

POL006 ENROLMENT POLICY

This policy applies to both Southern Training Organisation RTO#91378 and MBA Group Training Limited RTO#88163

This policy outlines the approach of, and method adopted by, the RTO regarding enrolment into any training product. The policy ensures learners are properly informed prior to the commencement of training and assessment as required by standards 3, 4 and 5 of the Standards for Registered Training Organisations (RTO's) 2015.

ENROLMENT PRACTICES

Learners preparing to undertake training with the RTO must complete and submit an enrolment form prior to the commencement of training and assessment. Enrolment forms can be found on the RTO's website, sent to the learner via email by a member of the administrative team or collected from one of our office locations.

An enrolment form must be received, processed and confirmed prior to a learner attending training and assessment.

Completed enrolment forms can be submitted to RTO via email, post or in person at one of our main office location. All information provided to the RTO by a learner will be handled as per our privacy policy.

- **Email:** training@mba.org.au
- **Postal Address:** PO Box 1211 Fyshwick ACT 2609
- **Main office:** 1 Iron Knob St Fyshwick ACT 2609

PROVISION OF INFORMATION

It is the responsibility of the RTO to provide or make readily available information to the learner that outlines the services the RTO will provide the learner, along with the rights and obligations of the learner and the RTO.

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

- RTO website (www.mba.org.au)
- Marketing brochures
- Enrolment forms
- Advertising
- Social Media
- On-site visual information
- Media Releases

The RTO's rights and obligations are outlined throughout our policies and procedures, relevant policies to training and assessment are available on our website. Administrative staff and trainers and assessors are expected to comply with these policies and procedures at all times.

The learners rights and obligations are outlined within our enrolment forms and further detailed within an enrolment confirmation email and reminder email sent prior to training and assessment. The confirmation email is sent to all learners following their enrolment being processed by the RTO. Confirmation and reminder emails describe the learners obligations relating to;

- Payment,
- attendance,
- assessment,
- issuance of certification and
- any materials or equipment required to undertake training and assessment.

All further information for learners, such as complaints and appeal processes and learner support can be provided upon request or located on our website at any time.

Note: where a learner has specified a secondary contact or an employer has submitted an enrolment form on behalf of a learner, both parties will receive a copy of all email correspondence sent by the RTO.

ENROLMENT PROCEDURE

Enrolment forms must be submitted to the RTO prior to the commencement of training and assessment. Potential learners can view course offerings and upcoming course dates on our website or can contact our team on 6175 5900, via email to training@mba.org.au or visit our main office location.

RTO administrative staff and trainers are aware of the minimum and maximum learners permitted to attend our course dates and will promote and accept enrolments in accordance with these conditions.

Learners must complete all fields on the enrolment form. Where a learner is enrolling to undertake nationally recognised training, they must provide details of their USI, or sufficient details for the RTO to create a USI on behalf of the learner. See USI policy for further details.

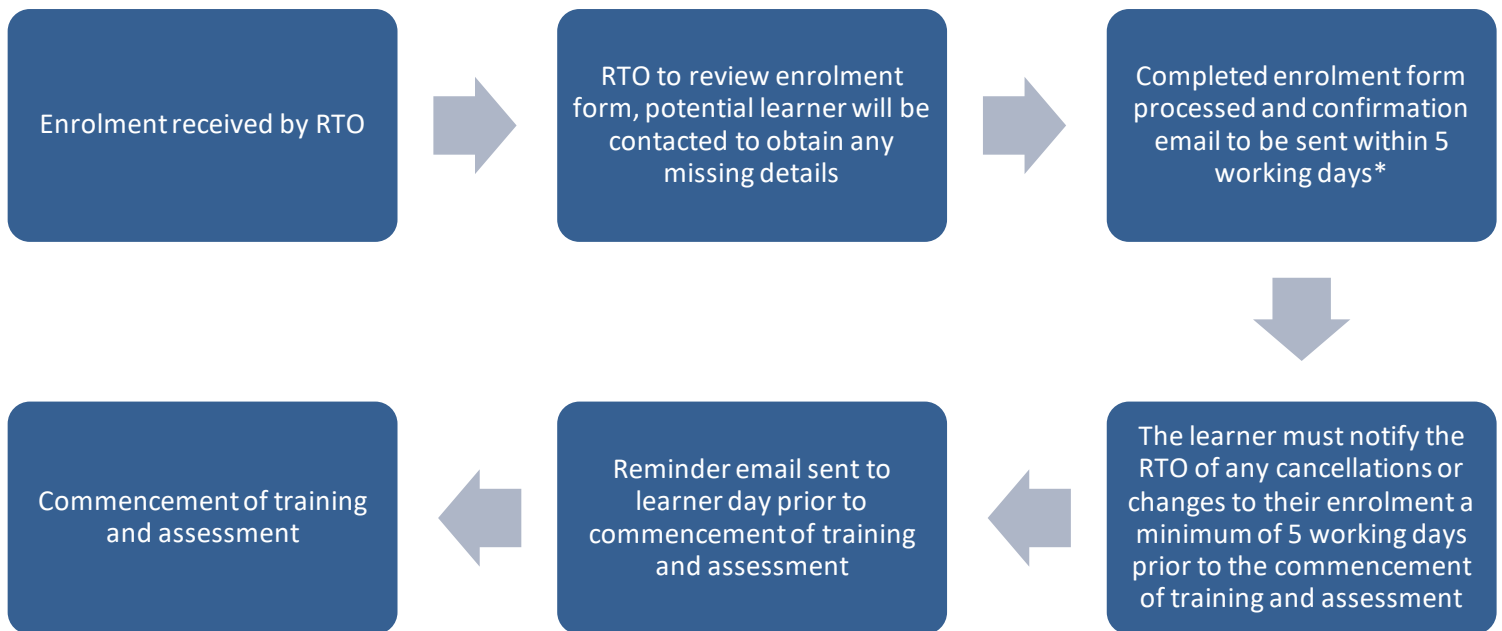
All nationally recognised training enrolment forms include a Language Literacy and Numeracy Assessment (LLN). An LLN must be completed by all learners prior to commencement of training and assessment. See Learner Support policy for further details on LLN's.

No enrolment is guaranteed until a confirmation email has been received. The RTO holds the right to deny an enrolment at any time. An enrolment will only be denied if one or more of the following circumstances apply;

- the learner has outstanding payments from a previous enrolment
- the nominated training and assessment course date is no longer available, where possible the learner will be offered a position in the next available course date
- the learner does not have the suitable resources or equipment to satisfactorily complete training and assessment
- the learner cannot satisfy any pre-requisite requirements

Enrolment timeline

The following diagram shows the timeline in which enrolments are managed, from the submission of an enrolment form to commencement of training and assessment.



Enrolment forms will only be processed once completed in full, potential learners will be contacted by the RTO to obtain any missing details.

DOCUMENT INFO

Relevant Standards: Standards for Registered Training Organisations (RTOs) 2015 – Standard 1, Standard 2, Standard 4, Standard 5

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