

Training Enquiries and Enrolment Policy and Procedure



This policy outlines the requirements and expectations for managing training enquiries and enrolments at ABC Training & Consulting #5800. The purpose of this policy is to ensure that prospective students, employers, schools and other relevant parties are provided with clear, accurate and sufficient information before enrolment, so they can make an informed decision about the training product, delivery requirements, fees, available support and suitability of the course. This policy supports ABC's compliance with the Standards for RTOs 2025, funding contract requirements, privacy obligations and other relevant regulatory requirements.

Policy

ABC Training & Consulting has a long-standing history of delivering high-quality training and assessment across Australia and has been a Registered Training Organisation since 1999. ABC's current scope of registration includes qualifications in Laboratory Operations, Pathology and Manufacturing training packages.

ABC is committed to conducting all marketing, training enquiry, enrolment and student engagement activities in an ethical, transparent and compliant manner. Prospective students must be provided with accurate information about the training product, entry requirements, delivery arrangements, assessment requirements, fees, funding eligibility, student obligations and available support services before enrolment is confirmed.

ABC will take reasonable steps to ensure that each student is enrolled in a training product and delivery pathway that is suitable for their needs, circumstances, workplace context and intended outcomes.

Personal information collected during enquiry and enrolment activities must be managed securely and in accordance with ABC's Privacy Policy and relevant legislation.

Marketing and Course Information

ABC uses a range of marketing and engagement strategies, including the ABC website (www.abctraining.edu.au), digital marketing, social media, EDM campaigns, promotional materials, industry events, conferences, direct business development activities, industry relationships and referrals. ABC's RTO code, #5800, must be displayed on marketing materials where required and can be used to access ABC's official registration details via training.gov.au.

Marketing and course information must be current, accurate, not misleading and consistent with:

- ABC's scope of registration;
- approved Training and Assessment Strategies;
- training product requirements;
- funding arrangements;
- published fees and charges;
- delivery arrangements;
- available student support services; and
- relevant regulatory or contractual requirements.

Marketing material must not guarantee employment outcomes, funding eligibility, completion, competency, licensing outcomes or course duration unless the claim can be supported and is consistent with the relevant training product and funding requirements. Superseded, inaccurate or misleading marketing material must be removed, corrected or escalated as soon as it is identified.

Pre-Enrolment Information

Before enrolment is confirmed, ABC must provide prospective students and, where applicable, employers, schools or other relevant parties with clear and accurate information about the proposed training product and enrolment pathway.

Pre-enrolment information must include, where applicable:

- qualification or course code and title;
- units of competency;
- delivery mode and location;
- expected duration and study requirements;
- workplace or practical requirements;

- assessment requirements;
- equipment, technology or resource requirements;
- fees, charges, payment terms and refund arrangements;
- government funding or eligibility conditions;
- student support services;
- reasonable adjustment options;
- complaints and appeals information;
- USI requirements;
- privacy and information collection requirements;
- employer, school or trainee obligations; and
- any other requirements that may affect the student's ability to participate in or complete the training.

The Student Handbook must be made available to the student before enrolment is finalised or as part of the enrolment confirmation process. Students must be advised where to access relevant policy information, including support services, complaints and appeals, privacy, fees and refunds, and student obligations.

Training Enquiry Process

Business Development Managers manage initial training enquiries and gather relevant information from the prospective student, employer, school or client to determine the appropriate training and assessment pathway.

This process includes considering:

- the student's training needs and intended outcome;
- the appropriate training product;
- the delivery mode;
- the workplace or practical training context;
- funding or fee-for-service pathway;
- eligibility requirements;
- expected time commitment;
- student support needs;
- LLND requirements;
- employer or school obligations, where applicable; and
- any known barriers to participation or completion.

Where the available information indicates the course may not be suitable, or that the student may require additional support to participate, the matter must be referred to the appropriate staff member before enrolment is finalised.

