Student Recruitment Policy

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PURPOSE

The purpose of this policy is to ensure that student recruitment activities undertaken Industries Services Training are ethical, transparent, and aligned with the training and support needs of prospective students. This policy supports compliance with the National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) (referred to herein as the Outcome Standards), promoting fair access to training opportunities and the integrity of the enrolment process.

SCOPE

This policy applies to:

- All prospective students wishing to enrol in a course delivered by Industries Services Training.
- All Industries Services Training staff involved in the marketing, recruitment, enrolment, training & assessment of students.

POLICY STATEMENT

Industries Services Training is committed to recruiting students who are best suited for the training they intend to undertake. All recruitment practices will be guided by the principles of fairness, accuracy, accessibility and informed choice.

Students will be provided with sufficient and relevant information to make an informed decision prior to enrolment and will only be enrolled in training for which they are suitable, eligible and likely to succeed.

We aim to:

- Promote access to education and training,
- Ensure prospective students are appropriately informed about their training options, including the suitability of the qualification for their needs and goals.
- Conduct recruitment that supports student wellbeing, avoids pressure or misrepresentation, and maintains compliance with funding and regulatory obligations.

ETHICAL AND ACCURATE MARKETING

- All recruitment and marketing activities must provide accurate and current information that is not misleading.
- RTO staff must not guarantee employment outcomes or false expectations of course completion.
- Information shared must align with the nationally recognised training product, funding contracts, and the Outcome Standards.

STUDENT SUSTAINABILITY AND INFORMED DECISION-MAKING

- Before enrolment, prospective students will receive:
    - A Course Information Guide outlining course details, entry requirements, fees, duration, delivery mode and assessment methods.
- Access to the Student Handbook, including relevant policies (e.g., Fees, Deferrals, Complaints).
- A Pre-Training Review (PTR) and LLN&D Assessment will be completed to assess course suitability and identify support needs for students intending to enrol into qualifications.

EQUALITY AND INCLUSION

- Recruitment activities will be inclusive and non-discriminatory.
- Priority will be given to equitable access and diverse learner needs.
- Reasonable adjustments will be offered during the recruitment and enrolment process where required.

THIRD PARTY ARRANGEMENTS (IF APPLICABLE)

- Where recruitment is conducted by third parties (e.g., third party providers, marketing agents, etc), they must comply with this policy and Industries Services Training's Third Party Framework.
- The RTO will monitor third-party recruitment activity regularly through the Industries Services Training Third Party Framework.

INITIAL INQUIRY

- Prospective student enquires via website, phone, walk-in or referral.
- RTO staff provide information about available courses and eligibility.

COURSE INFORMATION AND CONSULTATION

- Course Information Guide and Student Handbook are provided.
- Staff may offer consultation to clarify course expectations, entry requirements and student needs.

PRE-TRAINING REVIEW AND LLN&D ASSESSMENT

- Conducted prior to enrolment to assess:

- Current competencies
- Literacy, numeracy and digital skill levels
- Career goals and learning needs
- Recognition of prior learning or credit transfer eligibility.

ENROLMENT DECISION

- If the course is deemed suitable, the student is invited to enrol and complete the Enrolment Form. Students will receive a Confirmation of Enrolment upon successful application and enrolment.
- If the course is unsuitable, the student is informed in writing and offered referral or support options (see Pre-Training Review - Course Unsuitability Notification template).

REVIEW

All recruitment activities will be monitored for compliance with this policy and reviewed annually to ensure they align with:

- Student outcomes and feedback,
- Changes in legislation or funding requirements,
- Continuous improvement initiatives.
- Access and equity principles

FEEDBACK, COMPLAINTS AND APPEALS

Industries Services Training values your feedback and is committed to continuously improving the quality of the training and support we offer. We encourage all students to share their feedback, make appeals, and raise any complaints they may have regarding this Student Recruitment Policy.

POLICY IMPLEMENTATION

The implementation of this policy is supported by:

- Staff induction and training on student recruitment 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	• Oversight of assessment policy compliance, ensuring resources and staff capabilities align with legislative requirements.
Student Support	• Abide by this policy and procedure for all recruitment activities. • Ensure fair and equitable practices are implemented for all prospective students. • Provide accurate and current information during recruitment processes. • Guide prospective students and refer for support as needed.
Trainer and Assessors	• Contribute to the Pre-training reviews and assessment (if applicable)
Students	• Provide accurate and honest information about desired courses, outcomes and existing skills and abilities to ensure the courses suggested are appropriate to your needs

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 is 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	V1.0

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*
- *Australian Human Rights Commission Act 1986*
- *Competition and Consumer Act 2010*
- *Copyright Act 1968*
- *Corporations Act 2001*
- Digital Literacy Skills Framework
- *Disability Discrimination Act 1992*
- *Disability Standards for Education 2005*
- National Principles for Child Safe Organisations 2019
- *National Vocational Education and Training Regulator (Consequential Amendments) Act 2011*
- *National Vocational Education and Training Regulator (Data Provision Requirements) Instrument 2020*
- *National Vocational Education and Training Regulator (Transitional Provisions) Act 2011*
- *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*
- *Sex Discrimination Act 1984*
- *Student Identifiers Act 2014*
- *Work Health and Safety Act 2011*

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.