
POLICY AND PROCEDURE NAME:

Enrolment

Preamble / Context

This Enrolment Policy and Procedures document is guided by the following:

- Entry requirements as defined by ACFE / Skills Victoria
- Evidence-based admissions requirements
- Eliminating unfair or unnecessary barriers for learner/participant access to learning
- Fair and timely consideration of applications
- Clear and timely communication about the outcome of applications
- Enabling flexible pathways
- Regular review, monitoring and continuous improvement processes.

This policy has been developed with reference to ACFE standards and other requirements for registration.

Policy Statement

1. Provision of Information and Access to Training & Programs

MACE Incorporated (MACE) will:

- Provide accurate and ethical marketing material and pre-enrolment information that enables applicants to make confident and suitable decisions about selected training programs
- Promote access and equity for all learners / participants
- Inform prospective learners / participants about alternate pathways
- Provide support (within service resources / capability) to meet individual needs
- Publish this policy on the website.

2. Entry Methods

- MACE accepts learners / participants into pre-accredited courses and programs using the following methods, but not limited to:
 - Direct enrolments
 - Enrolments / applications submitted by a third party (e.g. Job Active Agency) or RTO.

3. Entry Requirements

MACE will inform prospective learners / participants about entry and prerequisite requirements for their desired course or program prior to enrolment.

4. Language, Literacy and Numeracy (LLN) requirements

MACE will assess a learner's / participant's language, literacy and numeracy skill levels when applicable to ensure they have adequate skills and abilities to meet the requirements of desired training and determine if the applicant has any need for reasonable adjustment prior to enrolment to allow training courses to be suitably adjusted.

- All applicants for accredited courses are required to complete a LLN test as part of the pre-enrolment process. MACE pre-accredited enrolment can assist in this process.
- Pre-accredited / short course applicant's LLN assessment may be achieved during course enrolment documentation completion and review by a tutor.
- Once enrolled in pre-accredited training, MACE offers LLN to all learners / participants who require additional assistance to gain the required skills for their participation.
- Course materials and delivery are conducted in written and spoken English, with options for Dyslexic font.

5. Enrolment Overview

MACE will provide administrative support which allows learners/participants to complete enrolment efficiently and commence their course at an agreed time and place.

MACE will provide all information required for applicants to complete the enrolment process and will advise applicants promptly if there are any errors or unforeseen issues with their enrolment.

- Enrolment forms must be submitted in the required format by any applicable published due date/s. Dyslexic font options are available for short and pre-accredited courses.
- All enrolment forms will contain the mandatory standard enrolment questions as described in the *Vocation Education and Training (VET) Student Statistical Collection Guidelines*.
- A standard privacy notice will be on all enrolment forms advising the learners / participants how their information may be supplied to and used by the Victorian Government, through the Higher Education and Skills Group (HESG).
- Applicants are required to inform MACE immediately of any errors on their enrolment or change in personal details.

6. Privacy

- When dealing with personal or health information about individuals, MACE is obliged to comply with the Information Privacy Act 2000 and the Health Records Act 2001

**See Privacy Policy*

7. Fees and Charges

- Any fees and charges associated with enrolment are in accordance with MACE's policies.
- MACE reserves the right to take appropriate action where fees or charges are not paid by specified due dates in accordance with MACE policies.
- Miscellaneous Fees:
 - There is a fee for replacement course materials
 - There is a fee for replacement Participation Certificates
 - There is a fee for a replacement USB

**See Fees and Refunds Policy for further details.*

8. Citizenship/Residency Status

Enrolment in short or fee for service courses does not require Australian citizenship.

To enrol in funded Pre-accredited courses, learners / participants must be:

- an Australian citizen
- a holder of an Australian permanent visa
- a New Zealand citizen

AND they must not be:

- enrolled at school
- held at a prison
- detained under the Mental Health Act 1986 or the Crimes Act 1997 or Sentencing Act 1991
- detained under the Children, Youth and Families Act 2005, or held on remand.

Should the situation arise where a Proxy Declaration is the only method in which citizenship/residency status can be demonstrated, MACE will seek the approval of the Department (via SVTS) for each individual for whom a Proxy Declaration is being proposed.

MACE will ensure the Proxy Declaration and any associated decision-making processes will be made available if required for audit.

Scope

This Policy and Procedure is relevant to all MACE employees, volunteers, learners, participants, and stakeholders and applies to all future learners / participants of MACE, and employees or any Third Parties involved in engagement with potential learners / participants.

Purpose

The purpose of this policy is to outline how learners / participants are enrolled into units, courses / programs, and:

- provide a pathway for applicants to make informed decisions about their learning
- enable entry to a learning pathway that is correct for the learner / participant, and free from barriers
- ensure the learner / participant enrolment and selection approach meets legislated and regulatory requirements
- ensure that all prospective learners / participants have equitable opportunities to access a course that meets their needs.

Procedure

Learner / participant enquiry

1. Enrolment interest is received as follows:
 - In person or by phone at Reception
 - Contact email from website, course guide, marketing, Facebook.
 - Referral from an Employment Service Agency (Job Actives) or other service provider e.g. RTO or NDIS or professional supporter (Social Work, Doctor).
2. Distribute enquiry to Education Officer for action when required.
May include:
 - Supply Learner / Participant Handbook
 - LLN support available
 - Enrolment Form explained including:
 - Course content description
 - Course fees
 - Refund Policy
 - Complaints and Appeals Policy and Procedure
 - Signature by applicant

Pre-accredited courses information distributed:

- Feedback and Surveys
- Learner / participant rights and responsibilities
- Complaints and Appeals Policy
- Privacy statement
- Victorian Student Number (VSN)
- Unique Student Identifier (USI)
- Conditions of acceptance
- Evacuation procedure

- Explain enrolment form to learner / participant, and ensure they sign Privacy Statement
 - Establish if they are registered with a Job Service agency (JSA). If so, learner / participant will need to provide JSA referral form (copy retained by MACE and original to go back to learner / participant)
- Learner / participant to fill out enrolment form, sign and provide identification if required.
 - Officer to sight ID and sign on enrolment form to say they have sighted original ID or certified copy of ID (only Authorised delegates can sign)
 - Photo permission form given to candidate for signature (if agreed).
- All above enrolment documentation is distributed to Student Administration Officer to:
 - Check all information has been completed and accurately filled out
 - Raise invoice to learner / participant using MYOB
 - Process payment at Reception
 - Create learner / participant office file (both hard copy and electronic), create profile in Front Desk (student management system) and enter in all information from enrolment form.

Authorisation

Chief Executive Officer

MACE Incorporated

Responsibility

The CEO is responsible for ensuring that proper procedures are adhered to in development and consultation for this policy.

Definitions

As identified in the chart below.

Item	Definition
ACFE	Adult and Continuing Further Education

Related Documents

Specific Policies, Procedures and forms related to this Enrolment Policy:

- Access and Equity Policy PP023
- Bullying and Harassment Policy PP025
- Complaints and Appeals Policy PP029
- Fees and Refunds Policy PP064
- Legislation Policy PP063
- Privacy Policy PP026
- Quality Assurance Policy PP004

- Enrolment Form – Non-accredited and Short Course LA1121
- Enrolment Form – Pre-accredited LA1121
- Learner / Participant Handbook LA088
- Learning Abilities Screening LA005
- LLN – Literacy and Numeracy benchmark tests
- Pre-Training Review MA019

Relevant Legislation

- Education Training Reform Act 2006
- Privacy and Data Protection Act 2014 (Federal)
- The Australian Privacy Principles (APP), 2014 (C'With.)
- Information Privacy Act 2000 (Vic.)