

ENROLMENT POLICY

November 2023

PURPOSE

MiTraining ensures that prospective students are prepared for undertaking training and assessment with MiTraining and are informed about the terms, conditions, fees, educational and administrative requirements associated with enrolment.

As a Registered Training Organisation (RTO), it is MiTraining's responsibility to provide timely and accurate advice to prospective learners before they enrol, including:

- That the course meets their needs
- That they understand details about the course such as how long the course will take, the study requirements and assessment methods
- That they understand their own rights and responsibilities as well the RTO's
- That they are aware of fees, charges, payment terms, and conditions for withdrawal, cancellation and refunds

SCOPE

This policy applies to the enrolment of students in accredited Vocational Education and Training.

COURSE INFORMATION

MiTraining's website provides factual and current information about each course which is publicly available and accessible.

Each course page on the website provides the following information:

- Total course fees
- Whether the course is accredited or non-accredited (professional development)
- Content and learning outcomes
- Entry requirements
- Delivery format, duration and support
- Assessment methods
- Additional information in the form of frequently asked questions
- The option to seek additional information via live chat and phone (during business hours) or submission of an online enquiry
- The option to apply for enrolment in the course
- Links to access and download all applicable policies, procedures and the student handbook
- MiTraining's RTO ID, ABN and business address

COURSE ENROLMENT

Prospective students may enrol directly on the MiTraining website by completing the online application form. Students who require additional support will be assisted with the enrolment process by phone.

The online application form requires the student to accept and agree to MiTraining's policies and procedures. Course payment or deposit is made at the time of enrolment.

On receipt of an application form, the MiTraining Student Admissions and Support Administrator will contact the student to discuss their suitability for the course and to ensure that the student is aware of all course requirements.

As part of the enrolment process, applicants are required to complete a Language, Literacy and Numeracy (LLN) assessment.

Upon completion of the LLN assessment, applicants are sent an enrolment confirmation email which includes a link to complete a compulsory online Enrolment Confirmation Form. This form is directly linked to the applicant's record on MiTraining's Student Management System and collects important AVETMISS information including the student's Unique Student Identifier (USI). The form must be completed by the applicant within five (5) days of the initial enrolment application.

LEARNER SUPPORT

In addition to personal details and contact information, applicants are requested to provide the following information at the time of enrolment:

- If they have additional learner support needs (and to provide further detail)
- If they completed Year 10 or its equivalent
- If English is their native language

This information assists MiTraining to determine if the student may require additional learner support.

The Student Learner Support Policy and Language, Literacy and Numeracy Policy and Procedure guides MiTraining's actions as to determining appropriate learner support strategies via a Learner Support Plan.

All students in accredited training are also enrolled in MiTraining's Learner Support Resources module on the Learning Management System (LMS) which provides links and referrals to a range of support services including:

- Language, literacy and numeracy
- Digital literacy
- Support for learning or physical disabilities
- Free and paid digital applications categorised by each Foundation Skill area

ONLINE INDUCTION

Students enrolled in online accredited courses are requested to participate in an online induction. This live, online meeting provides the student with a comprehensive induction to the course and covers:

- How to navigate the LMS, access the course materials and the Learner Support Resources module
- How to access assessment tasks (Learner Instructions) and templates
- How to submit assessments via the LMS
- How to contact their trainer and assessor
- How to seek support from MiTraining

ENROLMENT DOCUMENTATION

Students enrolled in a qualification are provided with a Training Plan which outlines the structure of their course, the duration of each teaching period and the target end date based on the course commencement date.

Students on payment plans are provided with a detailed break-down of the plan including the amount of each payment instalment, the date that each instalment must be made and the date by which all course fees should be paid.

UNIQUE STUDENT IDENTIFIER (USI)

All students enrolled in accredited training must provide their USI to MiTraining. MiTraining cannot issue course certification to a student without a verified USI.

The USI is requested from a student via the online Enrolment Confirmation Form. Where the student is unable to locate or create their own USI, MiTraining can do so on their behalf. The student must provide express consent to MiTraining to do so by completing the relevant section of the Enrolment Confirmation Form and uploading one of the nominated forms of identification.

