ATAR|DESIGN

Enrolment, Client Rights and Information
Policy, Procedures, Forms and Registers

## POLICY

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| **Purpose** | ATAR Design is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (2015). As such, ATAR Design is required to comply with relevant Commonwealth, State and Territory laws regarding and including anti-discrimination and equal opportunity. ATAR Design is committed to providing the best practice, professional products and services to its clients and acknowledges it can only succeed in this with effective and efficient quality processes.<br><br>The purpose of this policy is to provide fair and equitable process for client enrolment and ensure clients are provided with accurate and sufficient information about the RTO, its services and performance to prospective and current clients to enable them to make an informed choice about their enrolment and chosen course/qualification with a quality provider. |
| **Standard reference** | 1.2, 1.7, 1.12, 4.1, 5.1, 5.2, 5.3, 5.4 |
| **Who is responsible** | The CEO is responsible for ensuring compliance with this policy.<br><br>**Legislation**<br>• Legislation applicable to this policy includes (See Legislation compliance Policy):<br>• Competition and Consumer Act 2010<br>• Fair Trading Legislation and Regulations<br>• Trade Practices Legislation and Regulations<br><br>**Access and Equity**<br>The Access and Equity Policy applies. (See Access and Equity Policy) |
| **Review date** | Every 12 months |
| **Definitions** | • Student Identifier has the meaning given in the Student Identifiers Act 2014.<br>• Mode of delivery means the method adopted to deliver training and assessment, including online, distance, or blended methods.<br>• Scope of registration means the training products for which an RTO is registered to issue AQF certification documentation. It allows the RTO to:<br>  – Both provide training delivery and assessment resulting in the issuance of AQF certification documentation by the RTO; or<br>  – Provide assessment resulting in the issuance of AQF certification documentation by the RTO.<br>• The following words and expressions have the following specific meaning, as in the Standards for Registered Training Organisations (RTOs) 2015. |

| POLICY | |
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| **Policy** | • ATAR Design is committed to ensuring all clients enrolling in courses/qualifications are treated fairly and equitable, and are clearly informed of the enrolment process, conditions, details regarding their chosen course, rights and obligations.<br>• ATAR Design will provide prospective and current clients with advice regarding relevant training products to meet their needs, taking into account the individual existing skills and competencies. Current and prospective clients are provided with all relevant training and assessment information regarding the RTO, training and assessment products and its services, so that they may make an informed decision about undertaking training and assessment. This will be prior to the commencement of training and assessment. |
| **Policy principles** | • ATAR Design provides accurate, relevant and up-to-date information to clients and prospective clients, prior to commencement of training and assessment, regarding their training and assessment options so that they may make informed choices regarding their learning needs.<br>• ATAR Design maintains an up-to-date website with full client information.<br>• Course flyers have been developed for each training product and are available to all current and prospective clients.<br>• ATAR Design's information provided to current and prospective clients:<br> – Marketing accurately represent the services being provided and training products on scope of registration;<br> – Makes reference to another person or organisation only if that person or organisation has given consent;<br> – Includes the NRT logo only in accordance with the conditions of use specified in Schedule 4 of the Standards for RTOs 2015;<br> – Makes clear where a third party is recruiting prospective learners for the RTO on its behalf;<br> – Distinguishes where the delivery of training and assessment on behalf of another RTO or where training and assessment is being delivered on its behalf by a third party provider;<br> – Distinguishes between nationally recognised training and assessment leading to the issuance of AQF certification from any other training or assessment delivered by the RTO;<br> – Only advertises non-current training products while they remain on the scope of registration;<br> – Only markets or advertises licensed or regulated outcome where this has been confirmed by the industry regulator in the jurisdiction in which it is being advertised.<br><br>ATAR Design **does NOT guarantee that**:<br>• A client will successfully complete a training product;<br>• A training product can be completed in a manner which does not meet the requirements of the learning and assessment strategy and training package;<br>• A client will obtain a particular employment outcome where this is outside the control of ATAR Design |

Information may be provided to current and prospective client/students in (but not limited to) (See Marketing Policy):

- Website
- Policies and Procedures relevant to the student and located in the student handbook
- Marketing Flyer
- Course Information Pack
- Student handbook
- Course confirmation letters
- Learning Resources
- Assessment resources
- Training Journals
- Log books

**Client information includes – ATAR Design provides clear information**

Prior to the commencement of training and assessment, ATAR Design provides, in print or through referral to an electronic copy, current and accurate information that enables the learner to make informed decisions about undertaking training with ATAR Design and at a minimum information provided to clients and prospective clients will include, but is not limited to:

- RTO code;
- Course outcomes and pathways;
- Training products offered; including services, course content and vocational outcomes, as per  ATAR Design  scope of registration;
- Full code, title and currency of training product, as published in the national register;
- Estimated duration of the course;
- Expected course location;
- Training and assessment arrangement, including modes of delivery available;
- Enrolment and selection processes;
- Name and contact details for third party providers;
- Work placement arrangements (as relevant);
- Workplace suitability
-  obligations to the client, including quality assurance;
- Certification;
- Fees and charges, including deposits, payment options and obligations (specifically under VET Student Loans or other government subsidy and financial support arrangements [as applicable] and exemptions (where applicable);
- Refund policy and processes;
- Provision for language, literacy and numeracy assistance and support;
- Educational and support services;
- Legislative and occupational licensing requirements (as relevant), Industry licences or regulated outcomes (relevant to course offerings);
- Flexible learning and assessment options;
- Appeals and complaints procedures;
- Recognition of prior learning and Credit transfer arrangements;
- Participant responsibilities and expected standards of behaviour;
- Third party provider obligations and assurances;
- Materials and resources to be provided by the client.
- Any requirements ATAR Design requires the learner to meet to enter and successfully complete their chosen training product, and

- Any materials and equipment that the learner must provide, and
- Information on the implications for the learner of government training entitlements and subsidy arrangements in relation to the delivery of the services (if applicable).
- RTO obligations, student obligations, Third party obligations and employer obligations (if applicable)
- Client support;
- Course resource requirements (additional or supplied).

