and evaluation.

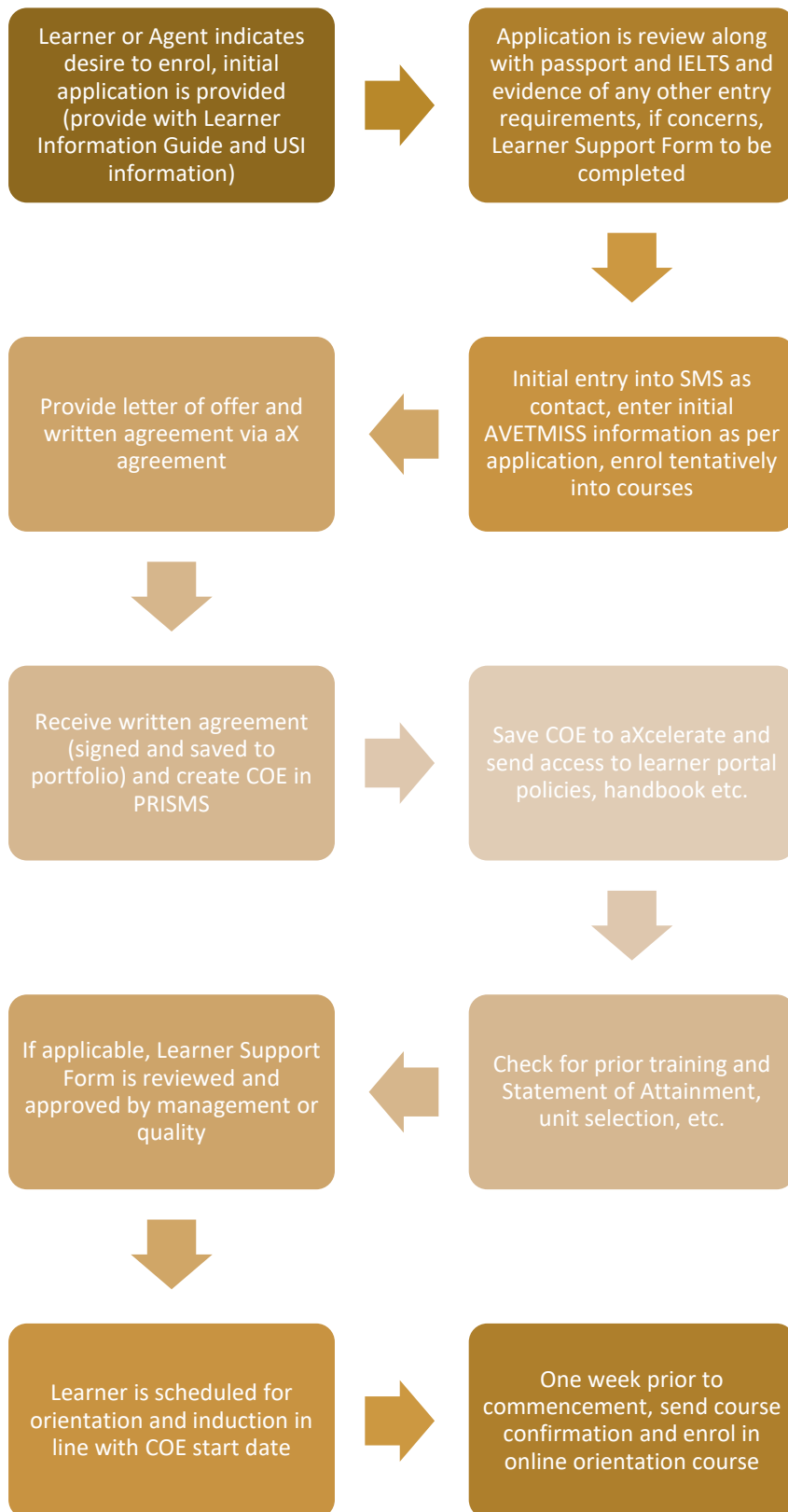
### 11. Process

#### Enrolment Process for fee for service courses (international)

Further training on this process is available at <https://youtu.be/wgO5Y6ehvzl>



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## Induction Information

Learners are often overwhelmed via the enrolment process, as such, the RTOs process has been designed to reinforce key information throughout the enrolment process and prior to commencement:

1. All information is provided through the enrolment process as per above
2. Upon confirmation, learners are provided with Confirmation of Enrolment which highlights again the key information and the International Student Handbook which provides more detailed information about the college
3. The day of commencement, learners are taken through an orientation/induction process and sign off on a learner induction checklist to confirm their understanding.

As such, over a period of time, the RTO is confident that the learner has been fully informed about all aspects of their training and assessment and know how to access support from the RTO.

The RTO is currently developing an online induction program to support existing processes, this will be delivered through the SMS and will serve as additional support to ensure that learners can access relevant information about the RTO and its support services.

