ENROLMENT POLICY & PROCEDURE

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Responsible Person:	CEO	Reviewed by:	CEO
NRCHI Area:	Operational / RTO	Review Date:	Oct 26
Approved and adopted by:	Board of Governance	Next Review Date:	Oct 29

Scope

This policy applies to the CEO, Training Coordinator, Trainers and Assessors, administrative staff and other personnel involved in student enquiries, enrolment, training, assessment and support.

It applies to prospective and enrolled students undertaking nationally recognised training with North Ringwood Community House Inc. (NRCHI), including students accessing Skills First-funded training where applicable.

Where NRCHI delivers Adult, Community and Further Education (ACFE) Board-funded pre-accredited programs, the relevant enrolment processes will also apply, subject to the specific requirements of those programs and their applicable funding and quality frameworks.

This policy should be read in conjunction with the NRCHI Pre-Training Review Policy and Procedure, Language, Literacy, Numeracy and Digital Literacy (LLND) Policy and Procedure, Student Support Policy and Procedure, and Reasonable Adjustment Policy and Procedure.

Purpose

The purpose of this policy is to ensure NRCHI provides prospective students with accurate and relevant information and follows a fair, consistent and compliant enrolment process.

This policy establishes requirements for course enquiries, student information, Pre-Training Reviews, LLND screening, eligibility verification, fees, student declarations, enrolment documentation, learning resources, orientation and commencement.

It also ensures that prospective students can make informed decisions about their training, that the suitability of the proposed training is considered before enrolment, and that accurate student records are maintained in accordance with applicable regulatory, funding and privacy requirements.

Policy Statement

NRCHI is committed to fair access to training, transparent enrolment practices, inclusive participation and informed student decision-making.

Before enrolment, NRCHI will provide prospective students with information about the proposed training product, delivery and assessment arrangements, entry requirements, fees, available support and relevant policies.

NRCHI will conduct and document a Pre-Training Review before enrolment to assess the suitability of the proposed training for the individual. LLND and relevant digital literacy needs will be considered as part of this process.

Where government-subsidised training is sought, NRCHI will verify the student's eligibility and complete the required declarations and evidence checks in accordance with the applicable funding requirements.

Enrolment decisions will be consistent with NRCHI's registration and scope of delivery, applicable funding arrangements, the requirements of the training product and the student's individual circumstances.

NRCHI will not make misleading claims about qualifications, employment outcomes, funding, course completion or assessment results. Students will not be excluded solely because they require additional learning support or reasonable adjustment.

NRCHI will maintain appropriate records to demonstrate that enrolment requirements have been completed and that students have received relevant information before commencing training.

NRCHI will conduct enrolment activities in accordance with its registration conditions, applicable legislation, the Standards for RTOs, relevant funding contracts and associated guidelines. Where specific requirements apply to particular courses or funding arrangements, NRCHI will follow the relevant requirements and maintain the necessary documentation.

Regulatory and Compliance References

NRCHI will implement this policy in accordance with the requirements applicable to its registration, training products, student cohorts and funding arrangements. These include, as applicable:

- Standards for Registered Training Organisations (RTOs) 2025 and the applicable VRQA guidelines and requirements.
- Victorian VET Student Statistical Collection Guidelines, collection-year specifications and validation rules.
- The current Skills First VET Funding Contract, schedules, guidelines, fact sheets and directions notified through SVTS.
- Applicable legislation and requirements concerning privacy, records, and student information.

Responsibilities

Chief Executive Officer

The CEO is responsible for ensuring appropriate enrolment systems, policies, resources and oversight arrangements are maintained, including compliance with applicable regulatory and funding requirements.

Training Coordinator

The Training Coordinator is responsible for coordinating course enquiries, Pre-Training Reviews, suitability decisions, LLND screening arrangements, support referrals, student information and completion of relevant enrolment documentation.

