

## Enrolment Policy and Procedure

At Inspiring Training Academy our approach to enrolment is to provide a pathway for students to make informed decisions about their training and assessment and enter a training pathway that is the right for the student and their current or future employer.

### Identifying Student Needs

We strive to identify a student's needs during the enrolment process to ensure that our services to each individual student are appropriately adjusted to allow for their unique requirements.

To achieve this, we will:

- Provide persons making an enquiry with accurate and ethical marketing and pre-enrolment information that enables them to make confident and suitable decisions about selected training programs;
- Provide information about special requirements for their desired training program and pathways to obtain these;
- Validate that applicants meet the entry requirements for their selected program to ensure that they have the greatest opportunity for success and completing the course;
- Determine that the applicant has any need for reasonable adjustment at the point of enrolment to allow training programs to be suitably adjusted;
- Ensure there are no unnecessary barriers for persons to participate in the training program of their choice;
- Inform applicants about alternate pathways to training such as credit transfer or current competency or recognition of prior learning.

### Provision of Pre-Enrolment Information

The AQTF Conditions and Standards and VRQA Guidelines identify that each student is properly informed and protected either prior to enrolment or the commencement of training and assessment. At Inspiring Training Academy, we achieve this by providing prospective students with the following three pre-enrolment information sources:

- **Student Handbook.** The Student handbook is the primary information vehicle to inform students about their rights and obligations prior to their enrolment. Ideally, the Student handbook is supplied electronically as a PDF document. It should constitute a valuable information source for the student who can reference the handbook when the student has questions about their course participation.

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- **Course Brochure.** The course brochure is the primary means of informing prospective students about the services to be provided in relation to a specific course leading to a qualification or units of competency. Course information can be displayed on the website and is available in a downloadable PDF for the student to print and review
- **Schedule of Fees and Charges.** The schedule of fees and charges provides a central place where the nominated fees and charges to participate in services with Inspiring Training Academy are listed.

### Identifying Training Needs

The primary purpose of the initial contact process is to establish the needs of the client and ensure the client receives all pre-enrolment information applicable to the program they are interested in.

Inspiring Training Academy Clients are Schools wanting to conduct a VET Delivered in Secondary Schools programs and individual students undertaking an SBAT program. Establishing the client needs is important to ensure that those clients enrolling in programs are aligned to training and assessment that meets their vocational requirements in the industry of their choice. By providing clients with pre-enrolment information early, we are also enquiring that prospective students are informed about their rights and obligations, about the training and assessment services to be provided and about the fee payment and refund arrangements.

### Consumer Protection

It is important to stress to a person making an enquiry that they are advised to read carefully the materials Inspiring Training Academy sends to them as this informs the potential student about the services being provided and their rights as a consumer under Australian Consumer Law.

