



## Pre-enrolment Policy and Procedure

### Policy Context

|                                   |  |
|-----------------------------------|--|
| This policy relates to:           |  |
| Registration Manager              | Australian Skills Quality Authority (ASQA)   |
| Conditions of Registration        | VET Quality Framework (VQF)  |
| Codes and Standards               | ESOS National Code 2018 – Standard: 1.2; 2.1.<br>Standards for RTOs 2015 – Standard: 5.1; 5.2; 5.3; 5.4.<br>VET Student Loans Rules 2016 (VSL Rules) |
| Legislation or other requirements | National Vocational Education and Training Regulator Act 2011<br>VET Student Loans Act 2016 (VSL Act)  |

### Purpose

The purpose of this policy is to ensure that:

- All individuals that enrol in a Nationally Recognised training course have the appropriate skills and ability to complete their studies successfully.
- Yorke Institute provides accurate and ethical marketing through its pre-enrolment information.
- RTO informs prospective students about pre-requisites, entry requirements, eligibility requirements and fees for the training program in which they are seeking to enrol.
- Yorke Institute informs prospective students about the requirement for a Unique Student Identifier (USI).
- Yorke Institute within qualification and industry requirements encourage the enrolment of all eligible students to available educational opportunities regardless of age, religion, gender, cultural, ethnic background, impairment, sexuality, language skills, literacy or numeracy level, unemployment, imprisonment, or remote location.
- Yorke Institute objectively screens students according to eligibility requirements, special needs, and opportunities for recognition.
- Yorke Institute assesses language, literacy, and numeracy levels to ensure prospective students have the necessary skills to meet qualification requirements.
- Yorke Institute determines the need for reasonable adjustment, assistance and/or referral.
- Yorke Institute informs students about alternate pathways to training (e.g., direct credit transfer/recognition).

- Yorke Institute’s enrolment and induction process enable students to make informed decisions about their training and assessment requirements and the suitability and appropriateness of the qualification for that individual
- Students enter a training pathway that is suitable and free from discriminatory barriers.

## Objectives

The objective of this Policy and Procedure for Yorke Institute is to ensure that:

- Yorke Institute personnel know about their responsibilities and obligations to providing pre-enrolment Information to students
- Yorke Institute has suitable and appropriate mechanisms in place to provide pre-enrolment Information to students to comply with Standards for Registered Training Organisations, 2015
- Yorke Institute has a policy framework for providing pre-enrolment Information to students

## Scope

This policy applies to all prospective students, all staff, and other Yorke Institute stakeholders.

## General Processes

### 1. Enquiry –

The following guidelines are applied when engaging with an enquiring person:

- Appropriate training solutions are discussed and where relevant possible program/courses identified. If a person requires a training program, not on Yorke Institute’s scope of registration, they are referred to alternate organisations/websites, for example, [www.training.gov.au](http://www.training.gov.au) for more information.
- Course information outlining the training program eligibility criterion, pre-requisite requirements, content, duration, location, delivery style and fees is provided and where required explained.
  - This includes providing information about any government-funded subsidy or other financial support arrangements associated with Yorke Institute’s provision of training and assessment, as applicable.

Prospective students are provided with pre-enrolment information directed to the Yorke Institute website and if a course information session is set up by the Compliance Manager or an officer appointed by the Compliance Manager/Administration, then Yorke Institute staff will provide the potential student with information and assistance on how to book into a session.

### **VET Student loan approved course information must publish on website:**

Note: All the following information and documents must be accessible without provision of login information, including

- Tuition fees for the course and units (course fees must also be published on the MySkills website)
- Census days

- A statement of tuition assurance
- Tuition protection processes
- Student entry processes (including the approved LLN tool being used)
- Course enrolment processes (including equal and fair treatment of students seeking to enrol)
- Student grievance procedures
- Student re-credit procedures
- Student review procedures
- Withdrawal processes and procedures
- Information handling procedures

VET Student Loans: Yorke Institute shall ensure students are provided with access to clear information prior to enrolment as included in the [VET Student Loans Rules 2016](#) (Subdivision C, rule 140-143: Marketing Requirements), the VET Student Loans Manual for Providers and Yorke Institute VET Student Loan Process and Procedure.