The Training Coordinator is also responsible for monitoring the implementation of enrolment procedures and ensuring that identified issues are addressed.

Administrative Staff

Administrative staff are responsible for maintaining accurate student records, assisting with enrolment documentation, coordinating USI and VSN processes where applicable, and supporting eligibility verification and reporting in accordance with their delegated responsibilities.

Only appropriately authorised staff may undertake eligibility verification, complete provider declarations or perform other restricted functions where required by the applicable funding arrangements.

Trainers and Assessors

Trainers and Assessors are responsible for explaining relevant training and assessment requirements, providing required learning resources, implementing agreed support arrangements, monitoring student participation and progress, and raising concerns with the Training Coordinator where additional assistance may be required.

All Staff

All staff involved in enrolment must provide accurate information, treat prospective and enrolled students respectfully, protect confidential information and follow NRCHI's approved policies and procedures.

Procedure

Enquiries and Course Information

Prospective students may enquire about NRCHI's courses through its office, telephone, email, website, information sessions or other approved communication channels.

Where appropriate, prospective students may attend an information session or interview with the Training Coordinator. Interviews may be conducted online where suitable.

NRCHI will provide prospective students with an Enrolment Pack. The pack will contain relevant information and documents to support the enquiry, Pre-Training Review and subsequent enrolment process, as applicable. These will include:

- Course information and the Student Handbook.
- Pre-Training Review Form.
- Information about Language, Literacy, Numeracy and Digital Literacy (LLND) screening and assessment.
- Student Enrolment Form.
- Skills First eligibility documentation and student declarations, where applicable.
- Statement of Fees
- Refund information.
- RPL and Credit Transfer information.

Providing an Enrolment Pack or completing preliminary forms does not constitute confirmation of enrolment.

Before enrolment, NRCHI will provide prospective students with information about:

- Course structure, duration, delivery arrangements and expected study commitments.
- Training and assessment requirements, including practical activities and work placement where applicable.
- Entry requirements, prerequisites and any required checks or other conditions.
- Available learning support and reasonable adjustment arrangements.
- Required technology, devices, software and access to learning resources.
- Tuition fees, additional charges, concessions, payment arrangements and refunds.
- Complaints and appeals, RPL, Credit Transfer and relevant further education or employment pathways.
- Student rights, responsibilities and relevant NRCHI policies.

Prospective students will have an opportunity to ask questions and clarify information before deciding whether to proceed.

Eligibility and Age Requirements

NRCHI currently accepts enrolments in its accredited courses from individuals aged 18 years or older. It does not currently enrol students under 18.

Any proposal to enrol students under 18 must be reviewed before implementation to determine the applicable registration requirements, child safety obligations, risk management arrangements and necessary policy and procedural changes.

All prospective students must meet the entry requirements applicable to the proposed training product.

Pre-Training Review and LLND Assessment

NRCHI will conduct the Pre-Training Review and LLND screening before completing the formal enrolment process. This allows NRCHI to assess the suitability of the proposed training, identify existing skills and competencies, consider relevant LLND and digital literacy needs, and identify any additional support or reasonable adjustments that may be required.

The Pre-Training Review and LLND screening will be conducted and documented in accordance with the NRCHI Pre-Training Review Policy and Procedure and Language, Literacy, Numeracy and Digital Literacy Policy and Procedure.

The results will inform the enrolment decision. Where the proposed training is not considered suitable, NRCHI will discuss the reasons with the prospective student and consider alternative training options or referral pathways where appropriate.

Following the review, prospective students will be given an opportunity to consider the information provided, reflect on the suitability of the proposed training and ask any further questions before deciding whether to proceed with formal enrolment. NRCHI will provide reasonable time for this consideration and will not pressure prospective students to enrol.

Formal Enrolment Documentation

Following the Pre-Training Review, NRCHI will progress the prospective student to formal enrolment where the proposed training is considered suitable.

