



OCA Enrolment Policy/Procedure

This policy document was created to meet the requirements of the VET Quality Framework.

Document Status	DRAFT	IN REVIEW	FOR APPROVAL	APPROVED
Distribution:	All Staff and Directors			
Date Approved:				
Statutory References:	National Vocational Education and Training Regulator Act 2011 Standards for RTOs 2015 - SNR 4. Accurate and accessible information about an RTO, its services and performance - SNR 5. Clauses 5.1 – 5.4. Each student is properly informed and protected. - SNR 6 Each student is properly informed and protected	Version	1	
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Related Documents:	2.1.1 OCA Enrolment Policy Procedure v.1.11 2.1.3 OCA Enrolment Processing Email Template v1.0 2.1.4 OCA Notification of Enrolment Email Template v1.0 2.1.5 OCA Student Enrolment Form Template v.1.0 2.1.6 OCA Welcome Information Email Template v.1.0 2.2.1 OCA Fee Administration and Refund Policy v.1.0 2.2.2 OCA Refunds Procedure v.1.0 2.3.1 OCA Privacy Policy v1.0 2.3.4 OCA Pre-Training Interview Form v1.0 2.3.4.1 OCA LLN Assessment Form V1. 2.3.4.2 OCA LLN Assessment Assessor Guide v1.0 2.3.5 OCA Student Domestic Handbook v2.62 4.3.1 Training and Assessment Policy Procedure v.1.4			

Version Control Table

Date	Summary of Modifications	Modified by	Version
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18.6.19	Checked for continuity and consistency	Matthew OConnor James Moore	v 1.0
26.11.2019	- Updated policies and procedures to one document - Reviewed for compliance and readability	Dianne Ramage	V1.1
12.2020	Updated CRICOS and RTO ID	Matt OConnor	V1.1
08.09.25	Minor additions to related documents	Nicholas Rodwell	v1.11
24.10.25	Minor revisions and additions to steps in a procedure	Nicholas Rodwell	v1.12

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Purpose

OCA is committed to providing quality training and assessment complying with the Standards for RTOs 2015 and to meet relevant funding contract when and if requirements. This policy provides the framework and general principles for the selection and enrolment of OCA's students.

The policy and procedure ensure OCA staff abides by its enrolment approach of providing a fair and equitable process for enrolment and providing students with accurate and sufficient information to make an informed choice about their enrolment and training pathway.

Policy Statement

OCA will use a systematic, non-discriminatory and transparent process to select and enrol its students. This selection and enrolment processes comply with all relevant legislation. All OCA prospective students are well informed and receive a high level of service and support throughout the selection and enrolment process.

To achieve this, OCA will abide by the following principles:

Information to Students

1. OCA provides students with information about the RTO's training products and services, information on training and assessment practices and access to student support. Before enrolment, OCA provides each student with access to a student handbook, course brochures, and access to relevant student policies. For prospective students to make informed decisions about their studies,
2. Information provided to the prospective students may include, but is not limited to:
 - o RTO information and code;
 - o possible course outcomes and pathways;
 - o full training product information as published in the national register;
 - o estimated course duration;
 - o training and assessment arrangement;
 - o mode of training delivery;
 - o enrolment and selection process;
 - o name and contact details of third-party providers (if applicable);
 - o third party obligations (if applicable);
 - o fees and other charges;
 - o issuing of Certification information;
 - o refund policy and process;
 - o additional support provisions;
 - o flexible learning and assessment options;
 - o complaints and appeals process;
 - o RPL and credit transfer;



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- o student responsibilities and expected behaviour;
- o materials and resources to be provided by the student;
- o privacy information.

Enrolment of Individual Students

1. OCA will enrol students into training programs ethically and responsibly, ensuring fairness and compliance with the OCA's Additional Support Policy at all times.
2. OCA will ensure that there is a valid enrolment for each student. A valid enrolment is complete, signed and dated AVETMISS compliant enrolment form.
3. Enrolments are subject to availability of places on the training program, (e.g. safety, the capacity of the training venue, the type of course, and learning structures, etc.) within a program.
4. In the event a person wishes to enrol in a course at capacity where there is a tentative enrolment, administration staff will contact all tentative bookings to confirm payment. If the payment is not received with seven days, administration staff will enrol the new student.
5. No new enrolments or commencements are accepted into any training product removed or deleted from the national register.
6. Enrolments are considered tentative until receipt of payment and the USI.
7. Administration staff will advise students in writing accepted into their respective courses. Once potential students have fulfilled the following:
 - a. The completed the student application and all required pre-enrolment documents and supporting evidence received;
 - b. fees the paid in accordance with OCA's Fee Administration and Refund Policy;
 - c. consent, acknowledgement and declarations read, understood and signed.

