## Student Enrolment

At Rowe Training and Consulting our approach to enrolment and induction is to provide a pathway for students to make informed decisions about their training and assessment and enter a training pathway that is the right fit and free from discriminatory barriers.

To achieve this, we will:

- Conduct a one-on-one enrolment interview to individually assess the student's needs and circumstances and provide them information about their rights and obligations;
- Inform prospective students about prerequisite requirements for their desired training program and pathways to obtain these before enrolment;
- Assess a student's language, literacy and numeracy skill levels to ensure they have adequate skills and abilities to meet the requirements of their desired training program;
- Provide accurate and ethical marketing and pre-enrolment information that enables them to make confident and suitable decisions about selected training programs;
- Determine if the student has any need for reasonable adjustment at the point of enrolment to allow training programs to be suitably adjusted;
- Ensure there are no barriers for people with a disability;
- Provide comprehensive administrative support that allows the student to complete enrolment efficiently and commence training at an agreed time and place; and
- Inform prospective students about alternate pathways to training such as gaining credit for current competence or recognition of prior learning pathways.

**Initial contact**

There will be times when Rowe Training and Consulting staff are contacted by potential clients (quite often these contacts will be employers) for information pertaining to available training. Rowe Training and Consulting staff should establish a positive client relationship from the start. How questions and answers are provided to the client may make a big difference between securing an ongoing relationship or losing them to a competitor.

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

– Try to establish over the phone which training program would be most appropriate. If the person really needs a training program that is not on Rowe Training and Consulting scope of registration, advise the person that we are not able to provide the training and tell them how they can find a course that better suits their needs. One way of doing this is to conduct a course search on www.training.gov.au or to speak with an Australian Apprenticeship Centre.

– If the person can be aligned with one of our training programs, inform the person of the Rowe Training and Consulting training model and the choices they have in adjusting the training model to suite their particular circumstances.

– If the person is seeking to enrol into a funded training program, explain the:

  - Funding or employer incentive arrangements such as Traineeships;
  - The process for creating a training contract with the Australian Apprenticeship Centre and how to identify Rowe Training and Consulting as their preferred RTO; and
  - The responsibilities of the employer to support the training plan.

– Provide the person with the link to the Student Information Book accessible from Rowe Training and Consulting website outlining the training program content, delivery style and fees.

– If the person requests to proceed with enrolment, provide them the contact details of the preferred Australian Apprenticeship Centre (if applicable) and

- Arrange a time to conduct an enrolment interview with a Rowe Training and Consulting representative either in person or over the phone.

**Fee for service enrolment procedure**

The following steps are to be followed when enrolling a new student into a fee for service training program:

- Undertake an enrolment interview (in person or by phone) to:
    - explain the training and assessment involved in the relevant training program;
    - assess the student's individual needs and circumstances;
    - provide them with a Student Handbook;
    - provide information on course fees, Payment Plan Agreement and Direct Debit forms
    - inform them about their rights and obligations;
    - inform the student about opportunities for RPL and credit transfer;
    - have student complete the Aptitude Quiz

- If the person requests to proceed with enrolment,

- Ensure completed and signed enrolment package information is completed

- Based on the interview and the completed enrolment forms, determine the following:
    - The student meets the pre-requisite requirements for the training program (if applicable);
    - The student's language, literacy and numeracy skill levels are adequate to meet the requirements of their desired training program; and
    - The student has any need for reasonable adjustment at the point of enrolment to allow training programs to be suitably adjusted.

Return all documentation to Rowe Training and Consulting where the student's details will be entered into the student management database (Vettrak) and a student file is to be raised.

The student is to be issued with an invoice for applicable enrolment and administration fees and a confirmation of enrolment/welcoming email and further details of when training is scheduled to commence.

Student to be issued a Payment Plan Agreement (PPA) and Direct Debit Request (DDR) form for the payment of course fees.

Student support services identified during the enrolment interview will be negotiated with the student and put in place before the commencement of the training program.

Upon receipt of the enrolment fee, the student will be given access to Student Management System Eduongo and all training and assessment materials. Alternatively, these materials may be issued on the first day of training. Training and assessment materials are not to be issued to students before all applicable tuition fees have been received. Arrangement contrary to this should be approved by the Chief Executive Officer.

**Funded training enrolment procedure**

The following steps are to be followed when enrolling a new student into a funded training program:

– Receive notification from the Australian Apprenticeship Centre.
– Obtain the student's details, (contract number and student identification) from the funding body;
– Undertake an enrolment interview (in person or by phone) to:
    - assess the student's individual needs and circumstances;
    - provide them with a Student Information Handbook;
    - inform them about their rights and obligations;
    - inform the student about opportunities for RPL and credit transfer;
    - ensure they have access to an enrolment package, and complete
    - supervise the student completing the Aptitude Quiz
    - create a training plan according to the student's and employers requirements. Follow the relevant training and assessment strategy and ensure qualification packaging rule are applied.

