

What you need to know – key take outs

ITeC Academy is committed to ensuring all students enrolling in courses are treated fairly and equitably and are clearly informed of the enrolment process, conditions, details regarding their selected course, rights, and obligations. ITeC Academy will provide prospective and current students with advice regarding relevant training products to meet their needs, taking into account the individual's existing skills and competencies.

Always read this policy in conjunction with the related procedures identified below.

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| <p>Policy principles</p> | <ul style="list-style-type: none"> • Students will be fully informed regarding key information relating to their course and RTO operations to ensure they are able to make informed decisions regarding their enrolment. • ITeC Academy will practice inclusivity and ensure that the chosen learning pathway meets the individual needs of the student and is free from known barriers and within the resources of the RTO. • Marketing information will be accurate and ethical. |
| <p>Purpose</p> | <p>ITeC Academy is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (SRTOs 2015). As such, ITeC Academy is required to comply with relevant Commonwealth, State, and Territory laws regarding and including anti-discrimination and equal opportunity. ITeC Academy is committed to providing best practice, professional products, and services to its students and acknowledges it can only succeed with effective and efficient quality processes.</p> <p>The purpose of this policy is to provide a fair and equitable process for student enrolment and ensure prospective students are provided with accurate and sufficient information to make an informed choice about their enrolment and chosen course.</p> |
| <p>Risk statement</p> | <p>IRT and ITeC Academy have a low risk appetite for failing to meet our legislative obligations.</p> |
| <p>Scope</p> | <p>The scope of this policy covers all ITeC Academy students, employees, contractors and/or third parties acting on behalf of ITeC Academy and potential ITeC Academy students.</p> |
| <p>Related procedure</p> | <p>See ITeC Academy Procedure Manual section;</p> <ul style="list-style-type: none"> - Student Enrolment |

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| Related documents | <ul style="list-style-type: none"> • 1.03.801 Advertising and Marketing Policy • 1.03.854 Access and Equity Policy • 1.03.843 Fees and Refunds Policy • 1.03.812 Language Literacy and Numeracy Policy • 1.03.845 Credit Transfer & Recognition Policy • 1.03.813 Record Retention and Reporting Policy • 1.03.807 Student Access to Records Policy • 1.03.853 Student Welfare and Support Policy • 1.03.810 Continuous Improvement Policy • Student Handbook • Procedure Manual • ITeC Academy Administration Process Manual • ITeC Academy marketing assets • Course Information Guide x course • Enrolment Form • Enrolment Variation Form • Withdrawal/Refund Application Form |
| Compliance requirements | <ul style="list-style-type: none"> • National Vocational Education and Training Regulator Act 2011 • Privacy Act 1988 • Student Identifiers Act 2014 • Standards for RTOs 2015: <ul style="list-style-type: none"> ○ SRTO 4. Accurate and accessible information about an RTO, its services and performance is available to inform prospective and current learners and clients. ○ SRTO 5. Each learner is properly informed and protected. ○ SRTO 6. Complaints and appeals are recorded, acknowledged and dealt with fairly, efficiently and effectively. ○ SRTO 7. The RTO has effective governance and administration arrangements in place. |
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1 Regulatory Standards and relevant legislation

This policy has been written to align with the Standards for RTOs and other relevant legislation and regulations. The following table explains the link between this policy and the relevant external requirements.

