Policy name	**Client Selection, Enrolment and Orientation Policy and Procedure**
Responsible person	Training Services Manager / TSU Coordinators
Staff involved	Trainers and Assessors, Compliance and Reporting Team, Admin Team
Review dates	2014
Related documents	**Legislation**: Charter of Human Rights and Responsibilities Act 2006 (Vic), Disability Act 2006 (Vic), Education and Training Reform Act 2006 (Vic), Education and Training Reform Regulations 2007 (Vic), Equal Opportunity Act 2010 (Vic), Multicultural Victoria Act 2004 (Vic), Occupational Health and Safety Act 2004 (Vic), Information Privacy Act 2000 (Vic), Health Records Act 2001 (Vic), Public Records Act 1973 (Vic), Racial and Religious Tolerance Act 2001 (Vic), Disability Regulations 2007, Working with Children Act 2005 (Vic), Children, Youth and Families Act 2005 (Vic), Disability Discrimination Act 1992 (Com), Disability Services Standards (DEWR) 2007, Racial Discrimination Act 1975 (Com), Human Rights and Equal Opportunity Commission Act 1986 (Com), Privacy Act 1988. **Policies**: Access & Equity Policy and Procedure, Complaints and Appeals Policy and Procedure, Privacy Policy and Procedure, Concessions, Fees, Charges and Refunds Policy, VCAL Enrolment Policy & Procedure, Pathways and Transitions Policy & Procedure, Learning, Delivery and Assessment Policy & Procedure, VCAL Assessment Policy & Procedure, Special Consideration Policy & Procedure/Application Form, Recognition of Prior Learning and Recognition of Current Competencies Policy & Procedure, Recognition of Qualifications issued by other RTOs Policy & Procedure **Other**: General Information for Participants, Strategic Plan, HESG Statement of Expectations, Statement of Purpose, Vision Mission and Values Statement, Core Skills Profile for Adults, Disability Action Plan, Student Induction Checklist, Enrolment Interview Checklists (VET, VCAL, L&L and Appendix One), Victorian Training Guarantee Service Agreement, AQTF Essential Conditions and Standards for Continuing Registration, Student Handbooks and/or Student Information Package.

Policy Context

Wyndham Community and Education Centre Inc (WCEC) undertakes to select and enrol applicants in education and training programs who demonstrate a commitment to work to satisfactorily achieve the requirements of the course.

No student will be discriminated against on the basis of gender, sexual orientation, race, religion, disability or age in relation to selection or enrolment in a course. WCEC enrols students into accredited education and training programs with the reasonable expectation that they will be able to complete the qualification successfully.

Applicants who are not selected for a course will be provided with feedback and offered other pathways or referral assistance.

This document was reviewed and accepted by the Board of Management of the Wyndham Community Centre Inc on 26/7/2013 and supersedes all previous versions.

Version: 2013v1   Document number: 342   Page 1 of 5
Z:\2013\2013   Compliance_P&P_AQTF\Policies\Delivery\Client   selection,   enrolment   &
orientation.doc

Policy

This policy outlines WCEC's approach to selecting, enrolling and orientating or inducting students into courses at WCEC. It ensures that students are given current and accurate information about course requirements.

All applicants for pre-accredited and accredited programs are required to attend an interview to:

- determine eligibility
- negotiate their learner needs
- assess skill level and program suitability
- determine language and literacy support requirements
- determine any other support requirements

Applicants for certain accredited vocational training courses are required to complete an application form or expression of interest form prior to attending an interview.

A language, literacy and numeracy assessment of applicants is undertaken to determine language and literacy skills level and help inform suitable course selection or placement.

Applicants for Fee-for-service short courses are counseled and guided in their choice of course at the initial point of contact with adminstration staff and given appropriate information regarding courses of interest.

Some courses offered by WCEC are restricted to a particular target group or eligibility requirements as determined by the funding body or terms of a funding agreement. For government funded training, students **must** meet eligibility requirements in order to have their course subsidised.