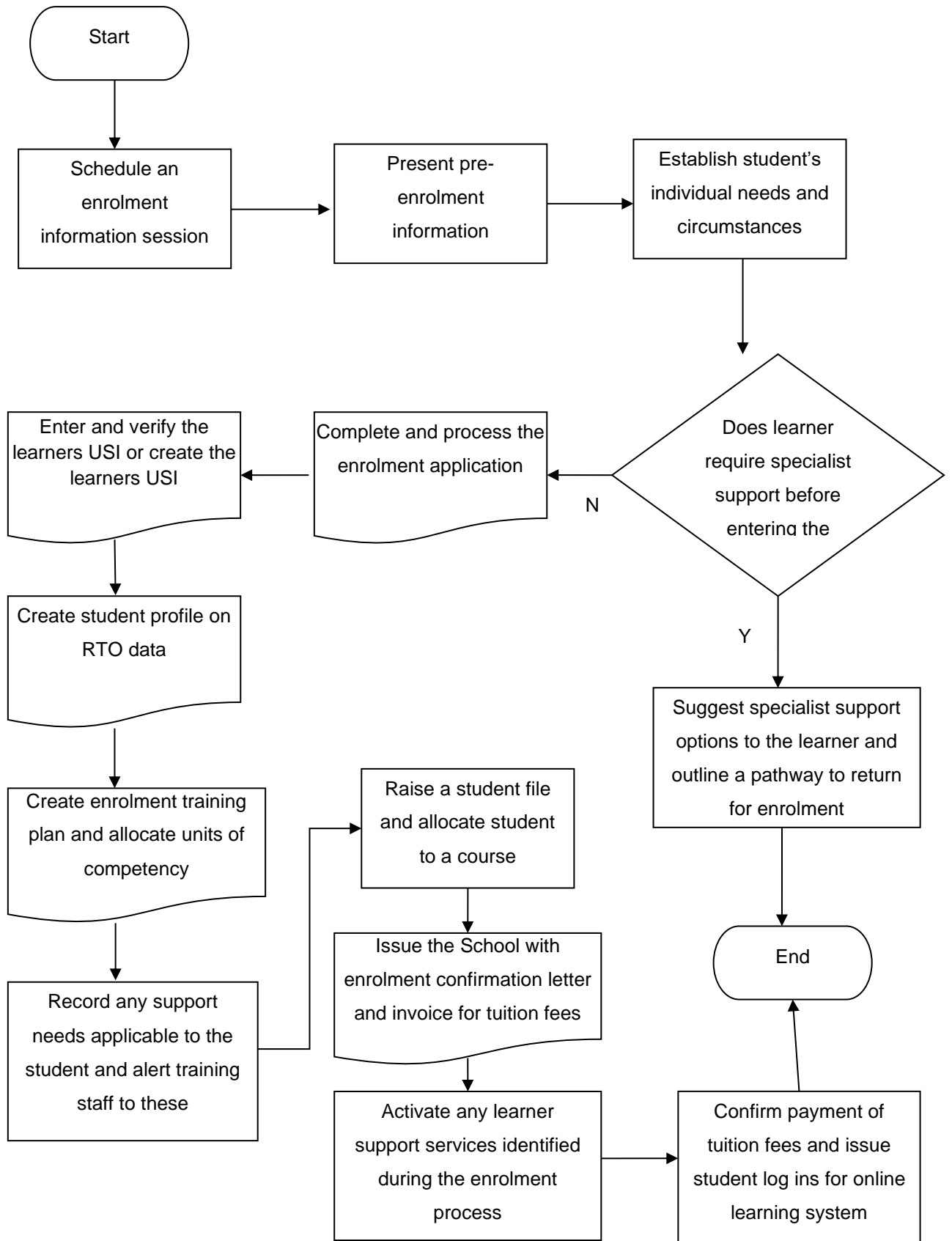
If a student undertakes a vocational education and training course, they are protected under Australian Consumer Law and under State and Territory consumer protection laws. These protections include areas such as unfair contract terms, the consumer guarantees, to statutory a cooling-off period, and unscrupulous sales practices. By agreeing to enrolment and by signing an enrolment form, the student is agreeing to the terms and conditions of the enrolment. Further information on the student rights and responsibilities can be found in the Inspiring Training Academy student handbook.

### Informing students of changes

If at any time there is a change to the agreed services to be provided or policies relating to the student's rights and the payment of fees and other charges, Inspiring Training Academy must advise the client and their students prior to any of these changes coming into effect. This includes changes in relation to new third-party arrangements or changes to ownership of Inspiring Training Academy.

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### Student Enrolment Process



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## Code of Conduct

Inspiring Training Academy may terminate the student's enrolment whereby the student breaches the following enrolment agreement terms and conditions:

- The student is not contactable or not responding;
- The student has not achieved course requirements, attendance or progress benchmarks; or
- The student has plagiarised, inappropriate behaviour or conduct

### Students who are not contactable or not responding

Where a student is not contactable or fails to respond to requests by the Inspiring Training Academy, the student's enrolment may be terminated in absentia. This action may only be taken where the Inspiring Training Academy has made every reasonable attempt to engage with the student or contact the student to seek their instructions about their intentions to continue with or complete the applicable course. Advice received from a student via email or phone conversation communicating their request is to be accepted where the student is not willing to complete an Application for Course Deferment / Transfer / Withdrawal. Email records and written records of phone conversations are to be retained on the students file as evidence of these expressed instructions from the student.

