ENrolment POLICY

# Policy

MBA Group Training (MBAGT) will ensure all prospective students are informed about the services they are to receive, their rights and obligations and MBA Group Training’s responsibilities.

# Procedure

All students enrolling at MBAGT will be given all necessary documents to provide the student with an accurate understanding about MBAGT and ensure that each student is properly informed and protected.

To ensure that the student is properly informed and protected, prospective students will have access to sufficient information about the training products offered by MBA Group Training, prior to enrolment or the commencement of training and assessment, through the marketing strategies utilised by MBAGT. These are, but not limited to, the below:

* MBAGT website – which will include statement of fees, course information flyers, RTO number
* Marketing brochures
* Information Sheets
* Advertising
* Social Media
* On-site visual information
* Media Releases
* On-line registrations
* School Visits
* Information sessions
* Induction evenings
* Student Handbook

The student is able to access current and accurate information that may be available in either a printed format or be published on the website <https://www.mba.org.au/home/> to enable the student to make an informed decision prior to undertaking training with MBAGT. This includes access to the following information:

* Training and assessment information that includes:
  + The qualification code and qualification title as published on the National Register to also reflect the currency of the training product
  + The estimated duration of the course
  + All tuition and material costs involved
  + Any additional materials required
  + The expected locations where the course will be provided
  + The expected modes of delivery
  + Any work placement requirements or arrangements
  + Information in relation to the issuance of the AQF certification documentation
* the student’s rights and the educational and support services MBAGT will provide to the student, including:
* details of MBAGT’s Student Support Policy
* details of MBAGT Complaints and Appeals process
* the student’s right to obtain a refund for services not provided by MBAGT or in the event that MBAGT fails to provide the agreed services or stops offering the specific training product the student is enrolled in, and
* the Tuition Assurance Scheme and the smooth transition of the student to another RTO, if MBAGT ceases to operate.
* the student’s obligations, relating to:
* the payment of course fees and charges
* any requirements that must be met by the student in order to enter and successfully complete their course, and
* any materials and equipment that the student must provide
* completion of qualification or course enrolment

# Prior to enrolment

Additional information provided to all students prior to enrolment:

## USI

All students are required to provide MBAGT with their Unique Student Identifier (USI). Any student who does not have a USI, is given the option to either obtain one themselves and then advise MBAGT of this number, or if they prefer for an MBAGT staff member to obtain their USI number on their behalf. This process will involve the student submitting documentary evidence to MBAGT that contains information needed for a USI to be issued – e.g. Medicare card, passport or driver’s license and a signed USI privacy policy. Refer the MBAGT website for further information. <https://www.mba.org.au/training/>

## LLN

All students will be required to complete an individual Pre-Training Review and a Language, Literacy and Numeracy (LLN) assessment, at enrolment.

An individual pre-training review will determine:

* the suitability of the student to undertake their chosen course
* whether the student is able to meet the required level of LLN skills for the training product which will be outlined within the Training and Assessment Strategy (TAS) for the relevant training product.
* whether the student is able to meet course requirements (depending on their individual needs)
* the individual’s existing skills and competencies.

The outcome of the Pre-Training Review and Language, Literacy and Numeracy (LLN) assessment will determine if the student will require assistance or reasonable adjustment to learning and assessment materials to complete their course. Depending on the level of support required, assistance may be provided internally by MBAGT throughout the duration of the course or a recommendation may be provided for assistance to be sought externally. For more information on support services, see

*POL0016 - Learner Support Policy*.

## Completion

Students will be advised upon enrolment into a full qualification that they have five years from enrolment date to complete all required training and assessment for that qualification. They will be directed to the completion policy for further information. Students who enrol into a stand-alone short course will complete all learning and assessment requirements within the course scheduled hours. Should a student not obtain a satisfactory result for an assessment tool on first attempt, they will be provided with a further two attempts to demonstrate a satisfactory outcome. If a student does not achieve a satisfactory outcome for an assessment tool after three attempts in total during the short course they will be required to re-enrol with the short course. To note, some short courses are not stand-alone and are embedded into an accredited training program to meet the requirements of a unit/s of competency within the respective training package.

## enrolment Process for APPRENTICES & TRAINEES

The process for the enrolment for Apprentices and Trainees, is as follows:

* Each student will be registered with an ACT approved Apprenticeship Network Provider, where MBAGT has been nominated as the RTO.
* Student will be notified of pending enrolment
* Student will attend a MBAGT enrolment/induction session with the RTO Director and GT Manager which will include the following;
  + An initial skills assessment
  + An online Language, Literacy and Numeracy (LLN) Assessment will be undertaken
  + Receipt of Unique Student Identifier (USI) information
  + Discussion on Recognition of Prior Learning & Policy, National Recognition and Credit Transfer and policy
  + Information about Course Fees, additional fees (i.e. Drawing Kit, prescribed text book)
  + Delivery of training
  + Enrolment form (Apprentice section)
  + Policies and Procedures relating to their enrolment and completion of their course
  + The Student Handbook or link to Student Handbook
* Eligibility for an apprenticeship and suitability for the course will be confirmed and enrolment approved where students are deemed suitable. Students not eligible for an Apprenticeship / Traineeship or those unsuitable for a particular course, will be advised accordingly and will be provided with alternatives.
* Special Needs will be identified and steps to be taken to accommodate for the individual student needs, are determined. Students needing support that MBAGT is unable to provide, will be referred on to external services.
* Student record will be created in Student Management System (VETtrak) and their personal details will be entered into VETtrak.
* Acceptance of Notification of Business will be submitted in AVETARS
* MBAGT Commencement checklist will be completed including:
* Entering any RPL, CT to VETtrak if applicable,
* Enrolling in classes,
* Producing the Training Plan, and
* Entering on funding spreadsheet
* Initial site visits with student and employer will be scheduled to include:
* Welcome Letter,
* Discussion of the Class Program, Training Plan and structured withdrawal,
* Upon agreement, training Plan to be signed by the apprentice and their employer, and RTO representative,
* Employer Supervision and Qualifications issuance policy,
* Site visit/WHS Inspection, and
* Enrolment Form (Employer section) completed by employer

A copy of the training plan is to be provided to the apprentice and employer within 14 days of completion.

## Skilled Capital

The process for the enrolment of Skills Capital prospective students, is as follows:

* The student will apply for funding through Skills Capital by completing a Skilled Capital Enrolment form to also determine whether they meet the eligibility criteria and have verified evidence to support this.
* The student will be notified of pending enrolment
* The student will attend a MBAGT enrolment/induction session which will include the following;
  + An initial skills assessment,
  + An online Language, Literacy and Numeracy (LLN) Assessment will be undertaken,
  + Receipt of USI information,
  + Discussion on Recognition of Prior Learning & Policy, National Recognition and Credit Transfer and policy,
  + Information about Course Fees, additional fees (i.e. Drawing Kit, prescribed textbook),
  + Delivery of training ,
  + Discussion of the Class Program and structured withdrawal
  + Negotiating and developing the Training Plan
  + Policies and Procedures relating to their enrolment and completion of their course, and
  + The Student Handbook or link to Student Handbook
* Eligibility for Skilled Capital and suitability for the course will be confirmed and enrolment approved
* Student record will be created in Student Management System (VETtrak) and their personal details will be entered into VETtrak
* Student record will be submitted in AVETARS
* MBAGT Commencement checklist will be completed including;
* Entering any RPL, CT to VETtrak if applicable,
* Enrolling in classes,
* Producing the Training Plan,
* Entering on funding spreadsheet,
* Upon agreement, Training Plan to be signed by the apprentice and their employer, and RTO representative
* A copy of the training plan is to be provided to the apprentice and employer within 14 days of completion.

## OTHER students – Fee for service & short course enrolments

Online application or registration forms for Courses offered, are available on MBAGT website. Students must be a minimum of 15 years old to attend short course training.

Upon receipt of completed registration forms (including payment of the registration fee), forms are:

* Reviewed for their accuracy and detail
* Student’s suitability for the course and their LLN skills are assessed.
* Special Needs are identified and steps to be taken to accommodate for the individual student needs, are determined.
* Students unsuitable for a course will be advised accordingly and will be provided with alternatives.
* Students needing support that MBAGT is unable to provide, will be referred on to external services.
* Suitable students will be accepted and hard copy of the enrolment documentation will be placed in the relevant Course Files
* Student record will be created in Student Management System (VETtrak) and their personal details will be entered into VETtrak
* Students are inducted into the training aspect of their chosen course including the Class Program

## Related DOCUMENTS AND forms

* *TRA003 – Commencement Checklist*
* *SC043 – Short Course Commencement Checklist*
* *TRA001 – Student Handbook or link to Student Handbook*
* *TRA032 – Enrolment Form – User Choice*
* *PAY007 – Enrolment Form – MBAGT Apprentice*
* *POL004 – Certificate Issuance Policy*
* *POL006 – National Recognition and Credit Transfer Policy*
* *POL007– RPL Policy*
* *POL008 – USI Policy*
* *POL009 – USI Privacy Policy*
* *POL011 – Insurance Policy*
* *POL016 – Learner Support Policy*
* *POL005 – Fees, Charges and Refund Policy*
* *TRA050 – Student Requirements*
* *POL003 – Complaints and Appeal Policy*
* *POL047 – Completion Policy*
* *MBA Website – www.mba.org.au*

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| **Relevant Standards: 4.1, 5.1, 5.2, 5.3, 5.4, 1.7** (Standards for Registered Training Organisations (RTO’s) 2015)  **Responsibility:** Commercial Director, Business Support Manager **Approved:** Oct 2020    \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_­­\_\_\_\_\_\_  **Liz Nair** Commercial Director |