Enrolments Policy

1. Policy Statement

AusQ Training is committed to providing learners with the necessary educational and support services to assist them in successfully completing their training. AusQ Training is also committed to ensuring all customers enrolling in courses are treated fairly and equitably, and are clearly informed of the enrolment process, conditions, details regarding their chosen course, rights and obligations. AusQ Training will provide prospective and current customers with advice regarding relevant training products to meet their needs, taking into account the individuals existing skills and competencies.

1.1 Purpose

AusQ Training is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (SRTOs 2025). As such, AusQ Training is required to comply with relevant Commonwealth, State and Territory laws regarding and including anti-discrimination and equal opportunity. AusQ Training is committed to providing the best practice, professional products and services to its customers and acknowledges it can only succeed in this with effective and efficient quality processes. The purpose of this policy is to provide fair and equitable process for customer enrolment and ensure customers are provided with accurate and sufficient information to make an informed choice about their enrolment and chosen course.

1.2 Scope

This policy applies to:

1. All AusQ Training workers
2. All contractors or Third Parties working on behalf of AusQ Training
3. All learners attending training with AusQ Training
4. All of AusQ Training's activities and operations

2. Policy Principles

The following principles underpin this policy.

a) During the enquiry stage, and before enrolment is confirmed, AusQ Training will identify any additional support a prospective learner may require. This may include LLND, relevant foundation skills, and any prerequisite or licensing requirements needed to complete the course safely and successfully.

b) Support needs will be identified through tools such as a LLND assessment.
   - LLND assessment is completed during the enquiry stage and prior to enrolment being confirmed. It is used to determine eligibility before any enrolment is confirmed or fees are charged.
   - The assessment is used to determine a prospective student's eligibility for the training product.
   - The assessment confirms whether the training product is appropriate to the learner's skills, needs and capacity to successfully complete the course.

c) Once support needs are identified, AusQ Training will ensure that appropriate and adequate assistance is made available to the learner. Strategies may include, but are not limited to: Learning support services, Access to specialist trainers or support staff, Reasonable adjustments to learning or assessment methods.

d) AusQ Training will maintain documentation showing: the process used to identify learner support needs, the type and extent of support provided and ongoing review of support effectiveness.

e) AusQ Training will provide students clear information regarding Vocational Education & Training (VET) programs so students can make informed decisions prior to application and enrolment. Before an application is submitted and enrolment confirmed, AusQ Training will ensure course information is clear, accurate, current, consistent and accessible. At minimum, pre-enrolment information will include:
   - Training product code and title, delivery mode, duration, dates and location
   - Learning outcomes and pathways (where applicable)

- Assessment methods and key requirements
- Entry requirements, including LLND and prerequisites
- Licensing or regulatory requirements (where applicable)
- Required resources (e.g. PPE, technology, textbooks)
- Fees, charges and any additional costs
- Available learner support services and any limits

f) Each training program has clear entry requirements which students will need to meet in order to be accepted into the program.
g) On enrolment, AusQ Training will endeavour to identify and manage student support needs to ensure students meet their learning outcomes.
h) On enrolment, AusQ Training will accommodate student requests for Credit Transfer and Recognition of Prior Learning.
i) Details of entry requirements into each training course are included on the AusQ Training website, and each training course has its own unique course overview page including detailed information.
j) AusQ Training will provide clear enrolment information to all successful applicants.
k) Enrolment into all training courses (full qualifications/skill sets/skill clusters or single units of competency) is managed via a dedicated Training Management System (TMS).
l) All students:

- Must be at least eighteen years of age at the time of enrolment
- Must have a Unique Student Identifier (USI) entered on enrolment or provide their USI to AusQ Training customer support team
- Must complete their AVETMIS data requirements prior to enrolment
- Are provided with the Privacy Notice (embedded in the electronic enrolment form on the AusQ Training website.

m) All student enrolment records are kept safely, according to the AusQ Training Records Management Policy and Privacy Procedure.
n) Prior to enrolment each customer is provided with access to a Student & Employer Handbook, Course Outline/Information and customer policies.

AusQ Training's enrolment process is staged, commencing with an enquiry stage, followed by a pre-enrolment eligibility assessment, and concluding with enrolment being confirmed only after eligibility, entry requirements and payment conditions have been met.

