

### Scope

To establish and implement a fair, consistent and non-discriminatory enrolment process in accordance with the Standards for Registered Training Organisations (RTOs) 2015.

This procedure relates to the following Standards for Registered Training Organisations (RTOs) 2015: 1.2, 1.7, 1.12, 3.6, 4.1, 5.1, 5.2, 5.3, 5.4.

### Process Map

Not Required

### Contents

- Definitions
- Process Stages
- Enrolment Process
- Enrolment
- Special Needs
- Language, Literacy and Numeracy (LLN)
- Reasonable Adjustment
- Unique Student Identifier (USI)
- Enrolment Form
- Proof of Identification
- Cancellation
- Refunds
- Recognition
- Complaints and Assessment Appeals
- Plagiarism, Cheating and Collusion in Assessment
- Key Related Documents

### Procedure

#### Definitions

For the purpose of this procedure, the following definitions apply:

**AQF certification documentation** is the set of official documents that confirms an AQF qualification or statement of attainment has been issued to an individual

**AVETMISS** means the Australian Vocation Education and Training Management Information Statistical Standards

**Altrad Services** means Cape Australia Holding Pty Ltd, TOID 7131, as defined on the National Register

**CEO** means the Chief Executive Officer listed as the responsible person for the RTO on the National Register and with ASQA

**Disability** means the definition provided in the Disability Discrimination Act 1992

**Grievances** means a complaint or assessment appeal

**National Register** means the register maintained by the Commonwealth Department responsible for VET; training.gov.au

**Unique Student Identifier (USI)** is a reference number which is made up of numbers and letter applicable to each student enrolled with an RTO to complete Nationally Recognised Training

### Process Stages

1. The purpose of this procedure is to provide a fair and equitable process for enrolment that ensures candidates and clients are provided with accurate and sufficient information to make an informed decision about their enrolment and selected course.
2. This procedure primarily governs public and dedicated course enrolments. Enrolments of Enterprise-Employees are integrated into business processes. Whilst the enrolment process differs between public and Enterprise-Employee enrolment, Enterprise-Employees are still expected to adhere to all relevant RTO policies and procedures.

### Enrolment Process

3. Candidates will be provided with all necessary information to allow them to make an informed decision on course selection. Course information, entry requirements and RTO procedures are published on Altrad Services' Training website.
4. During the enrolment process, Altrad Services will:
  - Provide candidates with the current version of the Student Information Handbook, AMS-AUS-F-1042, course information and relevant policies and procedures
  - Ensure enrolments into a training course are conducted in an ethical and responsible manner, ensuring fairness and compliance with Altrad Services' RTO Access and Equity Procedure, AMS-AUS-PR-03-32
  - Inform candidates prior to enrolment of any pre-requisites and/or eligibility entry requirements
  - Assess a candidate's language, literacy and numeracy skills levels to ensure they have adequate skills and abilities to meet the course requirements
  - Determine if a candidate has any needs at enrolment to allow training programs to be suitably adjusted
  - Provide candidates with:
    - a) a privacy notice that outlines how their personal information will be supplied to various agencies
    - b) estimated course duration
    - c) delivery site locations
    - d) modes of delivery
    - e) course fees information
    - f) relevant information regarding their USI requirements
    - g) all relevant Policies and Procedures
    - h) the RTO details and TOID of any third-party that will be providing training on behalf of Altrad Services
  - Ensure all pre-enrolment documentation referring to Altrad Services' RTO courses include the unit codes and titles, as published on the National Register

### Enrolment

5. Enrolments are subject to availability of places on a training course, based on the maximum numbers of candidates who can be accommodated e.g. safety, capacity of training venues, type of course, learning structure etc.
6. Where a prospective candidate is uncertain as to whether or not a training product is appropriate to meet their needs, they should contact Altrad Services' Training Department prior to enrolment.
7. Candidates are advised in writing, upon receipt of their enrolment form, if their place on the course is confirmed.
8. Enrolment into a course is not complete until all training-based fees have been pre-paid in full.
  - Unless there is an approved third-party agreement in place, candidates enrolled with Altrad Services agree to pay all relevant fees for the course in which they are enrolled. Fees are payable prior to course commencement

Revision no. <b>00</b>	Revision Date <b>11-Oct-2019</b>	Uncontrolled when printed	Page <b>2</b> of <b>5</b>
------------------------	----------------------------------	---------------------------	---------------------------

9. Candidates undertaking training in High Risk Work Licensing units are subject to the government determined age restrictions for assessment, being that they must be 18 years of age or older on the date of assessment.

### Special Needs

10. Candidates intending to enrol for training are requested to advise of any physical or other impairments / needs (e.g. English language difficulties, dyslexia etc) which may adversely affect their ability to successfully undertake the training.
  - Some training and assessment courses will require candidates to complete a “fit for work declaration”, be confident working at heights and entering confined spaces. Please refer to Altrad Services’ RTO Access and Equity Procedure, AMS-AUS-PR-03-32.

### Language, Literacy and Numeracy (LLN)

11. Altrad Services is committed to assisting candidates with differing learning abilities to succeed. A candidate’s individual needs will be assessed via a language, literacy and numeracy assessment. Requirements such as alternative formats and adaptive technology will be identified and provided where practicable.
12. All assessment materials and courses are delivered in the English language, consistent with workplace requirements. Candidates will be required to demonstrate sufficient understanding of both written and spoken English. Any LLN concerns should be discussed with Altrad Services’ Training Department prior to enrolment.
13. A core part of Altrad Services’ training and assessment services is the delivery of nationally recognised units associated with high risk work. These units require a candidate to possess communication, literacy and numeracy skills to a level predetermined by the relevant training package and OH&S guidelines.
  - Where defined, the use of **'simulators'** in the assessment of these units of competency is **not acceptable**. Where such requirements are identified, the candidate will be advised prior to, or on enrolment.
  - The National Standards for Licensing Person Performing High Risk Work requires an individual to demonstrate that they can use the English language at the level that enables the safe performance of high risk work specified in the competency standards. Refer to section 6, item 6.7 (b) of the National Standards.