## 12. Responsibilities

- Administration officer is responsible for providing only approved documentation as per the enrolment procedure
- Administration officer is are responsible for ensuring that accurate and ethical information is provided to potential learners
- Admin will be responsible for actioning the enrolment.
- The trainer is responsible for providing an overview of the course and key information on the day of commencement.

## 13. Quality Assurance

- Quality Advisor will provide an annual review of a sample of completed enrolment packs and provide any outstanding issues in a report to the Directors for actioning
- The Directors and owners are ultimately responsible for ensuring the marketing is compliant.

## 14. Related documents

The following documents are part of the RTOs enrolment

- Course Flyers
- Website



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- International Enrolment Pack:
  - Code of Conduct for Learners
  - Privacy Photo Consent Form
  - Letter of Offer
  - Written Agreement
  - PRISMS Confirmation of Enrolment (COE)
- Internation Student Handbook
- Confirmation of Enrolment
- Training Plan
- Learner Induction Checklist

## 15. Monitoring and Improvement

All enrolment practices are monitored by the Director(s) of The RTO and areas for improvement identified and acted upon. (See Continuous Improvement & Quality Management Policy)

### Policy Review

This policy will be reviewed each year and as a standing item, include details of the date it was reviewed and any changes.

- November 2022 - initial creation
- Jan 2024- Updates to align to the new draft standards
- Jan 2025- Updates in line with 2025 RTO Standards, review with ESOS, new sections policy in practice and evidence of policy in practice.
- November 2025 – Roles and responsibilities updated. State information removed.
- March 2025- Minor updates to language, clarification of roles and responsibilities

### Policy Additions or Amendments

Separate to the mandated annual review, the policy may be varied at any time due to legislative changes or to fall in line with widely accepted best practices in the workplace. In the event of any changes, the policy will be updated, and relevant stakeholders advised.

**Shakeel Ahmad, CEO/PEO**



## 16. Appendix

### Forms for Student Enrolment

State	Funding Model	Suitability Questionnaire	Enrolment Form	Code of Conduct	Student Information Guide	LLN	Fees & Charges Information	Other
National	FFS	√	√	±	±	¥	Noted in enrolment form	Debit Success Form where payment plan is requested
International	CRICOS FFS	√	√ Plus Letter of Offer & Written Agreement	±	±	Often provided as IELTS or PTE	Noted in Written Agreement	Evidence of Student Visa; Passport

√- Completed with the RTO staff in hard copy and handed to admin for processing

± - Document may be provided via hard copy, soft copy, emailed or student provided with a link to website. Note: Students are also able to access this through their online training login in the resources section in aXcelerate

¥ - Students are provided with a link upon enrolment from administration, evidence of the emailed link is stored within SMS

\* - Students are informed within enrolment that the tuition fees are being paid in full by the employer

\*\* - Students are provided with separate form outlining the fees and charges in line with government funding, such as a Statement of Fees. Fee information about the course is provided within marketing materials where required by state funding contracts.



### 17. Policy In Practice

When the enrolment process is applied correctly, students experience a seamless and transparent journey from their first enquiry through to their course commencement. Prospective students receive clear, accurate, and accessible information about their chosen course, including entry requirements, fees, training duration, assessment methods, and available support services. Before enrolling, students undergo a suitability review, ensuring they are guided towards the right training product based on their existing skills, knowledge, and learning needs. This process ensures that students make informed decisions and enter their course with a full understanding of their obligations, rights, and available support.

Once enrolled, students are provided with structured induction and orientation sessions, reinforcing key information about their learning journey, support services, and how to access additional assistance if required. Throughout their studies, students have access to qualified trainers, assessors, and support staff who are committed to their success. If challenges arise, students are supported through reasonable adjustments, well-being services, and a responsive complaints and appeals process, ensuring that every learner has the opportunity to complete their training successfully. By consistently applying this policy, the RTO fosters an inclusive, student-centred learning environment where learners feel informed, supported, and empowered to achieve their educational and career goals.

### 18. Evidence of Policy In Practice

To ensure compliance with this policy and demonstrate that enrolment processes align with regulatory requirements, the RTO maintains comprehensive records and documentation at each stage of the student journey. Key evidence includes completed enrolment forms, signed student agreements, suitability assessments, fee payment records, and confirmation of Credit Transfer (CT) or Recognition of Prior Learning (RPL) where applicable. These records are securely stored in the Student Management System (SMS) and are regularly reviewed to ensure accuracy and compliance with the Outcome Standards and RTO obligations.

Further evidence of policy in practice is captured through audit reports, student feedback, induction and orientation records, and documented support interventions. Monitoring of complaints, appeals, and feedback mechanisms ensures continuous improvement and responsiveness to student needs. The RTO's Quality Assurance team conducts periodic reviews of enrolment practices to verify adherence to policy requirements, with findings used to refine processes and enhance compliance. By systematically capturing and reviewing this evidence, the RTO ensures transparency, accountability, and continuous improvement in student enrolment and support services.