**Educational and support services may include**, **but are not limited to:**
- Pre-training materials;
- Study support and study skills programs;
- Language, literacy and numeracy (LLN) programs or referrals to these programs;
- Equipment, resources and/or programs to increase access for learners with disabilities and other learners in accordance with access and equity;
- Learning resource centres;
- Mediation services or referrals to these services;
- Flexible scheduling and delivery of training and assessment;
- Counselling services or referrals to these services;
- Information and communications technology (ICT) support;
- Learning materials in alternative formats, for example, in large print;
- Learning and assessment programs contextualised to the workplace; and
- Any other services that the RTO considers necessary to support learners to achieve competency.

If a student needs exceed the ATAR Design support capacity we will refer the student onto a specialist from the following providers:
- Centrelink 13 10 21
- Reading and writing hotline 1300 655 506
- AMES 13 26 37
- Beyond Blue 1300 22 4636

To read about Centrelink's Skills for Education and Employment program, which may help you improve your speaking, reading, writing or math, go to https://www.humanservices.gov.au/individuals/services/centrelink/skills-education-and-employment

**Information to Clients**
Each of the following areas of information can be found in a variety of documents and publications made available to students and prospective students.

**Information pack**
- Code, title, currency of training product
- Duration
- Location and mode of delivery
- Support services reference
- Work placement requirements (if applicable)
- Required minimum work hours

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### Pre training review

- Providing advice to the prospective student about the training product appropriate to meeting their needs, taking into account the individuals existing skills and competencies.
- LLN testing – meeting the required predetermined ACSF level (refer to information pack and LLN testing predetermined levels)
- The outcomes of the pre training review and LLN testing will determine entry into the qualification before a learner enrolment can be confirmed

### RTOs obligations

- Quality of the training and assessment in compliance with the Standards
- For the issuance of AQF certification documentation.
- Informing learner as soon as practicable any changes to agreed services (third party arrangements or change in ownership, closure of the RTO) – see **Changes to agreed services/ training contract in this policy**

### Learner's rights

- Complaints and appeals process. If the RTO closes or ceases to deliver any part of training product (and associated refunds).
- Closure of RTO or cessation of delivery of any part of the training product.
- Rights as a consumer

### Learner's obligations

- Any requirements that ATAR Design require the student to meet to enter and successfully complete their chosen training product
- Any materials/equipment that the student must provide
- If training and assessment is to be conducted in the workplace then prior to enrolment a workplace agreement is signed by the employer and ATAR Design representative. A checklist for required resources and equipment is provided as part of the agreement ensuring all required resources are available prior to the commencement of the training and assessment and enrolment.
- The trainer/assessor will conduct an assessment of the required resources prior to commencement of training and assessment which forms the basis of the training contract

### Government funding applications

If applicable, understanding that their qualification/s is being subsidised by the relevant state government or body. The understanding that enrolling in a qualification/s may affect their future training options and eligibility for further subsidised training by the relevant state government or body

### Review process – RTOs obligations

ATAR Design systematically monitors its practices to ensure ongoing compliance. That is, information provided to students is systematically monitored to ensure it is accurate and up-to-date ensuring responsibility for the quality of training in compliance with these Standards

**Changes to agreed services/ training contract**

- Where there are any changes to agreed services, ATAR Design will advise clients as soon as practicable (including any changes in relation to a new third party arrangement, a change in ownership or changes to existing third party arrangements or
- If the RTO, or a third party delivering training and assessment on its behalf, closes or ceases to deliver any part of the training product that the learner is enrolled in

**When changes to agreed services/training contract occur** ATAR **Design will:**

- Notify the enrolled learner within 30 days of any changes to existing third party arrangements
- Notify the enrolled learner within 30 days any changes in relation to a new third party arrangement
- Notify the enrolled learner within 30 days a change in ownership or upper managerial agent
- Notify the enrolled learner within 30 days if the RTO, or a third party delivering training and assessment on its behalf, closes or ceases to deliver any part of the training product that the learner is enrolled in
- All correspondence will be in the form of:
- Email
- Letter via mail
- Website message will be placed on the website within 48 hours advising of the changes made

**Inform and Protect Learners**

Where ATAR Design collects fees from the individual learner, either directly or through a third party, ATAR Design provides or directs the learner to information prior to the commencement of training and assessment, whichever comes first, specifying: Fees are collected in accordance with the Fees processes. (See Financial Management Policy).

All relevant fee information including:

- Fees that must be paid to ATAR Design, and
- Payment terms and conditions including deposits and refunds
- The learner's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies
- The learner's right to obtain a refund for services not provided by ATAR Design in the event the:
- Arrangement is terminated early, or
- ATAR Design fails to provide the agreed services.

**Enrolment of Individual Clients**
Enrolment into training programs will be conducted at all times in an ethical and responsible manner, ensuring fairness and compliance with the Access & Equity Policy.

Enrolments are subject to but not limited to:
- Availability of places in the training program, based on the maximum number of clients who can be accommodated under the particular circumstances (e.g. safety, capacity of training venue, type of course, learning structures etc. within program)
- Meeting the entry requirement for the enrolled training product
- Venue assessment for suitability for training and assessment including but not limited to the enrolled learner workplace

**The Enrolment Process**
**Step 1 – Prior to commencement of training**
Prior to the commencement of training and assessment, each client is provided with access to a Student Handbook (includes relevant policies), flyer and information pack which includes and can be accessed via our website www.atardesign.com.au or requested via mail

**Information pack includes but not limited to:**
- Expression of interest form
- Course information for each qualification and training products listed on ATAR Design scope of registration and course options includes units of competencies, course overview, how will I be assessed, how to apply, rights and obligations, training delivery mode, duration, what's included in the course, fees, RPL/CT conditions, entrance level
- Course options – includes the enrolment process