### Reasonable Adjustment

14. Candidates are responsible for the disclosure of any special needs prior to enrolment. Candidates who identify themselves as having a disability or special need will be referred to the RTO Centre Manager to discuss any potential need for reasonable adjustment.
15. Reasonable adjustment such as; modifications to the learning environment, teaching methods or assessment conditions (where practicable), may be implemented where it does not compromise the inherent course requirements.
16. If there are any limitations to the support Altrad Services is able to provide, this will be discussed with the candidate.
17. Provisions of reasonable adjustment are dependent on adequate documenting being provided by the candidate to substantiate the disability or special need.
18. Where there are additional costs associated with providing reasonable adjustment, this will be discussed with the candidate prior to course commencement.
  - The candidate will be responsible for any additional cost associated with providing reasonable adjustment
19. Altrad Services is not able, or obligated, to provide reasonable adjustment to candidates who do not disclose a disability or special need.
20. Altrad Services is not obligated to make any adjustment or accommodation that may impose an unjustifiable cost or hardship.

21. Altrad Services cannot compromise the standards of inherent course requirements.

### Unique Student Identifier (USI)

22. Candidates are required to provide their USI prior to course commencement, unless an exemption applies.
23. Candidates who have an exemption from providing a USI, as per the requirements of the Student Identifier Act 2014, are advised that the results of the training will not appear on any authenticated VET transcript prepared by the Registrar.

### Enrolment Form

24. In order to provide training and assessment services, all candidates are required to complete Altrad Services' RTO Application for Enrolment Form, AMS-AUS-F-0566.
25. Whilst there is no obligation for an individual to provide personal information, Altrad Services may not be able to provide the services required without this information.
26. Personal and sensitive information is collected in accordance with Altrad Services' RTO Privacy and Data Collection Procedure, AMS-AUS-PR-03-35 and maintained in accordance with Altrad Services' RTO Records Management Procedure, AMS-AUS-PR-03-26.

### Proof of Identification

27. In order for Altrad Services to ensure AQF certification documentation is issued to the candidate confirmed as attending the course, Altrad Services requires candidates to establish their identity as part of the enrolment process. Acceptable Identification includes:
- Passport
  - Driver licence
  - 18+card
  - High Risk Work Licence (HRWL)

### Cancellation

28. Altrad Services may, due for unforeseen circumstances, be required to cancel or postpone a course. Where Altrad Services is unable to provide services for which the candidate or client has pre-paid fees in part or full, Altrad Services will offer the candidate/client the opportunity to transfer to an equivalent course of equal value.
- If an equivalent course cannot be provided or does not meet the needs of the candidate/client, the candidate/client will be entitled to a full refund.
29. Candidates remain enrolled until they have:
- Achieved competency in all units enrolled
  - Completed all course requirements
  - Formally withdrawn from the course
  - Had their enrolment cancelled with Altrad Services

### Refunds

30. Refunds are provided in accordance with Altrad Services' RTO Fee, Cancellation and Refund Procedure, AMS-AUS-PR-03-36.

### Recognition

31. In accordance with Altrad Services' RTO Recognition Procedure, AMS-AUS-PR-03-31, during the pre-enrolment process, Altrad Services will provide candidates with information regarding application for recognition. Recognition may be offered as a single unit of competency, qualification or skills set depending on the evidence provided by the candidate.
32. Credit transfer will not be granted for partial completion of a unit of competency; or where a qualification or statement of attainment is achieved wholly through recognition of units and/or modules completed at another RTO.

33. In some cases, industry, licensing or regulatory requirements may prevent a unit or module being awarded through a credit process, e.g. units associated with high risk work and safety critical competencies.
34. Enterprise-Employees may be required to undertake training as a condition of their employment, generally predetermined by the requirements of the specific project.

### Complaints and Assessment Appeals

35. Altrad Services has a fair and equitable process for expressing complaints and lodging assessment appeals. All grievance will be handled in accordance with the relevant procedures.
  - Complaints are handles in accordance with AMS
  - Assessment Appeals are handles in accordance with AMS

### Plagiarism, Cheating and Collusion in Assessment

36. Candidates are expected to act with integrity at all times and only submit work that is their own. Altrad Services does not tolerate plagiarism, cheating or collusion. In accordance with Altrad Services' RTO Issuing Certification Procedure, AMS-AUS-PR-03-28, where fraud or dishonesty can be substantiated, the CEO or RTO Centre Manager may revoke an AQF certification document.

### Key Related Documents

Reference Number	Document
AMS-AUS-PR-03-32	RTO Access and Equity Procedure
AMS-AUS-PR-03-35	RTO Privacy and Data Protection Procedure
AMS-AUS-PR-03-26	RTO Records Management Procedure
AMS-AUS-PR-03-36	RTO Fee, Cancellation and Refunds Procedure
AMS-AUS-PR-03-31	RTO Recognition Procedure
AMS-AUS-PR-03-28	RTO Issuing Certification Procedure
AMS-AUS-F-0566	RTO Application for Enrolment Form
AMS-AUS-F-1042	RTO Student Information Handbook