Admission and Enrolment

At AIHFE, we endeavour to present information about our courses, support services, fees and charges clearly and in an easy to understand format to enable prospective learners and clients make informed decisions about their training and assessment options and pathways.

General Enrolment Principles

In accordance with Clauses 5.1 to 5.3 of the Standards for RTOs 2015, we will strive to identify a learner's needs during the enrolment process, taking into account their existing skills and competencies to ensure that our services to each individual learner can be appropriately adjusted to allow for their unique requirements.

To achieve this, we will be guided by the following:

- Ensure our marketing materials and our pre-enrolment information is clear and easy to understand.
- Provide prospective learners and clients with accurate and ethical marketing and pre-enrolment information.
- Inform the learner of the following:

  Course Brochure and the website

  - The course code and title, as published on the National Register of VET;
  - The requirements for acceptance into a course, including the core skills requirements;
  - The course content and duration;
  - The modes of delivery available and location;
  - The assessment methods;
  - Information on any relevant work placements, including whether they are to seek out their own work placement arrangements (if applicable);
  - Information on credit transfers and recognition of prior learning processes available;
  - Any special requirements or resources required for the course;
  - The occupational outcomes produced by the relevant course;
  - Campus locations and a general description of the facilities, equipment and learning resources available to the learners;
  - Details of any arrangements with a third-party to market or deliver the course, or part of the course (if applicable);

- Total fees and charges; and
- Refund information.

Policy procedures in AIHFE website and policy manual

- The Student Code of Conduct;
- Our obligations and responsibilities to the learner,
- The learner’s rights and obligations;
- Privacy information;
- Fees and refund policy and procedure;
- Continuous improvement processes;
- Our complaints and appeals policy and procedure;
- Academic integrity matters;
- Information on assessments, credit transfer and recognition of prior learning;
- Monitoring and tracking of course completion;
- Intervention strategies; and
- Information about the grounds on which the learner’s enrolment may be transferred, deferred, suspended or cancelled.

- Determine if the learner has any need for reasonable adjustments by completing an enrolment interview process with them and ensure that there are no unnecessary barriers for the learners to participate in the training program at the point of enrolment (where possible). If there are any reasonable adjustments to be made, this is to be recorded on the student’s file and the student’s Training Plan updated accordingly.
- Provide comprehensive administrative support that enables the learner to complete the enrolment process efficiently.
- Where we are not able to provide the required course or services to the learner, we are to direct them to the Australian Government’s MySkills platform: https://myskills.gov.au.

Changes

In accordance with Clause 5.4 of the Standards for RTOs 2015, where there is a change to the agreed services to be provided, policies relating to the learner’s rights and the payment of fees and charges, or to the conditions of a learner’s enrolment at any time, AIHFE is to inform current learners as soon as practicable. This includes changes to any third-party arrangements or the ownership of AIHFE.

It is a policy of AIHFE to inform current learners of the changes as soon as practicable.

The information notice should include:

- What has prompted the change;
- Why we have made the change;
- How it affects them;
- The benefits of the change;
- When it will come into effect; and
- Any opt-out options (if applicable)

We will also endeavour to publish an updates and performance information relevant to our RTO as soon as practicable on our website (news and upcoming events).

Students are also encouraged to notify us of any changes to their personal information, such as their residential address, within 20 business days.

Enrolment Procedure

1. **Initial contact** – when a prospective learner initially contacts us, we should establish their training requirements. Establishing the needs of prospective learners or clients is important to ensure that they enrol in programs that meets their career goals and are able to make an informed decision on their training needs.

   We should always endeavour to answer all of their questions completely and accurately – from questions about the course, to the support services available, to the fees and charges applicable. Be active in providing solutions and build a positive and professional relationship from the first contact.

   You may be required to help the student complete a career quiz, sample: https://labourmarketinsights.gov.au to help them ascertain whether our training program would align with their career goals.

   Where a prospective learner or client's needs are aligned with one of our training programs, we are to request for them to provide us with their e-mail address and provide them with our enrolment pack (where appropriate):

   - The relevant course enquiry response emails;
   - Course brochure

   Where we are unable to offer them the training program of their choice, we should direct them to the Australian Government's MySkills platform: https://myskills.gov.au.

2. **Follow up** – **<u>3 business days</u>** after sending out the enrolment pack to the prospective learner or client, we are to follow up with them to offer assistance and ask if they have any questions.
3. **Enrolment application** – where a prospective learner or client proceeds with enrolment, we are to check their application has been completed correctly and completely. If there are any information that requires clarification or confirmation, note them down and clarify them with the learner during the Enrolment Interview process.
4. **Student file created on the Student Management System** – when an application for enrolment is received, a student file is to be created on the Student Management System. We should update the learner's file at every stage of their enrolment, and every time we are in contact with the learner.

5. **Enrolment Interview** – we are to contact the learner to undertake an enrolment interview as soon as possible after receiving their application for enrolment and supportive evidence. During the interview, we are to listen out for any issues with listening and comprehension and with their speech and oral communication. They are to note down any detected deficiencies in these areas on the Enrolment Interview form. We should also find out more about the learner's education background to ensure that they are suitable for the training program they have enrolled into
6. **Verify USI** – the learner's USI is to be verified on the Australian Government's USI platform: www.usi.gov.au and once verified, the notes are to be entered into the student's file.
7. **Credit Transfer** – where the learner has informed us that they would like to apply for credits, we should send them the *Credit Transfer Form* to complete. Ask for them to return it to us with a certified copy of their AQF certification documents – i.e. their testamur and record of results, or their statement of attainment, or their authenticated VET transcript; which evidences that they have successfully attained the unit(s) of competency they are applying credits for. Advise them that if they do not return the form together with the certified copy of their supporting evidences, we will not be able approve of their request for credits. Refer to our Credit Transfer policy for more information on the credit transfer requirements and process.
8. **Recognition of Prior Learning** – where a learner has expressed interest in applying for an RPL assessment, they are to be provided with the *Recognition of Prior Learning Application Form* and briefed about the process. Refer to our Recognition of Prior Learning policy for more information.
9. **Sending unit enrollment from –** Once course enrollment is completed students are sent a unit enrollment from for the term to enroll in the relevant unit/s and the module.
10. **Invoice fees** – once we have ascertained that the learner meets all of the training program requirements and unit enrollment from and they have completed the enrolment process, the Accounts department is to issue an invoice for the applicable fees.
11. **Confirmation of Enrolment** – once the learner has been formally accepted into the training program, the Confirmation of Enrolment document is issued to the learner.
12. **Provider access to the learner portal** – the learner is now given the access to the learning portal to commence their training program.

Enrolment Process Flow-Chart