**Step 2 – Workplace delivery mode**
**Workplace agreement**

- Employer agrees to enter into training services on the job – expression of interest forms are completed, and sent to the RTO
- CEO negotiates course requirements with relevant company client representative.
- Written confirmation is required to confirm suitability of workplace for training and assessment
- Individual enrolment documents are required for all individual clients to secure a place.
- The RTO will make an appointment with the employer to conduct an assessment of the workplace for suitability of training and assessment prior to training of the individual students
- The workplace agreement terms and conditions will be agreed and signed by both parties
- The workplace agreement includes:
  - Student details
  - Workplace/supervisor mentor details
  - Trainer/assessor details
  - Course details
  - Task requirements for training and assessment – discuss workplace log books
  - Proposed commencement of training and end dates
  - The role of the Workplace Supervisor and/or Mentor
  - Support team for the students
  - When to contact ATAR Design
  - Delivery
  - Workplace Supervisor and/or Mentor Roles and Responsibilities Statement
  - Trainer/Assessors roles and responsibilities
  - ATAR Design roles and responsibilities
  - Resource requirement checklist outlining what the premises is required to make available for training and assessment purposes
  - OHS/WHS checklist
- If the workplace is suitable for training and assessment and agreeance on the workplace agreement is received then an information session will be booked.
- Information packs are left with the employer to hand over to the students prior to the information sessions. This pack includes:
  - Student handbook
  - Flyers
  - Course information for each qualification and training products listed on ATAR Design's scope of registration and course options includes units of competencies, course overview, how will I be assessed, how to apply, rights and obligations, training delivery mode, duration, what's included in the course, fees, RPL/CT conditions, entry requirements
  - Course options – includes the enrolment process

**NOTE: THIS INFORMATION SESSION IS NOT CONSIDERED GUARANTEE OF ENROLMENT OR COMMENCEMENT OF TRAINING AND ASSESSMENT.**

**Step 3 – On the day of the information session the following will take place:**

- ATAR Design will review the individual needs of each prospective client, taking into account their existing skills and competencies, advising them of the most appropriate training product to meet their needs.
- This session is guided by the induction checklist. At the end of the session the induction checklist is required to be completed and signed
- When induction information has been presented/discussed, the Client will initial the relevant induction information to indicate that it is understood.  The person conducting the induction is then required to sign off on induction information that they have delivered by indicating it is understood by the Client. This completed document to be placed on the client file.
- ATAR Design provides clients with induction/orientation to ensure they have appropriate information to facilitate their interactions with ATAR Design and their learning.
- Each client receives a copy of the  Student Handbook (if they do not have one already) which outlines key information including their rights and responsibilities as a learner.
- The student signs an enrolment form which is considered tentative until the students are assessed as meeting the required entry requirements

**The information session includes but is not limited to:**

- Assurance information received
- Detail entry and enrolment requirements
- Client has received, read and understood information regarding the course
- Client has received, read and understood information regarding the learning environment
- Client has received, read and understood information regarding the RTO Policies

Discussions include but not limited to:

**Literacy and numeracy**
Clients intending to enrol for training are assessed on their language, literacy and numeracy abilities to determine their capability to successfully undertake the training (predetermined ACSF levels) and determine whether any additional support is needed. (See Access AND Equity Policy)

This includes special needs of the client, Language, Literacy and Numeracy Abilities of Clients (LLN testing and pre-training review).

**Student Identifier** All clients are required to provide their unique Student Identifier, in accordance with requirements of Student Identifier Act.

Students will be advised on the process of obtaining a Student Identifier if they do not already have one, via http://www.usi.gov.au/Pages/default.aspx.

Alternatively, on the enrolment form there is provision to hand over the right to ATAR Design for application of USI on their behalf. Students are informed of the consequences of not having a USI and mainly certification will be delayed as a result. ATAR Design will verify and maintain all Student Identifier numbers in its Student Management System (SMS).

For USI Exemptions refer to website URL https://www.usi.gov.au/training-organisations/training-organisation-requirements/exemptions-reporting-usi

**Recognition**
Credit Transfer and Recognition of Prior Learning are acknowledged and accepted as a standard practice of. (See Recognition policy)

**Changes to Training and Assessment**
Any changes to a training program, services or third party provider will be advised to clients, as soon as possible prior to the date the change is to occur. This will be in writing by mail or email within 30 days of the change.

**Note: if changes to training and assessment are as a result of readiness for assessment then this process will be outlined in your training and assessment documents**

**Cancellation of Courses**
- It is NOT normal policy to cancel scheduled training programs.
- However, if for some unforeseen reason a course is cancelled or postponed, all clients will be offered the opportunity to attend the training program on another date, at another location (if available) or in another delivery mode.
- If, in the event that the client does not accept the offer, or for some reason the offer cannot be made, the course fees will be refunded in full within one week of the date of the cancellation of the course. (See Refund Policy)

**Refund for Cancellation of Enrolment by Client**
Refunds can be provided, in accordance with Refund Policy. (See Refund policy)

**Transfer of Enrolment**
- Transfer to another 'Course date' – Clients are able to transfer to another course date, providing they make a request in writing a minimum of one week in advance. (class room delivery only)
  The transfer is subject to course availability.
- Transfer to another 'Course' – Should a client wish to transfer to another course, they need to make the request in writing a minimum of one week in advance.
  The transfer is subject to course availability.
- Transfer to another 'Delivery mode' – Should a client, enrolled in a course, wish to transfer to another 'delivery mode' for the same course they are able to do so providing they make a request in writing a minimum of one week in advance. An administration fee is applicable for all transfers to another course delivery mode.
  The transfer is subject to course availability and delivery modes available.
- Should a student wish to transfer to another delivery mode and does not provide written notice at least one week in advance, the student forfeits the full course fee.
- Transfer to another 'Client' – Prior arrangement no later than one week prior to the course.   An administration fee is applicable for all transfers to another client.