ABC must not enrol a student into a training product where it is known that the course, delivery mode or pathway is unsuitable and no reasonable support or alternative arrangement can be provided.

Course Suitability and Student Support Needs

ABC will take reasonable steps to assess whether the proposed training product and delivery pathway are suitable for the student.

Suitability may be informed by:

- the student's goals and reason for enrolment;
- prior education or work experience;
- workplace role and duties;
- employer requirements;
- school or funding pathway;
- LLND activity or assessment outcomes;
- technology access;
- availability to participate in training and assessment;
- practical or workplace access requirements;
- disclosed disability, injury, illness or other support needs;
- language or communication needs; and
- any other circumstances that may affect participation or completion.

Where a support need is identified before or during enrolment, it must be recorded and managed in accordance with ABC's Student Support Services Policy and Procedure.

Support needs may include academic support, LLND support, digital literacy support, reasonable adjustment, technology assistance, flexible arrangements or referral to external support services.

Online Enrolment Link and Student Enrolment Form

Where a prospective student is ready to proceed with enrolment, the Business Development Manager issues the online enrolment link to the student, or to the parent/guardian where the student is under 18 or where required by the enrolment pathway.

The student is responsible for completing the online enrolment form through the enrolment link and providing accurate and complete information. This may include personal details, contact information, USI information, citizenship or residency details, school or employment information, prior education, prior qualifications, support needs, RPL or Credit Transfer indications, privacy acknowledgements and student declarations. Where a parent, guardian, employer, school representative or ABC staff member assists with the enrolment form, the student must still review and confirm that the information submitted is true, accurate and complete. For students under 18, parent or guardian details and required consent must also be captured where applicable.

Once submitted, the enrolment information is received by ABC and reviewed by the Business Development Manager before the file is handed over to Administration for formal enrolment processing. The Business Development Manager is responsible for ensuring that required fields and declarations have been completed, required evidence has been collected, and any information affecting eligibility, suitability, support, RPL, Credit Transfer, direct entry or funding has been identified and actioned before handover.

Where information is missing, inconsistent or unclear, the Business Development Manager must seek clarification from the student, parent/guardian, employer, school or before submitting the enrolment to Administration.

Administration must review the file at handover and must not finalise the enrolment where required information or evidence is missing, inconsistent or unresolved.

The submitted enrolment form, student declaration, timestamp, supporting evidence and any follow-up communication must be retained in the Student Management System.

LLND Activity or Assessment

As part of the enrolment process, students are required to complete the required Language, Literacy, Numeracy and Digital literacy activity or assessment, unless an approved exemption or alternative process applies.

LLND outcomes must be reviewed before enrolment is finalised or before commencement, depending on the enrolment pathway and delivery requirements.

Where additional LLND support is identified, the support need must be recorded and referred to the appropriate staff member. Support may include trainer assistance, additional resources, modified delivery arrangements, reasonable adjustment or referral to external support services.

LLND support must not remove required workplace, safety, communication or competency requirements of the training product.

Eligibility Checks

Business Development Managers conduct initial eligibility checks where government funding, traineeship arrangements or other program requirements may apply.

Eligibility must not be confirmed unless the required evidence has been collected, reviewed and recorded in accordance with the relevant funding contract, program rules or regulatory requirements.

Eligibility checks may include, where applicable:

- citizenship or visa status;
- residential address;
- age;
- school status;
- employment status;
- prior qualifications;
- training history;
- employer details;
- workplace location;
- traineeship or apprenticeship status;
- funding history;
- concession status;
- program-specific eligibility rules; and
- any other evidence required by the relevant funding body.

Where eligibility is uncertain, the matter must be escalated to Administration, the State Manager or Quality before a funding commitment is made.

Students, employers or schools must not be advised that funding is approved unless ABC has completed the required checks and confirmed eligibility in accordance with the relevant funding requirements.