The Student Enrolment Form, Skills First eligibility evidence and declarations, Statement of Fees, concession documentation and other required records will be completed, verified and retained.

For Skills First-funded training, all required eligibility checks, evidence and declarations must be completed in accordance with the current VET Funding Contract, Guidelines About Eligibility and other applicable departmental instructions.

NRCHI will ensure that required enrolment documentation and checks are completed before enrolment is confirmed or training commences.

NRCHI will provide accurate and impartial information throughout the process and will not make misleading claims about qualifications, employment outcomes, funding or course completion. Staff must not use inappropriate inducements to influence enrolment decisions.

Recognition of Prior Learning and Credit Transfer

NRCHI will inform prospective students of opportunities to apply for Recognition of Prior Learning (RPL) and Credit Transfer where applicable.

Students will receive information about the relevant application processes, evidence requirements, applicable fees, timeframes and how decisions will be communicated.

RPL and Credit Transfer applications will be assessed in accordance with NRCHI's RPL Policy and Procedure and Credit Transfer Policy and Procedure.

Where recognition is granted, the student's training plan, enrolment records and fees will be updated where relevant. Decisions and supporting records will be retained.

Where an application is pending, NRCHI will explain any relevant implications for training arrangements and course progression.

Work Placement

Where work placement is a requirement of the training product, NRCHI will inform students of the placement requirements before enrolment, including expected hours, relevant workplace requirements, supervision arrangements and any applicable checks or costs.

Depending on the course and placement arrangements, students may be able to identify and propose their own suitable placement, or NRCHI may assist in identifying and organising an appropriate placement opportunity. Any proposed placement must be assessed and approved by NRCHI before the student commences placement to ensure it meets the requirements of the training product and NRCHI's placement arrangements.

Students will be informed of their responsibilities and any requirements they must satisfy before commencing placement. NRCHI will confirm that appropriate placement arrangements are in place before the student begins workplace activities.

Further requirements are outlined in the NRCHI Practical Placement Policy and Procedure.

Skills First Funding and Eligibility

Where NRCHI delivers Skills First-funded training, it will publish required information on its website, including standard tuition fees, other applicable fees and complaints and appeals information. NRCHI will maintain its Victorian Skills Gateway profile in accordance with the current VET Funding Contract and applicable requirements.

Where a prospective student seeks Skills First-funded training, NRCHI will complete the required eligibility assessment before proceeding with the funded enrolment, in accordance with the current VET Funding Contract, Guidelines About Eligibility and applicable departmental instructions.

Before confirming a funded enrolment, NRCHI will verify that:
- The proposed program is within NRCHI's applicable funded scope.
- The student meets the applicable eligibility requirements.
- Any relevant commencement, allocation or subsidised training limits are satisfied.
- Required evidence and declarations have been completed.
- Applicable fees, concessions and mandatory fee waivers have been determined.
- Other relevant funding and commencement requirements have been addressed.

NRCHI will explain to prospective Skills First students that their enrolment is under the Skills First Program and how it may affect their future subsidised training entitlement.

NRCHI will ask the mandatory enrolment questions, provide the prescribed privacy notice and advise students about applicable survey, audit and review contact arrangements in accordance with current requirements.

NRCHI will use the current prescribed Evidence of Eligibility and Student Declaration Form and other required documentation.

Authorised staff will check the required identification and eligibility evidence, including applicable citizenship or residency, Victorian location, previous or concurrent subsidised training and other relevant eligibility conditions. Evidence will be sighted, verified and retained using methods permitted by the current guidelines.

Students must complete required declarations and provide accurate information. Staff will check documentation for completeness and complete provider declarations in accordance with current requirements.

Any exemption will be applied only where permitted under the current contract and guidelines. Staff must follow the current eligibility rules and evidence requirements rather than relying solely on a student's recollection.

Records and Authorised Delegates

Eligibility assessments, declarations, evidence, concession documentation and relevant decisions will be retained securely in the student's file.

