

Policy No.15

Pre-enrolment and Enrolment

1. Policy Objective

The objective of the Pre-enrolment and Enrolment Policy and Procedure for St John Ambulance Western Australia Ltd (St John) Registered Training Organisation (RTO) No. 0392 (St John RTO) is to ensure that St John RTO provides compliant pre-enrolment and enrolment information and has sound Policies and Procedures in place to meet the Standards for RTOs 2015 requirements.

This Policy and Procedure supports the following Standards for Registered Training Organisations 2015:

- ▶ Standard 4;
- ▶ Standard 5.1;
- ▶ Standard 5.2; and
- ▶ Standard 5.4.

2. Policy

1. St John RTO will have compliant pre-enrolment and enrolment information.
2. St John RTO will provide pre-enrolment information that is accurate and factual to prospective and current participants.
3. St John RTO will manage the pre-enrolment information processes via:
 - ▶ St John Ambulance WA website www.stjohnambulance.com.au;
 - ▶ Call centre phone registration;
 - ▶ Advertising copy;
 - ▶ Walk in options; and
 - ▶ Online enrolment.
4. St John RTO pre-enrolment information will adhere to the requirements of this Policy and Procedure. The following information will be provided to potential and enrolled participants.
 - ▶ Training program eligibility and pre-requisite requirements;
 - ▶ St John RTO Scope of Registration;
 - ▶ Course content and outcomes;
 - ▶ Estimated duration of a course;
 - ▶ Delivery site venues;
 - ▶ Modes of delivery;
 - ▶ Course Fees;
 - ▶ USI requirements;
 - ▶ St John RTO Policies and Procedures;

- ▶ Availability of Support Services;
 - ▶ Name and contact details of any Third Party that will provide training on behalf of St John RTO;
 - ▶ Any other requirement relevant to the participant to complete training; and
 - ▶ Any materials and equipment that the participant must provide.
5. St John RTO will ensure that all pre-enrolment documentation referring to St John RTO courses on its Scope of Registration will include the correct Codes, Titles and currency details as published on the National Register - www.training.gov.au.
 6. St John RTO will provide a non-discriminatory participant selection and recruitment process which allows access to all members of the community.
 7. St John RTO will ensure that participants meet the minimum language, literacy and numeracy requirements of the training package, or discuss alternative support requirements.
 8. St John RTO will enrol participants via:
 - ▶ St John Ambulance Website www.stjohnambulance.com.au;
 - ▶ Call Centre phone enrolment;
 - ▶ Telephone to a regional training venue;
 - ▶ Face to face booking at training venue; and
 - ▶ Online via the Corporate Booking System.
 9. St John RTO will provide enrolment information that is accurate and factual to all participants.
 10. St John RTO will identify reasonable adjustment in the enrolment process. Refer to **St John RTO Policy and Procedure No. 3 Education and Support Services**.
 - ▶ Participants requiring Reasonable Adjustment, language, literacy or numeracy support will be able to inform staff at the time of enrolment to discuss their requirements. St John RTO will ensure provision of Reasonable Adjustment or language, literacy and numeracy support is made available where identified.
 11. St John RTO will maintain confidentiality and privacy at all times of personal information as per **St John RTO Policy and Procedure No. 22 Records Management**.
 - ▶ St John RTO will advise all participants on enrolment of the appropriate forms of identification required to complete assessment and receive certification. Refer to **St John RTO Policy and Procedure No. 12 Issuing of AQF Certification** and **St John RTO Policy and Procedure No. 24 Participant Identification**.
 12. St John RTO will ensure that all fees will be paid prior to course commencement, unless payment arrangements are agreed upon. Refer to the **St John RTO Policy and Procedure No. 16 Course Fees**.
 13. St John RTO will ensure that participants undertaking VET training will be expected to apply for a USI number prior to enrolment. St John RTO may apply on behalf of a participant for a USI with their written consent. Refer to **St John RTO Policy and Procedure No. 13 USI Requirements**.

14. St John RTO will advise participants enrolled in full Qualifications of the option to extend the course enrolment, the consequences of expired enrolment and the fees associated with both actions.
15. St John RTO will advise participants enrolled in short courses extension requests will only be given in serious and exceptional circumstances.
16. St John RTO Stakeholder Authorised Person will advise participants in writing, of any changes to the agreed services in which they are enrolled, affect their enrolment, RTO ownership changes,
17. This Policy and Procedure is to be read in conjunction with:
 - ▶ **St John RTO Policy and Procedure No. 3 Education and Support Services;**
 - ▶ **St John RTO Policy and Procedure No. 12 Issuing of AQF Certification;**
 - ▶ **St John RTO Policy and Procedure No. 13 USI Requirements;**
 - ▶ **St John RTO Policy and Procedure No. 16 Course Fees;**
 - ▶ **St John RTO Policy and Procedure No. 22 Records Management;** and
 - ▶ **St John RTO Policy and Procedure No. 24 Participant Identification.**
18. St John RTO Stakeholders and Third Party Providers may have written Workplace Instructions in place to supplement this Policy and Procedure.

Policy Administration		
Directorate:		Responsible Manager:
Community Services		Executive Manager Education Services
Risk Rating:	Review Cycle:	Review Next Due:
High	Annual	July 2017
Compliance References:		
Statutory:	Standards for RTOs 2015	
Industry	Vocational Education and Training	
St John Ambulance:	RTO	
Quality Management System:		
Version:	Decision Reference:	Synopsis:
1	Document Created	VET Reform and Standards for RTOs 2015
2	Document Amended	St John RTO Stakeholder Feedback provided on 29/6/2015 and 30/6/2015
3	Document added to Documents Related Updated Spelling/Formatting and Included References to LMS	Following Review of Compliance Documentation Introduction of St John LMS