29. AOT Admissions and Enrolment Policy

<table>
<thead>
<tr>
<th>Policy Name:</th>
<th>AOT Admissions and Enrolment Policy</th>
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<tbody>
<tr>
<td>Document Reference:</td>
<td>P_A_29.1_V5</td>
</tr>
<tr>
<td>Document Version:</td>
<td>5</td>
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<tr>
<td>Authorising Officer:</td>
<td>Chief Executive Officer</td>
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<tr>
<td>Document Location:</td>
<td>PolicyDoc (cloud based document management system)</td>
</tr>
<tr>
<td>Publish Date:</td>
<td>21/02/2017</td>
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<td>Formal Review Date:</td>
<td>13/08/2019</td>
</tr>
<tr>
<td>Related Legislation &amp; Guidelines</td>
<td>Standards for Registered Training Organisations (RTOs) 2015 National Vocational Education and Training Regulator Act 2011</td>
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<tr>
<th>Version Updates</th>
<th>Version 1</th>
<th>Policy Implemented</th>
<th>16/02/2016</th>
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<tr>
<td></td>
<td>Version 2</td>
<td>Updated formatting</td>
<td>05/07/2016</td>
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<td></td>
<td>Version 3</td>
<td>Insertion of student name, general updates</td>
<td>21/02/17</td>
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<tr>
<td></td>
<td>Version 4</td>
<td>Updated Payment of Fees</td>
<td>01/06/2018</td>
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<tr>
<td></td>
<td>Version 5</td>
<td>Minor updates to wording</td>
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Glossary:

Ticketed: A ticket raised in the Zoho Support ticketing system.

Communication:

All AOT policies, procedures and guidelines are saved in PolicyDoc (cloud based document management system) which accessible by all relevant staff. Updates are communicated to staff through our knowledge management system. Updates are communicated to students via announcements in our Learning Management System.
1. Purpose / Background

AOT is committed to providing quality administration services in accordance with the Standards for Registered Training Organisations (RTOs) 2015. As such, AOT complies with relevant Commonwealth, State and Territory laws regarding and including anti-discrimination and equal opportunity.

This policy applies to the student admissions and enrolment process. Its purpose is to ensure that AOT:

I. provides comprehensive and transparent information about services and enrolment process
II. applies the principles of access and equity in supporting prospective students to gain entry into the course of their choice
III. AOT have a range of policies which will be adhered to at all times throughout the enrolment process.

2. Policy

The purpose of this policy is to provide fair and equitable access for student enrolment and ensure potential students are provided with accurate and sufficient information to make an informed choice about their enrolment and chosen course;

I. AOT understand that a student who does not have previous study or workplace skills and may still be quite capable of completing a course.
II. This policy states that all students have an orientation period of fourteen (14) days which commences from date that log in details were issued.
III. Students may enrol, log into their course, conduct the LLN test provided, if they are enrolled in a full qualification, and trial the course. AOT believe that this period allows the student to determine if the level of qualification and mode of delivery is suitable for them. This process also allows our team to assess the needs of the student and provide the necessary support.
IV. If the student or AOT determine within the orientation period that the level of qualification or learning style is not suitable, then the student is withdrawn as per our Withdrawal Policy.

2.1 Enrolling students

2.1.1 Applications for enrolment will be processed within two (2) business days which includes:
I. Applicant provided with an enrolment form link after payment received,

II. Invoice issued,

III. Processing completed enrolment form, which includes acceptance of AOT ‘Terms and Conditions’ and ‘Student Handbook’, and

IV. Provision of student log in details.

If there is a delay in payment or return of completed enrolment form, the above timeline may extend.

2.2 Student Names

I. All enrolling students of AOT are informed at enrolment to use their full legal name. Details will be checked by AOT administration staff against the ID documents submitted for an enrolment.

II. Legal name registered with USI must be the name which the student has enrolled with AOT unless the enrolling student can produce current Australian photographic ID with different name.

III. If the enrolling name is different to USI registered name, the student’s USI cannot be verified. Administration staff will advise the student to confirm by email their correct full legal name and if required the student will be asked to update their USI details via the student’s USI portal.

2.3 Payment of Fees

AOT’s current course fees are advertised on the website. Three (3) payment options are provided:

I. Payment upfront to a maximum of $1,500

II. Payment plans for courses priced at $600 and over

III. Prepaid fees for courses priced over $1,500

See terms and conditions on AOT’s website for further details.

2.4 Unique Student Identifier (USI)

It is mandatory for all enrolling students who are Australian residents or expats and have an Australian ID to submit a USI number as a part of their enrolment application. AOT ensures that:
I. all USI numbers submitted are verified at enrolment.
II. unverified numbers will not be accepted and may result in enrolment cancellation.

2.5 Credit Transfer / Recognition of Prior Learning (RPL)

Any credit transfer or RPL discussion held at the time of enquiry pre enrolling, must be ticketed to the administration team upon actual enrolment. The administration team will follow up with the student so that the student can formally apply through the Learning Management System. See AOT’s ‘Assessment Policy’.

2.6 Individual Training Plan

Individual training plans are issued to the student by the Administration team, at the completion of the enrolment process. The Administration team also send the student details to the LMS team at this time, to be loaded into the LMS.

An updated Individual Training Plan will be issued to the student, once a successful Credit Transfer result is granted.

2.7 Course Commencement

As AOT courses are 100% online, specific definitions are provided for course commencement:

i. Course duration commences, upon the provision of log in details via email.
ii. Available units will be active from the provision of log in details via email
iii. Student will be deemed to have commenced their course at the time of login into the course
iv. Students that choose not to log into their course within the Orientation Period are subjected to the requirements of the ‘Refund Policy’ which states Orientation Period commences from provision of log in details
v. Students may elect to transfer to another course within the orientation period without penalty.

2.8 Fee Protection

AOT meet the requirements of Fee Protection for students, AOT may only collect up to $1,500 in fees in one instance, before, during or after enrolment. Please refer to full policy document linked within Terms & Conditions.
3. Related Forms and Documents

AOT’s Document Register outlines all the forms and documents that relate to this policy. The Document Register is saved within PolicyDoc and is accessible by all relevant staff.

4. Quality and Continuous Improvement

All policies, procedures and processes are reviewed on an annual basis. This policy will be formally reviewed on the date set out in the version control table at the beginning of this document.

AOT reserves the right to review and update policies, procedures and processes at any time outside of the formal review cycle, as required by:

   a) changes in regulatory, statutory, or contractual obligations,
   b) results of internal quality assurance processes,
   c) feedback received from staff.

Any recommendations to improve this document must be submitted to ceo@aot.edu.au.