| Standard / legislation | What this means |
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| National Vocational Education and Training Regulator Act 2011 | <p>The National Vocational Education and Training Regulator Act 2011 is legislation that establishes the Australian Skills Quality Authority (ASQA) as the national regulator for the vocational education and training (VET) sector.</p> <p>ASQA is tasked with ensuring the quality and consistency of VET services across Australia.</p> <p>ASQA has powers to investigate complaints, conduct audits of providers, impose sanctions for non-compliance, and revoke registrations or accreditations where necessary to protect the integrity and quality of the VET sector.</p> |
| Privacy Act 1988 | <p>The Privacy Act requires that ITeC Academy have a Privacy Policy that sets out how ITeC Academy will deal with personal and sensitive information.</p> |
| Student Identifiers Act 2014 | <p>The Student Identifiers Act 2014 (the Act) prevents anyone other than the USI account owner from collecting, using or disclosing USI information without consent unless permitted by the Act.</p> |
| Competition and Consumer Act 2010 | <p>The Competition and Consumer Act 2010 consolidates various aspects of competition policy and consumer protection law in Australia. The legislation aims to enhance the welfare of Australians by promoting fair trading and competition, and providing consumer protections.</p> |
| Standards for RTOs 2015 | <p>SRTO 4. Accurate and accessible information about an RTO, its services and performance is available to inform prospective and current learners and clients.</p> <p>SRTO 5. Each learner is properly informed and protected.</p> <p>SRTO 7. The RTO has effective governance and administration arrangements in place.</p> |

2 Enrolment

2.1 Information to Students

- Prior to enrolment, each student is provided with access to a Student Handbook, Course Information, and student policies available via the RTO website.

2.2 Enrolment of Individual Students

- Enrolment into training programs will be conducted at all times in an ethical and responsible manner, ensuring fairness and compliance with the ITeC Academy Access & Equity Policy.
- Enrolments are subject to the availability of places on the training program, based on the maximum number of students who can be accommodated under the particular circumstances (e.g., safety, capacity of training venue, type of course, learning structures, etc.).
- All prospective students will be provided with information regarding the RTO and the course being enrolled into
- ITeC Academy will review the individual needs of each prospective student, taking into account their existing skills and competencies, advising them of the most appropriate training product to meet their needs
- If a training program is fully booked at the time a student enquires about enrolment into that particular training program, they will either be placed on a 'Wait List' or offered a place on another date that the program has been scheduled, which is not fully booked.
- In the event of a student 'Wait List', these individuals will be given priority should a place become available. This is strictly on a first-in, first-served basis.
- Enrolments will be considered tentative until payment and the Student Identifier have been received. Should enrolment numbers reach maximum, and another person wishes to enrol in a course where there is a tentative enrolment, the tentative booking will be contacted to confirm payment. If payment is not made, the place will be given to the new student.
- All students enrolled in courses are advised in writing, upon receipt of their enrolment form and payment, that their place on the course is confirmed.
- Course fees are payable in advance (subject to the Fees and Refunds Policy).

2.3 Special Needs of Students

- Students intending to enrol for training are requested to advise of any physical or other impairments/needs (e.g., English language barriers, dyslexia) which may adversely affect their ability to successfully undertake the training (See Access & Equity Policy).

2.4 Language, Literacy, and Numeracy Abilities of Students

- Students intending to enrol for training are assessed on their language, literacy, and numeracy abilities to determine their capability to successfully undertake the training and determine whether any additional support is needed.

2.5 Student Identifier

- All students are required to provide their unique Student Identifier, in accordance with the requirements of the Student Identifier Act.
- Students will be advised on the process of obtaining a Student Identifier if they do not already have one, via <http://www.usi.gov.au/Pages/default.aspx>.
- ITeC Academy will verify and maintain all Student Identifier numbers in its' Student Management System (SMS).

2.6 Group Enrolments (Corporate Student/Employer)

- General Manager ITeC Academy (delegate) will negotiate course requirements with the relevant company student representative.
- Written confirmation is required to confirm course booking with names of individual students included.
- Enrolment forms are required for all individual students to secure a place.

2.7 Recognition

- Mutual Recognition, Credit Transfer, and Recognition of Prior Learning are acknowledged and accepted as a standard practice of ITeC Academy (See Credit Transfer & Recognition Policy).

2.8 Confirmation of Enrolment

- Upon acceptance of enrolment, the student is provided with written confirmation of their enrolment, including a schedule for training and assessment dates, times, and the location of training (as relevant to the mode of learning).