### Students who have not achieved course requirements

Students who are assessed as not yet competent are to be provided with detailed verbal and written feedback to assist them to identify the gaps in their knowledge and skills to be addressed through further training. These students are to be provided with additional training and learning support to target their specific gaps in knowledge and/or skills and prepare them for additional assessment.

It is the policy of Inspiring Training Academy to provide **three** opportunities for additional training and re-assessment at no additional cost to the student or School. Students who require additional training and re-assessment after they have exhausted their three opportunities Schools will be required to pay a fee for additional training and re-assessment.

Student's requiring additional learning support are to be brought to the attention of Inspiring Training Academy management, so the progress of the student can be monitored closely, and additional support services can be applied well before it becomes necessary to impose an additional fee for re-assessment. Where students repeatedly do not demonstrate competence following significant learning and assessment support, a student's enrolment can be determined through mutual agreement.

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## Students who have breached code of conduct

Inspiring Training Academy seeks to provide an environment that is free from unacceptable behaviour and promotes a positive learning environment for all students. Behaviour misconduct is defined as actions that breach Inspiring Training Academy policies. A student must at all times maintain a high standard of behaviour while engaged in RTO activities either within the premises of the RTO or at another location.

Students who commit behavioural misconduct after being formally warned are to have their enrolment cancelled and will not be entitled to a refund. This does not limit the requirement to provide the student suitable warning in writing, the opportunity to make oral or written representations regarding the misconduct or their right to appeal a decision.

## Plagiarism

Where it has been determined that the plagiarism has arisen from poor academic practice, the student is to be requested to revise the work and resubmit it for the assessment.

If it has been determined that the plagiarism was intentional, the student's work is not to be accepted and the student will be required to recomplete the assessment. The student is to be given a formal warning (in writing) by the Principal Executive Officer explaining the seriousness of the incident and the consequences if the student is found to plagiarise again.

Students who commit plagiarism after being formally warned are required to have a meeting with Inspiring Training Academy and the School Principal to discuss the future of the student in the program. Students may be withdrawn from the program they are enrolled.

## Cancelling a Student's enrolment

Before a student's enrolment can be terminated without their written or expressed consent, the following protocol is to be followed:

- A minimum of three attempts (four weeks apart) must be made using the last known contact details (email, phone and mail) to contact the student and issue the student with a warning letter notifying them of the intent to terminate the enrolment.
- Where the student fails to respond, the student's enrolment is to be terminated and the student's record within the student management system is to be updated with the outcome of "withdrawn" entered into each unit of competency that has not been completed at the time.
- Any final AQF certificate to which the student is entitled is to be sent registered mail to the student's last known mailing address. This should also be noted in the student's enrolment record and a photocopy of the certificate retained on the student's record.

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- The student’s record is to be archived in accordance with the Records Retention and Management Policy.
- If the student has misbehaved or conducted in an inappropriate manor, Inspiring Training Academy must reprimand and formally warn the student in writing against repetition of misconduct and suspend the student from using all or some RTO facilities and/or services for a period of time. If the student has committed behavioural misconduct after being formally warned are to have their enrolment cancelled and will not be entitled to a refund. This does not limit the requirement to provide the student suitable warning in writing, the opportunity to make oral or written representations regarding the misconduct or their right to appeal a decision.

Applicable trainers are to be informed of the students’ enrolment termination and advised to inform the Training and Compliance Manager if the student makes contact.

### **Course Withdrawal**

There are circumstances where a student may finalise their enrolment early for personal or academic reasons. Where this is the case, the student is requested to complete the form Application for Course Deferment / Transfer / Withdrawal. This provides the student the opportunity to specify their reasons and select to indicate their preference to defer their enrolment, to transfer their enrolment to another course or to terminate their enrolment altogether.

Where the enrolment is being deferred or terminated, students will be issued a statement of attainment to recognise the outcomes they have achieved during their enrolment. A student who defers and returns to complete a course will be eligible to recommence their training and receive a credit transfer for any completed units of competency. The Principal Executive Officer will review these applications, where possible is to interview the student to understand their circumstances and is to record their decision using the section provided on the application. Students are to be informed of this decision in writing.

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