

Student Enrolment Procedure

Purpose

The purpose of this procedure is to explain how the Student Enrolment Policy is to be applied and the requirements that employees and students are to adhere to when conducting pre-enrolment skills and suitability reviews, providing course advice, and formalising student enrolments. It ensures that selectability Training reviews the skills and competencies of prospective VET students prior to enrolment and provides them with accurate and individualised advice regarding the suitability of the training product. This procedure enables informed decision-making, protects student interests, supports successful training outcomes, and ensures compliance with Outcome Standard 2.2.

Scope

This procedure applies to:

- All prospective VET students seeking to enrol in training products offered by selectability Training
- All selectability Training staff involved in the enrolment process, including:
 - Administration Officers
 - Student Support Officers
 - Trainers and Assessors involved in initial skills assessment and advice
 - Finance Team members processing enrolment fees
 - Compliance Officers monitoring adherence to enrolment procedures
- Third parties engaged in recruitment, enrolment, or student support services on behalf of selectability Training
- All enrolment-related processes, including:
 - Pre-enrolment skills and suitability reviews
 - Language, Literacy, Numeracy and Digital (LLND) capability assessments
 - English language proficiency evaluation
 - Review of prior qualifications and work experience
 - Provision of training product suitability advice
 - Issuance of Confirmation of Enrolment and Written Agreements
 - Confirmation of Enrolment documentation
 - Enrolment recordkeeping and data management

Procedure Statement

selectability Training follows the procedure detailed below to assess whether the prospective student's qualifications, skills and experience are appropriate for the training product in which they wish to enrol, to ensure the student progresses and successfully attains the qualification.

Pre-Enrolment Skills & Suitability Review

Prospective students complete an Enquiry Form indicating their educational history, work experience, and training goals and submit with the required supporting documents that may include but not be limited to:

- Passport and / or photographic identification (such as a Drivers Licence)
- Certified copies of all graduation certificates in English and the original language if completed in another language.
- Certified copies of academic transcripts and graduation certificates.
- Any other information or documents that are specified in the training product entry requirements (this may involve a recent portfolio of your work, resume or employment paperwork.)

The Administration Officer or RTO Manager will have a conversation with the student to discuss the course they have enquired about. The following will be discussed:

- Requirements of the course
- The need for a USI

- Course details, cost, and payment methods
- The Language, Literacy, Numeracy and Digital Literacy requirements, including completing a LLN assessment and fitness of the course for student's needs.
- The enrolment process.

Following this, the Pre-enrolment Pack is sent via the Learning Management System (LMS), including the link for LLND assessment. Post application, a selectability Training trainer conducts a Pre-Enrolment Skills and Suitability Review. Where appropriate, Trainers and Assessors may conduct additional verbal or written interviews to assess practical experience or contextual readiness. They then review the information and compare the results to ACSF levels aligned with the training product applied for, and contact the student to discuss.

The review assesses:

- English Language proficiency
- Language, Literacy, Numeracy and Digital (LLND) capabilities.
- Existing vocational experience or prior qualifications.

The initial review of provided credentials and evidence considers:

- Entry requirements of the training product (e.g. prerequisites, licensing needs)
- Prior qualifications and employment history
- Any declared learning or physical disabilities
- English language proficiency

What are certified documents?

A certified copy is a copy of an original document verified to be a true copy by an authorised witness. The person certifying the photocopy must sight the original document and include the following details on all pages that contain information:

- Stamp or write, 'This is a true copy of the document sighted by me'.
- Sign, date and provide contact details (name, address, and telephone number).
- The official stamp or seal of their organisation or their profession and organisation name.

Who can certify documents?

- selectability Training staff.
- Notary of the Public.

Who can translate documents?

- NAATI accredited translator. More details can be found here: <https://www.naati.com.au>

Guidance on Training Product Suitability

Based on assessment results and relevant training product entry requirements, selectability Training provides prospective students either:

- A Letter of Offer including written agreement and invoice for course deposit – where the applicant meets requirements and may proceed to enrolment.
- Alternative pathway recommendations statement - where the training product does not align with the applicant's current skills or goals. (e.g., foundation skills programs, digital literacy training, alternative training product).