Only authorised staff may perform eligibility verification or complete provider declarations where the applicable requirements restrict these functions to authorised delegates. See NRCHI Authorised Delegates Form.

Fees, Statements of Fees and Refunds

NRCHI will provide prospective students with clear information about the cost of training before enrolment and before they make a financial commitment.

A Statement of Fees will be provided before enrolment. It will identify the student's expected financial obligations, including applicable tuition fees, government contributions, concessions, fee waivers and other charges for services, amenities, goods or materials.

Where RPL or Credit Transfer has been approved before the Statement of Fees is finalised, the fees will reflect the approved outcome where it affects the course cost. Where an RPL or Credit Transfer application is pending, NRCHI will explain that the course fees or training arrangements may change depending on the outcome. Any subsequent fee adjustment will be made and an amended Statement of Fees provided.

Students will be informed of payment terms, due dates and applicable refund arrangements.

Where Skills First funding applies, fees, concessions and waivers will be calculated in accordance with the current VET Funding Contract and Guidelines About Fees. NRCHI will publish standard tuition fees and other required fee information on its website, including any prescribed statement that ‘published tuition fees may change according to individual circumstances at enrolment’.

Where a student's circumstances or training arrangements change and affect fees, NRCHI will update the Statement of Fees and provide the student with the revised costs.

Detailed requirements are outlined in the NRCHI Fees and Charges Policy and Refund Policy.

Concessions and fee waivers

NRCHI will assess student eligibility for concessions and mandatory fee waivers in accordance with the current Skills First VET Funding Contract, Guidelines About Fees and NRCHI's Fees and Charges Policy.

Where applicable, NRCHI will verify eligibility, complete the NRCHI Concession Verification Form and retain the completed form as evidence of the verification undertaken. NRCHI does not retain copies of students' concession cards.

NRCHI will document the concession or fee waiver applied and ensure that the student's fees and Statement of Fees accurately reflect the applicable concession or waiver.

Any concession or fee waiver will be applied in accordance with the requirements and conditions specified in the applicable funding guidelines.

Unique Student Identifier (USI)

Students undertaking nationally recognised training must have a valid Unique Student Identifier (USI), subject to applicable exemptions.

NRCHI will ask students to provide their existing USI and will verify it in accordance with current requirements. Where a student does not know their USI, NRCHI may assist them to locate it, with the student's permission where required.

Where a student does not already have a USI, NRCHI may apply for one on the student's behalf, provided the student has given the required authorisation and received the required privacy information. The student must provide the information and identification details necessary to complete the application. NRCHI will follow the applicable USI application, privacy and information security requirements.

NRCHI will ensure that a valid USI is obtained and verified within the required timeframe and before issuing a qualification or Statement of Attainment, unless a lawful exemption applies. Personal information collected solely to create a USI will be handled and destroyed in accordance with applicable requirements.

Victorian Student Number (VSN)

NRCHI will collect and verify the Victorian Student Number (VSN) for students aged up to and including 24 years, in accordance with applicable Victorian reporting requirements.

Students who already have a VSN will be asked to provide it. Where a student does not know their VSN, NRCHI will assist in locating it through the appropriate process. Where a student aged up to 24 years does not already have a VSN, NRCHI will arrange for one to be allocated in accordance with the applicable requirements.

NRCHI will record the VSN accurately in its student management system and use it for applicable enrolment and reporting purposes.

Privacy and Personal Information

NRCHI will collect, use, store and disclose student personal information only for legitimate purposes associated with enrolment, training and assessment, student support, regulatory compliance, funding and reporting, or as otherwise authorised or required by law.

Students will be provided with relevant privacy information explaining how their personal information is handled and their rights in relation to that information. Where consent or authorisation is required, NRCHI will obtain it before undertaking the relevant activity.

Student records will be stored securely, with access restricted to authorised personnel. Personal information will be disclosed to government departments, regulatory authorities, funding bodies or other organisations only where authorised or required under applicable legislation, regulatory requirements, funding arrangements or other lawful purposes.