**Client Records of Enrolment**
ATAR Design is obligated to report all enrolments, in compliance with national reporting requirements. (See Management of RTO Policy)

Individual client records are created for each enrolment and maintained for a period of 30 years. (See Records Policy)

All individual clients have access to their own records, and the progress of their learning. This is enabled through the student management system. (See Records Policy)

**At the session (summary)**
- Meet and greet
- Follow the Student Induction Checklist – and ensure the students tick the required fields ensuring all required information received and understood
- Overview of course outline, course fees
- Complete Enrolment Form (tentative only – this is subject to meeting the entry requirements- the student signs a disclaimer located on the enrolment form)
- Complete the Pre training review
- LLN testing as per the predetermined ACSF level for the training product the student is enrolling into

**Step 4 – At the end of the information session:**
- The induction checklist is completed and signed by each student
- All documents are collated for each student and placed in a plastic pocket
- The students are advised their application will be assessed and an outcome of their suitability to enter the course will be provided in 7 days

**Step 5 – after the information session**

- The CEO will assess the LLN and pre- training review for each individual student and provide the administration team with instructions on communications to be sent to the student as follows:
- Note if there is missing information the student will be contacted to come in to meet the CEO for further review.

**If the student has met the entry requirement**
**Confirmation of Enrolment**
Upon acceptance of enrolment the client is provided with written confirmation of their enrolment, including a schedule for training and assessment dates, times and location of training (as relevant to mode of learning).

They will be informed in writing or via an email Confirmation of enrolment letter outlining

- Course timetable/training plan
- Results of the LLN testing
- Invoice for fees

**If the student has not met the entry requirements**
They will be informed in writing via mail or email that they are not eligible to enter the qualification

Reasons will be outlined in the notification communication 'Not eligible to enter qualification'. Reasons will be based on the entry level requirements as per the training product the learner is enrolling in:

- If the reason is due to LLN ACSF levels not being met then inform the student of pathways for further language, literacy and numeracy support, and strategies to be implemented before further consideration can be given to enter the student
- If the reason is due to age then inform the student that they can reapply on or after their birthdate
- If the reason is due to insufficient work hours then strategies must be put in place and negotiations with the employer or extended duration of the course may apply to this student

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| **Records management** | **Records Management**<br>All documentation regarding the provision of client information are maintained in accordance with the Records Management Policy. (See Records Management Policy)<br><br>**Monitoring and Improvement**<br>All provision of client information practices, are monitored by the CEO and areas for improvement identified and acted upon. (See Continuous Improvement Policy) |

## PROCEDURE – ENROLMENT WORKPLACE BASED

| Step | Who | Procedure |
|------|-----|-----------|
| 1 Initial enquiry | All | 1. Course enquiry – can be initiated by the individual or the employer on behalf of his employees or potential subcontractors<br>2. ATAR Design  provides potential student/employer with the  course Information Pack/Marketing flyer<br>3. The Expression of Interest form is filled out with all details filled in and completed<br>4. Needs analysis is conducted and determination of whether the course enrolment is appropriate for the student and suits the individual<br>5. Employer agrees to enter into training services on the job<br>6. A date is booked in with the employer to conduct an assessment of the workplace , worksite routine work, specific arrangements with the supervisors/workplace mentors whom they work with for assurance of job task practice and application. (Assessment of the workplace – workplace agreement is signed by the RTO representative, the trainer and assessor and the workplace supervisor) |
| 2 Booking the information session | All | Employer is contacted to book the potential students for an information session – Notification via email or letter advising of the details such as time, venue, what to bring and whom they will be meeting with |

## PROCEDURE – ENROLMENT WORKPLACE BASED

| Step | Who | Procedure |
|------|-----|-----------|
| 3 The information session | All | • The information session includes but is not limited to:<br>• Complete the induction checklist<br>• Enrolment form,<br>• Pre training  review/entry level<br>• RPL/Credit Transfer<br>• Program start dates,<br>• Student handbook provided,<br>• Fees and charges and refund policy explained,<br>• Discuss applicable policies and procedures located in the student handbook,<br>• Workplace requirement<br>• Training and assessment plan and schedule<br>• Complete a language literacy numeracy test to determine your learning needs. This is a requirement prior to commencement of training and assessment. ATAR Design representative will inform you of the outcome<br>• Educational support<br>• Practical training sessions and assessment requirements<br>• Learning and support materials<br>• Code of conduct and other applicable policies and procedures such as complaints and appeals, refund, training and assessment, durations etc. (refer to Student Information Checklist)<br>• Client has received, read and understood information regarding the course<br>• Client has received, read and understood information regarding the learning environment and the requirements of the site/s<br>• client has received, read and understood information regarding the RTO Policies<br>• Workplace requirements and supervisory requirements- for work placement a workplace coordination form will be completed. The information on the form will be used for preparation of host agreements required to be obtained by ATAR Design before placing students. For workplace training a workplace agreement will be signed and an assessment of the workplace will take place prior to commencement of training and assessment. These documents determine the suitability of the workplace, and outline the ability to be able to support the competencies and time frame required for work placement and on the job training outcomes. This will allow sufficient time for students to make the necessary arrangements |
| 4 Eligible to commence training and assessment | CEO | **Eligible to commence training and assessment**<br>If the student is eligible that is they have met all the entry requirements then they will receive their:<br>• Confirmation of enrolment letter<br>• Training and assessment plan<br><br>**Not eligible to commence training and assessment**<br>If the student is not eligible that is they have not met all the entry requirements then they will receive a letter outlining the reasons for the outcome and appropriate support pathways |

