

29. AOT Admissions and Enrolment Policy

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Related Legislation & Guidelines	Standards for Registered Training Organisations (RTOs) 2015 National Vocational Education and Training Regulator Act 2011		
Version Updates	Version 1	Policy Implemented	16/02/2016
	Version 2	Updated formatting	05/07/2016
	Version 3	Insertion of student name, general updates	21/02/17
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, 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 requested to enrol using their legal full name which will be checked by AOT administration staff against the name registered against the verified USI.
- 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 enrolling name is different to USI registered name, administration staff will advise student to request by email for enrolled name to be changed to legal full name.

2.3 Payment of Fees

AOT's current course fees are advertised on the website. Two (2) payment options are provided:

- I. Payment upfront to a maximum of \$1500.00
- II. Payment plan

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

Contracted Third Party resellers do not have the option of offering a payment plan.

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.
- II. unverified numbers will not be accepted.

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 RPL or Credit Transfer result is entered into the Student Management System.

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.

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 a central file location 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 the Training Manager.

This request will be logged on AOT's Continuous Improvement Register, and reviewed by the relevant staff.