

1. Purpose

The purpose of this Policy is to ensure that all Learners are fully aware of Assured Learning Australia's enrolment process. Learners are advised of all pre-enrolment requirements, identification requirements, fees and charges and refunds, Learner support, training and assessment, so that each Learner is fully informed before enrolment or commencement. Further, that all staff are aware of their obligations with regards to Learner enrolments and in doing so Assured Learning Australia adheres to the Standards for Registered Training Organisation 2015 so that all enrolments are consistent and compliant.

2. Policy Statement

Assured Learning Australia Pty Ltd (RTO# 52765) is committed to providing quality training and assessment products and services in compliance with the Standards for Registered Training Organisations (RTOs) 2015.

3. Mapping

This policy and procedure maps to RTO Standards 5.1-5.3; 7.3; 3.5 for enrolment; 1.7 for learner support and Std 2 & 8 where third parties are marketing and recruiting.

RTOs are responsible for:

- informing and protecting Learners (clauses 5.1 to 5.3)
- protecting pre-paid fees by Learners (clause 7.3)
- providing credit for prior studies (clause 3.5).

This policy and procedure maps to the new 2025 RTO Standards 2.1 and 2.2 (Learner Information)

This policy should be read in conjunction with the:

- Marketing & Advertising Policy and Procedure;
- Financial Management Policy and Procedure;
- Learner Support Policy and Procedure;
- Effective Assessment Policy and Procedure; and
- Third Party Management Policy and Procedure (if applicable).

4. Definitions

- **AVETMISS** – Australian vocational education and training management information Statistical Standard which ensures the consistency and accuracy of vocational education and training information
- **Courses** – Refers to all training delivered by Assured Learning Australia's scope of registration, which include VET accredited, fee for service, vocational and prevocational courses
- **USI** – Unique Student Identification Number – National Learner reference number. All Learners who enrol in a nationally recognised training course require a USI- This is a reference number made up of 10 numbers and letters which creates a secure online record of your recognised training which will give you access to your training records and transcripts and can be accessed online at any time. Your USI can be used if seeking credit transfer (identify) so as demonstrate prior learning when commencing further training. This is not your Learner number and must be created by you and not by Assured Learning Australia.
- **LLN** – Language, Literacy & Numeracy assessment – to identify a Learner's ability to commence a course
- **LMS** – Learner Management System
- **VET**- Vocational Education and Training
- **QA** – Quality Advisor
- **Training Advisors** – Referring to any sales staff of any title

5. Prior to Enrolment

Assured Learning Australia is obliged to ensure each prospective or current Learner is provided with the following

- Via individual marketing materials
 - Accurate description of the course
 - Training product code and title
 - Entry requirements for the course (pre-requisites, prior experience, etc.)
 - Information related to the timing of the course including commencement, duration, scheduling
 - Fees- payment terms, when fees are to be paid and options how fees can be paid and information regarding government funded subsidy which may be available
 - Any materials/equipment/health and safety clothing which may be required if Learner fails to present it wherever required
 - Assessment methods, modes and delivery timeframes

- A clear course description which will distinguish between nationally recognised training and any assessments which will result in the issuing of AQF certification.
- Where work placement is required, any information about the work placement, the responsibility of Assured Learning Australia and learner to identify and organise work placements, etc.
- Where workplace licensing is relevant information about how to apply
- Details of any third party arrangements
- Information about the Assured Learning Australia's policies and procedures are found in the Learner Handbook and website including:
 - Recognition of prior learning and Credit Transfer - explaining what each service is, costs associated and how to access or discuss RPL or Credit Transfer further
 - Fees - All terms and conditions including deposits and or refunds and learner rights as a consumer-Refer to Financial Management Policy and Procedure for more details.
 - Learner's support services - Refer to Learner Support Policy and Procedure for more information
 - Information about complaints and appeals process – Refer to Complaints & Appeals Policy and Procedure
 - Training and wellbeing support services including how to access services
 - How to obtain a USI and the requirement to have a USI in order for Assured Learning Australia to issue a Certificate
 - Information about any relevant government funding including eligibility requirements and additional program funding requirements
 - How learners could be affected by a transition of training products and how Assured Learning Australia keeps learners informed about this
 - The requirement for all learners to be assessed for LLN, digital literacy and suitability of courses prior to enrolment
 - The learners' obligations under the training contract
 - How learners' information is used (privacy and data provision to government, AVETMISS, NCVET, etc.)

