

FIT COLLEGE ENROLMENT POLICY

1. Purpose

FIT College is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (SRTOs 2015). As such, FIT College is required to comply with relevant Commonwealth, State and Territory laws regarding and including anti-discrimination and equal opportunity. FIT College is committed to providing the best practice, professional products and services to its students and acknowledges it can only succeed in this with effective and efficient quality enrolment processes. The purpose of this policy is to provide a fair and equitable enrolment process for students and ensure students are provided with accurate and sufficient information to make an informed choice about their enrolment and chosen course.

2. Scope

This policy applies to any person seeking to study with FIT College and all employees involved in the enrolment process.

3. Policy Statement

FIT College is committed to ensuring all students 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. FIT College will provide prospective and current students with advice regarding relevant training products to meet their needs, considering the individual existing skills and competencies. FIT College provides prospective learners with the following prior to enrolment:

- Registration Contract outlining the details of their course, such as:
 - Enrolment start and finish dates
 - Course costs and payment details
 - Course location & class times (for face-to-face study)
 - Registered course's study mode
 - Registered student's details
- FIT College Terms & Conditions
- FIT College Student Handbook
- Course Guide for the selected course(s)

4. Definitions

Assessment means the process of collecting evidence and making judgements on whether competency has been achieved, to confirm that an individual can perform to the standard required in the workplace, as specified in a training package or VET accredited course.

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 and numeracy (LLN) 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) counselling services or referrals to these services;
- h) information and communications technology (ICT) support;
- i) learning materials in alternative formats, for example, in large print;
- j) learning and assessment programs contextualised to the workplace; and
- k) 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.

Third-party means any party that provides services on behalf of the RTO but does not include a contract of employment between an RTO and its employee.

5. Policy Responsibilities

Responsible Officer	Responsibilities
Operations Manager	<ul style="list-style-type: none"> • Responsible for compliance with enrolment processes. • Communicating changes to the enrolment process to employees of FIT College. • The approval of miscellaneous requests to alter student registrations.
Employees	<ul style="list-style-type: none"> • Comply with the enrolment process policy & practices.

6. Enrolment of Individual Students

6.1. Enrolment into training programs

Enrolment into training programs will be conducted at all times ethically and responsibly, ensuring fairness and compliance with the FIT College Access & Equity Policy. As such, FIT College will:

- Provide all prospective students with information regarding the RTO and its course, in accordance with the FIT College Student Information Policy.
- Review the individual needs of each prospective student, taking into account their existing skills and competencies, advising them of the most appropriate training product to meet their needs.

6.1.1. Special needs of students

Students intending to enrol for training are requested to advise of any physical or other impairments/needs, e.g. English language difficulties, a disability, which may adversely affect their ability to successfully undertake the training (See Access & Equity Policy).

6.1.2. Student medical questionnaire

Students are required to complete their medical questionnaire upon enrolment to notify FIT College of any medical conditions or requirements. Campus Coordinator review their student's detail prior to the course intake.

6.2. Course availability

Enrolments are subject to availability of places on the training program, based on the maximum number of students who can be accommodated under specific circumstances, e.g. safety, the capacity of the training venue, the type of course, and learning structures within the program, etc.

- If a training program is fully booked at the time a student enquires about enrolment into that particular training program, they will either be placed on a 'Wait List' or offered a place on another date that the program has been scheduled, which is not fully booked.
- Students on the 'Wait List' are given priority should a place become available. This is strictly on a first-in, first-served basis.
- Enrolments will be considered tentative until relevant payments and a Unique Student Identifier (USI) has been received. 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. If the payment has defaulted, the place will be given to the new student.

6.3. Course fees

All students enrolled on courses are advised in writing, upon receipt of their enrolment form and payment, that their place on the course is confirmed. Course fees are payable prior to the beginning of the student's enrolled course.

6.4. Language, Literacy and Numeracy (LLN) abilities of students

Students intending to enrol for training are assessed on their language, literacy and numeracy abilities to determine their capability to successfully undertake the training and determine whether any additional support is needed (See Access & Equity Policy).

6.5. Unique Student Identifier (USI)

All students are required to provide their USI in accordance with the requirements of the Student Identifier Act. FIT College will verify and maintain all USI numbers in its Student Management System (SMS).

