

## 1. Purpose

MPA Skills is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (SRTOs 2015). As such, MPA Skills is required to comply with relevant Commonwealth, State and Territory laws regarding and including anti-discrimination and equal opportunity. MPA Skills 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.

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 to make an informed choice about their enrolment and chosen course.

## 2. Policy Statement

MPA Skills is committed to ensuring all clients enrolling on courses are treated fairly and equitably, and are clearly informed of the enrolment process, conditions, details regarding their chosen course, rights and obligations.

MPA Skills 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.

## 3. Definitions

### 3.1 The following words and expressions have the following specific meaning, as in the Standards for Registered Training Organisations (RTOs) 2015.

Educational and support services may include, but are not limited to:

- a) pre-enrolment materials;
- b) study support and study skills programs;
- c) language, literacy and numeracy (LLN) programs or referrals to these programs;
- d) equipment, resources and/or programs to increase access for learners with disabilities and other learners in accordance with access and equity;
- e) learning resource centres;
- f) mediation services or referrals to these services;
- g) flexible scheduling and delivery of training and assessment;
- h) counselling services or referrals to these services;
- i) information and communications technology (ICT) support;
- j) learning materials in alternative formats, for example, in large print;
- k) learning and assessment programs contextualised to the workplace; and
- l) any other services that the RTO considers necessary to support learners to achieve competency.

**Student Identifier** has the meaning given in the *Student Identifiers Act 2014*.

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## 4. Policy Principles

### 4.1 Information to Clients

- a) Prior to enrolment each client is provided with access to a Student Handbook and Course Information.

### 4.2 Enrolment of Individual Clients

- a) Enrolment into training programs will be conducted at all times in an ethical and responsible manner, ensuring fairness and compliance with the MPA Skills Access & Equity Policy.
- b) Enrolments are subject to availability of places on 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).
- c) All prospective clients will be provided with information regarding the RTO and its course, in accordance with MPA Skills Client Information Policy.
- d) MPA Skills 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.
- e) If a training program is fully booked at the time a client enquires about enrolment into that particular training program they will either be placed on a 'Wait List' or offered a place on another date that the program has been scheduled, which is not fully booked.
- f) Clients on the 'Wait List' are given priority should a place become available. This is strictly on a first-in, first-served basis.
- g) Enrolments will be considered tentative until payment and the Student Identifier has been received. Should enrolment numbers reach maximum, and another person wishes to enrol on a course where there is a tentative enrolment. The tentative booking will be contacted to confirm payment. If payment is not made the place will be given to the new client.
- h) All Clients enrolled on courses are advised in writing, upon receipt of their enrolment form and payment, that their place on the course is confirmed.
- i) Course fees are payable in advance.

### 4.3 Special Needs of Clients

- a) Clients intending to enrol for training are requested, to advise of any physical or other impairments/ needs (eg English language difficulties, dyslexia) which may adversely affect their ability to successfully undertake the training.

### 4.4 Language, Literacy and Numeracy Abilities of Clients

- a) Clients intending to enrol for training may be assessed on their language, literacy and numeracy abilities to determine their capability to successfully undertake the training and determine whether any additional support is needed.

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## 4.5 Student Identifier

- a) All clients are required to provide their unique Student Identifier, in accordance with requirements of Student Identifier Act.
- b) 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>
- c) MPA Skills will verify and maintain all Student Identifier numbers in its Student Management System (SMS).

## 4.6 Group Enrolments (Corporate Client / Employer)

- a) MPA Skills negotiates course requirements with relevant company client representative.
- b) Written confirmation is required to confirm course booking with names of individual clients included.
- c) Individual enrolment forms are required for all individual clients to secure a place.

## 4.7 Recognition

- a) Mutual Recognition, Credit Transfer and Recognition of Prior Learning are acknowledged and accepted as a standard practice of MPA Skills.

## 4.8 Confirmation of Enrolment

- a) 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.

## 4.9 Changes to Training and Assessment

- a) 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.

## 4.10 Cancellation of Courses

- a) It is NOT MPA Skills normal policy to cancel scheduled training programs.
- b) 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.
- c) 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.

## 4.11 Refund for Cancellation of Enrolment by Client

- a) Refunds can be provided, in accordance with MPA Skills Refund Policy.

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## 4.12 Transfer of Enrolment

- a) **Transfer to another “Course date”** – Clients are able to transfer to another course date, providing they make a request in writing a minimum of four weeks in advance.  
The transfer is subject to course availability.
- b) **Transfer to another “Course”** – Should a client wish to transfer to another course, they need to make the request in writing a minimum of four weeks in advance.  
The transfer is subject to course availability.
- c) **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 four weeks in advance. The transfer is subject to course availability.  
Should a student wish to transfer to another delivery mode and does not provide written notice at least four weeks in advance, the student forfeits the full course fee.
- d) **Transfer to another “Client”** – Prior arrangement no later than four weeks prior to the course.

## 4.13 Client Records of Enrolment

- a) MPA Skills is obligated to report all enrolments, in compliance with national reporting requirements.
- b) Individual client records are created for each enrolment and maintained for a period of 30 years.
- c) All individual clients have access to their own records, and the progress of their learning. This is enabled through the student management system.

## 4.14 Fees

- a) Fees are collected in accordance with the Fees processes.

## 4.15 Student Induction

- a) MPA Skills provides clients with induction/orientation to ensure they have appropriate information to facilitate their interactions with MPA Skills and their learning.
- b) Each client receives a copy of the MPA Skills Student Handbook which outlines key information including their rights and responsibilities as a learner.
- c) All clients sign an acknowledgment that they have received, read and understood MPA Skills policies and details within the Student Handbook.

## 5. MPA Skills Responsibilities

The General Manager MPA Skills is responsible for ensuring compliance with enrolments processes.

Administration staff are responsible for correct and accurate enrolments in accordance with this policy and procedures.

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## 6. Access & Equity

The MPA Skills Access & Equity Policy applies.

## 7. Records Management

All documentation from Enrolment processes are maintained in accordance with Records Management Policy.

## 8. Monitoring and Improvement

All enrolment practices are monitored by the Administration Manager MPA Skills and areas for improvement identified and acted upon.

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