Based on the interview and the completed enrolment a, application determine the following:

- The student meets the pre-requisite requirements for the training program (if applicable);
- The student's language, literacy and numeracy skill levels are adequate to meet the requirements of their desired training program; and
- The student has any need for reasonable adjustment at the point of enrolment to allow training programs to be suitably adjusted.

Return all documentation to Rowe Training and Consulting where the student's details will be entered into the student management database (Vettrak) and a student file is to be raised.

The student is to be issued with an invoice for applicable enrolment fees and a confirmation of enrolment/welcoming email and further details of when training is scheduled to commence.

Student support services identified during the enrolment interview will be negotiated with the student and put in place before the commencement of the training program.

Upon receipt of the enrolment fee, the student will be given access to SMS Eduongo and all training and assessment materials. Alternatively, these materials may be issued on the first day of training.

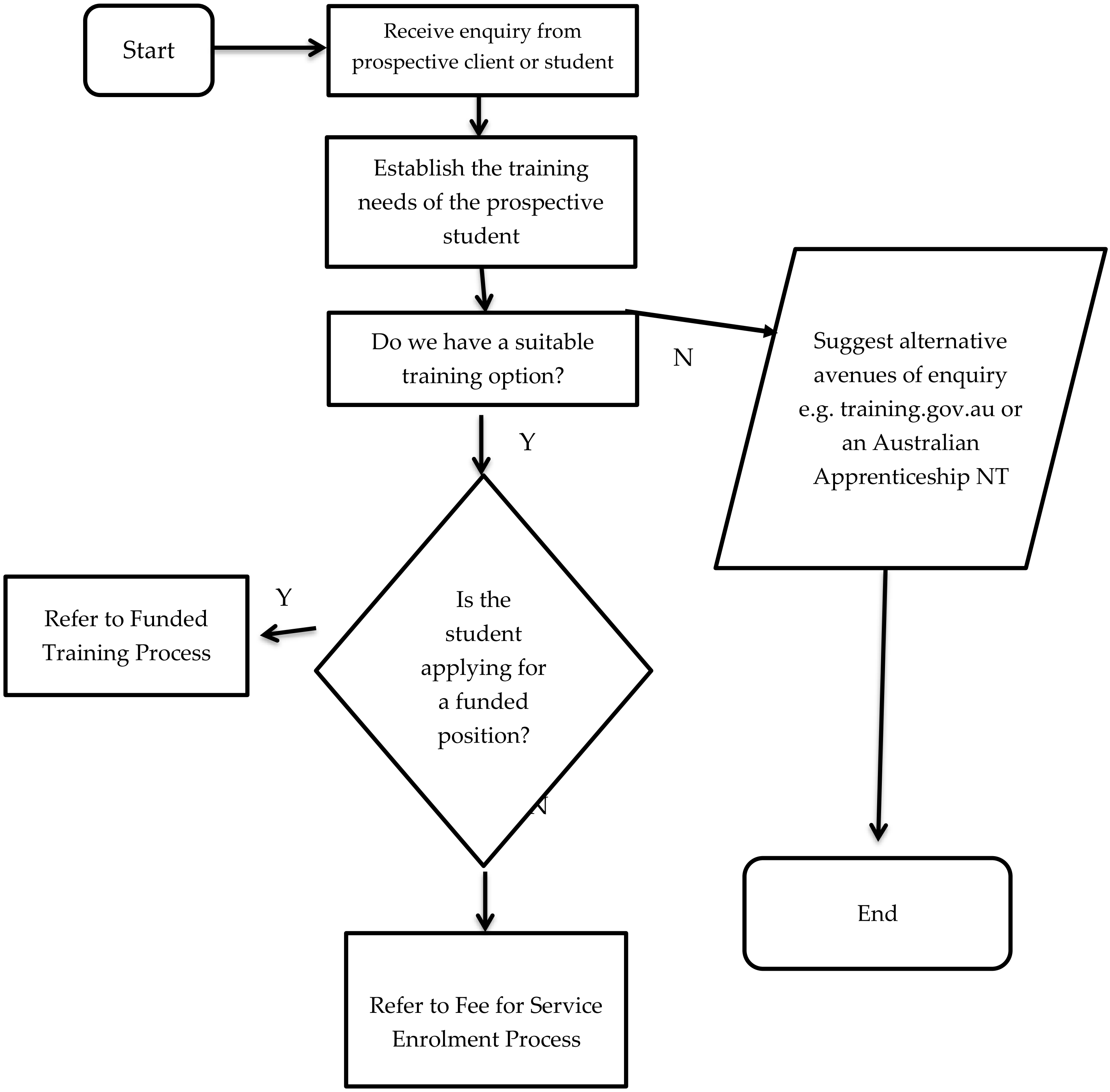
**Provision of pre-enrolment Information to students**

The Standards for Registered Training Organisations under Standard 5 identify that each learner is properly informed and protected either prior to enrolment or the commencement of training and assessment. At Rowe Training and Consulting we achieve this by providing prospective students with the following three pre-enrolment information sources:

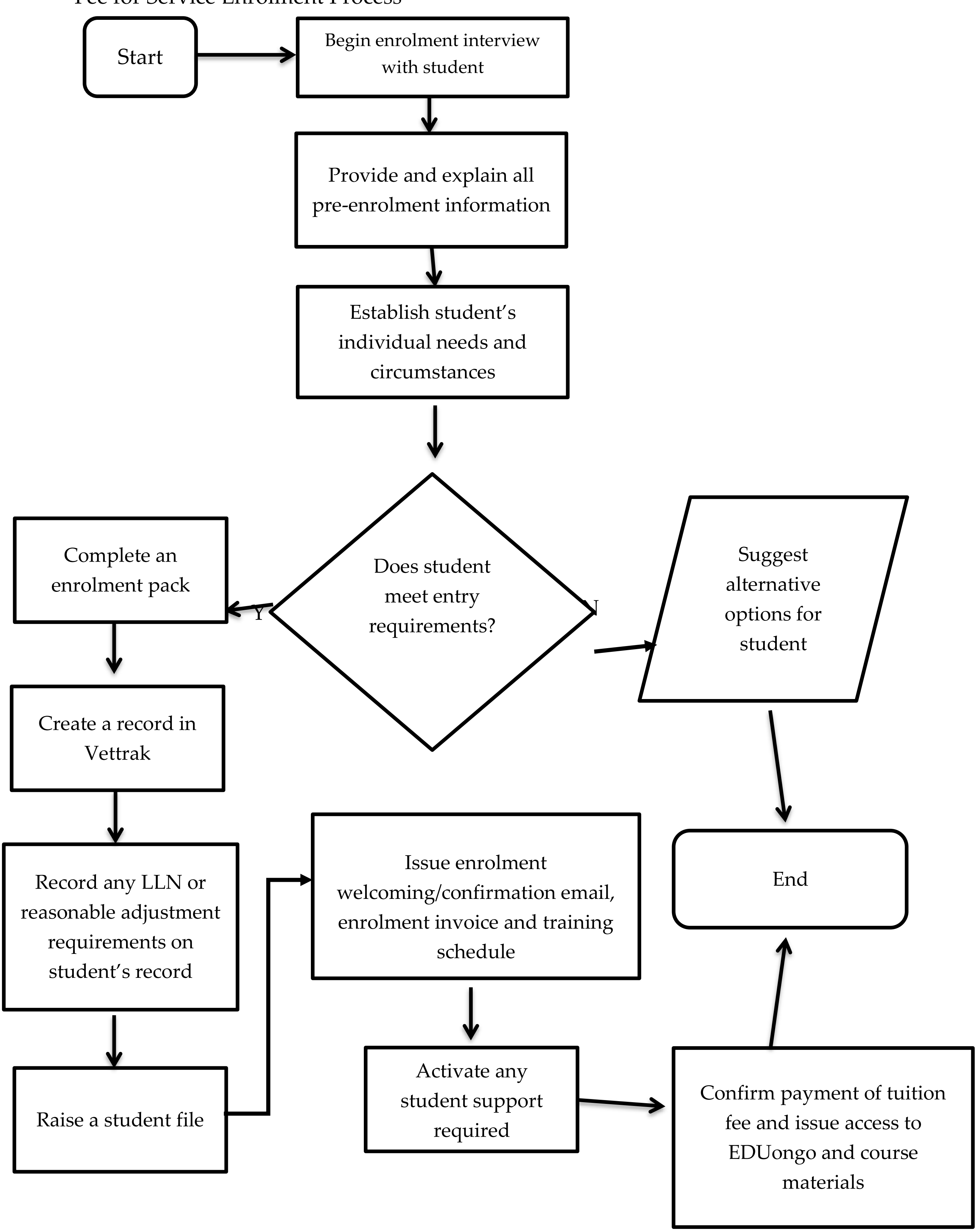
– **Student Handbook.** The student handbook is the primary information vehicle to inform students about their rights and obligations prior to their enrolment. Ideally, the student handbook is supplied electronically as a PDF document. It is important that this document is professionally presented as it reflects the quality of the organisation. The student handbook is effectively the policy document for all the student's participation in training and engagement with Rowe Training and Consulting. It should constitute a valuable information source for the student who can reference the handbook when the student has questions about their course participation. The student handbook should contain information on the following topics for the student:

- Introduction to Rowe Training and Consulting;
- Our expectation of you;
- Equity and diversity support arrangements;
- Privacy arrangements;
- Fees and Charges, Refund policy;
- Student access to records;
- Continuous improvement arrangements;
- Assessment arrangements;
- Re-assessment policy;
- Language, literacy & numeracy skills;
- Education support services;
- Making complaints & appeals; and
- Recognition of existing skills & knowledge.

## Initial Contact Process



Fee for Service Enrolment Process



## Funded Training Enrolment Process (referred by AANNT or Service)