2.1 Enrolment of Individual Customers

a) AusQ Training will advise prospective students of their LLND eligibility outcome before enrolment is confirmed or any fees are charged. Where a student is not deemed eligible, enrolment will not proceed and alternative options or support will be provided.
b) Enrolment into training programs will be conducted at all times in an ethical and responsible manner, ensuring fairness and compliance with the Access & Equity Policy.
c) Enrolments are subject to availability of places on the training program, based on the maximum number of customers who can be accommodated under the particular circumstances (e.g. safety, capacity of training venue, type of course, learning structures etc within program).
d) AusQ Training will review the individual needs of each prospective customer, taking into account their existing skills and competencies, advising them of the most appropriate training product to meet their needs.
e) If a training program is fully booked at the time a customer enquires about enrolment into that particular training program they will be entered and marked as 'Waiting List' or offered a place on another date that the program has been scheduled, which is not fully booked.
f) Customers on the 'Waiting List' are given priority should a place become available. This is strictly on a first-in, first-served basis.
g) During the enquiry stage, prospective students may be recorded in the TMS with a "Pending Enquiry" status until eligibility has been confirmed and entry requirements have been met. 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 and remaining details yet to be supplied. If payment or remaining details is not supplied, the place will be given to the new customer.
h) Enrolment is only confirmed once a prospective student has been assessed as eligible, all entry requirements have been met, and payment (or approved invoicing arrangements) has been finalised. Written confirmation of enrolment is then issued, and the student's status is recorded as "Confirmed" in the TMS.
i) In line with pre-enrolment eligibility requirements, no fees will be charged and no enrolment will be confirmed until an eligibility outcome has been issued.

2.2 Special Needs of Customers

a) Customers intending to enrol for training are requested to advise of any physical fitness, health, other impairments or needs (eg English language difficulties, dyslexia) which may adversely affect their ability to successfully undertake the training. Refer to Access & Equity Policy.

2.3 Language, Literacy, Numeracy and Digital Abilities of Customers

a) AusQ Training conducts a pre-enrolment LLND review to determine a prospective student's eligibility for the training product.
b) During the enquiry stage, and prior to enrolment being confirmed, AusQ Training will identify additional support a learner may require. This includes, but is not limited to: Language, Literacy, Numeracy and Digital (LLND) skills and physical or learning capabilities.
c) Support needs will be identified through tools such as LLND assessment.
d) Once support needs are identified, AusQ Training will ensure that appropriate and adequate assistance is made available to the learner. Strategies may include, but are not limited to: Learning support services, Access to specialist trainers or support staff, Reasonable adjustments to learning or assessment methods.
e) AusQ Training will maintain documentation showing: the process used to identify learner support needs, the type and extent of support provided and ongoing review of support effectiveness.
Refer to Access & Equity Policy.

2,4 **Responsible Staff**

- Responsible Staff include trainers and assessors and customer support for:

- Marking paper based LLNDs
- Evaluating results for learners that do not meet minimum requirements
- Ensuring that all learners complete their LLND requirements prior to enrolment
- Ensure an LLND Support Plan exists for each learner who requires additional support
- Provide a LLND Support Plan or updated plan based on Trainer identified or further identified LLND issues
- Work with learner to create an LLND Support Plan that supports their needs
- Maintain records of LLND assessment results, suitability decisions, communication to the learner and any LLND Support Plans in the student management system for audit purposes.

2.5 Student Identifier

a) All customers 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
c) AusQ Training will verify and maintain all Student Identifier numbers in its Training Management System (TMS).

2.6 Group Enrolments (Corporate Customer / Employer)

a) Where a request for group, corporate or onsite training needs is received, AusQ Training will provide written details outlining training course options including pricing and dates.
b) Customers who wish to engage our services are required to provide written acceptance as confirmation of quote provided.
c) Payment details must be confirmed such as verifying the customer has an approved credit application for being issued an invoice or other alternative methods of payment provided.
d) A group enrolment form is available for group bookings and must be completed to proceed with the booked training. For group bookings, suitability (including LLND and any other relevant requirements) will be reviewed for each participant prior to enrolment being confirmed. Fees will not be taken for an individual participant until the suitability outcome has been issued and an offer of enrolment has been accepted. Enrolment is not confirmed until these steps are complete.

2.7 Recognition

a) Credit Transfer and Recognition of Prior Learning are acknowledged and accepted as a standard practice of AusQ Training. Refer to Recognition policy.

2.8 Confirmation of Enrolment

a) Where a prospective student has been assessed as suitable and entry requirements have been met, AusQ Training will issue an offer of enrolment. This is initially provided as a conditional offer, subject to the applicant completing the remaining steps in the enrolment process and providing any required information.
Acceptance of the offer occurs when the applicant continues and submits the enrolment application and/or completes payment of applicable fees.
Where an application is not accepted, AusQ Training will notify the applicant and may provide information about alternative training pathways or support options.
Once all enrolment requirements have been completed and any applicable fees processed, AusQ Training will issue written confirmation of enrolment, including the final course details.

2.9 Changes to Training and Assessment

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

2.10 Cancellation of Courses

a) It is NOT AusQ Training's normal policy to cancel scheduled training programs.
b) However, if for some unforeseen reason a course is cancelled or postponed such as a Trainer & Assessor is unwell, all customers will be offered the opportunity to attend the training program on another date, at another location (if available) or in another delivery mode if available.
c) If, in the event that the customer does not accept the offer, or for some reason the offer cannot be made, the course fees will be refunded in full within one week of the date of the cancellation of the course. Refer to Fees, Charges, Refund & Cancellation Policy.

