

29. AOT Admissions and Enrolment Policy

Policy Name:	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
	Version 4	Updated Payment of Fees	01/06/2018
	Version 5	Minor updates to wording	13/08/2018
	Version 6	Updated diploma enrolment and commencement date	1/03/2019
Glossary:			
Ticketed		A ticket raised in the Zoho Support ticketing system.	
Communication:			
<p>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.</p>			

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. offers recognition of prior learning to individual students
- IV. has 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 understands that a student who does not have previous study or workplace skills and experience may still be quite capable of completing a course.
- II. AOT provides a course suitability self-evaluation checklist and information to assist the applicant in understanding the suitability of their selected course prior to course purchase.
- III. The course commencement date is the date that the student's course access details are sent, unless the student requests otherwise on enrolment.
- IV. If the applicant is under 18 years of age, they must have completed and provide their year 12 high school certificate prior to applying for enrolment in a diploma level qualification.
- V. If the applicant is under 18 years of age, their parent/guardian will be required to authorise their enrolment application, acknowledges the course suitability and accepts the terms and conditions, including guaranteeing the principal liability to make payment of the course fee.
- VI. This policy states that all students have an orientation period of fourteen (14) days which commences on the course commencement date.

- VII. During the orientation period, students may log into the sauceLMS, complete the language, literacy and numberacy (LLN) assessment provided if they are enrolled in a full qualification, and trial the course. AOT believe that this orientation 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.
- VIII. 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.

2.1.2 During the enrolment process the applicant must complete and submit the following:

- I. Pre-enrolment questionnaire
- II. Enrolment form, which includes acceptance of AOT 'Terms and Conditions' and 'Student Handbook
- III. Declaration and Terms & Conditions
- IV. Upload a proof of identity document

Once these forms have been received and verified by AOT, the student's course access details are sent, the course enrolment commences and orientation period begins.

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

Refer to the '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 with 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. Refer to 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 conditions apply to course commencement:

- i. Course duration commences on the course commencement date
- ii. Available units will be active on the course commencement date
- iii. Student will be deemed to have commenced their course on the course commencement date
- 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 on the course commencement date
- v. Students may elect to transfer to another course within the orientation period without penalty.

The course commencement date is the date that the student's course access details are sent, unless the student requests otherwise at the time of enrolment. Refer to AOT Student Handbook.

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.