Recognition of Prior Learning, Credit Transfer and Direct Entry Checks

ABC must take reasonable steps during the enquiry and enrolment process to identify whether a prospective student may be eligible for Recognition of Prior Learning, Credit Transfer or direct entry into a training product or pathway before enrolment is finalised, or as soon as practicable where evidence is provided after the initial enquiry.

Business Development Managers are responsible for asking prospective students whether they have previously completed any nationally recognised training, relevant units of competency, qualifications, Statements of Attainment, industry training, workplace experience or other evidence that may affect their enrolment pathway.

Where a student identifies prior study, completed units, relevant workplace experience or other supporting evidence, the matter must be managed through the appropriate pathway.

Credit Transfer

Business Development Managers are responsible for collecting Credit Transfer evidence from the student. Evidence may include Statements of Attainment, Records of Results, AQF certification documentation, verified USI transcripts or other acceptable evidence of nationally recognised training.

Administration is responsible for verifying Credit Transfer evidence and confirming whether the completed unit is identical, equivalent or directly applicable to the training product. Credit Transfer must not be granted unless the evidence has been verified and the outcome has been recorded in the Student Management System.

Where equivalence, prerequisites, direct entry, superseded units or training product interpretation is unclear, the matter must be referred to the Quality Manager before the Credit Transfer outcome is finalised.

Recognition of Prior Learning

Recognition of Prior Learning enquiries must be managed in accordance with ABC's Recognition of Prior Learning Procedure. RPL suitability and assessment decisions are the responsibility of the Trainer and Assessor.

Where a Trainer and Assessor identifies units that may be suitable for RPL, the student must be advised of the evidence required to support their application. RPL must be assessed through ABC's approved RPL process and must not be treated as an informal reduction in training or assessment requirements.

Direct Entry

Direct entry into a qualification or pathway must be referred to the Quality Manager for review and approval. Direct entry must only occur where the Quality Manager has assessed the student's eligibility against the relevant training product requirements listed on training.gov.au.

The student must submit appropriate evidence to support the request, which may include prior qualifications, Statements of Attainment, work history, position descriptions, workplace evidence, employer confirmation, resumes, portfolios or other relevant documentation. The Quality Manager must review this evidence to confirm that the student meets any required prerequisites, prior learning, skills, knowledge before direct entry is approved.

Any approved direct entry arrangement must be documented, communicated to the student, and retained on the student file.

Where RPL, Credit Transfer or direct entry affects the student's course duration, units to be completed, fees, funding eligibility, training plan, delivery schedule or assessment requirements, the student must be advised before enrolment is confirmed or as soon as practicable after the outcome is determined. Relevant records must be saved in the Student Management System.

Training Agreement

Once the proposed training pathway, eligibility requirements and pre-enrolment information have been reviewed, a Training Agreement is issued.

The Training Agreement must outline the agreed training program and relevant enrolment conditions, including where applicable:

- qualification or course details;
- units of competency;
- delivery arrangements;
- duration or expected completion timeframe;
- fees and charges;
- payment responsibilities;
- refund information;
- student obligations;
- employer obligations;
- funding requirements;
- support arrangements;
- withdrawal or cancellation conditions; and
- any other relevant enrolment requirements.

The Training Agreement must be signed before enrolment is formally processed, unless an approved alternative process applies.

Where Recognition of Prior Learning, Credit Transfer or direct entry has been approved before enrolment is finalised, the Training Agreement and/or training plan must reflect the adjusted units, delivery requirements, expected duration, fees and any remaining training or assessment requirements.

Refer to the Fees and Refunds Policy and Procedure for further information about fees, charges, refunds and payment arrangements.

Handover to Administration

Upon receipt of the signed Training Agreement, and confirmation that all required pre-enrolment activities have been completed, the file is handed over to Administration for formal enrolment processing.

The handover must include all required documentation and information, including where applicable:

- completed enrolment form;
- signed Training Agreement;
- LLND outcome;
- eligibility evidence;
- identification evidence;
- student contact details;
- employer details;
- school details;
- support notes;
- funding or program information;
- trainee information;
- relevant correspondence; and
- any conditions or follow-up actions required before commencement.
- Credit Transfer check outcome, if applicable;
- direct entry approval, if applicable;
- prior qualification or Statement of Attainment evidence, if provided;
- evidence that the student completed or confirmed the enrolment form.