2.11 Refund for Cancellation of Enrolment by Customer

a) Refunds can be provided, in accordance with the Fees, Charges, Refund & Cancellation Policy.

2.12 Transfer of Enrolment

a) Transfer to another "Course date" – Customers are able to transfer to another course date, providing they make a request in writing a minimum of five (5) working days in advance. The transfer is subject to course availability.
b) Transfer to another "Course" – Should a customer wish to transfer to another course, they need to make the request in writing a minimum of five (5) working days in advance. The transfer is subject to course availability and meeting any course pre-requisites.
c) Transfer to another "Delivery mode" – Should a customer, enrolled in a course, wish to transfer to another "delivery mode" for the same course they are able to do so providing they make a request in writing a minimum of five (5) working days in advance. The transfer is subject to course availability. Should a student wish to transfer to another delivery mode and does not provide written notice at least five (5) working days in advance, the student forfeits the full course fee.
d) Transfer to another "Customer" - Prior arrangement no later than five (5) working days prior to the course.

2.13 Customer Records of Enrolment

a) AusQ Training is obligated to report all enrolments, in compliance with national reporting requirements. Refer to Management of RTO Policy.
b) Individual customer records are created for each enrolment and maintained for a period of 30 years. Refer to Records Policy.
c) All individual customers have access to their own records, and the progress of their learning. This is enabled through the Training Management System (TMS) refer to Records Policy.

2.14 Fees

a) No fees will be charged during the enquiry stage. Fees are only collected after an eligibility outcome has been issued and the prospective student has accepted an offer of enrolment. Enrolment is not confirmed until these steps have been completed. Fees are collected in accordance with the Fees, Charges, Refund & Cancellation Policies.

2.15 Student Induction

a) AusQ Training provides customers with induction/orientation to ensure they have appropriate information to facilitate their interactions with AusQ Training and their learning.

b) Upon enrolment all customers sign an acknowledgment that they have received, read and understood AusQ Training policies and details within the Student & Employer Handbook.
c) A copy of the Student & Employer Handbook is accessible at all times via the company website, which outlines key information including their rights and responsibilities as a learner.

3. Accountabilities

This policy applies to all AusQ Training workers who are involved in customer support and processing or handling of enrolments with AusQ Training.

The Chief Executive Officer or authorised/appointed person in their absence is responsible for:

a) Provide workers with required training and guidance for handling enquiries and enrolments. This includes during worker induction and ongoing on the job;
b) Setup and monitor quality process checks to ensure highest of customer support and service standards are being provided in accordance with this policy.

Customer Support & Administration Team are responsible for:

a) Acting as main points of contact for all customer enquiries and enrolment requests;
b) Ensure students meet required eligibility and are eligible to enter and undertake the selected training course/s;
c) Provide accurate details and responsive customer support to students at all stages from enquiry to active enrolment; and
d) Securely handle client and student data with confidentiality at all times.

4. Review

This policy will be reviewed and evaluated by the Director at least once every three-year period taking into account the purpose of the policy and the outcome of the compliance review. Review dates will be in accordance to those set by the Document Management System (DMS).

5. Definitions

The following words and expressions have the following specific meaning, as in the Standards for Registered Training Organisations (RTOs) 2025.

- **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, numeracy and digital (LLND) 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*.

- **Enquiry / Pending Enquiry:** A prospective customer record created in the TMS for administrative purposes. This status indicates the person has enquired or commenced pre-enrolment steps and is not yet enrolled.
- **Conditional Offer of Enrolment Issued:** The stage where AusQ Training provides a conditional offer of enrolment following initial suitability checks, inviting the applicant to continue the enrolment process before enrolment is confirmed.
- **Accepted Offer:** The stage where the prospective student (or employer, where applicable) continues and submits the enrolment application and/or proceeds with payment, confirming acceptance of the conditional offer of enrolment.
- **Confirmed Enrolment:** The point at which the learner is formally enrolled in the training product and their status is recorded as "Confirmed" in the TMS for delivery and reporting purposes.

For other definitions, please refer to Standards for Registered Training Organisations 2025, Appendix 1 – Glossary for definitions.

6. Related Documents

2. Process Enrolments Procedure
- Enrolment Form
- Standards for Registered Training Organisations SRTOS 2025
- Student Identifier Act 2014 and Regulations
- Credit Transfer Procedure
- Records Management Procedure
- Fees, Charges, Refund & Cancellation Policy

Legal Name: The Trustee for AUSQ Unit Trust
Trading Name: AusQ Training
Registration Code: 52361
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