STUDENT ENROLMENT POLICY & PROCEDURE

Policy number:	6	Version:	10
Responsible Person:	CEO	Reviewed by:	CEO
NRCHI Area:	Operational / RTO	Review Date:	7/5/2025
Approved and adopted by:	Board of Governance	Next Review Date:	May 2028

Scope

This policy applies to the CEO, Accredited Training Coordinator, Trainers and Assessors, and all NRCHI staff involved in accredited training. It also applies to all students enrolled in accredited training at NRCHI.

Objective

North Ringwood Community House Inc. (NRCHI) aims to ensure all staff and students are well-informed throughout the enrolment process and that practices comply with AQTF, VRQA, and Skills First funding requirements. This policy also ensures appropriate management, protection, and retention of student records.

Purpose

The purpose of this policy is to provide a transparent and structured enrolment process that ensures fair access to training for eligible individuals, supports student success through accurate course placement and support mechanisms, and maintains compliance with all applicable standards and contractual obligations. It outlines responsibilities, processes, and required documentation to enable consistent and accountable enrolment practices.

Procedure

Initial Enquiry

Prospective students will attend either an information session or a one-on-one interview with the Accredited Training Coordinator. For online learners, this will be conducted via Zoom. Students will be issued a Student Enrolment Pack either in person or via email, depending on their learning mode. Enrolment pack consists of a student handbook detailing information about the course, accredited pre-training review, accredited course application form, Skills First Program Evidence of Eligibility and Student Declaration form, RPL application form, statement of fees and LLN information.

The Coordinator will explain course structure, homework expectations, placement requirements, further education pathways, refund and complaints policies, fees and charges, and the possibility of participating in surveys or audits. Questions are welcomed.

Enrolment Process

Students who choose to proceed will return the completed Enrolment Pack and participate in a Pre-Training Review and LLN assessment via LLN Robot. These determine course suitability and identify any language, literacy, or numeracy support needs. (See **Pre Training Review Policy & LLN Policy**).

Where required, an individual support plan will be developed. NRCHI will make all reasonable efforts to help the student succeed. (See **Reasonable Adjustment Policy**).

Applicants may also be assessed for Recognition of Prior Learning (RPL), Credit Transfer (CT), or Recognition of Current Competency (RCC). Information about the process, required evidence, timelines, and fees will be provided. (See **Credit Transfer Policy and RPL RCC Policy).**

Evidence of Eligibility and Student Declaration

All students enrolling under Skills First funding must complete and sign the prescribed Evidence of Eligibility and Student Declaration Form. This confirms their awareness of potential impacts on future subsidised training eligibility. A certified copy of supporting evidence (e.g. ID, residency, visa) must be sighted and retained.

Exemptions to the citizenship/residency requirement apply to eligible asylum seekers and humanitarian visa holders with referral documentation. NRCHI assesses eligibility in accordance with the most current Skills First Guidelines.

Fees and Charges

A deposit is required upon enrolment. Full tuition will be invoiced according to NRCHI's **Fees & Charges Policy**. Payment plans are available upon request. Skills First Guidelines are followed for concessions and fee waivers.

Tuition is charged per scheduled hour, and concession students pay 20% of the standard rate. Fee details are stored in Vettrak and uploaded monthly. Statements of Tuition Fees are published on the NRCHI website.

A Statement of Fees, outlining course cost, concession entitlements, government contribution, and any other charges, will be issued before training begins.

Enrolment in Vettrak

Student information is entered into Vettrak, including name, contact details, demographics, concession status, education background, USI, and VSN (if under 24). Course data entered includes program and unit codes, hours, dates, teachers, assessment methods, delivery modes, and fees.

Unique Student Identifier (USI) and Victorian Student Number (VSN)

All students require a USI to obtain nationally recognised qualifications. They may create one or authorise NRCHI to apply on their behalf.

Students under 25 are issued a Victorian Student Number (VSN). NRCHI submits monthly VSN transfers to the Department and downloads issued VSNs into Vettrak. Students can request their VSN at any time.

Training Plan

Each student will receive an individualised Training Plan at orientation or within two weeks of course commencement. Plans will outline NRCHI contact details, course and unit titles and codes, start and end dates, delivery and assessment methods, trainers, scheduled hours, and recognition of RPL or credit transfer.

Plans are updated whenever changes occur and reissued to the student promptly.

Attendance Records

Each class includes an Attendance Book with a Trainer Sign-On Sheet and a Class Attendance Sheet. Students sign in, and trainers sign off at the completion of each session. Records also document RPL/CT status and include extension forms.

Orientation and Commencement

Students attend an orientation session where they are introduced to staff and fellow students, and provided with essential course materials. These include their Training Plan, timetable, Return to Study guide, student contract, assessment information, extension forms, attendance expectations, complaints and appeals process, code of conduct, and Moodle login details (if applicable). Students also receive an individualised Statement of Fees, grievance procedures, Media Consent Form, and Plagiarism Policy.

