

ENROLMENT PROCEDURE
RELEVANT STANDARD(S):

Standards for Registered Training Organisations (RTOs) 2015	Standard 1 Chapter 2 - Enrolment <ul style="list-style-type: none"> ▪ Clauses 1.2, 1.7, 1.12 Standard 5 Chapter 1 – Marketing and Recruitment <ul style="list-style-type: none"> ▪ Clauses 5.1-5.4
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PURPOSE	<p>To ensure complete and accurate enrolment, according to the provisions of the Enrolment Policy.</p> <p>Changes to this procedure may only be made upon approval of the Admissions Officer.</p>
ROLE UNDERTAKING TASK	Admissions Team
DOCUMENT UPDATE	20/07/2022

No.	Person/s Responsible	Steps to take
1	Clients / Potential Learners	(1) Make an enquiry via email, phone or in person
2	Sales / Admin staff	<p>(1) Answer enquiry using most up-to-date references</p> <p>(2) Provide reference to relevant information, particularly:</p> <ol style="list-style-type: none"> a. Website b. Course Information c. Fees and Terms and conditions d. Policies and Procedures e. Learner Handbook f. Enrolment Form g. Pre-Enrolment Assessment Form (for Competency and LLN Assessment) h. Pre-requisite Requirements (if applicable) <p>NOTE: The learner handbook, policies and procedures, course information (brochures) and terms and conditions must be publicly accessible via the website. Direct the enquiry to the required information AND email relevant documents. In particular, send the learner a copy of the following:</p> <ol style="list-style-type: none"> a. Course brochure (or link to the course information on the website)

		<ul style="list-style-type: none"> b. Learner handbook (or link to the learner handbook) c. Policies and procedures (or link to the online version) d. Fees and terms and conditions (or link to the online version) e. Pre-enrolment Assessment Form
3	Sales / Admin staff	<p>(1) If you notice any inconsistencies or outdated information on any of the marketing resources available to potential learners, report it to the Marketing Team immediately.</p> <p>(2) Send an email to the Marketing Team including details of the issues identified.</p> <ul style="list-style-type: none"> a. Use subject title <i>'Marketing update required: xxx'</i> b. For example, <i>'Marketing update required: incorrect course dates for TAE40116'</i> c. Provide links and references, where relevant. <p>(3) The Marketing Team must respond in writing to acknowledge your email.</p> <p>(4) Critical Issues</p> <ul style="list-style-type: none"> a. If the issue is critical/urgent (e.g. providing incorrect information about the course, missing critical information, and/or causing confusion with learners), follow up with the Marketing Team <u>daily</u> until you receive a written acknowledgement. b. Should you not receive a written acknowledgement within <u>2 business days</u>, notify the Marketing Manager immediately by forwarding the details to the Marketing Manager via email. <p>(5) Minor / Non-Critical Issues</p> <ul style="list-style-type: none"> a. If the issue is minor/non-critical/non-urgent (e.g. typographical error, aesthetic issues, etc.) follow up with the Marketing Team weekly until you receive the written acknowledgement b. Should you not receive a written acknowledgement within <u>2 weeks</u>, notify the Marketing Manager immediately by forwarding the details to the Marketing Manager via email.

No.	Person/s Responsible	Steps to take
1	Admissions Officer	<p>(1) When learner is ready to enrol, collect and assess completed pre-enrolment documents and pre-requisite requirements (if applicable):</p> <ol style="list-style-type: none"> Necessary course requirements / pre-requisite requirements ID and supporting documents for processing and filing USI Number <p>(2) Ensure all forms are filled out correctly, signed and dated.</p> <p>(3) Ensure the learner is NOT on learner visa</p>
2	Trainer/ Assessor Admissions Officer	<p>(1) As part of the pre-enrolment assessment, learners are required to go through an initial pre-enrolment interview with one of Dynamite Studios Academy's trainers and assessors*. This pre-enrolment interview will be done via online platforms such as Zoom and Microsoft Teams, where they will be asked to do tasks and answer questions to confirm sufficient computer skills, including knowledge to operate video-communication services.</p> <p>*This part of the process will only be done by Dynamite Studios Academy's trainers and assessors (not the admissions officer) to ensure that the learners' computer skills are assessed thoroughly, and learners are at a level required by the courses, or further support will be recommended.</p> <p>(2) After the review of the pre-enrolment documents including the pre-enrolment assessment form, advise learner (in consultation with the Trainer / Training Manager/Head of Educational Studies and according to the learner's pre-enrolment assessment form) through phone and/or email on the following:</p> <ol style="list-style-type: none"> Eligibility for RPL and/or Credit Transfer (if applicable) Support Services / LLN Support Recommended Pathway and Amount of Training <p>(3) Document the learner responses and address learner enquiries</p> <p>Eligibility for Recognition</p> <p>(1) Where the learner declares he/she holds units of competency that may be credited towards the completion of the course, refer to RPL and Credit Transfer Procedure.</p> <p>(2) Where learner has declared he/she holds relevant prior training and/or professional experience that may be credited towards the completion of the course, AND meets eligibility requirements, refer to RPL and Credit Transfer Procedure.</p>
3	Admissions Officer	<p>(1) Check availability of slots, where relevant, e.g. F2F classes.</p> <p>(2) Where relevant, send the learner:</p>

		<ul style="list-style-type: none">a. RPL application formb. Credit transfer form <p>(3) Proceed to the Enrolment Procedure</p>
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No.	Person/s Responsible	Steps to take
1	Admissions Officer	(1) Check that all pre-enrolment documents have been submitted, forward the invoice / payment link to the learner.
2	Accounts	<p>Process Payment</p> <p>(1) IF PAYMENT IS MADE IN PERSON, e.g. via EFTPOS, credit card or cash, record payment and issue receipt. Receipt is also sent via email.</p> <p>(2) IF PAYMENT IS DONE ONLINE, e.g. via the website, payment is processed automatically and receipt is sent via email.</p> <p>(3) Notify Enrolment Coordinator of payment received.</p> <p><i>NOTE: Do not accept advanced payment over \$1500. Payments over \$1500 must be returned to the customer. Refer to Fees and Payments Policy for more guidance.</i></p>
3	Admissions Officer	<p>Verify USI</p> <p>(1) IF THE LEARNER PROVIDED USI, Verify learner USI via:</p> <ol style="list-style-type: none"> https://portal.usi.gov.au/org/ OR https://www.usi.gov.au/ <p>(2) IF THE LEARNER DID NOT PROVIDE USI,</p> <ol style="list-style-type: none"> refer the learner to the Learner Handbook where information on how to get USI is provided, and have the learner sign a waiver indicating that he/she understands that the RTO will not issue certificates without a verified USI number. The waiver may be sent via email (with acknowledgement receipt), or as a hard copy signed by the learner in person. File the signed/acknowledged waiver with the learner's enrolment documents.
4	Admissions Officer	<p>(1) Once payment is confirmed, enrol learner into the Learner Management System and Learner Portal (where applicable).</p> <p>(2) Prepare the welcome email for learner. The welcome email must include all the course resources, or links to where they can be accessed.</p> <p>(3) Determine and organise resources required for the course—refer to the Training and Assessment Strategy to check resources required. Typically:</p> <ol style="list-style-type: none"> Account details for the Learner Portal, if relevant. Learner guides / Textbooks / Reading materials Assessment workbooks / Assessment templates Vocational placement pack, if relevant

		<p>e. Class schedules / Session schedules, if relevant, e.g. courses with F2F or webinar components</p> <p>(4) Endorse new learner to trainer/s.</p>
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