Short fee-for-service courses with insufficient enrolments may be cancelled. In this instance all fees paid will be fully refunded in line with WCEC's Concessions, Fees, Charges and Refunds Policy & Procedure.

Procedure

Entry into courses at WCEC
Some courses at WCEC have entry requirements while for others there are no formal entry requirements. Students can enter a program at WCEC at any stage during the year if a course is scheduled and /or a place is available. Prospective students will be advised of any entry requirements at the point of contact.

There are no barriers to selection into educational programs at WCEC on the basis of gender, sexual orientation, race, religion, disability or age. Some students may require additional resources or support to successfully complete a course and this will be provided if possible and if funding for additional needs is available if applicable.

Selection of students

This document was reviewed and accepted by the Board of Management of the Wyndham Community Centre Inc on 26/7/2013 and supersedes all previous versions.

Version: 2013v1   Document number: 342   Page 2 of 5
Z:\2013\2013   Compliance_P&P_AQTF\Policies\Delivery\Client selection, enrolment &
orientation.doc

Prospective students who have completed an expression of interest or specific application form for a particular accredited course will be contacted to come in for an enrolment interview. This includes VCAL and VET courses.

VCAL applicants are encouraged to attend an Information session, which is held in October for applicants enrolling into the following year.

Prospective students in the SEE program will be referred by a Job Services Australia member or DHS-Centrelink and booked in for an enrolment interview and assessment.

Prospective students for accredited or pre accredited courses funded by DEECD will book an appointment and attend a scheduled enrolment interview.

All prospective students applying for an accredited course will be required to undertake a language, literacy and numeracy assessment.

In the event that there are too many applicants for a course, the relevant training services staff in consultation with the relevant Manager will select the applicants according to following selection criteria.

Selection criteria:
1. Ability to complete the course and achieve the course outcomes;
2. Suitability of the course to the applicant's needs;
3. Whether the applicant meets any set prerequisites; and,
4. The order in which an application was received.

Enrolments in the VCAL program are subject to vacancies in the program. In the event that the number of suitable applicants is greater than the number of places in the program, offers will be made based on the selection criteria above.

Applicants for short courses will be taken into the program in the order of payment, followed by the order in which an expression of interest in the program has been received, and where there are no other selection criteria or pre-requisites specified.

Students who are not selected will be placed on a waiting list for courses or assisted to find an alternative course or program.

Enrolment Interview
1. Students must attend an enrolment interview.
2. At the enrolment interview, the staff member conducting the interview must complete a WCEC enrolment form and the appropriate Enrolment Interview Checklist. This includes determining eligibility for government funded subsidised training.
3. Enrolling students must provide all requirements and documents listed on the Enrolment Interview Checklist.
4. The Student Enrolment Checklist must be signed by the staff member during the enrolment interview.
5. The WCEC enrolment form must be signed by the student (or a parent/guardian if the student is under-18).
6. Most students for accredited programs will undertake the CSPA test at enrolment to determine the student's literacy and numeracy levels. Foundation level language and literacy students will undertake appropriate testing that maps to the ACSF.

This document was reviewed and accepted by the Board of Management of the Wyndham Community Centre Inc on 26/7/2013 and supersedes all previous versions.

Version: 2013v1   Document number: 342   Page 3 of 5
Z:\2013\2013   Compliance_P&P_AQTF\Policies\Delivery\Client   selection,   enrolment   &
orientation.doc

7. Information from testing is used to help determine an appropriate course for the prospective student.
8. Students will discuss their needs and future goals at interview and negotiate the best course for them. Step 6 will help inform any decisions.
9. All students will receive a copy of the course handbook or student package containing all relevant documentation.
10. Students receive an Individual Training Plan (ITP) for their course.
11. Enrolment details are entered onto WCEC's student management system, VETtrak following enrolment.
12. Students are advised of an induction time to orientate them to their program. This includes revisiting information provided at enrolment but also information specific to facilities, OH&S, emergency procedures and class expectations.
13. All enrolment forms and documents are stored securely in the student's file.

