Enrolment and Admission Policy

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PURPOSE

The purpose of this policy is to outline Industries Services Training's commitment to ensuring that prospective and current students are provided with clear, accessible, and accurate information to support informed decision-making at every stage of the enrolment and learning journey. The policy also affirms the organisation's obligation to deliver inclusive, equitable, and supportive access to training and assessment services as required by the National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) (referred to herein as the Outcome Standards).

This policy aligns with the Outcome Standards, specifically **Standards 2.1 - 2.6** under Quality Area 2 – VET Student Support, and reflects Industries Services Training's dedication to transparent communication, student wellbeing, and the delivery of high-quality vocational education and training.

SCOPE

This policy applies to:

- All current and prospective students of Industries Services Training, including those undertaking training directly or via third-party arrangements.
- All staff involved in delivering, supporting, or administering training and assessment services.
- Employers and contractors engaged with the Industries Services Training's training delivery.

POLICY STATEMENT

Industries Services Training is committed to ensuring that prospective students are given comprehensive and accurate information about the organisation, the training products offered, and all associated requirements. We support all students to enrol in training products that align with their goals, capabilities, and support needs, and ensure that all learners, including those with disability or from diverse backgrounds, have equitable access to training and assessment.

This policy also supports continuous improvement and accountability by ensuring that students are kept informed of any changes that may affect their training.

TRAINING PRODUCT DISCLOSURE INFORMATION

Industries Services Training ensures all prospective students receive clear and current information on each training product offered. This includes:

- Training product code and title (as per training.gov.au)
- Duration and expected completion timeframe
- Mode(s) of delivery (e.g., face-to-face, blended, online)
- Training delivery locations and commencement dates
- Licensing or occupational requirements (if applicable)
- Entry requirements and any prerequisites
- Any third-party arrangements (with full disclosure of roles and responsibilities)

This information is available via the Student Handbook, course brochures, website, and through enrolment advisors.

PARTICIPANT HANDBOOK ACCESS AND DISTRIBUTION

Industries Services Training ensures all participants receive a copy of the Participant Handbook prior to enrolment. It is available:

- In digital format on the RTO website or LMS
- In hard copy upon request
- Through a hyperlink in pre-enrolment communications

The Handbook includes details of training product requirements, support services, contact points, fees, withdrawal policies, complaints procedures, and key RTO policies.

PRE-ENROLMENT AND UPFRONT INFORMATION DISTRIBUTION

Prior to enrolment or payment of any fees, Industries Services Training provides all prospective students with:

- A written outline of the training product, including course content and assessment expectations
- A summary of applicable fees, costs, payment plans, and refund terms

- Information about their rights and obligations, including any materials, IT or equipment they must provide
- Details about training and wellbeing support services available

This is communicated via the Student Handbook, the Enrolment Form, orientation sessions, and direct communications with enrolment staff.

ENROLMENT REQUIREMENTS

Industries Services Training ensures a consistent and compliant enrolment process, including:

- Verification of personal identity information and USI (Unique Student Identifier)
- Declaration and evidence of prior learning, credit transfer, or RPL
- Completion of the enrolment form and mandatory data fields as per NCVER Data requirements
- Recording any special needs disclosed by the student to support reasonable adjustments

All information is stored securely in accordance with privacy legislation.

REVIEW AND SUITABILITY

Prior to confirming enrolment, Industries Services Training assesses the suitability of the training product for the student through:

- A Pre-Training Review (PTR)
- Language, Literacy, Numeracy and Digital (LLN&D) assessment
- Consultation about previous experience and career goals
- Self-declaration of skills and abilities

Where appropriate, the RTO may recommend alternative training or refer to additional supports. This supports student success and minimises risk of non-completion. See Pre-Training Review Policy for further information.

TRAINING SUPPORT SERVICES

Students are informed about the training support services available, including:

- Academic and digital literacy assistance
- Access to trainers and assessors
- Study planning and progress advice
- Referral to external wellbeing or community services (where relevant)

Students are made aware of how and when they can access these services through orientation, the Student Handbook, and the LMS.