The Business Development Manager is responsible for ensuring the enrolment files are complete before handover to Administration. This includes confirming that the enrolment form has been submitted, required declarations have been completed, eligibility evidence has been collected, support needs have been identified, and any RPL, Credit Transfer, direct entry or funding matters have been referred and actioned where required. Administration must review the file and confirm that required documents and information have been received before finalising enrolment. Where information is missing, inconsistent, unclear or unresolved, Administration must return the matter to the Business Development Manager or relevant staff member for correction before proceeding. Administration must not finalise the enrolment where Credit Transfer, RPL or direct entry information is missing, inconsistent or unresolved and the information is likely to affect the student's enrolment pathway, units required, funding eligibility, training plan, fees or course duration.

Where information is missing, inconsistent or unclear, Administration must seek clarification before proceeding.

Enrolment Processing

Administration staff are responsible for formal enrolment processing once the required documentation has been received.

Administration must:

- confirm student enrolment details;
- verify required identification and eligibility evidence;
- confirm USI information;
- ensure the Student Handbook is available to the student;
- record enrolment details in the Student Management System;
- categorise the student correctly as a trainee, funded student, school-based student, fee-for-service student or other applicable enrolment type;
- ensure required documentation is saved in the approved location;
- confirm access to the Student Portal where applicable; and
- support the student to understand the next steps in the commencement process.

BDM's maintain contact with students and, where applicable, employer or school representatives to support the enrolment process.

Administration must confirm that the enrolment form has been completed by the student, or that the student has reviewed and confirmed the accuracy of the information recorded

on their behalf. Where an enrolment form is completed with assistance from ABC staff, the student must still confirm the information is true, accurate and complete before enrolment is finalised. Administration must check whether the student has indicated prior qualifications, completed units, previous training, RPL interest or Credit Transfer eligibility. Where such information is identified, the enrolment must be referred for review before the student's units, training plan or commencement pathway are finalised.

Unique Student Identifier

All students undertaking nationally recognised training must hold a Unique Student Identifier, unless a valid exemption applies.

Students may obtain a USI through the official USI website at www.usi.gov.au.

ABC must verify the student's USI before issuing AQF certification documentation. A qualification, statement of attainment or other AQF certification documentation must not be issued unless ABC has verified the student's USI or a valid exemption applies.

Identification and Evidence Requirements

As part of the enrolment process, students may be required to provide valid identification and supporting evidence to confirm eligibility, identity or funding requirements.

Evidence may include, where applicable:

- birth certificate;
- Australian passport;
- Medicare card;
- driver licence;
- relevant visa documentation;
- proof of residential address;
- concession card;
- school enrolment evidence;
- employer evidence;
- prior qualification information; or
- other documentation required by the relevant funding or enrolment pathway.

Identification and eligibility evidence must only be collected where required for enrolment, USI verification, funding eligibility, student identity confirmation or other lawful business and compliance purposes.

Evidence must be stored securely and managed in accordance with ABC's Privacy Policy and document retention requirements.

Trainees

Trainees are enrolled under a formal Training Contract registered with the relevant state or territory training authority. Trainees may receive a registration number and may be eligible for government funding, depending on the relevant funding program and eligibility requirements.

Before a trainee enrolment is finalised, ABC must confirm the relevant:

- Training Contract arrangements;
- employer details;
- trainee details;
- workplace context;
- nominated qualification;
- funding pathway;
- state or territory requirements; and
- employer and trainee obligations.

Trainees are issued with:

- a Training Plan outlining units of competency and enrolment details, which must be signed by the required parties; and
- a Training Record Book or equivalent progress record, where required, to track progress and record competency achievement throughout the traineeship.

