



EET Enrolment Procedure	
PURPOSE	To ensure complete and accurate enrolment, according to the provisions of the Enrolment Policy. Changes to this procedure may only be made upon approval of the CEO
ROLE UNDERTAKING TASK	Admissions Team
DOCUMENT UPDATE	30 August 2018

STEP 1 – Initial Enquiry		
No.	Who	Actions
1.1	Learner	a. Student enquires about the program/qualification through phone or website.
1.2	Admissions Officer	<p>b. An initial phone interview is arranged with the student. Detailed information is provided to the student through the RTO website, marketing materials, pre-enrolment information, and student handbook. Other student enquiries are answered accordingly.</p> <p>c. During the phone interview, the admissions officer will conduct an initial assessment of the student’s relevant prior knowledge, skills and experience. Based on this initial assessment, the Admissions officer will recommend whether an LLN assessment or a competency assessment is needed:</p> <p>(1) Competency Assessment:</p> <ul style="list-style-type: none"> - Students declaring that they do not have prior knowledge, skills and/or experience relevant to the course are automatically considered beginners. Competency assessment is deferred. - Students declaring that they have prior knowledge, skills and/or experience relevant to the course are interviewed further to assess for possible RPL or credit eligibility. Additional interview questions include: <ul style="list-style-type: none"> o How many relevant years of experience do you have? o How recent is this experience? o What kind of evidence can you provide to prove this? o (the assessor may refer to the competency assessment form for further guidance on what kind of experience would be relevant to each course) <p>Students with sufficient, relevant and recent experience (preferably no less than 2 years) will be provided with the competency assessment form to confirm eligibility for credit or RPL.</p>

		<p>(2) LLN Assessment</p> <ul style="list-style-type: none"> - Students are asked during the interview if they foresee any possible LLN challenges throughout the course: <ul style="list-style-type: none"> o Students declaring that they may have LLN challenges are provided with the LLN assessment o Students who struggle to articulate their thoughts during the initial interview are provided with the LLN assessment o Students who indicate that they do not foresee any LLN challenges in competing the course will be briefed accordingly: <ul style="list-style-type: none"> ▪ This will be recorded in writing in the enrolment form ▪ The RTO will continuously assess the student's LLN skills throughout the delivery of the course. Should LLN challenges be identified, corresponding additional support strategies will be put in place ▪ Should the learner have LLN issues that prevents him/her from completing the course, the student will not hold Error! Reference source not found. responsible for providing LLN training outside of the additional support strategies offered by the RTO as outlined in its additional support policy.
--	--	---

STEP 2 – Processing Enrolment

No.	Who	Actions
2.1	Error! Reference source not found.	<p>a. Provide relevant pre-enrolment documents and forms to the prospective learner via email.</p> <ol style="list-style-type: none"> 1) Student Enrolment Form 2) Pre-enrolment Assessment Form
2.2	Learner	<p>b. Completes and signs all pre-enrolment forms.</p>
2.3	Error! Reference source not found.	<p>c. Collect and assess completed pre-enrolment documents.</p> <p>d. Call the learner to provide advice on the following:</p> <ol style="list-style-type: none"> 1) LLN Support Needs 2) Eligibility for RPL and/or Credit Transfer. 3) Determine Amount of Training based on recommended pathway: Pathways: <ul style="list-style-type: none"> • Training and Assessment Pathway (for beginner-level cohorts) – Learners with no prior relevant knowledge, skills and experience are required to undergo the full study mode, where they will complete all training and assessment activities.

		<ul style="list-style-type: none"> • Assessment Only Pathway (for intermediate-level cohorts) – Learners with moderate relevant prior knowledge and skills with limited related industry experience, may complete the course via assessment only pathway upon the trainer’s endorsement. • Recognition Pathway (for advanced-level cohorts) – Learners with extensive relevant knowledge, skills and experience in the related industry (one year or more) may undergo RPL. <p>e. Collect student ID and supporting documents for processing and filing.</p> <p>f. Provide RPL and credit transfer information (if applicable).</p>
--	--	---

STEP 3 – Create Student Account in SMS

No.	Who	Actions
3.1	Error! Reference source not found.	<p>a. Create or update learner record in the Learner Management System (LMS) – take note of special needs requirements and notify trainers, assessors and learners.</p> <ol style="list-style-type: none"> 1) Create client. 2) Create enrolment. <p>b. Verify USI, or apply for USI, if applicable.</p> <p>c. Create student folder in LMS</p> <ol style="list-style-type: none"> 1) Learner record folder. 2) Learner learning resources. 3) Create shareable link and share folders to the student email address. <p>d. File all pre-enrolment forms and supporting documents in the learner record folder.</p>

STEP 4 – Invoicing and Payment Processing

4.1	Error! Reference source not found.	<p>a. Create the learner invoice in the LMS.</p> <p>b. Send the invoice to the learner via email.</p> <p>c. Once payment is made, enter payment details into the LMS.</p> <p>d. Print the paid invoice and receipt, and file in appropriate folder.</p> <p>e. Email a copy of the receipt to the payee.</p> <p>f. Send notification of enrolment/welcome information email to the learner and employer via email/post, if applicable.</p> <p>g. Create event note in LMS for emailing welcome pack and/or client contact.</p>
-----	------------------------------------	---

VERSION CONTROL

Version Control Table			
Date	Summary of Modifications	Modified By	Version
30/08//2018	Document Creation	Directors	v. 1.0