NRCHI will manage requests for access to or correction of personal information, and any privacy concerns or suspected breaches, in accordance with its established procedures and applicable privacy requirements.

Further requirements are outlined in the NRCHI Privacy Policy.

Training Plans, Orientation and Commencement

NRCHI will develop and provide training plans within the timeframes required by the applicable regulatory and funding requirements.

For Skills First-funded students, NRCHI will comply with the current VET Funding Contract requirements relating to the development, provision, content, individualisation and updating of Training Plans.

A Training Plan will explain the nature and sequence of training and assessment and the respective responsibilities of NRCHI and the student. As applicable, it will include:

- Qualification and unit details.
- Delivery arrangements and expected duration.
- Training and assessment activities and timeframes.
- Responsible Trainers and Assessors.
- Approved RPL and Credit Transfer outcomes.
- Relevant support arrangements.
- Other information required by the applicable regulatory or funding requirements.

A common template may be used for students undertaking the same qualification and delivery arrangement, provided that it is appropriately individualised where necessary to reflect each student's circumstances and required arrangements.

NRCHI will provide orientation covering relevant staff, learning resources, training and assessment expectations, attendance, student responsibilities, support services, complaints and appeals, the Code of Conduct and other applicable requirements.

Students will receive relevant timetables, training materials, assessment information, contact details and other course documentation.

Where a material change occurs before commencement, NRCHI will review relevant eligibility, fees, support needs and training arrangements and update records as required.

Training plans will be reviewed and updated when material changes occur. Relevant changes will be communicated to students and staff.

Learning Resources and USB Provision

NRCHI will provide students with access to the learning and assessment resources required for their training in accordance with the relevant training and assessment arrangements.

For applicable Certificate III courses, NRCHI provides supplementary learning and assessment resources on USB devices to support classroom learning and access to materials outside scheduled sessions.

Core training, delivery and assessment activities for these courses are conducted face-to-face, with required materials provided by the Trainer during scheduled sessions. USB resources supplement these activities and do not replace required training, trainer guidance or assessment processes.

USB resources will include learner guides, assessment information, presentation materials and additional reference resources relevant to the course.

The provision of USB resources is intended to support equitable access to learning materials, including for students with limited or unreliable internet access. Students may use the resources to review learning content at their own pace and, where appropriate, use compatible translation, accessibility or other support tools.

NRCHI will consider the accessibility, usability and clarity of learning resources and will review student feedback to identify opportunities for improvement. Where issues are identified, NRCHI will update resource content or format or provide additional assistance.

Students will be asked to acknowledge receipt of the USB resources. Where a student cannot access or use the USB, NRCHI will discuss and provide an appropriate alternative access arrangement.

Trainers and relevant staff are responsible for ensuring that students understand how to access the resources and know whom to contact if assistance is required.

Student Support and Progress

NRCHI will inform students about available learning support and relevant referral services. Support may include LLND assistance, study guidance, reasonable adjustments, disability support referrals, wellbeing services or other appropriate external services.

Students may contact the Training Coordinator or another nominated staff member if they require assistance.

NRCHI will monitor student participation and progress, provide relevant feedback and identify outstanding requirements for qualification completion.

Where progress, assessment outcomes, student feedback or changed circumstances indicate that further assistance may be needed, NRCHI will discuss suitable strategies with the student and review support arrangements or training plans where necessary.

Identified support needs and agreed actions will be documented and communicated to relevant staff where reasonably necessary to support the student.

Further requirements are outlined in the NRCHI Student Support Policy and Procedure, Language, Literacy, Numeracy and Digital Literacy Policy and Procedure, and Reasonable Adjustment Policy and Procedure.

Withdrawal, Cancellation and Deferral

Students who wish to withdraw from a course, cancel their enrolment or request a deferral must contact NRCHI and follow the applicable process.