## PROCEDURE – ENROLMENT WORKPLACE BASED

| Step | Who | Procedure |
|------|-----|-----------|
| 5 Processing Course Enrolments | CEO Admin | • Receive the completed 'Enrolment form'.<br>• Determine if the client meets the minimum eligibility for the course.<br>• Check to see if the client is a past student (check SMS).<br>• Check to see if client details are on SMS.<br>• All client enrolments are processed through SMS.  Process enrolment in SMS.<br>• Raise an invoice in SMS.<br>• Process payment (as applicable).<br>• Give SMS invoice to Finance for creation in Finance system.<br>• Create a Client file (See Records Management procedures).<br>• Send confirmation letter and Training Schedule to client.<br>• Prepare course materials and/or log in to student portal, as applicable.<br>• File client file. |
| 6 Commence training and assessment | CEO | **Eligible to commence training and assessment**<br>• Course materials provided on the first day<br>• Complete all your training requirements<br>• Complete all your assessments as per the training plan<br>• Notify the trainer/assessor ASAP if you experience any concerns |

## PROCEDURE – ENROLMENT CLASSROOM BASED

| Step | Who | Procedure |
| --- | --- | --- |
| 1 Initial enquiry | All | 1. Course enquiry<br>2. ATAR Design provides potential student with course Information Pack/Marketing flyer<br>3. The Expression of Interest form is filled out with all details filled in and completed<br>4. Needs analysis is conducted and determination of whether the course enrolment is appropriate for the student and suits the individual<br>5. The potential student is booked into the course Information Session. This could be on a scheduled intake date or prior to commencement of training one on one with the CEO |
| 2 Booking the information session | All | Participant is booked for an information session – Notification via email or letter advising of the details such as time , venue, what to bring and whom they will be meeting with |

## PROCEDURE – ENROLMENT CLASSROOM BASED

| Step | Who | Procedure |
|------|-----|-----------|
| 3 The information session | All | Information sessions will be booked at the site where training is to occur. The information session includes but is not limited to:<br>• Complete the induction checklist<br>• Enrolment form,<br>• Pre training review/entry level<br>• RPL/Credit Transfer<br>• Program start dates,<br>• Student handbook provided,<br>• Fees and charges and refund policy explained,<br>• Discuss applicable policies and procedures located in the student handbook,<br>• Workplace requirement<br>• Training and assessment plan and schedule<br>• Complete a language literacy numeracy test to determine your learning needs. This is a requirement prior to commencement of training and assessment. ATAR Design representative will inform you of the outcome<br>• Educational support<br>• Practical training sessions and assessment requirements<br>• Learning and support materials<br>• Code of conduct and other applicable policies and procedures such as complaints and appeals, refund, training and assessment, durations etc. (refer to inductions checklist)<br>• Client has received, read and understood information regarding the course<br>• client has received, read and understood information regarding the learning environment<br>• Client has received, read and understood information regarding the RTO Policies<br><br>Workplace requirements and supervisory requirements- for work placement a workplace coordination form will be completed. The information on the form will be used for preparation of host agreements required to be obtained by ATAR Design before placing students.<br><br>For workplace training a workplace agreement will be signed and an assessment of the workplace will take place prior to commencement of training and assessment.<br><br>These documents determine the suitability of the workplace, and outline the ability to be able to support the competencies and time frame required for work placement and on the job training outcomes. This will allow sufficient time for students to make the necessary arrangements. |

## PROCEDURE – ENROLMENT CLASSROOM BASED

| Step | Who | Procedure |
|------|-----|-----------|
| 4 Eligible to commence training and assessment | CEO | **Eligible to commence training and assessment**<br>If the student is eligible that is they have met all the entry requirements then they will receive their:<br>Confirmation of enrolment letter<br>Training and assessment plan<br><br>**Not eligible to commence training and assessment**<br>If the student is not eligible that is they have not met all the entry requirements then they will receive a letter outlining the reasons for the outcome and appropriate support pathways |
| 5 Processing Course Enrolments | CEO<br>Admin | • Receive the completed 'Enrolment form'.<br>• Determine if the client meets the minimum eligibility for the course.<br>• Check to see if the client is a past student (check SMS).<br>• Check to see if client details are on SMS.<br>• All client enrolments are processed through SMS.  Process enrolment in SMS.<br>• Raise an invoice in SMS.<br>• Process payment (as applicable).<br>• Give SMS invoice to Finance for creation in Finance system.<br>• Create a Client file (See Records Management procedures).<br>• Send confirmation letter and Training Schedule to client.<br>• Prepare course materials and/or log in to student portal, as applicable.<br>• File client file.<br>• |
| 6 Commence training and assessment | CEO | • Course materials provided on the first day<br>• Complete all your training requirements<br>• Complete all your assessments as per the training plan<br>• Notify the trainer/assessor ASAP if you experience any concerns |

## PROCEDURE – WITHDRAWAL/DEFERRAL/AMMENDMENT

| Step | Who | Procedure |
|------|-----|-----------|
| 1 Application to Withdraw/ defer/ amend enrolment | Client | Client completes 'Course Withdrawal/Amend Form' and submits to admin for processing. |
| 2 Authorisation | CEO | • Review 'Course Withdrawal/Amend Form' request and make determination for approval.<br>• Return form to admin for processing |
| 3 Processing Withdraw/ deferral / amend enrolment request | Admin | • Make relevant changes in SMS.<br>• Make relevant notification on client file.<br>• Contact client to advice outcome.<br>• Follow-up with Refund (if applicable)<br>• Provide client with relevant materials /logins (as applicable to access student management system) |

## FORMS – ENROLMENT FORM

| Course / unit details | |
|---|---|
| Unit/ Course in/ Qualification code | |
| Unit/ Course in/ Qualification title | |

| Start date | | Finish date | |
|---|---|---|---|

### Personal details

| Title | ☐ Mr ☐ Mrs ☐ Ms ☐ Miss | | |
|---|---|---|---|
| Given name | | Surname | |
| Date of birth | | Gender | ☐ Male ☐ Female ☐ Other |
| Telephone | | Mobile | |
| Work phone | | Email | |
| Address | | | |
| Suburb | | | |
| State | | Postcode | |
| Do you have the same postal address as above? | ☐ Yes ☐ No, what is your postal address? | | |
| Address | | | |
| Suburb | | | |
| State | | Postcode | |