INCLUSION AND CULTURAL SAFETY

Industries Services Training is committed to providing a learning environment that is inclusive, respectful, and culturally safe. This includes:

- Inclusive teaching strategies and accessible resources
- Support for students from diverse cultural and linguistic backgrounds
- Promoting culturally safe learning environments for Aboriginal and Torres Strait Islander learners

This is guided by the Cultural Safety Policy.

PRIVACY

Industries Services Training complies with the Australian Privacy Principles and the National Privacy Act. All enrolment data is securely stored and only disclosed where required by law (e.g., NCVER, USI, ASQA, or funding agencies).
See Privacy Policy.

USI REQUIREMENTS

Industries Services Training cannot issue AQF certificates or Statements of Attainment without verifying a valid USI or approved exemption.

Procedures for collecting, verifying, and securely storing this data are outlined during enrolment.
See USI Requirements Policy.

ENROLMENT PROCESSING PROCEDURE

STEP 1: ENQUIRY AND PROVISION OF PRE-ENROLMENT INFORMATION

- Prospective students make an enquiry via phone, email, website form, referral, or in person.
- Enrolment staff provide comprehensive information about:
    - Available courses and delivery modes
    - Course duration, units, and expected learning outcomes
    - Fees, payment terms, refund policy, and any government subsidies
    - Entry requirements (e.g. qualifications, physical capacity)
    - Support services, LLN and digital literacy expectations
    - Work placement requirements (if applicable)
    - Rights, responsibilities, and RTO policies
- The Student Handbook, course brochure, and a link to relevant policy documents are supplied.

STEP 2: COMPLETION OF ENROLMENT APPLICATION AND LLN&D ASSESSMENT

- Students complete an Enrolment Application Form, which captures:
    - Personal and contact details
    - Emergency contact and relevant medical information
    - Disclosure of disability (if applicable) and request for support
    - Consent to terms, conditions, and data handling requirements
- Students complete a Language, Literacy, Numeracy & Digital (LLN&D) skills assessment to identify any support needs.
- Students are invited to disclose if they belong to a priority cohort (e.g. First Nations people, CALD background, low socio-economic status) so equity measures can be considered.

STEP 3: REVIEW OF SUITABILITY AND SUPPORT NEEDS

- RTO reviews the enrolment application and LLN&D results to assess:
    - Whether the course is suitable for the student's current skills, competencies, and goals.
    - Whether reasonable adjustments or additional supports may be required.
- Where concerns arise (e.g. digital access, LLN needs), the enrolment officer will:
    - Contact the applicant to discuss findings
    - Recommend alternatives or support strategies
    - Refer to student support or trainer for consultation
- All findings are documented in the Pre-Training Review file and student support notes.

STEP 4: VERIFICATION OF IDENTITY AND UNIQUE STUDENT IDENTIFIER (USI)

- The student must provide one form of government-issued ID to verify identity (e.g. Driver Licence, Passport, Medicare card).
- The enrolment officer:
    - Confirms or generates the USI (with permission)
    - Verifies the USI via the student management system
- If the USI cannot be validated, the student is contacted immediately and supported to resolve the issue.
- Any sensitive documents are securely stored and then destroyed per privacy protocols.

STEP 5: CONFIRMATION OF ENROLMENT AND INDUCTION ACCESS

- Once the application is approved, the student receives:
    - Formal confirmation of enrolment via email or letter
    - Tax invoice or payment plan confirmation, if applicable
    - Access to the LMS or learning platform (aXcelarate)
    - Instructions to begin induction, including:
        - Introduction to the RTO and staff

- Course and assessment overview
- Student rights and responsibilities
- Key dates, attendance requirements, and how to seek support

- A student file is created in the student management system to record all documentation and communication.