Prior to accepting an overseas student for enrolment in a course, Yorke Institute must make the following information, in plain English, available to the prospective student or current student on:

- the requirements for an overseas student's acceptance into a course, including the minimum level of English language proficiency, educational qualifications or work experience required, and course credit if applicable
- the CRICOS course code, course content, modes of study for the course including compulsory online and/or work-based training, placements, other community-based learning and collaborative research training arrangements, and assessment methods
- course duration and holiday breaks
- the course qualification, award, or other outcomes
- campus locations and facilities, equipment and learning resources available
- the details of any arrangements with another provider, person or business who will provide the course or part of the course
- indicative tuition and non-tuition fees, including advice on the potential for changes to fees over the duration of a course, and Yorke Institute's cancellation and refund policies
- the grounds on which the overseas student's enrolment may be deferred, suspended, or cancelled
- the ESOS framework, including official Australian Government material or links to this material online
- the policy Yorke Institute has in place for approving the accommodation, support, and general welfare arrangements for younger overseas students
- accommodation options and indicative costs of living in Australia

Yorke Institute distinguishes between nationally recognised training and assessment leading to the issuance of AQF certification documentation from any other training or assessments delivered by Yorke Institute.

## 2. Provision of pre-enrolment information –

Potential students may be invited to attend a scheduled group information session and meet with the Compliance Manager, or an officer appointed by the Compliance Manager/Administration. Alternatively, potential students may have a one-on-one session with the Compliance Manager, or an officer appointed by the Compliance Manager/Administration before deciding to enrol in a training program.

Key information explained at this session may include.

- Eligibility criterion
- The currency of the training product
- Delivery mode, duration, and location of the training product
- Course pre-requisites
- Entry and admission requirements including LLN assessments
- Unique Student Identifier
- Anticipated course duration
- Training and assessment requirements
- Course availability and delivery details
- Opportunities for recognition of prior learning (RPL) and credit transfer
- Fees
- Census date
- Withdrawal process
- Tutition assurance information
- Student support policy
- Student's rights and obligations
- Refunds
- Complaints and Appeals

All published course information contains eligibility criterion and course prerequisite requirements and must also include: (Refer Standard 5 – Clauses 5.1, 5.2 and 5.3)

- the code, title, and currency of the training product to which the student is to be enrolled, as published on the National Register
- the training and assessment, and related educational and support services Yorke Institute will provide to the students including the:
  - estimated duration
  - expected locations where training and assessment will be provided
  - expected modes of delivery
  - name and contact details of any third party that will provide training and/or assessment, and related educational and support services to the student on Yorke Institute's behalf, and
  - any work placement arrangements.
- the student's obligations:

- any requirements that Yorke Institute requires the student to meet to enter and successfully complete their chosen training product, and
- any materials and equipment that the student must provide.
- Information on the implications for the student of government training entitlements and subsidy arrangements in relation to the delivery of the services.

The following is provided in the Student Handbook:

- Yorke Institute’s obligations to the student, including the responsibility for the quality of the training and assessment in compliance with these Standards, and for the issuance of the AQF certification documentation using the NRT logo in accordance with the conditions of use specified in Schedule 4.
- the student’s rights, including:
  - details of Yorke Institute’s complaints and appeals process
- Yorke Institute will clearly outline and inform the student, prior to commencing the course of the requirements to achieve satisfactory course progress and, where applicable, attendance in each study period.

The following is to be provided in the Student Agreement:

- If Yorke Institute, or a third-party delivering training and assessment or recruiting on its behalf, closes or ceases to deliver any part of the training product that the student is enrolled in.

Yorke Institute personnel are advised to refer to Clause 5.3 of the Standards for the requirements of what fee information must be provided to a student. Yorke Institute will include this information for each course In the Course Outline and Student Agreement.