Enrolment interviewers undertaking an enrolment interview for prospective students applying for Higher Education and Skills Group (HESG) funded courses must use an Enrolment Interview Checklist relevant to the program being applied for.

The Enrolment Interview Checklist outlines the eligibility requirements for a course as per Victorian Training Guarantee Service Agreement.

The Appendix One: *Eligibility Exemptions for VTG funded courses* should be used for anyone who meets one of the following initiatives:
- Asylum Seekers and Victims of Human Trafficking Initiative
- Single and Teenage Parents Training Initiative
- Workers in Transition Program

The VTG enrolment process and the VCAL enrolment process (if applicable) should be followed.

For students enrolling in VCAL courses, follow the VCAL Enrolment Policy and Procedure as well as the VTG process.

For students enrolling in SEE programs, the SEE enrolment process must be followed.

Because of the various requirements of the different programs three Enrolment Interview Checklists exist: VET, VCAL, Language & Literacy. Appendix One of the Enrolment Interview Checklist is the same for all.

WCEC is required to collect personal information about applicants when they enrol. This information is reported to the state registering body under the requirements of the Australian Vocational Education and Training Management Information Statistical System (AVETMISS). WCEC is bound by Privacy legislation in relation to collection and storage of information. See WCEC's Privacy Policy and Procedure for more information.

Orientation and Induction
Students will receive enrolment information and or a student package appropriate to the course they enrol in. All students who enrol in an education or training course at WCEC will also undergo an orientation or induction session. These materials combined will ensure students have the information and guidance needed to successfully undertake their chosen course.

This document was reviewed and accepted by the Board of Management of the Wyndham Community Centre Inc on 26/7/2013 and supersedes all previous versions.

At the first class, students will be taken through the student induction process by their teacher or trainer. An Induction Checklist will be completed. This document will be signed by the teacher / trainer and student and stored in the student file. This process meets requirements of the Victorian Training Guarantee and the AQTF Essential Conditions and Standards for Continuing Registration.

Assesssment

Students who enrol in accredited courses at WCEC will need to undergo assessment throughout their course. Please see WCEC's Learning, Delivery and Assessment Policy & Procedure or VCAL Assessment Policy & Procedure in the student package for more information. Teachers and trainers will also provide ongoing information to students in relation to assessment.

Authentication of Assessment

Authentication is the process of ensuring that the work submitted by students has actually been completed by them. Students need to be able to prove this through regular attendance, by completing work during class time and by acknowledging any resources used in their work. This allows teachers to monitor a student's work done in class.

Student work submitted for assessment must be their own. Students must not receive undue assistance from any other person in the completion of their work or assessment tasks. This includes copying or plagiarising other work. WCEC has a Plagiarism, Cheating and Collusion Policy and Procedure which it follows in such instances.

Structured workplace learning (SWL) or work placement

Students may undertake structured workplace learning or a work placement as part of their course at WCEC. This involves on-the-job training that allows a student to practice a set of skills and competencies related to an accredited course or VET unit of competency.

All students needing to enter into a structured workplace learning arrangement or work placement will be advised. For students in VCAL, WCEC follows the VCAL Enrolment Policy & Procedure in relation to SWL.

Credit Transfer and Recognition of Prior Learning (RPL)

Credit Transfer and / or Recognition of Prior Learning (RPL) is available to students if applicable. This should be discussed at the enrolment interview. More information can be found in WCEC's Recognition of Prior Learning and *Recognition of Current Competencies Policy & Procedure* and WCEC's *Recognition of Qualifications issued by other RTOs Policy & Procedure*

Attendance

Student attendance will be monitored throughout the course. Students are expected to attend and participate in their course in order to successfully meet course requirements. WCEC expects a minimum of 80% attendance to all timetabled classes and activities.

This document was reviewed and accepted by the Board of Management of the Wyndham Community Centre Inc on 26/7/2013 and supersedes all previous versions.

Version: 2013v1   Document number: 342   Page 5 of 5
Z:\2013\2013   Compliance_P&P_AQTF\Policies\Delivery\Client   selection,   enrolment   &
orientation.doc