

# Bracken Ridge State High School

## -Procedure

### *Information for learners & enrolment agreement*

Relevant clauses: 4.1 & 5.1 – 5.4 & 8.1f

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#### **1. Introduction**

The purpose of this procedure is to detail the process to be followed for ensuring learners received the required information prior to or on commencement of the course and a record of the enrolment agreement is maintained.

#### **2. Scope**

This procedure applies to all learners enrolling in qualifications at the RTO.

The objective of this procedure is to ensure that the information provided to students is accurate and up to date and allows students to make an informed decision regarding choice of qualifications and to understand their rights and obligations in relation to undertaking the qualification/s. Also, a record of their acknowledgement of receiving this information and in undertaking the qualification must be kept.

#### **3. Definitions**

*Standards for Registered Training Organisations (RTOs) 2015* is a set of nationally agreed quality assurance arrangements for training and assessment services delivered by Registered Training Organisations (RTOs).

*Assessment* means the process of collecting evidence and making judgements on whether competency has been achieved, to confirm that an individual can perform to the standard required in the workplace, as specified in a training package or VET accredited course.

*Code* means the unique identifier for units of competency, skill sets, VET accredited courses, modules, AQF qualifications or training packages as required by the Standards for Training Packages and Standards for VET Accredited Courses.

*Educational and support services* may include, but are not limited to:

- a) pre-enrolment materials;
- b) study support and study skills programs;
- c) language, literacy and numeracy (LLN) programs or referrals to these programs;
- d) equipment, resources and/or programs to increase access for learners with disabilities and other learners in accordance with access and equity;
- e) learning resource centres;
- f) mediation services or referrals to these services;
- g) flexible scheduling and delivery of training and assessment;
- h) counselling services or referrals to these services;
- i) information and communications technology (ICT) support;
- j) learning materials in alternative formats, for example, in large print;
- k) learning and assessment programs contextualised to the workplace; and
- l) any other services that the RTO considers necessary to support learners to achieve competency.

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*RTO code* means the registration identifier given to the RTO on the National Register.

*Services* mean training, assessment, related educational and support services and/or any activities related to the recruitment of prospective learners. It does not include services such as student counselling, mediation or ICT support.

*Scope of registration* means the training products for which an RTO is registered to issue AQF certification documentation. It allows the RTO to:

- a) both provide training delivery and assessment resulting in the issuance of AQF certification documentation by the RTO; or
- b) provide assessment resulting in the issuance of AQF certification documentation by the RTO.

*Superseded* means the training product is no longer current has been replaced with a new version.

*Third party* means any party that provides services on behalf of the RTO but does not include a contract of employment between an RTO and its employee.

*Training* is the process used by an RTO or a third party delivering services on its behalf, to facilitate learning and the acquisition of competencies in relation to the training product on the RTO's scope of registration.

*Training and assessment strategies and practices* are the approach of, and method adopted by, an RTO with respect to training and assessment designed to enable learners to meet the requirements of the training package or accredited course.

*Training Package* means the components of a training package endorsed by the Industry and Skills Council or its delegate in accordance with the Standards for Training Packages. The endorsed components of a Training Package are: units of competency; assessment requirements (associated with each unit of competency); qualifications; and credit arrangements. The endorsed components form part of the requirements that an RTO must meet under these Standards. A training package also consists of a non-endorsed, quality assured companion volume/s which contains industry advice to RTOs on different aspects of implementation.

*Training Product* means AQF qualification, skill set, unit of competency, accredited short course and module.

*Unit of competency* means the specification of the standards of performance required in the workplace as defined in a training package.

## 4. Roles and responsibilities

The *Chief Executive Officer* (Principal) is responsible for:

- Ensuring the correct implementation of this procedure.

The *Deputy Principal* is responsible for:

- Overseeing the SET Planning process to ensure guidance is provided to students in selecting subjects and qualifications.

The *RTO Manager* is responsible for:

- Informing the Heads of Faculty and Trainers and Assessors of induction requirements according to this procedure;
- Updating the VET Student Handbook each year (or during the year if information required changing);

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- Preparing and conducting induction sessions with learners at the start of the year, or delegating this responsibility to Trainers and Assessors (depending on enrolment numbers and experience of the Trainer and Assessor);
- Conducting induction sessions with learners who join the qualification or enrol at the RTO during the school year; and
- Ensuring enrolment agreement forms are received from every learner and storing these as evidence.

The *Head of Faculty* is responsible for:

- Assisting the RTO Manager in updating subject specific induction materials; and
- Conducting induction sessions if instructed by the RTO Manager.

The *Trainer and Assessor* is responsible for:

- Assisting the Head of Faculty and RTO Manager in the development of relevant induction material (subject specific information);
- Conducting induction sessions if instructed by the RTO Manager;
- Collecting enrolment agreement forms from all learners, scanning and submitting these to the RTO Manager; and
- Following up any missing enrolment agreement forms.