### Emergency contact details

| Contact name | | Relationship | |
|---|---|---|---|
| Telephone | | Mobile | |

### What is your residency status?

| ☐ Australia Citizen | ☐ Permanent Resident | ☐ New Zealand Citizen |
|---|---|---|

☐ Other (please specify):

### Country and language details

| In which country were you born? | ☐ Australia ☐ Other (please specify): _____ |
|---|---|
| Do you speak a language other than English at home? | ☐ No ☐ Yes (please specify): _____ |
| How well do you speak English? | ☐ Very well ☐ Well ☐ Not well ☐ Not at all |
| Are you of Aboriginal or Torres Strait Islander origin? | ☐ No ☐ Yes, Aboriginal ☐ Yes, Torres Strait Islander |

## Disability and assistance details

### Do you consider yourself to have a disability, impairment or long-term condition?

☐ No   ☐ Yes, please specify below.

☐ Hearing/deafness       ☐ Vision        ☐ Physical        ☐ Intellectual
☐ Learning       ☐ Mental illness       ☐ Medical Condition   ☐ Acquired Brain Injury
☐ Other (please specify): _____

## Education details

| Are you currently attending secondary school? | ☐ No   ☐ Yes |
|---|---|
| What is your highest completed school level? | ☐ Year 12   ☐ Year 11   ☐ Year 10<br>☐ Year 9   ☐ Year 8 or lower   ☐ Did not go to school |
| In what year did you complete that level? | __ __ __ __ |
| Do you have a Victoria Student Number? | ☐ No   ☐ Yes |
| I have not attended a Victorian school since 2009 or a TAFE or other VET training provider since the beginning of 2011. | ☐ No   ☐ Yes |
| I have attended a Victorian school since 2009. Most recent Victorian school attended | ☐ No   ☐ Yes, detail the most recent Victorian school attended:<br>_____ |
| I have participated in training at a TAFE or other training organisation since the beginning of 2011. List the most recent training organisations with which you have participated in training since 2011. (List up to 3 training organisations). | 1<br><br>2<br><br>3 |
| Do you have a Unique Student Identifier (USI)? | ☐ No<br>☐ Yes, Enter your USI __ __ __ __ __ __ __ __ __ __ |

**If you do not have a USI, complete Appendix 1: Unique Student Identifier (USI) Request Form**

### Have you successfully completed any previous qualifications?

☐ No     ☐ Yes, tick all applicable boxes below, indicating where the qualification is from.

| | | | |
|---|---|---|---|
| ☐ Certificate I | ☐ Australian | ☐ Australian equivalent | ☐ International |
| ☐ Certificate II | ☐ Australian | ☐ Australian equivalent | ☐ International |
| ☐ Certificate III (or Trade Certificate) | ☐ Australian | ☐ Australian equivalent | ☐ International |
| ☐ Certificate IV or Advanced Certificate/ Technician | ☐ Australian | ☐ Australian equivalent | ☐ International |
| ☐ Diploma (or Associate Diploma) | ☐ Australian | ☐ Australian equivalent | ☐ International |
| ☐ Advanced Diploma or Associate Degree | ☐ Australian | ☐ Australian equivalent | ☐ International |
| ☐ Bachelor Degree or Higher | ☐ Australian | ☐ Australian equivalent | ☐ International |
| ☐ Other | ☐ Australian | ☐ Australian equivalent | ☐ International |

## Employment details

**Which best describes your current employment status?**

| | |
|---|---|
| ☐ Full time employee | ☐ Part time employee |
| ☐ Self-employed – not employing others | ☐ Employer |
| ☐ Unemployed – seeking part time work | ☐ Unemployed – seeking full time work |
| ☐ Employed – unpaid worker in a family business | ☐ Not employed – not seeking employment |

| | | | |
|---|---|---|---|
| Company name | | Position | |
| Contact person | | Contact number | |
| Address | | | |
| Suburb | | | |
| State | | Postcode | |

**What is your current or most recent occupation?**

| | |
|---|---|
| ☐ Trainer/Assessor | ☐ Administration/Reception |
| ☐ Manager | ☐ Training Manager |
| ☐ Sales Worker/Business development | ☐ CEO |
| ☐ Compliance officer | ☐ Support officer |

☐ Other (please specify):

**Which industry classification is your current/most recent employer?**

| | |
|---|---|
| ☐ Health Care/Social Assistance | ☐ Public Administration and Safety |
| ☐ Administration and Support Services | ☐ Mining |
| ☐ Electricity, Gas, Water and Waste Services | ☐ Construction |
| ☐ Transport Postal and Warehousing | ☐ Information Media and Technology |
| ☐ Financial and Insurance Services | ☐ Rental, Hiring and Real Estate Services |
| ☐ Professional, Scientific, Technical Services | ☐ Arts and Recreation Services |
| ☐ Retail Trade | ☐ Wholesale Trade |
| ☐ Accommodation and Food Services | ☐ Manufacturing |
| ☐ Education | ☐ Other (please specify): _____ |

Which best describes the reason for undertaking this qualification?

| ☐ To get a job | ☐ To get a better job or promotion |
|---|---|
| ☐ To develop my existing business | ☐ It was a requirement of my job |
| ☐ To start my own business | ☐ I wanted extra skills for my job |
| ☐ To try a difference career | ☐ To get into another course or study |
| ☐ For personal interests or self-development | ☐ Other reasons |

**Concession details**

Do you hold any of the following concessions?   ☐ No   ☐ Yes, please tick the applicable concession below

| ☐ Healthcare Card | ☐ Pension Concession Card | ☐ Veterans Gold Card |
|---|---|---|
| Card Number | | Expiry Date | |

**Entry requirements – I confirm I meet the following entry requirements**

☐   LLN Levels – Entry at ACSF Level _____
     (Core skills: Learning, Reading, Writing, Oral Communication, Numeracy)

☐

☐

**Recognition of Prior Learning and Credit Transfer**

I understand the information that I have received in regard to the RPL/CT process as described in the Student Handbook and the requirements to achieve RPL/CT for the unit/s of the qualification.