Pre-Training Interview

OCA will conduct a pre-training interview before the commencement of training or after it confirms the student's eligibility (if applicable). OCA will undertake the pre-training interview at the earliest possible opportunity to identify and manage any support needs issues. Upfront pre-training interview includes the following:

1. Special Needs and Disability

Students intending to enrol for training are requested to provide advice of any physical or other impairments and needs (e.g. English language difficulties, Dyslexia) which may adversely affect their ability to undertake the training successfully. (See Additional Support Policy)

2. Language, Literacy and Numeracy Abilities of Students

Where relevant students intending to enrol for training undertake a language, literacy and numeracy assessment to determine their capability to successfully participate in the training and determine any



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additional support needs. The LLN assessment as part of the enrolment process. (See Additional Support Policy for more information)

3. Recognition of Prior Learning, Credit Transfer and Amount of Learning

OCA acknowledges and accepts Recognition of Prior Learning (RPL) as a standard practice. Where relevant each student's skills and experiences relevant to respective vocational competencies determine how the student's existing skills, knowledge and experience impacts the amount and level of training they will provide before enrolment.

RPL

Students are made aware of opportunities for recognition before the commencement of training, and OCA Staff will provide relevant students with an [RPL Application form](#), adequate information, and support opportunities to students when engaged in RPL. RPL Applications will be assessed with the [2.3.9 RPL Assessment Guide Template Current](#).

Credit Transfer

1. OCA accepts and provides credit to students for RPL Assessment Guide 2.3.9 RPL Assessment Guide Template Current Template students for units of competency where these are evidenced by:
 - AQF certification documentation issued by any other RTO or AQF authorised issuing organisation, or RPL Assessment Guide Template
 - Authenticated VET transcripts issued by the Registrar.

Using the information provided in the enrolment form and the outcome of the Pre-enrolment Training Interview Form, the assessor can determine the amount and level of training they will provide before enrolment to suit the student's needs.

Unique Student Identifier (USI)

1. All prospective students are required to provide their Unique Student Identifier, as a requirement of Student Identifier Act.
2. OCA will advise applicants without the USI how to obtain the number via the USI website:
<http://www.usi.gov.au/Pages/default.aspx>.
 - a. OCA can create a USI for the student (ONLY with the student's permission) at the following USI portal: <https://portal.usi.gov.au/org/>.
3. OCA verifies and maintains the unique student identifier through the Student Management System (SMS).

Notification of Enrolment

1. Upon acceptance of enrolment OCA provides students receive written confirmation of enrolment and all necessary enrolment documents needed by the student to start their training, including:
 - a. USI details (if applied for by the RTO);
 - b. student log in;
 - c. training resources and how to access them;



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- d. trainer and assessor information;
 - e. details of the fee chargeable;
 - f. Information on how to access support.
2. The Student Handbook outlines key information, including the student's rights and responsibilities; each applicant has access to the Student Handbook via the website.

Cancellation of Courses

1. It is NOT OCA normal policy to cancel scheduled training programs.
2. OCA will ascertain the reason if an enrolled student indicates that they wish to discontinue training. If OCA finds that the reason is related to the performance and delivery and assessment of its training, it will make reasonable efforts to address concerns related to the delivery and assessment of training.
3. If for some unforeseen reason, the student decides to cancel training, OCA will offer the student an opportunity to attend the training program on another date, at another location (if available) or in another delivery mode.



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Transfer of Enrolment

1. **Transfer to another “course date”** – Only requests made more than a week before the commencement of the training are considered. Requests for transfers to other course dates made within a week of the commencement of training will be invalid. Requests must be in writing. Transfer approvals are subject to course availability.
2. **Transfer to another “course”** – Clients who wish to transfer to another course must submit their request in writing more than two weeks before the commencement of training. Requests submitted within a week of the commencement of training will be invalid.

Transfer approvals are subject to course availability. If the client fails to provide written notice of his request more than a week in advance, they forfeit the course fee.

3. **Transfer to another “client”** – enrolment is non-transferable between students.

Client Records of Enrolment

1. OCA is obligated to report all enrolments, in compliance with national reporting requirements. (See Reporting and Records Management Policy)
2. Individual client records are created for each enrolment and maintained for 30 years. (See Reporting and Record Management Policy)
3. OCA will ensure that all individual clients have access to their records and progress of their learning, through the student management system. (See Reporting and Record Management Policy)
4. OCA will only create student records when there is evidence of a valid enrolment.

Fees and Fee Waivers

1. Collect fees in accordance with the Fee Administration procedure. (See Fee Administration and Refund Policy)
2. OCA will publish and make available to the student and employer all fees and charges and its fees relating to training and its refund policy. The fees and charges may include:
 - a. compulsory fees;
 - b. additional charges or co-contributions;
 - c. methods of collection;
 - d. refund information.
3. OCA will only charge the published tuition fee

MONITORING AND IMPROVEMENT

1. The RTO Compliance Officer is responsible for ensuring compliance with the Enrolment Policy and Enrolment Procedure.
2. All administration staff are responsible for the correct and accurate enrolment following the relevant procedural documents.



