

# STUDENT ENROLMENT

## 1. PURPOSE

ICG Training and Consultancy Services Pty Ltd (ICG) implements a fair, transparent and non-discriminatory student selection process for all nationally recognised and non-accredited training programs. This document describes the organisational framework and general principles for the selection and enrolment of students, including that all students prior to their enrolment are fully informed and meet the requirements of the qualification or program in compliance to the Standards for Registered Training Organisations (RTOs) 2015.

## 2. SCOPE

This policy forms part of ICG’s Quality Management System and applies to all current and future students, staff and educational activities.

## 3. POLICY STATEMENT

Prior to enrolment, ICG informs potential students of all pre enrolment requirements including identification requirements, fees, charges and refunds, student support, training and assessment, and complaints handling procedures. This information is provided to students on our website and in the *Student Handbook* which is available for download and is also provided to students at the time of enrolment.

Students who are selected for entry into our programs are done so regardless of religion, gender, disability, sexuality, sexual preference, culture and ethnic background as described in our *Access and Equity Policy Procedure*.

ICG considers and accepts student enrolments across many education and training programs and courses which fall into two (2) broad categories:

- Non-accredited courses.
- Nationally recognised qualifications and single units of competency courses.

General principles that underpin our selection and enrolment processes are as follows:

- ICG is compliant with consumer protection regulation/legislation and all federal and state discrimination acts.
- Marketing and advertising strategies are accurate and ethical to ensure students are fully informed prior to application/enrolment (e.g., program eligibility, pre-requisite requirements and language, literacy, and numeracy skill levels).
- Prospective students are informed of how their information will be collected, used, disclosed, and stored in accordance with Australian Privacy Principles.

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- Students are routinely screened to ensure eligibility for relevant funding programs and entry requirements are met, special needs are identified and opportunities for recognition are provided.
- ICG will not enrol an eligible candidate into a program that is at an inappropriate level for that student, or where competencies are not relevant to the student’s career and/or educational objectives.
- The selection and acceptance of students into ICG programs is based on:
  - The prospective student’s application being fully completed.
  - All required documentation being submitted and verified, including the student’s identification and Unique Student Identifier (USI).
  - Program/course eligibility and pre-requisite requirements being met.
  - Fees paid in accordance with the *Fees and Refunds Policy Procedure*.
  - Consent and declarations being read, understood, and acknowledged.
  - Parents or guardians must provide written consent for prospective students under 18 years of age.
- Students are encouraged to provide feedback on their learning experience. This feedback informs continuous improvement process providing ICG with opportunities for improvement and action.
- Students are informed of their right to make a complaint or appeal an enrolment decision as per the *Complaints Handling Policy Procedure* and *Assessment Appeals Policy Procedure*.
- ICG encourages the application for Skills Recognition and will process requests at the time of enrolment provided sufficient evidence is provided in accordance with the *Skills Recognition and Credit Policy Procedure*.

#### 4. PROCEDURES

ICG implements the following enrolment process:

##### 4.1 Pre-Enrolment Information

- a) ICG provides prospective students with a variety of information they may require informing their decision about their chosen program and to fully understand their rights and responsibilities.
- b) Students can access information from:

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- i. ICG’s website: [ICG Training | ICG \(icgroup.com.au\)](http://icgroup.com.au) where a range of policies, procedures, forms, course information, promotional material and links to external websites and support services is provided.
  - ii. **Student Handbook**, accessible from ICG’s website or in person from the office. The **student Handbook** can also be issued to students via email on request.
  - iii. Calling the ICG office and speaking with our professional staff on 1800 932 000.
  - iv. Visiting ICG’s office at 44 Cockers Creek Rd SPREYTON TAS 7310.
  - v. Visiting ICG’s social media platforms.
- c) Pre-Enrolment information is provided/discussed throughout the enrolment process and includes:
- i. Course code, title, and currency of the training product.
  - ii. Estimated duration and study requirements.
  - iii. Delivery location(s).
  - iv. Mode(s) of delivery.
  - v. Pre-requisite and/or eligibility requirements.
  - vi. Work placement requirements and arrangements.
  - vii. Recognition and credit transfer opportunities.
  - viii. Rights and responsibilities of the student and ICG.
  - ix. Materials or equipment to be provided by the student.
  - x. Available support services.
  - xi. Reasonable adjustment.
  - xii. Fee information.
  - xiii. Name and contact details of any third party – if applicable.
- d) Enrolment and continuous improvement processes support the provision of information and closely monitor the student experience to ensure that consumer rights are upheld at all times.