NRCHI will explain the relevant procedures, including any implications for fees, refunds, training progression and government-funded training eligibility, where applicable. Requests will be considered in accordance with the student's circumstances and the relevant NRCHI policies and applicable regulatory and funding requirements.

NRCHI will maintain records of withdrawals, cancellations and approved deferrals and update student records and required reporting systems as applicable.

Further requirements are outlined in the NRCHI Withdrawal Policy and Procedure and Refund Policy.

Changes to NRCHI's services

NRCHI will inform affected students as soon as practicable of changes to training products, delivery arrangements, course duration, fees, services or other aspects of NRCHI's operations that may affect their enrolment or participation. Where a training product is superseded, deleted or replaced, NRCHI will manage the transition in accordance with applicable regulatory and funding requirements and advise affected students of relevant options and timeframes. See NRCHI Transition to Scope Policy and Training Continuity and Student Protection Policy.

Complaints and Appeals

Students will be informed of their right to raise concerns or lodge complaints and appeals in accordance with NRCHI's Complaints and Appeals Policy and Procedure.

Concerns about enrolment decisions, access to support, RPL, Credit Transfer, fees or other relevant matters will be handled fairly, respectfully and confidentially.

Students will be provided with information about the applicable process for raising concerns, and appropriate records will be maintained.

Records, Reporting and File Checks

NRCHI will maintain accurate, complete and secure student records in accordance with applicable privacy, recordkeeping, regulatory and funding requirements.

Records will be stored in approved recordkeeping systems, with access restricted to authorised personnel. Information will be disclosed only where authorised or required by law, regulation, funding arrangements or another legitimate purpose.

The Training Coordinator, CEO or authorised delegate will periodically check student files to confirm that required documentation is complete and accurate. Checks will include:

- Enrolment forms and relevant student declarations.
- Pre-Training Reviews and LLND results.
- Eligibility evidence and concession documentation.
- Statements of Fees and relevant fee records.

- USI and VSN information where applicable.
- Training Plans and relevant updates.
- RPL and Credit Transfer records.
- Support arrangements and other required documentation.
- Records of learning resource distribution where applicable.

Before submitting data through the Skills Victoria Training System (SVTS) or another required reporting system, NRCHI will undertake appropriate checks to ensure that reported information is accurate and complete. Any required certification will be completed by an authorised person.

Records will be retained for the periods required by applicable legislation, regulatory requirements and funding contracts.

Further requirements are outlined in NRCHI's Privacy Policy and Records Management Policy.

Related Documents

- Pre-Training Review Policy
- Pre-Training Review Form
- Language, Literacy, Numeracy and Digital Literacy Policy.
- Student Enrolment Form and Checklist.
- Student Handbook.
- Student Support Policy.
- Reasonable Adjustment Policy.
- Access and Equity Policy.
- RPL Policy.
- Credit Transfer Policy.
- Fees and Charges Policy
- Refund Policy.
- Complaints and Appeals Policy.
- Privacy Policy
- Records Management Policy.
- Government Initiatives Policy.
- Individual Training Plan template.
- Transition to Scope Policy
- Training Continuity and Student Protection Policy
- Withdrawal Policy
- Practical Placement Policy
- Authorised Delegates Form

Related Legislation and Compliance

Victorian Registration and Qualifications Authority (VRQA) ***Guidelines - Standards for Vocational Education and Training Providers*****,** including the **2025 Standards for Registered Training Organisations (RTOs)**
Skills First program requirements and applicable VET Funding Contract
Applicable Commonwealth and State Government Funding Agreements, Contracts and Guidelines
Applicable VET legislation, data reporting requirements and regulatory instruments.

Document Locations

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

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
2/2/2026	11	USB for the Cert III students Addendum added	May 2028
Oct 26	12	Revision of policy to improve clarity, comply with VRQA Guidelines and 2025 Standards for RTO's and reformat	Oct 29