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3. OCA's RTO Compliance Officer monitors all enrolment practices.
4. The RTO Compliance Officer will hold continuous improvement meetings following 6.2.1 Continuous Improvement Policy/Procedure
5. OCA encourages students to provide feedback on their enrolment experience through the Continuous Improvement Procedure.
6. Students can make a complaint or appeal an enrolment decision, as per Complaints and Appeals Policy.

OCA Enrolment Procedure

Purpose		To ensure complete and accurate enrolment.
Role Undertaking Task		Administration Team
STEP 1 – Initial Enquiry		
No.	Who	Actions
1.1	Domestic Student	1. Applicants enquire about the qualification via phone or website or advertisement. 2. Answer applicant enquiries accordingly. Request call and/or meeting to conduct assessment of the student's LLN proficiency as well as financial means and digital capacity. 3. Provide Application Form (all documents are available on the website), captures pre-training interview data. 1) Course Guide (INTL+DOM) 2) Student Handbook for Domestic Students 3) Domestic Enrolment form
1.2	Admissions Team	1. On receipt of an application for enrolment send the email 2.1.3 OCA Enrolment Processing Email Template to the applicant and include: o Student Enrolment Form 2. Administration assess the applicant's suitability for the course, confirms suitability or flags concerns 3. Arrange an initial phone interview with the applicant. 4. Use form 2.3.4 OCA Pre-Training Interview Form to verify the applicant's information over the phone and



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		5. Following the interview, recommend one of the following options: - Refer the applicant to Administration for an LLN assessment, with an assessor - Enrol the applicant and handover to Administration (Proceed to Steps 2 & 3)
1.4	LLN – Assessor	Conduct the LLN Assessment - Provide the student access to the LLN Assessment - The applicant completes the LLN Assessment with assistance if necessary - Mark the LLN Assessment using the 2.3.4b OCA LLN Assessment – Assessors Guide. - Return the completed LLN Assessment to the Administration Officer noting your recommendations regarding the applicant suitability.
1.5	Administration Team	- Enrol applicants assessed at ACSF Level 3 LLN as per process step 2 & 3 - Students who fail to meet the minimum ACSF level see 2.3.2 Additional Support Policy Procedure
STEP 2 – Processing Enrolment		
No.	Who	Actions
2.2	Applicant	Completes, signs and returns enrolment form.
2.3	Administration Team	- Collate the completed enrolment document. - Conduct induction and assess Student's enrolment details via interview and present the course details and LMS. - Applicants eligible for RPL or Credit Transfer. - Send a Recognition of Prior Learning Application Form and refer the student to an Assessor - Send the Credit Transfer application - Record recommendations for support needs (if applicable) and LLN assessment findings in the Student Management System.
2.4	RPL – Assessor	Applicants applying for RPL use the RPL application form



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		2. Follow the RPL Assessment Procedure included in the 4.3.1 Training and Assessment Policy v.1.4. a. Applicants with extensive relevant knowledge, skills and experience in the related industry at a minimum of two years or more) are eligible for RPL Assessment. b. Applicants with moderate relevant prior knowledge and skills may complete the course via an assessment-only pathway. 3. Determine the amount of learning. refer to the 2.3.2 Additional Support Policy Procedure. 4. Collect student ID, RPL documentation, and supporting evidence for assessment.
STEP 3 – Create Student Account in SMS		
No	Who	Actions
3.1	Administration Team	1. Use the details in the enrolment to create or update the student record in the Learner Management System (LMS) – take note of special needs requirements and notify trainers, assessors and students. a. Create a client. 2. Verify USI, or apply for USI, if applicable. - o https://portal.usi.gov.au/org/ can be used to create, verify and find USIs, among other services. - o https://www.usi.gov.au/ is an alternative 3. Create a student folder in LMS a. Student record folder. b. Student learning resources. c. Create a shareable link and share folders using the student email address. 4. File all pre-enrolment forms and supporting documents electronically in the student record folder.
STEP 4 – Invoicing and Payment Processing		
4.1	Administration Team	1. Create the student invoice in the LMS. 2. Send the invoice to the student via email. 3. Receive payment and enter payment details into the LMS or the accounting system.



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		4. Print the paid invoice and file it in the appropriate folder. 5. Email a copy of the receipt to the payee. 6. Send notification of enrolment/welcome information email to the student via email/post, if applicable. 7. Create an event note in LMS for emailing the welcome pack.
Purpose		To ensure complete and accurate enrolment.