

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 (RTOs) 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 RTOs 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 and payment for a course must be received, processed and confirmed prior to a learner attending training and assessment.

Enrolment forms for Certificate II and III programs will be provided to the learner following the notification of business received from Skills Canberra and the Apprentice Connect Australia Provider (ACAP).

Completed short course enrolment forms can be submitted to RTO via email, post or in person at one of our main office locations. 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 learner's rights and obligations are outlined within our enrolment forms and confirmations of enrolment.

Potential students for the Certificate II or III programs will be provided with a welcome pack during the enrolment process. This pack includes information about both student and employer obligations.

Short course participants will receive an enrolment confirmation email and reminder email prior to training and assessment. The confirmation email is sent to all learners, and any nominated employers, following processing by the RTO. Confirmation and reminder emails describe the learner's obligations relating to:

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

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

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 (02) 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.

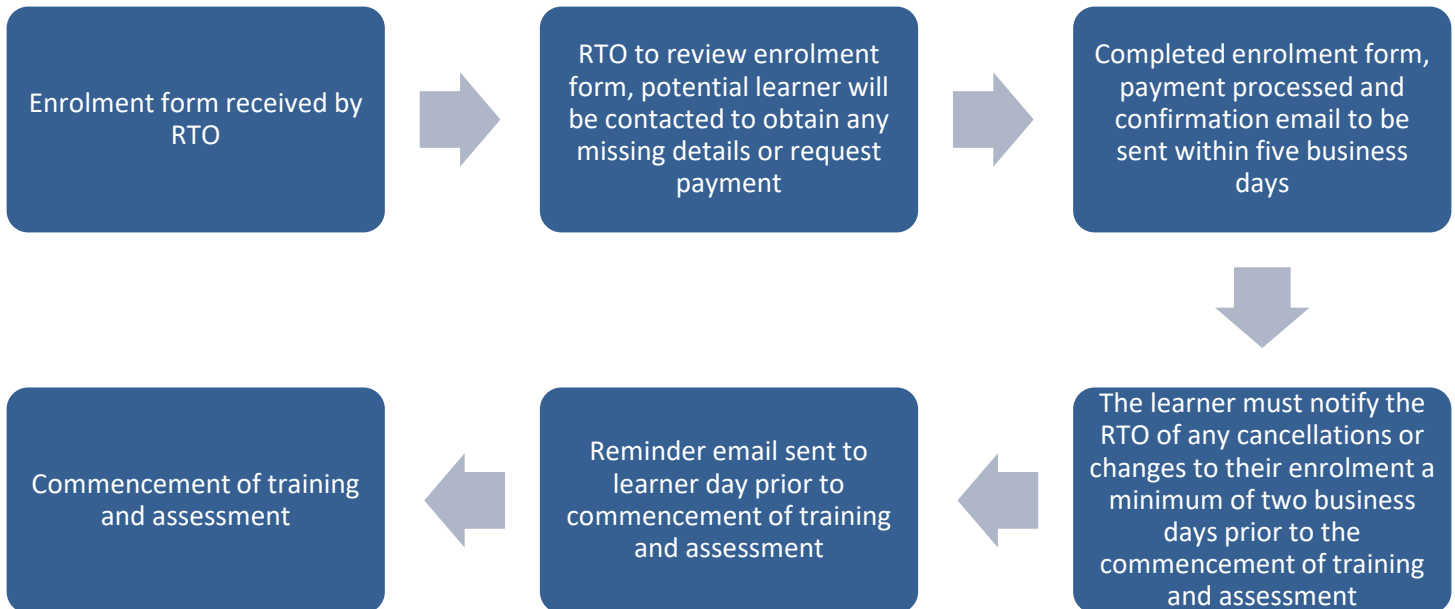
All Nationally recognised training enrolment forms include a Language, Literacy and Numeracy (LLN) Assessment. An LLN must be completed by all learners prior to the commencement of any training and assessment. See Learner Support policy for further details on LLNs.

No enrolment is guaranteed until a confirmation email or welcome pack has been received. The RTO holds the right to deny 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

Short Course Enrolment Timeline

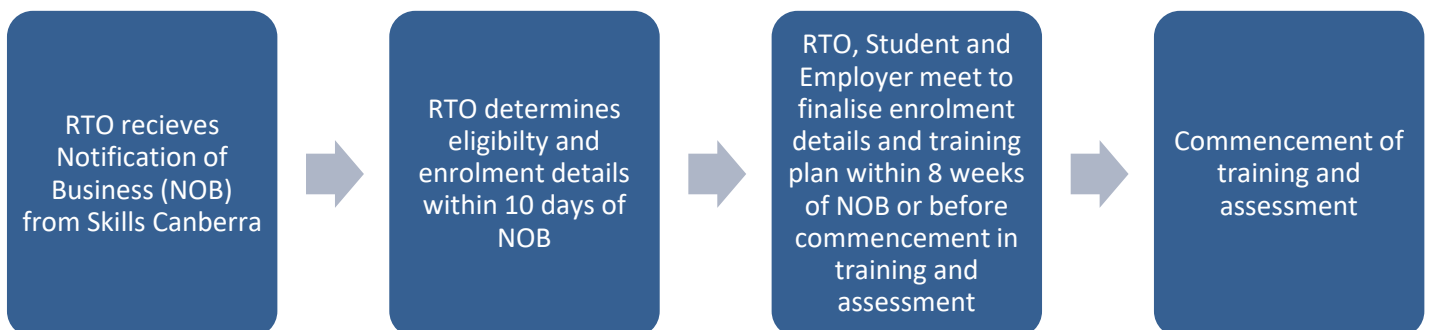
The following diagram shows the timeline in which enrolments are managed, from the submission of an enrolment form to commencement of training and assessment. The same procedure applies to potential students undertaking a fee-for-service qualification.



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

Certificate II or III Enrolment Timeline

The following diagram shows the timeline in which enrolments for Certificate II and III enrolments, delivered under the ACT Training Initiative funding Agreement, are managed. Potential students undertaking the program as an apprentice or trainee must first complete a sign up with the Apprentice Connect Australia Provider.



RECOGNITION & CREDIT TRANSFER

In accordance with the Standards for RTOs 2015, MBA GT and STO will recognise AQF Qualifications and Statement of Attainments issued by other Registered Training Organisations throughout Australia.

Once verified, AQF Qualifications and Statements of Attainment from other RTOs may provide students with Credit Transfer for units already attained.

MBA GT and STO will not recognise partial completion of units through this process. However, both RTOs actively promote RPL and will conduct RPL assessment in accordance with the principles of assessment and the rules of evidence.

MBA GT and STO have qualified assessors who are responsible for a fair, valid, sufficient and authentic RPL process.

RECOGNITION OF PRIOR LEARNING (RPL)

RPL assesses a person's skills and competencies to determine and ensure these are current.

All students enrolling with MBA GT and STO are advised that recognition of prior qualifications can be obtained. They are advised when completing the enrolment form or signing their training plan. Students must inform the course administrator **prior to enrolment** that they wish to apply for recognition of qualifications attained through prior learning and/or Credit Transfer.

Students who wish to have competencies recognised must provide the original or a certified copy of the original Qualification and/or Statement of Attainment issued.

Candidates can apply to have skills recognised formally by providing evidence and documentation which proves they meet the competencies requirements.

Candidates will complete an RPL application which can be obtained from the course administrator and is then submitted. Recognition applications will be entered by an administrator then assessed by a qualified assessor.

This application will consist of evidence provided by the candidate. Evidence may include letters from employers or previous employers, photographs or videos of work completed, expired qualifications, and records of non-accredited training completed.

An interview with a candidate will be conducted and references will be contacted. An assessor may ask for further evidence or choose to complete gap assessment on the candidate to ensure competency is met.

Upon completion of reviewing all evidence and the application, if the candidate is found to be competent, the candidate will be charged the RPL fee stated below, and once the invoice is paid, will be issued with AQF Qualification.