FEEDBACK, COMPLAINTS AND APPEALS

Industries Services Training values feedback and is committed to continuously improving the quality of the training and support we offer. We encourage all students, staff and other stakeholders to share their feedback, make appeals, and raise any complaints they may have regarding the 'Industries Services Training Personnel Availability Policy.

POLICY IMPLEMENTATION

The implementation of this policy is supported by:

- Staff induction and training on enrolment and admission requirements
- Internal audits and validation activities
- Stakeholder feedback
- Version control and quality assurance mechanisms

Compliance with this policy will be reviewed at least annually, as part of Industries Services Training's quality assurance cycle, in alignment with our Compliance Schedule.

ACCOUNTABILITY

The following table outlines the key roles within the organisation and their specific responsibilities in relation to the implementation, monitoring, and continuous improvement of this policy. Each role is accountable for ensuring the policy is upheld in practice and integrated effectively into relevant operational and compliance processes.

ROLES	RESPONSIBILITIES
General Manager	• Ensure services align with Quality Area 2 standards and are adequately resourced. • Oversight of policy compliance, ensuring resources and staff capabilities align with legislative requirements.
Trainers & Assessors	• Support accurate course representation and respond to student queries
Administration	• Provide pre-enrolment information, support access to services, and process enrolments
Students	• Engage with enrolment processes honestly and seek support as needed

MONITORING

The Accountable Officer is responsible for ensuring Policy Instruments are reviewed, normally on a five-year cycle from the date they came into effect or the date of the last review. An earlier review of the Policy Instrument may be initiated if significant regulatory changes occur or a need identified. A Policy Instrument under review remains in force until the revised Policy Instrument is approved.

POLICY INFORMATION	
Accountable Officer	General Manager
Date Effective	July 2025
Review Date	July 2026
Version Number	1.0

REGULATORY FRAMEWORK

This policy has been developed with reference to a range of legislative instruments, standards, guidelines, and regulatory principles that govern our operations as an RTO. These frameworks ensure that we operate with integrity, uphold quality training and assessment practices, and meet our legal obligations to students, regulators, and the broader community.

The following documents underpin the principles and practices outlined in this policy and should be considered in its application:

- *Age Discrimination Act 2004*
- AQF Qualifications Issuance Policy
- *Australian Human Rights Commission Act 1986*
- *Competition and Consumer Act 2010*
- *Disability Discrimination Act 1992*
- *Disability Standards for Education 2005*
- National Principles for Child Safe Organisations 2019
- *National Vocational Education and Training Regulator (Data Provision Requirements) Instrument 2020*
- *National Vocational Education and Training Regulator (Outcome Standards for Registered Training Organisations) Instrument 2025*
- *National Vocational Education and Training Regulator Act 2011*
- *National Vocational Education and Training Regulator Regulations 2011*
- National VET Data Policy
- *Privacy Act 1988*

- *Racial Discrimination Act 1975*
- *Racial Hatred Act 1995*
- *Student Identifiers Act 2014*
- Digital Literacy Skills Framework
- AVETMISS data element definitions: edition 2.3
- AVETMISS VET Provider Collection specifications: release 8.0

RELATED DOCUMENTS

For a complete and centralised list of interconnected documents - including associated policies, procedures, forms, and checklist - please refer to the Dependency Matrix located within the Quality Manual. This matrix has been designed to support consistency, version control, and alignment across the broader compliance framework.

DEFINITIONS

To ensure consistency and clarity across all policies, procedures, and supporting documents, Industries Services Training maintains a centralised Definitions Library, located within the Quality Manual. This resource contains standardised definitions of key terms and acronyms commonly used throughout our quality management system and compliance framework. All documents should be read in conjunction with the Definitions Library to support accurate interpretation and application of terminology. Where a term is used within this policy and is not explicitly defined herein, it should be understood according to its definition in the Definitions Library. The Definitions Library is reviewed and maintained regularly to reflect changes to legislation, regulatory standards, and sector-specific terminology. Any suggestions for additions or amendments to the Definitions Library should be directed to the Compliance Team for consideration as part of our continuous improvement practices.