ABC must ensure trainee enrolments are processed in accordance with the requirements of the relevant state or territory training authority and funding contract.

Non - Trainees

Students who are not undertaking a traineeship may include fee-for-service students, school-based VET students, other funded students or students enrolled under other approved pathways.

Non-trainee students are not issued a traineeship Training Plan or Training Record Book unless required by a specific program or contractual requirement.

Non-trainee students must be provided with relevant enrolment confirmation, course information, learning and assessment materials, student support information and Student Portal access as applicable to their course and delivery mode.

Where a non-trainee student is enrolled under a funded program, ABC must ensure all relevant funding eligibility, evidence, reporting and student communication requirements are met.

Trainer Allocation and Commencement

Once enrolment is finalised, the student is allocated to a Trainer and Assessor.

The Trainer and Assessor will make contact with the student to:

- introduce themselves;
- outline the training process;
- confirm delivery arrangements;
- discuss expectations for participation and progress;
- confirm access to learning and assessment materials;
- answer initial questions; and
- commence delivery in accordance with the approved Training and Assessment Strategy.

Students are provided access to the Student Portal, where they can view training progress and access learning and assessment materials, where applicable.

Any identified support needs, LLND outcomes, reasonable adjustment requirements, workplace considerations or enrolment conditions must be communicated to the Trainer and Assessor before or at commencement, where relevant to delivery and support.

Privacy and Confidentiality

ABC collects personal information during the enquiry and enrolment process for the purpose of managing enquiries, assessing eligibility, processing enrolments, supporting students, meeting regulatory obligations and fulfilling funding or contractual requirements.

Personal information must be collected, stored, used and disclosed in accordance with ABC's Privacy Policy and relevant legislation.

Student information must only be accessed by staff who require the information to perform their role. Sensitive information must be handled respectfully and only shared where required for enrolment, support, safety, duty of care, legal, regulatory or funding purposes.

Records

ABC must retain accurate records of enquiry, pre-enrolment, eligibility, enrolment and student communication activities.

Records may include:

- enquiry notes;
- course information provided;

- eligibility evidence;
- LLND outcomes;
- signed Training Agreement;
- enrolment form;
- RPL suitability records;
- Credit Transfer application or check records;
- verified prior qualification, Statement of Attainment or USI transcript evidence;
- direct entry or advanced standing approval records;
- evidence of changes to training plan, duration, fees or units resulting from RPL or Credit Transfer;
- student confirmation of enrolment details.
- identification evidence;
- USI verification;
- Student Handbook access or provision;
- support notes;
- funding evidence;
- Training Contract information;
- Training Plan records;
- student communications;
- employer or school communications;
- enrolment confirmation; and
- trainer allocation or commencement records.

Records must be maintained in the Student Management System or approved storage location in accordance with ABC's privacy, document control and retention requirements. Records must be accurate, complete, timely and sufficient to evidence ABC's compliance with regulatory, contractual and funding obligations.

Continuous Improvement

ABC will monitor enquiry and enrolment processes to ensure they remain accurate, effective, compliant and responsive to student and stakeholder needs.

Continuous improvement may be informed by:

- student feedback;
- employer or school feedback;
- enrolment errors;

- eligibility issues;
- funding audit outcomes;
- complaints and appeals;
- staff feedback;
- marketing review;
- support trends;
- LLND outcomes;
- withdrawal data;
- internal audits;
- external audits; and
- regulatory or funding changes.

Enrolment issues, repeated errors, funding eligibility concerns, student complaints, support trends, marketing inaccuracies, incorrect course information or process breakdowns must be reviewed and addressed through ABC's continuous improvement processes.

Where the issue creates a compliance risk or requires corrective action, it must be recorded in the Quality Improvement Register.

Approved by: Nathan Baratta CEO

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Document Control

Version Number	Purpose/Changes	Author	Date
1.0	Creation date	Sam Bourne	19/08/2019
2.0	Revised to include aXcelerate digital enrolment process	Chelsea Geils	17/06/2023
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