Enrolment and Written Agreements

Post the initial assessment and before accepting any fees, the selectability Training Administration Officer ensures that:

- A Letter of Offer and Written Agreement is issued containing:
 - Training product code, title, duration, mode and location of delivery.
 - Entry requirements
 - All tuition and non-tuition fees, the initial deposit and applicable payment terms

- Refund conditions (student/provider default)
- Privacy and data sharing statements
- Student contact responsibilities and emergency contact requirement
- Training and assessment schedule and obligations
- Details of any third-party arrangements
- Conditions on enrolment and appeals processes
- When this written agreement is signed by the student (or guardian if under 18) and received by the selectability Training Administration Officer, the finance team checks for the initial deposit payments made.
- The agreement and associated payment receipts are retained for 2 years

Confirmation of Enrolment and Student Preparation

When the selectability Training receives:

- signed **Letter of Offer and Written Agreement**, confirming that the applicant has accepted the offer and the terms of the agreement
- the initial fee deposit,

the Administration Officer issues a Confirmation of Enrolment letter

- It records exactly what the learner will be studying, including the start and end dates expected for each training product, any fees paid, and total fees required.

Acknowledgement

selectability Training ensures that prospective and current students are clearly informed of their rights and obligations before enrolment. Written agreements are:

- Provided in plain English
- Signed before any fee is accepted
- Inclusive of course details, fees, refund policies, complaint/appeal processes and other relevant policies for the benefit of the students.

The RTO ensures:

- All information is clear, accurate, current, and consistent across its communications
- VET students are made aware of any changes that may affect their training
- Enrolment documentation is retained for at least two years post-enrolment
- Students are supported through an orientation and induction program that includes essential information and wellbeing support access.

Recordkeeping

- The results of Pre Enrolment Skills Review including the LLND results, the qualification credentials submitted by the prospective students and any other relevant document such as experience letters are securely stored in the student file within the selectability Training Student Management System (SMS).
- All communications about suitability and recommendations are documented.

Definitions

TAS	Training and Assessment Strategies, a document that describes the RTO's plans to deliver a training product.
RTO	Registered Training Organisations, a training organisation with the national VET regulator.
VET	Vocational Education and Training, a government body responsible for registering, accrediting, and auditing training providers to ensure they meet national quality standards for vocational education and training
LLND	Language, Literacy, Numeracy and Digital, refers to the foundational skills

	required for effective communication, understanding written materials, performing numerical tasks, and using digital technologies in training and workplace contexts.
ACSF	Australian Core Skills Framework, is a national framework that describes performance in the five core skills of learning, reading, writing, oral communication, and numeracy across five levels of performance, used to assess and benchmark learner capabilities against training product requirements.

Document Governance

Document Properties

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Implementation Plan	COO Newsletter, selectability Training Website
Board Committee	FAR

Related Documents and Legislation

Parent Policy / Framework
Student Enrolment Policy
Related Documents
Application Form Pre Enrolment Review Form LLND Assessment Tool Letter of Offer Student Handbook Training Product Guides
Legislation / Other instruments
Outcome 2 – VET Student Support, Division 1 – Information, Standard 2.2, National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025 (Cth).
Related RTO Procedures
Training and Assessment Strategy Procedure Recognition of Prior Learning (RPL) Procedure Credit Transfer (CT) Procedure Student Information Procedure Student Support and Intervention Procedure Diversity, Inclusion and Cultural Safety Procedure Student Wellbeing Support Procedure

Aligning Standards

<p>Child Safety Principles</p> <ol style="list-style-type: none"> 1. Child safety and wellbeing is embedded in organisational leadership, governance, and culture 2. Children and young people are informed about their rights, participate in decisions affecting them and are taken seriously 3. Families and communities are informed and involved in promoting child safety and wellbeing 4. Equity is upheld and diverse needs respected in policy and practice 5. People working with children and young people are suitable and supported to reflect child safety and wellbeing values in practice 6. Processes to respond to complaints and concerns are child focused 7. Employees and volunteers are equipped with the knowledge, skills and awareness to keep children and young people safe through ongoing education and training 8. Physical and online environments promote safety and wellbeing while minimising the opportunity for children and young people to be harmed 9. Implementation of the national child safe principles is regularly reviewed and improved 10. Policies and procedures document how the organisation is safe for children and young people
<p>2025 RTO Standards Outcome 2 – VET Student Support, Division 1 – Information, Standard 2.2</p>

Document History

Version	Date	Review Notes	Officer
RTO.3009.V1.0	25/03/2026	Document Approved	CFO
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