Moodle Access and Digital Accessibility

Where applicable, students are given login credentials for the NRCHI Moodle platform. NRCHI ensures that Moodle is accessible and compatible with assistive technologies. Students can request course materials in alternate formats where needed.

Student Progress Monitoring

Students receive progress reports and updated Learning Plans throughout the course. Statements of Results are issued at least once per term or upon request, indicating units completed or outstanding.

Deferment, Withdrawal, and Cancellation

Students who wish to withdraw, defer, or cancel their enrolment must submit a formal request. These are processed in line with NRCHI's **Withdrawal Policy and Refund Policy**. Fees may apply depending on timing and circumstances.

Access to Student Support Services

NRCHI offers academic support, study assistance, and can refer students to external services for wellbeing, disability support, or crisis counselling. Students are encouraged to speak to the Accredited Training Coordinator for guidance. See **Student Services Policy**.

Complaints and Appeals Summary

Students have the right to appeal decisions related to enrolment, RPL, LLN results, or assessment outcomes. Complaints and appeals must be submitted in writing. All matters are handled confidentially and fairly, with resolutions offered in line with NRCHI's **Complaints and Appeals Policy**.

Data Security and Record Retention

NRCHI complies with privacy legislation in the collection, use, storage, and disposal of student records. Records are retained for the minimum periods required under the Australian Skills Quality Authority (ASQA) and Victorian government funding requirements. See **Records Management Policy**.

File Checks and SVTS Submissions

The Accredited Training Coordinator or CEO will regularly review student files for completeness and compliance. Files must be audit-ready and made available to authorised representatives of the Commission or Department. Before any SVTS data submission, the CEO or their delegate certifies that the data is accurate and complete.

Document Certification

Certified copies of identification and eligibility documents are required and must be signed by an authorised NRCHI representative or a professional listed in the relevant Skills First guidelines. All certified documents must be retained in the student file for audit purposes.

Information Provided to Students

As part of the enrolment and orientation process, all students enrolled in accredited training at NRCHI will be provided with clear, accessible, and comprehensive information about their course, rights, responsibilities, and available support services.

This information is distributed through both the **Enrolment Pack** and the **Orientation Pack**, and includes the following key documents and details:

- Student Handbook outlining course expectations and policies
- Skills First Program – Evidence of Eligibility and Student Declaration Form
- Course Enrolment Form
- Refund Policy and Procedure
- Generic and Individual Statement of Fees
- LLN Quiz details and support options
- Assessment Guidelines and Sample Cover Sheets
- Complaints and Appeals Policy
- Code of Conduct
- Student Contract and Acceptance Agreement
- Individual Training Plan
- Extension Request Form
- Moodle login credentials (if applicable)
- Media/Photo Consent Form
- Contact information for key NRCHI staff and support services

Students are also informed about:

- Their rights and responsibilities as learners
- Course pathways and potential outcomes
- Attendance requirements
- Assessment expectations
- Options for Recognition of Prior Learning (RPL) and Credit Transfer (CT)
- How to access support, make complaints, or appeal decisions

This ensures students are equipped with the necessary knowledge to successfully participate in and complete their training while understanding all aspects of their learning journey.

Related Documents

Credit Transfer Policy
RPL RCC Policy
Language Literacy and Numeracy Policy
Fees and Charges Policy
Student Handbook
Recognition of Australian Quality Framework Qualifications (Credit Transfer) Application Student Enrolment Checklist
Student Enrolment Form
Refund Policy
Complaints and Appeals Policy
Outcomes Recording Policy
Pre-training Review Policy
Online Service Standards
Skills First Guidelines About Fees
Skills First Guidelines About Eligibility
Withdrawal Policy
Reasonable Adjustment Policy
Student Services Policy
Records Management Policy

Document Locations

Website
Electronic file folders accessible by NRCH Administration staff
Policy and Procedure Manual

Related Legislation

Australian Quality Standards Framework (AQTF) 2010
Victorian Registration and Qualifications Authority (VRQA) Guidelines for VET Providers

Area of Compliance

AQTF Condition 7 Standards 1.5, 2.1, 2.3
VRQA Guidelines for VET Providers Guideline 4.1, 4.2
Skills First Quality Charter
VET Funding Contract *Skills First* Program Clause 4.1, 4.2

Student	Version	Details of changes (if any)	Date of next review
30/9/20	7	Electronic signatures and document certification added	30/9/2023
10/5/22	8	Clearer wording for online learning during Covid-19 Lockdowns Updated Related Documents	May 2025
30/11/23	9	Information Distributed to Students Policy and Enrolment Policy combined Part C VET 2024-2025 Funding contract (Asylum Seekers) added	November 2025
7/5/2025	10	Significant reformatting.	May 2028