☐ Yes – I understand that I have the opportunity to participate in RPL/CT process if I choose to, prior to commencement of the qualification.

**Fees/charges and refund policy**

For more information on fees and charges see the Statement of Fees document in Appendix 2.

I understand that ATAR Design will only issue a refund when a course has been cancelled by ATAR Design, the training participant notifies ATAR Design of withdrawal in writing 7 days prior to commencement of training or the process indicates that the training participant does not need to undertake the course or parts of the course. The full cancellation and refund policy can be found in the Student Handbook.

☐ Yes – I have read, understood and agree to the terms described in the Refund Policy.

## Privacy policy

I understand that ATAR Design is required to provide the Victorian Government and other relevant government bodies through the student management system with student and training activity data which may include information I have provided in this enrolment form. This information is required to be provided in accordance with the Victorian VET Student Statistical Collection Guidelines (which are available at www.education.vic.gov.au/training/providers/rto/Pages/datacollection.aspx).

Under the **Data Provision Requirements 2012**, ATAR Design is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this enrolment form), may be used or disclosed by ATAR Design for statistical, administrative, regulatory and research purposes. ATAR Design may disclose your personal information for these purposes to:
- Commonwealth and State or Territory government departments and authorised agencies; and
- NCVER.

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:
- Populating authenticated VET transcripts;
- Facilitating statistics and research relating to education, including surveys and data linkage;
- Pre-populating RTO student enrolment forms;
- Understanding how the VET market operates, for policy, workforce planning and consumer information; and
- Administering VET, including program administration, regulation, monitoring and evaluation.

You may receive a student survey which may be administered by a government department or NCVER employee, agent or third party contractor or other authorised agencies. Please note you may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the **Privacy Act 1988** (Cth), the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

☐ Yes – I have read, understood and agree to the terms described in the Privacy Policy.

## Student declaration

☐ Yes – I understand that all of the information that I have provided within this enrolment form is true and correct.

| Name | |
|---|---|
| Signature | | Date | |

## Training manager

☐ Yes – I declare the student has been informed and completed all documentation relative to the enrolment including the LLN and PTR for all courses. I further declare the student has been informed the outcomes of the LLN testing will impact on the entry into the qualification as stated in the entry requirements.

| Name | |
|---|---|
| Signature | | Date | |

## Appendix 1: Unique Student Identifier (USI) Request Form

From the 1st of January 2015 it is now a requirement that all students undertaking nationally recognised training through a training provider must have a USI.

The USI will contain a combination of 10 digits including numbers and letters. Here's an example of what it will look like: 3AW88YH9U5

Website Reference: www.usi.gov.au

If you do not have a USI Number ATAR Design will be able to request one on behalf of you. Please fill out your details below.

I agree to ATAR Design creating a USI Number on my behalf:  ☐ Yes please complete the below details

There are exemptions for recording a USI. Details can be read at the following link:
https://www.usi.gov.au/training-organisations/training-organisation-requirements/exemptions-reporting-usi

### Personal details

| Title | ☐ Mr     ☐ Mrs     ☐ Ms     ☐ Miss | | |
|---|---|---|---|
| Given name | | Surname | |
| Date of birth | | Gender | ☐ Male     ☐ Female     ☐ Other |
| Country of birth | | Town/place of birth | |
| Residential address | | | |
| Suburb | | | |
| State | | Postcode | |
| Email | | | |

### Identification – One of the following forms of identification must be provided:

Australian Driver's Licence

| Licence no | | State issued | |
|---|---|---|---|

**OR** Medicare card

| Name on card | | Medicare card No | |
|---|---|---|---|
| Expiry | | Ref No | |

When your USI has been created you'll receive notification of activation by the USI office.
How would you prefer to receive this?

| ☐ Email | ☐ Mobile | ☐ Post |
|---|---|---|
| Name | | |
| Signature | | Date |

Appendix 2: Statement of Fees

## Payment of fees

On acceptance of an offer in the program, participants are required to pay a *deposit. This will be invoiced before starting the program, and due payable on commencement of the training program.

Participants who have difficulties in paying by the due date are encouraged to contact ATAR Design to arrange an alternative payment option.

## Schedule of Fees and Charges

The CEO is responsible for approving the ATAR Design Schedule of Fees and Charges.

As a minimum, the schedule of fees and charges is to include:
- The total amount of all fees including qualification fees, administration fees, and material fees
- Payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee;
- The nature of the guarantee given by ATAR Design to honour its commitment to deliver services and complete the training and/or assessment once the student has commenced study;
- The fees and charges for additional services, including such items as issuance of a replacement qualification parchment or statement of results, re-assessment, RPL applications, replacement materials
- The options available to students who are deemed not yet competent on completion of training and assessment;
- ATAR Design refund policy.

## Fee payment arrangements

- Payment of no more than $1,500 from each individual student prior to the commencement of the qualification.
- Regarding payment plans – Monies for an individual client will not exceed $1500 at any given time this is in accordance with the Standards for RTOs 2015 where ATAR Design adopts this approach to protect fees paid in advance
- Flexible payment arrangements/ options will accommodate individual circumstances.
- Fees must be paid in full before certification will be issued
- ATAR Design reserves the right to suspend the clients learning or assessment (or both) until all fee payments are up-to-date, in the event payment instalment arrangements become overdue and remain unpaid for a period in excess of 14 days.
- Payments can be made by Electronic Funds Transfer (EFT).
- The deposit invoice will be raised upon enrolment and due on commencement of training. ATAR Design reserves the right to not permit entry into the qualification until the deposit has been paid.
- Qualification materials will not be provided until the commencement of training and deposit paid in full.
- After commencement, the candidate will be invoiced at 30 days, 60 days, 90 days and every month until completion of training

## Deposit payment

The deposit invoice will be raised prior to commencement and is due on commencement of training (see payment terms on the following page for more details on the deposit payment).