Yorke Institute does not guarantee that the learner will successfully complete a training product on its scope of registration, or a training product can be completed in a way that does not meet the requirements, or that the learner will obtain a particular employment outcome where this is beyond the control of Yorke Institute.

### **3. Advertising Materials –**

Refer to the Marketing Information Checklist to ensure that information included in an advertisement is compliant with the Standards.

- Ensure advertising materials are approved by the CEO.
- Keep a register of approved advertisements on the Advertising Register.
- Advertisements made by third parties must also be approved and recorded on the register.
- Keep a copy of all advertising materials.

### **4. Permissions –**

Only refer to an external person/organisation's marketing material if consent has been obtained from that party which holds the material.

Gain and record permissions for use of testimonials and images.

- If testimonials and/or images or other works of an individual are to be used in marketing material, gain their permission using the Marketing Permission Form.
- Record the details of the permission on the Permissions Register.
- Keep a copy of the signed Permission Form in the relevant student file as well as a copy in the marketing folder.
- When a student's image or work is used, record this on the permissions register

| Sr.No. | Procedure Steps   | Responsibility   | Reference  |
|--------|---|--|--|
| 1)     | <p>The potential student is provided with the latest course information which outlines:</p> <ul style="list-style-type: none"> <li>• Qualification description</li> <li>• Pre-requisites</li> <li>• Pathway</li> <li>• Core/elective units (including nominal/volume hours)</li> <li>• Job outcomes</li> <li>• Entry requirements including LLN assessment</li> <li>• Duration</li> <li>• Delivery modes</li> <li>• Assessment methods</li> <li>• Work placement requirements (if relevant)</li> <li>• Fees</li> <li>• Census date</li> <li>• Refunds</li> <li>• Student Support</li> <li>• Compliant and appeal</li> </ul> <p>They are directed to the Yorke Institute website for fee information. If a potential student doesn't have access to the internet, the Compliance Manager or an officer appointed by the Compliance Manager/administration will</p> | <p>Compliance Manager or an officer appointed by the Compliance Manager/Administration</p> | <p>Pre-training review form and process<br/><br/>LLN assessment tool</p> |

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|     | provide the access to the internet to ensure access to the fee information on the Yorke Institute website.   |   |                                      |
| (2) | <p><b>All prospective students:</b></p> <p>Prospective students are given the Information for Prospective Students which outlines the roles and the responsibilities of the students, employer (if applicable) and as well as Yorke Institute policies and procedures.</p> <p>Information such as tuition fees, Credit Transfer (CT) and Recognition of Prior Learning (RPL), refund, complaints, appeals and other relevant information. The potential student may also be required to submit evidence of Working With Children Certificate (WWCC), Police Check, Pre-requisites if applicable.</p> | Compliance Manager or an officer appointed by the Compliance Manager /Administration                | Information for Prospective Students |
| (3) | <p>The Compliance Manager or an officer appointed by the Compliance Manager/Yorke Institute representative conducts a pre-training review with the potential student.</p> <p>The Pre-Training review form is completed.</p> <p>If the qualification, which the potential student is interested in, has pre-requisite requirements, the Compliance Manager or an officer appointed by the Compliance Manager/Yorke Institute representative must discuss with the potential student the relevant requirements and record this discussion in the pre-enrolment documentation.</p>                      | Compliance Manager or an officer appointed by the Compliance Manager/Yorke Institute representative | Pre-Training Review                  |
| (4) | Compliance Manager or an officer appointed by the Compliance Manager are updated on a regular basis in line with the ongoing changes to the State and Commonwealth eligibility criteria.   | Compliance Manager  |                                      |