The *SDCS Officer* is responsible for:

- Checking the submitted Enrolment Agreement Forms against SDCS to ensure they have all been received, and notify the RTO Manager of any missing forms.

### 5. Procedure

Prior to enrolling learners in any qualification or subject the RTO as a school undertake a Senior Education and Training (SET) Plan process with all learners. This is to ensure all learners are fully informed about their pathway options and provide direction as to which subjects and/or qualifications will meet their needs. The Deputy Principal will oversee this process and it is not a VET specific process – normal school policies and procedures will be followed.

#### ***Development of induction material***

It is the responsibility of the RTO Manager to maintain the VET Student Handbook and the generic information in the Student Induction PowerPoint. Any subject specific information will need to be provided by the Head of Faculty and/or Trainer and Assessor and submitted to the RTO Manager for final approval.

The following information is the minimum that needs to be provided to students either prior to enrolment or on commencement of the course (ie first day):

- Qualification or VET accredited course code and title
- Currency of the course (current or superseded)
- Packaging rule information
- Units of competency (code and title)
- Estimated duration
- Expected locations at which training and assessment will occur
- Modes of delivery

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- Name and contact details of any third party that will provide training and/or assessment (ie First Aid)
- Any work placement arrangements
- The RTO's obligation to provide quality training and assessment
- Issuance (and re-issuance) of qualifications
- Learner's rights and responsibilities including:
  - Complaints and appeals policy and procedure
  - Processes for the event of the RTO or a third party ceasing operations
  - VET FEE-HELP scheme obligations
  - Requirements the learner must meet to complete the course, such as travel, activities outside normal hours, etc
  - Any equipment or materials the learner must provide, such as steel capped boots, uniform, tools, etc
- Fees, charges & refund information
  - includes all fees such as training fees, administration fees, consumables, levies, etc.
  - payment terms
  - refund policy
  - Cooling off period

*\* Note that this RTO does not charge fees, only a consumables levy. If a learner withdraws from a qualification prior to completion a pro-rata amount of the consumables levy will be refunded upon application to the Business Manager. Information is provided in the VET Student Handbook.*
- Explanation of competency based training and assessment
- Work placement (number of hours/days and other relevant information)
- Licensing requirements
- Relevant legislation
- Third party arrangements
- Off-campus arrangements
- Pathways including options if the qualification is not completed
- Student support services including LLN, welfare and guidance services, access and equity
- Recognition of prior learning (RPL)
- Recognition of qualifications and Statements of Attainment issued by other RTOs

Once the information has been developed the checklist *Information to provide to learners* needs to be completed and saved on the network with the induction material in this location: [Completed Information Checklists](#)

It is also the responsibility of the RTO Manager to keep the *Enrolment Agreement Forms* up to date and stored on the network in this location: [Student Enrolment Form.docx](#) and [Student Enrolment Form - late enrolment.docx](#)

### ***Intermittent checking***

From time to time qualifications are superseded by a new version, or the RTO may choose to remove a qualification from its scope of registration. It is important that the induction information is up to date and accurate and the RTO Manager will be responsible for keeping the generic material up to date. Any subject specific information will need to be updated by the Head of Faculty or Trainer and Assessor (ie this might relate to days of work placement, or resources that the learner needs to provide). The RTO Manager will ensure version control procedures are applied.

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## *Conducting induction sessions*

Generally, the RTO Manager will conduct induction sessions with students unless the RTO Manager decides that the Trainer and Assessor has sufficient knowledge and experience to conduct the induction session themselves. This will be decided at the start of each year in consultation with the Trainer and Assessor.

The induction session will consist of explaining all pre-prepared materials (PowerPoint and handbook) to the students and allowing time for clarification. Students should be instructed on what they need to do if they have questions after the induction session. All students will need to sign and return an Enrolment Agreement Form and this will be collected by the Trainer and Assessor, scanned and sent to the RTO Manager who will save this on the network in the following location: [Completed Enrolment Agreements](#). The RTO Manager must ensure that all forms are received and will delegate to the SDCS Officer to check the forms submitted against the enrolments in SDCS to ensure they are all accounted for. Any missing forms must be followed up by the Trainer and Assessor.

Any learners who arrive at the RTO during the year, or change courses during the year, will also need to undergo an induction session and this will be done on an ad hoc basis by the RTO Manager (sometimes in conjunction with the Trainer and Assessor). All the same information will be provided to the learner and they will sign an [Enrolment Agreement Form – late enrolment](#) which will be scanned and saved by the RTO Manager in the same location as all other acknowledgement forms.

## **6. Records and documentation**

Subject Selection Handbook/s

[VET Student Handbook](#)

[Student Induction PowerPoint](#)

[Information to Provide to Learners Checklist](#)

[Enrolment Agreement Form](#)

[Enrolment Agreement Form – late enrolment](#)