2.9 Changes to Training and Assessment

- Any changes to a training program, services, or third-party provider will be advised to students as soon as possible prior to the date the change is to occur.

2.10 Cancellation of Courses

- ITeC Academy will make every attempt to conduct scheduled training programs. However, if for some unforeseen reason a course is cancelled or postponed, all students will be offered the opportunity to attend the training program on another date, at another location (if available), or in another delivery mode.
- If, in the event that the student does not accept the offer, or for some reason the offer cannot be made, the course fees will be refunded in full within one week of the date of the cancellation of the course (See Fees and Refund Policy).

2.11 Refund for Cancellation of Enrolment by Student

- Refunds can be provided, in accordance with ITeC Academy Refund Policy (See Fees and Refund Policy).

2.12 Transfer of Enrolment

- Transfer to another "Course Date" – Students are able to transfer to another course date, providing they make a request in writing a minimum of one week in advance. The transfer is subject to course availability.
- Transfer to another "Course" – Should a student wish to transfer to another course, they need to make the request in writing a minimum of one week in advance. The transfer is subject to course availability.
- Transfer to another "Delivery Mode" – Should a student, enrolled in a course, wish to transfer to another "delivery mode" for the same course. An Enrolment Variation Form is to be completed and submitted to the Academy for approval and processing. An administration fee may apply for a transfers to another course delivery mode. The transfer is subject to course availability. Should a student wish to transfer to another delivery mode and does not provide written notice at least one week in advance, the student forfeits the full course fee.

- Transfer to another “Student” – Prior arrangement no later than one week prior to the course is required. An administration fee is applicable for all transfers to another student.

2.13 Student Records of Enrolment

- ITeC Academy is obligated to report all enrolments in compliance with national reporting requirements.
- Individual student records are created for each enrolment and maintained for a period of 30 years.
- All individual students have access to their own records and the progress of their learning. This is enabled through the student management system.

2.14 Fees

- Fees are collected in accordance with the Fees processes.

2.15 Student Induction

- ITeC Academy provides students with induction/orientation to ensure they have appropriate information to facilitate their interactions with ITeC Academy and their learning.
- Each student has access to the ITeC Academy Student Handbook via the RTO website, which outlines key information including their rights and responsibilities as a learner.
- All students sign an acknowledgment that they have received, read, and understood ITeC Academy policies and details within the Student Handbook.

3 Access & Equity

ITeC Academy ensures equitable access and inclusive practices for its’ services and the Access & Equity Policy applies.

4 Records Management

All documentation from enrolment processes is maintained in accordance with the Record Retention and Reporting Policy.

5 Monitoring and Improvement

All enrolment practices are monitored by the General Manager of ITeC Academy and areas for improvement identified and acted upon (See Continuous Improvement Policy).

In practice example:

A prospective student visits the ITeC Academy website and registers their details as interested in enrolling in a Certificate III level qualification. The ITeC Academy representative contacts the individual and supports them through the application process providing information regarding the course requirements, enrolment process and fees and charges. Information is also provided regarding course orientation and implementation of the LL&N assessment to ensure that the student has the necessary capabilities to meet the demands of the course.

6 Roles and responsibilities

| Role | Responsibility |
|---|---|
| Policy Owner – General Manager ITeC Academy | <ul style="list-style-type: none"> Overall responsibility for the development and implementation of policy. |
| Subject matter expert – Compliance Manager | <ul style="list-style-type: none"> Policy drafting. Provide advice regarding opportunities to improve the policy. |
| Implementation – All Academy employees | <ul style="list-style-type: none"> Implement the policy directly with students and prospective students. |

7 Definitions

In this Policy, words have the following meaning:

| Term | Definition |
|--------------------|---|
| Student Identifier | Has the meaning given in the Student Identifiers Act 2014 |
| RTO | Registered Training Organisation |
| LLN | Language, literacy and numeracy |