Sources of information for Learners include but is not limited to:

- Assured Learning Australia's website
- Assured Learning Australia's social media (Facebook, Instagram, etc.)
- Flyers

- Learner Handbook
- Enrolment Forms
- Face to face information sessions with Assured Learning Australia's BDM or administration staff

6. Enrolling with the RTO (Standard 5.1, 5.2, 5.3)

Assured Learning Australia must ensure that all enrolment policies/forms and criteria are maintained, consistent and amended where required. All Learners are enrolled in keeping with the RTO national procedures. Specific forms required are documented in the appendix at the end of this policy and procedure.

7. AVETMISS and USI

To correctly complete Assured Learning Australia's enrolment form (in accordance with AVETMISS specifications), all mandatory fields are clearly identified. In addition, Learners must provide the following;

USI – Unique Student Identification Number

Your USI is a unique 10-digit number made up of letters and numbers as provided by the Australian Government. This number is unique to each Learner is nationally recognised and is mandatory for all Learners to supply to Assured Learning Australia's upon enrolment. Your USI creates a secure online record of all your recognised training and qualifications gained in Australia and all transcripts from 2015. This number can be accessed online at any time one is free to create.

If you are a new or continuing Learner undertaking nationally recognised training, you need a USI in order to receive your qualification or statement of attainment. If you don't have a USI, you will not receive your qualification or statement of attainment. For more information, please visit: [usi.gov.au](http://www.usi.gov.au), <http://www.usi.gov.au/create-your-usi/> on your PC or mobile device or contact them at Email: usi@education.gov.au Phone: 1300 857 536

8. Credit Transfer & RPL

As part of our commitment to ensuring fair and efficient pathways to qualification, Assured Learning Australia's offers Credit Transfer (CT) and Recognition of Prior Learning (RPL) in line with the new Outcome Standards. Learners who have previously completed an equivalent nationally recognised training product can apply for Credit Transfer, reducing the need to repeat learning they have already successfully completed. This process is streamlined and transparent, requiring learners to provide authentic AQF certification documentation or an authenticated VET transcript (USI Transcripts) as evidence of prior learning. Where applicable, learners will receive guidance on submitting their documentation and understanding any limitations based on licensing or regulatory requirements.

For learners who have acquired relevant skills, knowledge, or experience through work, informal learning, or other training, we provide RPL opportunities to assess and formally recognise their competencies. The RPL process is conducted fairly and consistently, ensuring that learners meet the requirements of the training product while avoiding unnecessary repetition of content. Our trainers and assessors work closely with learners to support them in gathering and presenting evidence, ensuring their previous experience is recognised appropriately. By offering clear and accessible pathways for CT and RPL, we enable learners to progress efficiently through their training, reducing

barriers and ensuring that their skills are valued within the vocational education and training (VET) system.

9. Fees & Charges

All learners are provided with clear and transparent information about fees and charges before enrolment. This includes details on tuition fees, payment terms, refund policies, and any applicable government funding or subsidies. Learners will receive a breakdown of costs in their application and enrolment documents, ensuring they fully understand their financial obligations before commencing their course.

For further details regarding fees, payment options, refunds, and financial assistance, learners should refer to the Financial Management Policy and Procedure. This document outlines all relevant policies related to learner payments, including options for payment plans and financial hardship considerations where applicable. If learners have any questions regarding their fees, they are encouraged to contact our administration team for assistance.

10. Privacy Notice

Under the Data Provision Requirements 2012, Assured Learning Australia is required to collect personal information about all Learners and to disclose that personal information to the National Centre for Vocational Education Research (NCVER). All personal information as contained on an enrolment form and your training activity data may be used or disclosed by Assured Learning Australia's for statistical, regulatory and research purposes. Assured Learning Australia's may disclose your personal information for these purposes to third parties, including:

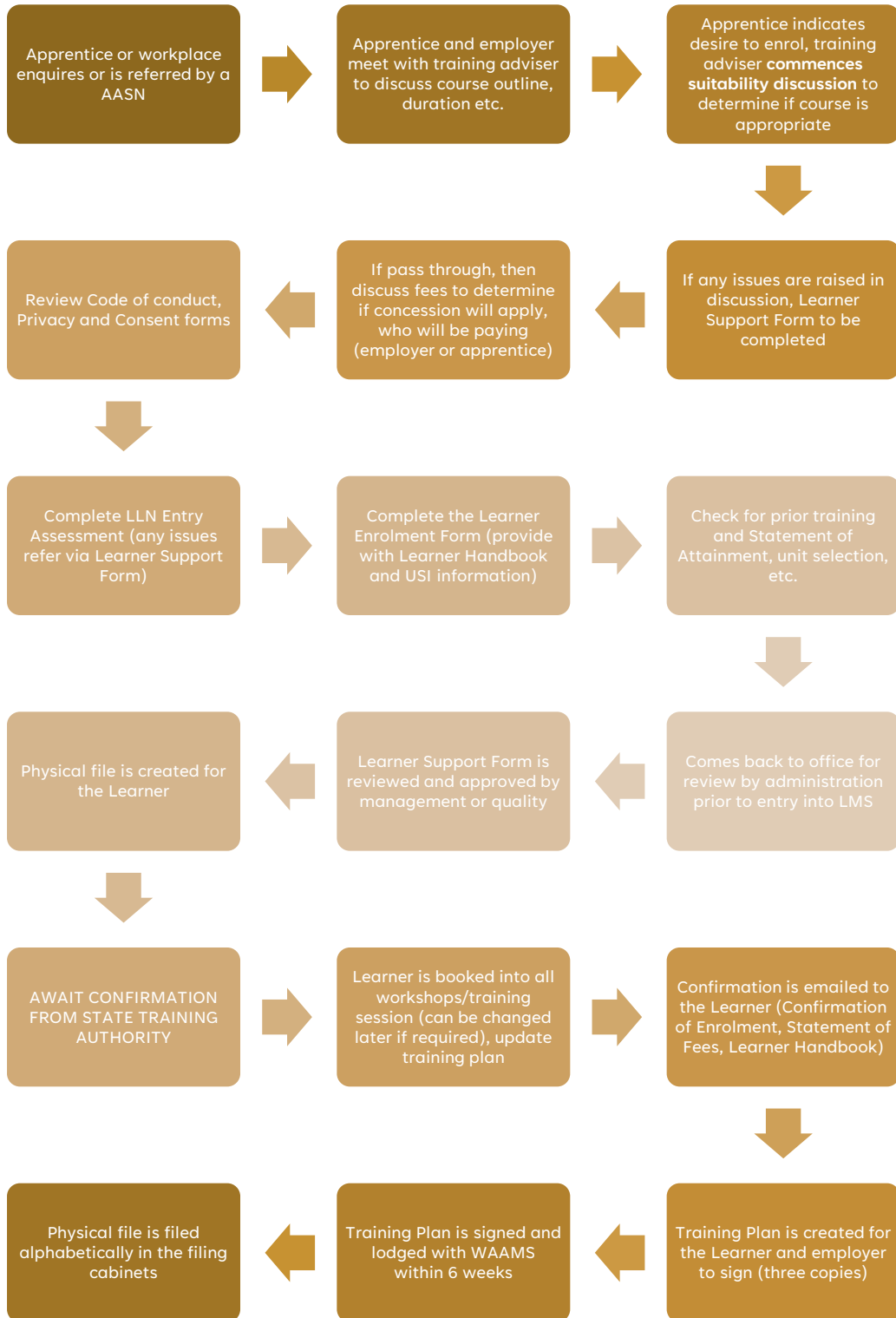
- School – if you are a secondary Learner undertaking VET, including a school-based apprenticeship or traineeship;
- Employer – if you are enrolled in training paid by your employer;
- Commonwealth and State or Territory government departments and authorised agencies;
- NCVER;
- Organisations conducting Learner surveys; and
- Researchers.

Personal information disclosed to NCVER may be used or disclosed for the following purposes:

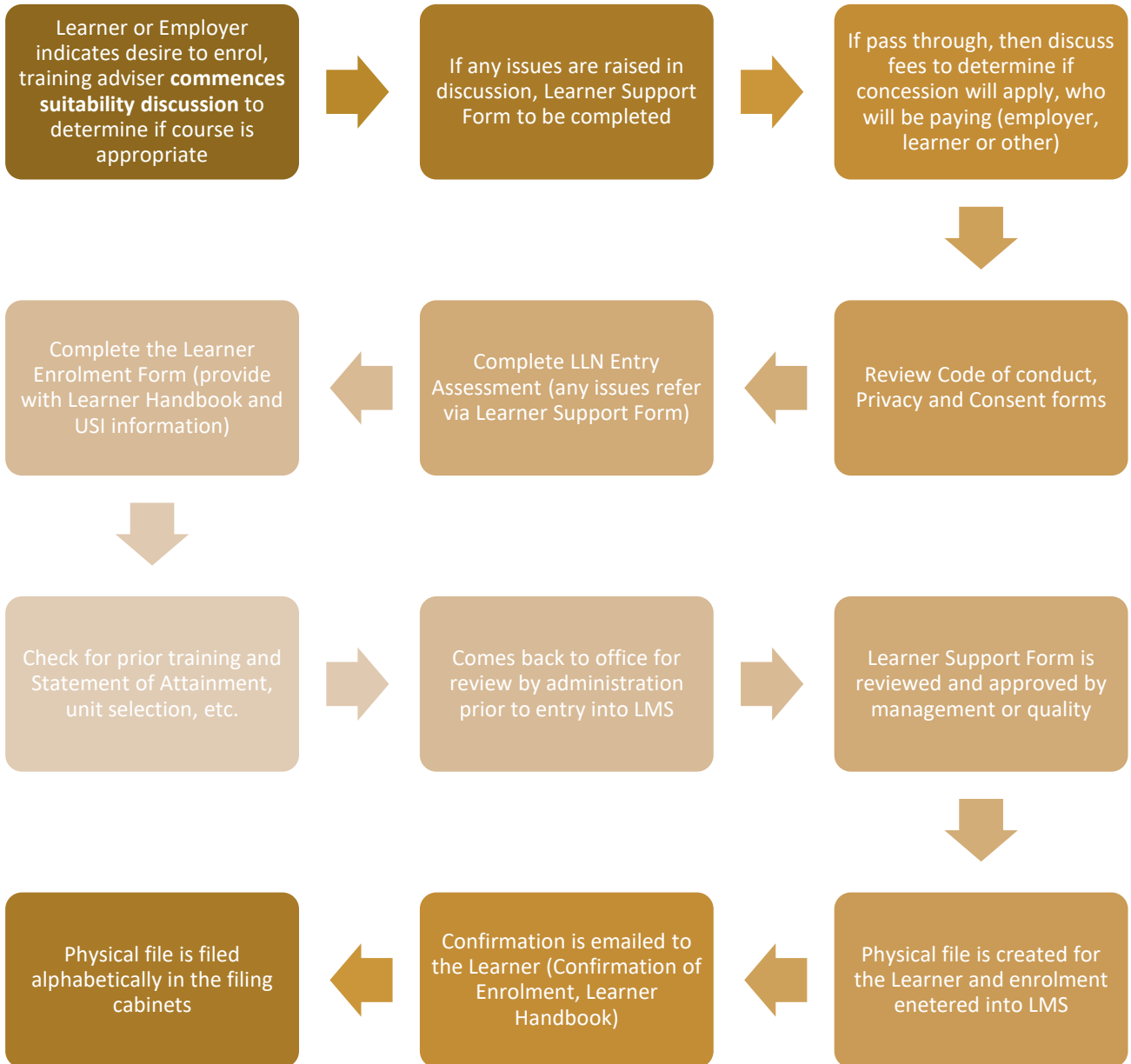
- Issuing a VET Statement of Attainment or VET Qualification, and populating Authenticated VET Transcripts;
- Facilitating statistics and research relating to education, including surveys;
- Understanding how the VET market operated, for policy, workforce planning and consumer information; and
- Administering VET, including program administration, regulation, monitoring and evaluation.

11. Process

Enrolment Process for Apprenticeships



Enrolment Process for fee for service courses (domestic)



Induction Information

Learners are often overwhelmed via the enrolment process, as such, Assured Learning Australia's process has been designed to reinforce key information throughout the enrolment process and prior to commencement:

1. All information is provided through the enrolment process as per above
2. Upon confirmation, learners are provided with Confirmation of Enrolment which highlights again the key information and the Learner Handbook which provides more detailed information about the college
3. The day of commencement, learners are taken through an orientation/induction process and sign off on a learner induction checklist to confirm their understanding.

As such, over a period of time, Assured Learning Australia is confident that the learner has been fully informed about all aspects of their training and assessment and know how to access support from Assured Learning Australia.

Assured Learning Australia is currently developing an online induction program to support existing processes, this will be delivered through the LMS and will serve as additional support to ensure that learners can access relevant information about Assured Learning Australia and its support services.

12. Responsibilities

- Training Advisors are responsible for providing only approved documentation as per the enrolment procedure
- Training Advisors are responsible for ensuring that accurate and ethical information is provided to potential learners
- Admin will be responsible for actioning the enrolment.
- The trainer is responsible for providing an overview of the course and key information on the day of commencement.

13. Quality Assurance

- Quality Advisor will provide an annual review of a sample of completed enrolment packs and provide any outstanding issues in a report to the Directors for actioning
- The Directors and owners are ultimately responsible for ensuring the marketing is compliant.