- Students will be advised on the process of obtaining a USI if they do not already have one, via <http://www.usi.gov.au/Pages/default.aspx>

6.6. Recognition

Mutual Recognition, Credit Transfer and Recognition of Prior Learning (RPL) are acknowledged and accepted as a standard practice of FIT College (See Recognition policy).

6.7. Confirmation of enrolment

Upon acceptance of enrolment, the student is provided with written confirmation of their enrolment, including a schedule for training and assessment dates, times and location of training, as relevant to the mode of learning.

7. Students under 18 years of age

Students intending to enrol for training are required to provide their date of birth details. If the prospective student is under 18 years of age, a parent/guardian must confirm the registration and product purchased. A prospective learner must be a minimum of 16 years of age to enrol into a course with FIT College.

7.1. Claiming Independent Status Form

If a student does not wish to provide parental or guardian consent due to them being an independent person, they are to be provided with the 'Claiming Independent Status Form'. Career Advisors are to provide the form to the prospective student and request they return the form with the appropriate evidence to support their claim. Once this is received, the operations manager must approve the evidence prior to accepting the enrolment. If approval of independence status is

given, the claim form and supporting evidence are to be uploaded to the student profile and notes made in the 'General Notes' that have been approved and saved.

8. Group Enrolments

The Careers Advisor receiving a request from an employer or company will negotiate the course requirements with the company representative.

- Provide the company representative with the quote for course cost and associated fees.
- Written confirmation is required to confirm course booking with the names of individual students included.
- Individual enrolment forms are required for all individual students to secure a place.

9. Changes to enrolment

9.1. Changes to training & assessment

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

9.2. Cancellation of course

It is **NOT** FIT College standard policy to cancel scheduled training programs. However, if for some unforeseen reason a course is cancelled or postponed, all students will be offered the opportunity to attend the training program on another date, at another location (if available) or in another delivery mode. If, in the event that the student 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 (See Refund Policy).

9.3. Transfer of enrolment

- a) Transfer to another '**Course date**' – Students are able to transfer to another course date. Students are required to make the request in writing as a Learner Action Request through their student lounge. The transfer is subject to course availability. Fees may apply.
- b) Transfer to another '**Course**' – Students are able to transfer to another course. Students are required to make the request in writing as a Learner Action Request through their student lounge. The transfer is subject to course availability.
- 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 can do so if they make a request in writing as a Learner Action Request through their student lounge. An administration fee is applicable for all transfers to another course delivery mode. In addition, an upgrade fee may be charged for students moving from online to face to face delivery. It is at the discretion of the Administration Manager if a fee reduction is allowed when a student moves from face to face to online delivery mode. The transfer is subject to course availability.
- d) Transfer to another '**Student**' – This style of transfer is only allowed in a small number of instances and is only to be approved by the Operations Manager. Those instances are dependent on the first student having not gained access to any course material. If allowed, an administration fee is applicable for all transfers to another student.

10. Student Orientation

FIT College provides students with an orientation to ensure they have the appropriate information to facilitate their interactions with FIT College and their learning. Each student receives a copy of the FIT College Student Handbook, which

outlines key information, including their rights and responsibilities as a learner. All students sign an acknowledgment that they have received, read and understood FIT College policies and details within the Student Handbook. This acknowledgement can be obtained by electronic methods.

11. Student records of enrolment

- FIT College is obligated to report all enrolments in compliance with national reporting requirements (See Management of RTO Policy).
- Individual student records are created for each enrolment and maintained for a period of 30 years (See Records Policy).
- All individual students have access to their own records and the progress of their learning. This is enabled through the student management system (See Records Policy).

12. Access & Equity

The FIT College, Access & Equity Policy, applies to this policy (See Access & Equity Policy).

13. Records Management

All enrollment documentation is maintained in accordance with Records Management Policy (See Records Management Policy).

14. Monitoring and Improvement

All enrolment practices are monitored by the Operations Manager of FIT College, and areas for improvement are identified and acted upon (See Continuous Improvement Policy).

15. Document Control

Version	Date	Change Description	Author
1.0	06/07/2017	Policy Generated	RTO Manager
1.1	24/07/2018	Policy Updated	Mark McKean
1.2	07/04/2020	Policy Updated	Tim Stockwell & Amber Gersbach
1.3	20/09/2021	Policy Reviewed and Updated	Education Manager