RECOGNITION OF EXISTING SKILLS AND KNOWLEDGE

MiTraining provides the option of Recognition of Prior Learning (RPL) to all students.

This Policy provides comprehensive information for students pursuing an RPL pathway.

ENROLMENT REFUSAL

MiTraining reserves the right to refuse enrolment of a prospective student if:

- Following discussion and initial assessment of the student, they are deemed to be at a level of development that suggests they will be unable to cope with the learning, technology requirements and/or demands of the course
- During the enrolment process the student demonstrates a lack of academic/learning ability, communication ability and/or skill levels that suggest they are unable to meet the study requirements of the course

COURSE CANCELLATION, WITHDRAWAL OR DEFERMENT

A student may cancel or withdraw their enrolment at any time. A student may defer their studies for a period of no more than six (6) months, with each application assessed on its own merits at the sole discretion of MiTraining.

Students seeking to cancel, withdraw or defer their enrolment must submit a completed Enrolment Cancellation, Withdrawal or Deferment Form to support@mitraining.edu.au. The Form is available

on MiTraining's website. Students should refer to the Refund Policy for further information to determine if a refund is available.

MiTraining reserves the right to cancel or suspend a student's enrolment at any time when one or more of the following circumstances arise:

- Failure to complete the Enrolment Confirmation Form, provide a USI or complete the LLN Assessment within five (5) days of enrolment
- Failure to pay the course fees (or instalments) within fourteen (14) days of the agreed date
- Breach of student behaviour and/or Code of Conduct
- Serious academic and/or behaviour misconduct
- Failure to complete the course by the Course End Date and has not requested an extension before the Course End Date
- Lack of Activity: Not logged onto the LMS for over sixty (60) consecutive days
- Lack of Progression: Hasn't adhered to the assessment submission deadlines provided in the student's training plan
- Not Contactable: Where MiTraining is unable to establish contact with the student over a period of sixty (60) days after at least three (3) attempts over this period
- Other extenuating circumstances not listed above

The student will be notified of cancellation or suspension of their enrolment in writing. Suspension will result in the student's access to the LMS being temporarily removed until the issue has been resolved. Student's may formally appeal the decision in accordance with MiTraining's Appeals Policy.

COURSE FEES AND CHARGES

All fees and charges associated with enrolling in a course are outlined in the Annual Fee Schedule available on the MiTraining website. Please refer to the Fees and Charges Policy for further information.

ACCESS AND EQUITY

MiTraining provides a fair and reasonable opportunity for individuals to freely participate in the learning environment and be free from discrimination, harassment, bullying and vilification. Please refer to the Access and Equity Policy for further information.

RECORDS MANAGEMENT

All documentation from this policy and associated processes will be maintained in accordance with the Records Management Policy.

POLICY REVIEW

This policy and accompanying documents will be periodically reviewed in accordance with the Continuous Improvement Policy to identify areas for improvement.

POLICY PUBLICATION

Policies and procedures applicable to prospective and enrolled students, MiTraining staff and contractors are (where appropriate):

- Included in the student induction or staff orientation
- Available on the website
- Available on the student administration/management system or internal electronic system
- Available by request

NOTES

<i>Related Policies/Procedures:</i>	<i>Access and Equity Policy</i> <i>Appeals Policy</i> <i>Fees and Charges Policy</i> <i>Language, Literacy and Numeracy Policy and Procedure</i> <i>Recognition of Prior Learning Policy and Procedure</i> <i>Refund Policy</i> <i>Student Learner Support Policy</i>
<i>Related Documents/Forms:</i>	<i>Annual Fee Schedule</i> <i>Appeals Form</i> <i>Enrolment Cancellation, Withdrawal or Deferment Form</i> <i>Enrolment Confirmation Form</i> <i>Student Handbook</i>
<i>Related Legislation:</i>	<i>National Vocational Education and Training Regulator Act 2011</i> <i>Standards for Registered Training Organisations (RTOs) 2015</i>
<i>Approved By:</i>	<i>Chief Executive Officer</i>
<i>Date of Next Review:</i>	<i>30/11/2024</i>