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| (5) | <p>The Management Team are responsible for ensuring the information provided in the Student Handbook is up to date. The Compliance Manager provides latest industry information for reference.</p>  | Management Team   | Student Handbook  |
| (6) | <p>When potential students have had sufficient time to review the Student Handbook and have agreed to the terms and conditions, they are provided with the appropriate LLN and Enrolment forms to complete.</p> <p>Potential students are to be advised of all fees and charges. Refer to Policy and Procedure: Fees and Charges.</p> <p>Applicable to VSL students:</p> <ul style="list-style-type: none"> <li>• VSL student must successfully complete approved LLN assessment tool (LLN Robot) and achieve at or above exit level 3 in ACSF (Australian Core Skills Framework) if they are unable to provide following evidence. <ul style="list-style-type: none"> <li>○ copy of a Senior Secondary Certificate of Education awarded to the student by an agency or authority of a state or territory for the student’s completion of year 12.</li> <li>○ Copy of AQF Level 4 or Above in AQF level in Australia.</li> <li>○ A letter or certificate issued by a federal, state or territory government agency which assesses overseas qualifications at AQF level 4 or above</li> </ul> </li> </ul> <p>Refer <a href="#">VSL Manual for provider</a> (section 4.8.3) document for further information.</p> | Compliance Manager or an officer appointed by the Compliance Manager/Yorke Institute representative | LLN<br>Enrolment forms<br>Fees and Charges Policy and Procedure |



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| (7)  | The potential student completes the LLN Assessment as required. The Compliance Manager or an officer appointed by the Compliance Manager/Yorke Institute representative marks the LLN Assessment.   | Trainer and Assessor  | LLN Assessment              |
| (8)  | The Compliance Manager or an officer appointed by the Compliance Manager/Yorke Institute representative discusses with the potential student, previous experience, and qualifications relevant to the qualification they wish to enrol in.<br><br>CT or RPL information is provided in the Student Handbook, on the course flyer, and the website. For details refer to Policy and Procedure: RPL/CT. | Compliance Manager or an officer appointed by the Compliance Manager/Yorke Institute representative | RPL/CT Policy and Procedure |
| (9)  | If CT is applied for, the Compliance Manager or an officer appointed by the Compliance Manager/Yorke Institute representative collects copies of any evidence. If not available at the time, certified copies* of any certificates will need to be sent to Yorke Institute Administration office and provided to the Training Department for assessment.  | Compliance Manager or an officer appointed by the Compliance Manager/Yorke Institute representative | CT Application form         |
| (10) | If RPL is applied for, the Compliance Manager or an officer appointed by the Compliance Manager/Yorke Institute representative is to refer to the Policy and Procedure: RPL/CT.   | Compliance Manager or an officer appointed by the Compliance Manager/Yorke Institute representative | RPL Application form        |

### Continuous Improvement

A summary of all pre-enrolment related matters and concerns will be presented as a part of the Continuous Improvement Policy and Procedure at the Management Meeting for review. The purpose of this is to ensure management are up-to-date and aware of:

- Any general adverse trend that needs correcting
- Common threads relating to compliance and quality assurance.
- Repeat issues

## Confidentiality and Privacy Statement

For more information, please refer to our Privacy and Confidentiality Policy.

## Publication

This policy once approved, will be available to all students and staff by accessing Yorke Institute Intranet or on request. This policy will also be available through Yorke Institute's website as well.

This policy and procedure will form part of the information distributed and communicated during staff orientation.

## Review processes

This policy and procedure will be reviewed annually by the Compliance Manager.

## Other related policies and procedures

|   |   |
|---|---|
| Related policies                        | Marketing Policy and Procedure<br>Marketing Information Policy and Procedure<br>Enrolment policy and procedure<br>Complaint and appeal policy |
| Forms or other organisational documents |   |
| Documents related to this policy        | Student Handbook  |

## Review processes

|   |   |
|---|---|
| <b>Policy review frequency: Annually</b>  | <b>Responsibility for review: Compliance Manager (RM)</b> |
| Documentation and communication: Describe how the policy decisions will be documented and communicated  |   |
| Version 10.0 <ul style="list-style-type: none"><li>Major updates are made after an Internal audit</li><li>The Policy is reviewed for grammatical errors</li><li>The Policy is forwarded to all staff members via an email</li><li>The Policy is uploaded to the website</li></ul> |   |