Timeline for RPL of 80% or more of a qualification:

From date application received to administrative process completed	2 business days
Initial review of application, further information requested, and candidate interview scheduled	4-6 weeks
Candidate interview completed, and all evidence collected	1-2 weeks
RPL application finalised and invoice generated	2-4 weeks
Once invoice is paid, certificate generated and awarded to candidate	1-2 business days

CREDIT TRANSFER (CT)

RPL is not required when a person already has the same or equivalent unit of competency issued by another Registered Training Organisation (RTO). In this case, Credit **Transfer** (CT) will be processed and applied to a successful applicant.

All units of competency need to be achieved within the past 5 years. CT evidence must be current as determined by industry regulations or industry regulators. In the case that the achievement is more than 5 years ago, this may be used as evidence of an RPL if additional evidence of currency can be supplied.

Where CT is provided through National Recognition, the Student's Training record will be updated accordingly, and the result of CT will be applied.

For the purposes of National Recognition, CT may be provided for elective units of competency that do not align with MBA GT or STO's qualification structures. This is only possible however, where the Training Package allows for the importing of units from other training packages / qualifications.

In all cases, MBA GT and STO will verify the evidence for authenticity, completeness and compliance with the Australian Qualifications Framework Second Edition 2013 and the VET Quality Framework.

MBA GT and STO will also authenticate the information in the document (e.g. by contacting the organisation that issued the document and confirming that the content is valid).

On confirmation of authenticity, validity and completeness of the AQF qualifications and/or Statements of Attainment and application, they will forward the evidence to the Compliance Manager or RTO Compliance and Administration Officer for Credit Transfer endorsement and processing.

Students will be advised of the outcome of their application and Credit Transfer will be applied to successful applicants for units previously attained, by recording this into the Student Management System (VETtrak).

Qualifications from non-Australian Educational institutions and non-accredited training may only be used to support RPL evidence; it cannot be counted for CT.

Students will not be required to repeat or undertake further learning for the units/modules of their course for which Credit Transfer has been applied.

RECORD KEEPING & REPORTING

Once approved by the Compliance Manager or RTO Compliance and Administration Officer, outcomes of National Recognition and/or Credit Transfer applications will be recorded by the course administrator in the Student Management System (VETtrak).

CT outcomes for apprentices and trainees will be reported to the Directorate through the submissions of training activity data as outlined in the ACT AVETMISS requirements.

All documentary evidence submitted towards an application for National Recognition and/or Credit Transfer, including certified copies of certificates/statement of attainments, will be retained in the student's file.

COSTS

No fee will apply for Credit Transfer for individual units of competency as part of a qualification.

The costs for Recognition of Prior Learning are as follows:

For 80% or more of a qualification being recognised:

- Certificate II in Construction/Construction Pathways \$3870
- Certificate III Carpentry \$4200
- Certificate IV Building and Construction Building \$4800
- Certificate IV Work Health and Safety \$3600

Less than 80% of a qualification being recognised:

- Certificate II in Construction/Construction Pathways \$387 per unit
- Certificate III Carpentry \$375 per unit
- Certificate IV Building and Construction \$800 per module (divided by unit)
- Certificate IV Work Health and Safety \$360 per unit

CHANGES TO SERVICES

Where there are any changes to agreed services, the RTO is committed to advising the learner, and payee, as soon as practicable. Changes may occur due to the transition of a training product, the financial viability of a course or changes to the operation of the RTO including ceasing to deliver a training product.

Where the RTO can no longer provide the training or services enrolled for, the RTO will:

- Advise, the learner, payee and any applicable funding or government body (e.g., Skills Canberra) of the proposed arrangements within 10 business days of the decision not to continue to deliver training
- Assist the learners to source a new training provider
- Issue a statement of attainment, or certificate of attendance, within 30 calendar days from when the Training Provider ceases training delivery.

DOCUMENT INFO

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

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Document last edited by: Claudia Copland – RTO Compliance and Administration Officer

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