14. Related documents

The following documents are part of Assured Learning Australia's enrolment

- Course Flyers
- Website
- Domestic Enrolment pack

- Suitability Discussion
- Financial Hardship (if applicable)
- Statement of Fees
- Code of Conduct for Learners
- Learner Enrolment Form
- Learner Support Form (if applicable)
- Credit Transfer Application Form (if applicable)
- Apprenticeship Training Plan (if applicable)
- Learner Handbook
- Confirmation of Enrolment
- Learner Induction Checklist

15. Monitoring and Improvement

All enrolment practices are monitored by the Director(s) of Assured Learning Australia and areas for improvement identified and acted upon (see Continuous Improvement & Quality Management Policy).

Policy Review

This policy will be reviewed each year and as a standing item, include details of the date it was reviewed and any changes.

- November 2022 - initial creation
- Jan 2024- Updates to align to the new draft standards
- Jan 2025- Updates in line with 2025 RTO Standards, review with ESOS, new sections policy in practice and evidence of policy in practice.
- Feb 2025 – final review and sign off by Office Manager and CEO

Policy Additions or Amendments

Separate to the mandated annual review, the policy may be varied at any time due to legislative changes or to fall in line with widely accepted best practices in the workplace. In the event of any changes, the policy will be updated, and relevant stakeholders advised.

Lyle Barrett (CEO)

16. Appendix

Forms for Learner Enrolment

State	Funding Model	Suitability Questionnaire	Enrolment Form	Code of Conduct	Learner Handbook	LLN	Fees & Charges Information	Other
National	FFS	√	√	±	±	¥	Noted in enrolment form	Debit Success Form where payment plan is requested
WA	Apprenticeship - Funded	√	√	±	±	¥	*	
WA	PIT - funded	√	√	±	±	¥	**	NOA- required for under 18s; Financial Hardship where requested by learners;

√- Completed with the BDM or sales person in hard copy and handed to admin for processing

± - Document may be provided via hard copy, soft copy, emailed or learner provided with a link to website. Note: Learners are also able to access this through their online training login in the resources section in aXcelerate

¥ - Learners are provided with a link upon enrolment from administration, evidence of the emailed link is stored within SMS

* - Learners are informed within enrolment that the tuition fees are being paid in full by the employer

** - Learners are provided with separate form outlining the fees and charges in line with government funding, such as a Statement of Fees. Fee information about the course is provided within marketing materials where required by state funding contracts.

17. Policy In Practice

When the enrolment process is applied correctly, learners experience a seamless and transparent journey from their first enquiry through to their course commencement. Prospective learners receive **clear, accurate, and accessible information** about their chosen course, including entry requirements, fees, training duration, assessment methods, and available support services. Before enrolling, learners undergo a **suitability review**, ensuring they are guided towards the right training product based on their existing skills, knowledge, and learning needs. This process ensures that learners make informed decisions and enter their course with a full understanding of their obligations, rights, and available support.

Once enrolled, learners are provided with structured **induction and orientation** sessions, reinforcing key information about their learning journey, support services, and how to access additional assistance if required. Throughout their studies, learners have access to **qualified trainers, assessors, and support staff** who are committed to their success. If challenges arise, learners are supported through **reasonable adjustments, well-being services, and a responsive complaints and appeals process**, ensuring that every learner has the opportunity to complete their training successfully. By consistently applying this policy, Assured Learning Australia fosters an inclusive, learner-centred learning environment where learners feel informed, supported, and empowered to achieve their educational and career goals.

18. Evidence of Policy In Practice

To ensure compliance with this policy and demonstrate that enrolment processes align with regulatory requirements, Assured Learning Australia maintains comprehensive records and documentation at each stage of the learner journey. Key evidence includes completed enrolment forms, signed learner agreements, suitability assessments, fee payment records, and confirmation of Credit Transfer (CT) or Recognition of Prior Learning (RPL) where applicable. These records are securely stored in the Learner Management System (LMS) and are regularly reviewed to ensure accuracy and compliance with the Outcome Standards and RTO obligations.

Further evidence of policy in practice is captured through audit reports, learner feedback, induction and orientation records, and documented support interventions. Monitoring of complaints, appeals, and feedback mechanisms ensures continuous improvement and responsiveness to learner needs. Assured Learning Australia's Quality Assurance team conducts periodic reviews of enrolment practices to verify adherence to policy requirements, with findings used to refine processes and enhance compliance. By systematically capturing and reviewing this evidence, Assured Learning Australia ensures transparency, accountability, and continuous improvement in learner enrolment and support services.