Enrolment Policy and Procedures

Student Enrolment Procedure

This policy relates to prospective students seeking enrolment with A Grade Education and Training and to ensure that A Grade Education and Training takes a consistent approach to ensuring the recruitment and enrolment of each learner, and that the individual needs of each learner are determined prior to enrolment. All students are enrolled in line with the RTO Standards (2015).

This procedure sets out the processes and steps associated with an application and enrolment into courses offered by A Grade Education and Training.

Inquiry

1. Applicants make an inquiry to A Grade Education and Training. Inquiries are made by telephone, face to face or the applicant can apply through our website.
2. The details of the applicant are forwarded to the RTO Administrator and then recorded in the student management system (aXcelerate)
3. Enquiries are generally responded to within 24 hours with where possible.
4. A report is downloaded from the student management system and is given to the Marketing Manager to contact the applicant and proceed with the pre-enrolment process.

Pre-Enrolment Interview/ Process

The pre-enrolment process determines the applicants suitability to enroll into a training program.

5. The Marketing Manager conducts a pre-enrolment Interview/ pre-enrolment checklist. During the interview process the following items are discussed;

- The reason for the applicant's chosen course
- The applicant's future aspirations/goals
- Any support the applicant may require
- The applicant's prior experience in industry (if applicable)
- Any special requirements – education needs, dietary, physical needs, disability, medical needs and language
- Support services available
- LLN assessment and process
- Any credit transfers and/or RPL the applicant may have, and the credit transfer/RPL process
- Establish the student's training and assessments needs
- Explain the training and assessment methods services involved in the relevant training program including: assessment methods, work placement hours and the requirements that apply to the qualification.
- The student handbook is provided and explained and the terms and conditions of enrolment

6. The Marketing Manager then gets the applicant to complete A Grade Education and Training's enrolment documents – enrolment form, cheating and plagiarism form, credit transfer form (if applicable) talent and performance release form, payment plan form, USI and 100 points of ID.

LLN online Assessment

The LLN assessment will be used to determine any support that may be required for each individual student.

7. Applicants are required to complete an online LLN (Language, Literacy and Numeracy) assessment. The LLN link is forwarded to the applicant's nominated email address. Once the applicant has completed the LLN assessment a report is generated and sent to the RTO Administrator and this is given to the Lead Trainer to assess and complete an LLN Trainer and Assessor report.

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8. The RTO Administrator follows up the interview and collects the required evidence. Once the student is deemed suitable to undertake their course of choice, the RTO Administrator will present the student with all possible study options and advise the student of the entry requirements for their chosen course, including the payment of fees and any available payment options. The RTO Administrator will process the enrolment forms in the Student Management System aXcelerate.

- Create student record and enter enrolment form data (AVETMISS data)
- Assign to relevant group/class
- Assign qualification and relevant units of competency
- Link Student from the Student Management System to Xero the accounts database
- Raise invoice and issue to the student as per the payment plan
- Verify USI information – if USI appears as an error, contact the student directly to follow up details and to obtain accurate USI
- Validating student's 100 points of Identification
- Processing any Credit Transfers
- Copy of the student signed declaration form from the student handbook and agreement
- Create pre-course letter
- Issue Student with their Identification Badge
- Scan and file student records on A Grade Education and Training's shared file and SMS system that are only accessible by A Grade Education and Training staff

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9. The RTO Administrator will generate a pre-course letter which is sent to the student prior to the commencement of training. Information included in this pre-course letter:

- Orientation session details (if applicable)
- Student Identification Number
- The Qualification/Course code and Qualification/Course name
- The address of the training location
- The course start and finish times
- Description of the duration of the course – (course timetable)
- Trainer and/or Assessor’s Name and contact details
- Resources the student may need to bring to the class
- The units of competency that the student is enrolled in.