#### 4.2 Application for Enrolment Process

- a) All prospective students are required to complete an Application for Enrolment. These can be submitted via email or in person using the **Application for Enrolment Form**.
- b) Additional information and documentation will be required to process applications. These include:
  - i. Proof of identification, including a valid USI.

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- ii. Verified copies of previously attained competencies for award of Recognition and/or Credit.
  - iii. Student consent declaration to the collection of information .
  - iv. Eligibility check for subsidised training .
- c) Enrolment staff review enrolment applications to ensure all information has been provided, that the prospective student is eligible and meets pre-requisite requirements and has submitted relevant supporting documentation .
- d) A student’s application for recognition and/or credit is reviewed at this stage to determine if advance standing can be awarded. This process may incur fee adjustments.

### 4.3 Pre-enrolment Interview

- a) Students may be required to undertake a pre-enrolment interview and an LLN assessment to determine their suitability for their chosen program and to determine their level of language, literacy and numeracy skills in relation to their chosen program. This assessment aligns with the Australian Core Skills Framework (ACSF).
- b) Submission of an application for enrolment does not guarantee that a student will be offered a place in their chosen program. ICG endeavours to ensure suitable candidates are accepted into a learning program where they are most likely to achieve success.
- c) Where a student does meet the required LLN requirements of their chosen program, they are permitted to continue through the enrolment process. However, if the student does not reach the required LLN requirements, they will be referred to our Support person for review and discussion and, if suitable, a support plan will be developed to support their learning progress.

### 4.4 Determining and Supporting Students’ Needs

- a) Through the completion of the enrolment process, students with special needs and additional support requirements are identified and supported. In these instances, the relevant staff member is notified, and a discussion is undertaken with the student to identify how to best meet their needs.
- b) To ensure the prospective student is given the opportunity to make an informed decision, ICG will discuss available support services that are available to support their learning .
- c) On acceptance into a program, an individualised Training and Assessment is developed for each student which described the sequence and progress of

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their learning and assessment. Where students require additional support or where special needs are identified, this is recorded on the training plan.

#### 4.5 Application Acceptance

- a) On acceptance of an application for enrolment, ICG will issue the student with a **Letter of Acceptance**. The student’s information is updated in the Student Management System and the student will be informed of the course fee.
- b) For enrolment to be confirmed, this fee must be accepted and paid. Only when this fee is paid is a student accepted into their chosen program and a confirmation of enrolment notice issued.
- c) Subsidised students will be confirmed through the relevant Training Authority’s online system and a Commitment ID will be issued. A copy of the Student and Provider Fee Report must be retained, and the Commitment ID entered against the student record for that qualification for later reporting of progress through the qualification.
- d) Once the student has paid the invoiced amount the following occurs:
  - i. Student file is created.
  - ii. Recognition and credits are applied to the student’s enrolment.
  - iii. Program specific information and confirmation of enrolment is sent to the student.
  - iv. Resources are provided to the student.
  - v. Individualised Training and Assessment Plans (if applicable) are developed and issued to the student.
  - vi. Student commences their program/qualification.

#### 4.6 Records Management

- a) Student personal information, documentation and supporting evidence is collected and stored in accordance with our **Management of Records Policy Procedure**.

### 5. VARIATIONS

ICG reserves the right to vary, replace or terminate this policy from time to time.

### 6. DEFINITIONS

As defined in the Quality Management Strategy.

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**7. RELATED DOCUMENTS**

- Student Support Policy Procedure.
- Access Equity Policy Procedure.
- Skills Recognition and Credit Policy Procedure.
- Complaints Handling Policy Procedure.
- Assessment Appeals Policy Procedure.
- Record of Conversation Form.
- Application for Enrolment Form.
- Student Handbook.
- Management of Records Policy Procedure.

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