



Policy & Procedure

STUDENT ENROLMENT POLICY & PROCEDURE

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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 enrolling 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.

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 test.

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**).



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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**).

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:

Enrolment:

- Student Handbook outlining course expectations and policies
- Skills First Program - Evidence of Eligibility and Student Declaration Form
- Course Enrolment Form
- Refund Policy and Procedure
- Statement of Fees
- LLN Quiz details and support options

Orientation:

- Assessment Guidelines and Sample Cover Sheets
- Complaints and Appeals Policy
- Code of Conduct
- Student Agreement and Orientation Checklist
- Individual Training Plan
- Individual Statement of Fees including RPL or CT adjustments
- Extension Request Form
- Course Timetable
- Moodle login credentials (if applicable)
- Photograph Audio Video Recording Permission Declaration
- Plagiarism Policy
- Contact information for key NRCHI staff and support services

Students are also informed about:

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



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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.

Evidence of Eligibility and Student Declaration

A student must be an Australian citizen, the holder of a permanent visa, or a New Zealand citizen, and must be physically present in Victoria or a border region at the time of training and assessment to be eligible for Skills First funding. Students are subject to Skills First enrolment limits, meaning they may commence no more than two government-subsidised courses in a calendar year, and may be enrolled in no more than two government-subsidised programs at the same time.

All students enrolling under Skills First funding must complete and sign the prescribed Evidence of Eligibility and Student Declaration Form. Supporting evidence may include, but is not limited to, a current Australian passport, Australian birth certificate, citizenship certificate, Australian driver's licence, proof-of-age card, permanent visa, or New Zealand passport. All documents must be originals or certified copies, sighted and verified by an authorised delegate - see NRCHI Learner Eligibility Evidence Authorised Delegates Form.

An authorised person is a member of staff who has been nominated and authorised by the NRCHI Organisational Secretary or Chairperson. The authorised delegate is also responsible for completing the Training Provider Declaration section of the Student Declaration Form, confirming that all evidence has been accurately verified and meets Skills First eligibility requirements.

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 About Eligibility. See NRCHI Government Initiatives Policy.

Fees and Charges

A deposit is required upon enrolment. Tuition fees will be invoiced according to NRCHI's Fees & Charges Policy. Payment plans are available upon request.

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

A Statement of Fees, outlining the total course cost, including tuition fees, taking into account the government contribution and any Fee Concession or Fee Waiver entitlements and any other applicable fees, such as student services, amenities, goods or materials will be issued before training begins.

NRCHI assesses fees, charges, and eligibility for concessions or waivers in accordance with the current Skills First Program Guidelines About Fees.

Tuition Fees are published on the NRCHI website.

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

All students will need a Unique Student Identifier (USI) to obtain their certificate or qualification when studying nationally recognised training in Australia. A USI will allow an individual's USI account to be linked to the National Vocational Education and Training (VET) Data Collection. Students can obtain their own USI or can authorise NRCHI to obtain one for them. Student Records Officer is responsible for this process.

If a student is under the age of 25 years they will have or will be assigned a Victorian Student Number (VSN).



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- Once per month a VSN transfer is uploaded to the Department of Education & Early Childhood Development (DEECD) via Vettrak to capture the details of students under 25 years.
- Transfer must be done between 4th & 9th of each month
- DEECD will then upload VSN's which must be downloaded into Vettrak to allow VSN's to be included into the data.
- Should a student request a copy of their VSN a Vettrak report is available to print
- The Student Records Officer is responsible for this process.

Training Plan

Students will be provided with an individualised training plan at their orientation class to ensure they are fully informed about the nature of their training and assessment and the respective obligations of NRCH and the student. The training plan will not be issued later than four weeks after training has commenced. The training plan will be provided as a generic plan for a group of individuals undertaking the same training in the same way and will include customised notes (where required) for each student. All training plans will align with the relevant TAS or document and justify any variation. Training Plans will include:

- Name and contact details of NRCH
- Title and code of program
- Expected duration of the course
- Title and code for each unit to be completed as part of the program
- Scheduled hours for each unit
- Timeframe for each unit, including start and end dates
- Delivery modes for each unit
- Method of assessment for each unit
- Teacher responsible for delivery and/or assessment of each unit
- Record RPL and credit transfer hours granted, as relevant.

NRCH will update the training plan for each student according to any changes that occur during the delivery of training and/or assessment and ensure each individual receives the updated information as soon as is reasonably practicable. Students and Trainers are to sign all amended Plans.

Statement of Fees

Students will be provided with a Statement of Fees which will provide an overview of potential fees at the time of enrolment.

Statement of Fees will include:

- The code, title and currency of the program
- The total cost to them for their program taking into account any fee concession or fee waiver entitlement
- The approximate value of the government contribution expressed in dollars
- Any other applicable fees, such as student services, amenities, goods or materials

Students will be provided with an individualised Statement of Fees which reflects each student's specific circumstances, including RPL or credit transfer adjustments at orientation. This ensures that the fees provided are accurate and specific to each individual.

Enrolment in Vettrak



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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.

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).

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.

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. 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 VRQA 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.



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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
Skills First Guidelines About Fees
Skills First Guidelines About Eligibility
Reasonable Adjustment Policy
Student Services Policy
Records Management Policy
Government Initiative Policy
Learner Eligibility Evidence Authorised Delegates Form

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

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	Part C VET 2024-2025 Funding contract (Asylum Seekers) added	November 2025
7/5/2025	10	Significant reformatting. Information Distributed to Students Policy and Enrolment Policy combined	May 2028