## Invoices will be raised as follows

- Deposit – material fee and enrolment fee
- 30 days (from commencement of training) – Commencement of Tuition invoice and then every 30 days until completion of training

Note: Certificates or SOAs will not be issued until payment is made, and a USI is registered.

## Refunds

The following refund policy will apply:
- ATAR Design reserves the right to retain the amount of any agent or success fees incurred
- ATAR Design will provide a refund to the student within 14 days of receipt of Application for Refund form.
- The refundable amount will be of total tuition fees paid, less agent or success fees, and admin fees, if application form is received prior to the commencement of the program.
- The refundable amount will be for deposit of total tuition fees paid and materials unless provided and returned in a non-usable condition less administration fee

## No refunds

ATAR Design will make no refund of any fees if 'Application for refund form' is received after the commencement of training.

### Payment terms

| Qualification | |
|---|---|
| Total fee | |
| Deposit | |
| Instalment plan every 30 days | $1500.00 per month until completion of training whichever comes first |
| RPL Fees and charges | Tuition – $250 per unit |
| Replacement of text or learning material | At cost |
| Replacement of Certificate or SOA | $35 |
| Re-assessment | The student is given 3 attempts free of charge. The student can request to be reassessed after the 3 attempts at a cost of $200 per unit and any attempt thereafter. |
| Extension of the training and assessment plan | A cost will be incurred after the second attempt per cluster of the program at $250 per request thereafter. |

Note: Certificates or SOAs will not be issued until payment in full is made and a verified USI (unless exemptions apply)

### Student declaration

I acknowledge receipt of the Student Handbook explaining the terms and conditions of the Fees and Charges policy and procedure.

☐ I have read and understand and agree to the payment terms and conditions
☐ I have read and understand the refund policy and agree to the terms and conditions

To accept this quotation and terms and conditions, sign below.

| Name | |
|---|---|
| Signature | Date |

## STUDENT INFORMATION CHECKLIST

| Date | |
|---|---|
| Student name | |
| Inducted by (RTO Representative name) | |

When induction information has been presented/discussed, the Client will initial the relevant induction information to indicate that it is understood.

The person conducting the induction is then required to sign off on induction information that they have delivered by indicating it is understood by the Client. This completed document to be placed on the client file.

**Information received**

☐ Client has received the 'Student Handbook'
☐ Client has received the Course flyer/ Information pack
☐ Student has completed the Enrolment Form
☐ Student has completed the LLN testing

| Client has received, read and understood information regarding the course: | Student Initial |
|---|---|
| ☐ Introduction to Training program and course content | |
| ☐ Assessment – Expectations and processes | |
| ☐ Role of the Trainer / Assessor | |
| ☐ Assessment outcomes and Certification | |
| ☐ Recognition/Credit Transfer Arrangements | |
| ☐ Language, Literacy and Numeracy | |
| ☐ Education and learning support services | |
| ☐ Flexible learning options | |
| ☐ Completion timeframes | |
| Client has received, read and understood information regarding the learning environment: | Student Initial |
| ☐ Readiness of assessment requirement | |
| ☐ Competency-based training and assessment | |
| ☐ Student behaviour, including disciplinary procedures, cheating and plagiarism | |
| ☐ Access and Equity / Equal opportunity / Bullying / Harassment | |
| ☐ Health and safety – Duty of care | |

| Client has received, read and understood information regarding the RTO Policies: | Student Initial |
|---|---|
| ☐  Appeals and complaints | |
| ☐  Fees and charges | |
| ☐  Refunds | |
| ☐  Record keeping | |
| Client has received, read and understood information regarding the entry requirements: | Student Initial |
| ☐  LLN Levels – Entry at ACSF Level _____<br>(Core skills: Learning, Reading, Writing, Oral Communication, Numeracy) | |
| ☐ | |
| ☐ | |

**Acknowledgement**

I have participated in the induction process of ATAR Design and understand my requirements in regard to adherence to all policies and procedures and training and assessment requirements.
I confirm that ATAR Design has provided the information set out above.

| Name | |
|---|---|
| Signature | | Date | |

# CLIENT INFORMATION MATRIX REGISTER

| Information regarding: | Date Latest Change | Website | SMS | Brochures | Student Handbook | Learning material | Assessment Tools | Staff Induction | P&P manual | Information Pack | Enrolment form | TAS |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Access and Equity, Equal Opportunity, Anti-Discrimination | | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Access to own records | | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Appeals | | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Assessment Practices – Allowable Adjustments | | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Issuing Certification | | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Educational and Support services | | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Course Information: content, core/electives (vocational outcomes) | | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Complaints | | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Customer Feedback / Evaluation | | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Delivery flexible / Learning options | | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Disciplinary Procedures | | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |

## CLIENT INFORMATION MATRIX REGISTER

|  |  | Information contained in... | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Information regarding:** | **Date Latest Change** | **Website** | **SMS** | **Brochures** | **Student Handbook** | **Learning material** | **Assessment Tools** | **Staff Induction** | **P&P manual** | **Information Pack** | **Enrolment form** | **TAS** |
| Continuous Improvements | | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Fees and Charges | | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Language, Literacy and Numeracy Provision | | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Legislation in Training | | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| WHS – First aid, duty of care, accident, emergency procedure (evacuation) | | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Partnering Arrangements / Customisation | | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Plagiarism/Cheating | | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Privacy | | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Professional /Competent Trainers/Assessors | | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Refunds | | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Recognition | | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |

# CLIENT INFORMATION MATRIX REGISTER

| Information regarding: | Date Latest Change | Information contained in... | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | Website | SMS | Brochures | Student Handbook | Learning material | Assessment Tools | Staff Induction | P&P manual | Information Pack | Enrolment form | TAS |
| Special needs | | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Student Behaviour | | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Student Enrolment | | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Student Induction | | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Student Selection | | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Training Facilities | | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |