



Enrolment Policy & Procedure – accredited training

Policy:

Purpose

This policy outlines the principles and procedures governing the enrolment of students into nationally recognised Vocational Education and Training (VET) programs offered by Camden Haven Community College (CHCC, RTO 90018). Its purpose is to ensure that CHCC's enrolment processes are fair, transparent, accessible, and compliant with the ASQA Standards for Registered Training Organisations (RTOs) 2025, relevant VET funding agreements (e.g. Smart and Skilled), and all other applicable legislative and regulatory requirements.

Scope

This policy applies to all prospective and enrolled students undertaking VET training with CHCC, and to all CHCC staff involved in the marketing, recruitment, and enrolment processes.

Government Funded Training

Where training is delivered under a government-funded program, CHCC will also comply with the eligibility, enrolment, fee, evidence and reporting requirements of the applicable funding agreement. Where a program-specific CHCC policy or funding requirement differs from this general Enrolment Policy and Procedure, the program-specific requirement will apply. Smart and Skilled enrolments must comply with CHCC's Smart and Skilled Notification of Enrolment Policy and Procedure.

Principles

CHCC is committed to an enrolment process that is:

- **Transparent:** Providing clear, accurate, and comprehensive information to prospective students before enrolment.
- **Fair and Equitable:** Ensuring non-discriminatory access to training, while also assessing student suitability for their chosen course.
- **Student-Centric:** Supporting students to make informed decisions about their training pathways and offering appropriate support services.
- **Compliant:** Adhering strictly to all regulatory requirements, including those related to the Australian Qualifications Framework (AQF), National Training Packages, and ASQA Standards.
- **Efficient:** Streamlining administrative processes for a smooth enrolment experience.
- **Protective:** Safeguarding student consumer rights and privacy.

Commitment to ASQA Standards 2025

CHCC's enrolment policy and procedures are designed to meet the requirements of the ASQA Standards for RTOs 2025, particularly those related to:

- **Information and Transparency:** Ensuring students receive sufficient and accurate information to make informed decisions.
- **VET Student Support:** Identifying and addressing student support needs, including language, literacy, numeracy, and digital literacy.
- **Integrity of Nationally Recognised Training:** Ensuring students are enrolled in appropriate training products and that the RTO has the capacity to deliver quality outcomes.

Marketing and Advertising Compliance

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- All marketing and advertising materials are reviewed and approved in accordance with CHCC's Marketing and Advertising Policy to ensure they are accurate, ethical, and do not mislead prospective students regarding course outcomes, fees, or services.

Procedure:

The following procedures detail the steps involved in enrolling a student into a VET training program at Camden Haven Community College:

Pre-Enrolment Information and Support

Before a prospective student enrolls, CHCC ensures they have access to all necessary information to make an informed decision about their training. Prospective students are required to attend an information and application session at the College where their suitability for their chosen industry, their capacity to complete the training and their personal support needs are assessed. Prospective students will meet the training manager and have the opportunity to explore if the College and the training package meet their needs.

Information Provided to Prospective Students at the information and application session

CHCC provides comprehensive and current information to prospective students, including:

- Course Details: Full title and code of the qualification/unit of competency, a summary of the course content, learning outcomes, entry requirements and potential career pathways.
- Delivery Modes & Locations: Clear description of how the training will be delivered (e.g., face-to-face, online, blended, workplace-based) and where it will take place.
- Duration & Volume of Learning: Expected duration of the course and the typical volume of learning required to achieve competence.
- Prerequisites for the training: This includes the need for Police checks, required fitness levels, availability to complete work placement
- Fees and Charges:
 - Total course fees and any additional costs **permitted under the applicable funding arrangement**, including tuition fees and, where permitted, materials, equipment or other charges. For Smart and Skilled students, fees and additional charges will be determined in accordance with the current Smart and Skilled Fee Administration Policy and CHCC's Fees, Refunds and Fee Protection Policy and Procedure.
 - Payment schedules and accepted payment methods.
 - Information on any government funding eligibility (e.g., Smart and Skilled, ACE) and associated student contributions.
 - Details of CHCC's Refund Policy (refer to separate policy).
- Student Support Services: Information on the range of academic, wellbeing, welfare, and disability support services available to students (refer to Student Support Policy).
- Student Rights and Responsibilities: A summary of student rights and responsibilities, including access to complaints and appeals processes, privacy, and safety (refer to CHCC Student Handbook and Complaints and Appeals Policy).
- Recognition of Prior Learning (RPL) and Credit Transfer (CT): Information on the availability of RPL and CT, and how students can apply (refer to RPL & Credit Transfer Policy).
- Unique Student Identifier (USI): Requirement for a USI and assistance with obtaining one if needed.

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Language, Literacy, Numeracy (LLN) and Digital Literacy Assessment

As part of the application process, most prospective students will undertake an assessment of their language, literacy, numeracy, and digital literacy skills to determine their suitability for the chosen course and identify any support needs. The training manager may assess that a prospective student does not need to complete the quiz based on previous experience, qualifications and learning outcomes in line with LLN principles.

- Assessment Tool: CHCC utilises LLN Robot to conduct LLN assessments and speaks to students individually to assess digital competency for their chosen course (refer to LLN Quiz Policy & Procedure).
- Outcome & Support: Based on the assessment outcome, CHCC will:
 - Confirm the student's readiness for the course.
 - Identify any additional support required (e.g., tutoring, assistive technology, external referrals).
 - Discuss these support options with the student to ensure they can successfully complete the course.
 - If a student's LLN or digital literacy levels are deemed insufficient for the course, even with support, they will be counselled on alternative pathways.

Required Documentation

Students must provide the documentation required for their particular enrolment and funding arrangement.

Documentation may include, where applicable:

- completed CHCC enrolment documentation, including required declarations and consents;
- evidence of identity;
- evidence of citizenship, residency or visa status where required;
- Unique Student Identifier (USI);
- evidence required to establish eligibility for government-funded training;
- evidence supporting any concession, exemption, scholarship or fee waiver;
- USI transcript or other evidence where Credit Transfer is sought;
- school or educational status documentation where required; and
- any other documentation required by the relevant training product, funding program or legislation.

For Smart and Skilled students, evidence requirements will be determined in accordance with the current Smart and Skilled Student Eligibility Policy, Fee Administration Policy and CHCC's Smart and Skilled Notification of Enrolment Policy and Procedure.

Offer of Enrolment

Upon successful application and suitability assessment, students will be provided with an offer of enrolment. This offer formally outlines:

- The agreed training product (qualification/unit of competency).
- Total course fees and payment schedule (if applicable).
- Refund policy terms and conditions.
- Student obligations and CHCC's commitments.
- Copy of the Student Handbook.

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The student must read, understand, and acknowledge acceptance of their offer in writing, prior to the commencement of the course for their enrolment to be finalised. For students under 18, a parent or guardian must also consent and co-sign enrolment forms.

For government-funded training, an offer of enrolment remains subject to confirmation that the student satisfies the relevant funding eligibility and enrolment requirements. For Smart and Skilled training, the Notification of Enrolment process must be completed in accordance with CHCC's Smart and Skilled Notification of Enrolment Policy and Procedure.

Payment of Fees

- Students are required to make initial payment or establish a payment plan in line with the Fees, Refunds and Fee Protection Policy.
- Full payment must be received before issuance of the qualification.

Confirmation of Enrolment

Once all applicable enrolment requirements are met, including required documentation, USI verification, payment arrangements where applicable, **and completion of any required government-funded enrolment process**, CHCC will confirm the student's enrolment. For Smart and Skilled students, this includes successful completion of the Notification of Enrolment process and generation of a Commitment ID before training commences

The Confirmation of Enrolment and welcome to the student will include:

- A welcome email.
- Reminder of course start date.
- Training Plan to be signed and returned.

Recognition of Prior Learning (RPL) and Credit Transfer (CT)

CHCC acknowledges that students may have existing skills, knowledge, or prior qualifications that can contribute to their current training.

Availability and Process

- Students are informed about the availability of RPL and CT during the pre-enrolment phase.
- RPL: Students can apply for RPL if they believe their existing skills and knowledge (gained through work experience, informal learning, or other training) meet the requirements of specific units of competency. The RPL process involves gathering evidence and assessment against the unit's requirements. (refer to the RPL and Credit Transfer Policy)
- CT: Students can apply for CT if they have successfully completed equivalent units of competency or qualifications from another RTO or education provider (refer to the RPL and Credit Transfer Policy)
- Application: Students wishing to apply for RPL or CT must submit a formal application form and provide supporting evidence.
- Assessment: All RPL and CT applications will be assessed by qualified CHCC assessors in accordance with the Assessment Policy and RPL/CT Procedure (refer to the RPL and Credit Transfer Policy)
- Impact on Fees/Duration: Successful RPL or CT may result in a reduction of course fees and/or the overall duration of the training program. This will be clearly communicated to the student.

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Deferral, Suspension, and Cancellation of Enrolment

CHCC has clear processes for managing changes to a student's enrolment status.

Deferral

- Students wanting to defer involvement in training and assessment should discuss this with their trainer in the first instance.
- The trainer will refer the request to the Training Manager who will endeavour to implement processes that support continuance of training.
- If such an arrangement cannot be implemented, a student may defer for a maximum of 12 months **unless a different timeframe or process applies under the relevant funding agreement, training product or regulatory requirement.**
- If the qualification changes during the deferral period, RPL or upgrade to current qualification may be required at the student's cost.

Suspension

- Conditions: Enrolment may be suspended by CHCC under specific circumstances, such as non-payment of fees, breach of student code of conduct, or as part of a disciplinary process.

Cancellation

- Student-Initiated: Students may cancel their enrolment at any time by providing written notification. Refund entitlements will be processed according to the Refund Policy.
- CHCC-Initiated: CHCC may cancel a student's enrolment under specific conditions, such as prolonged non-attendance, serious breach of the student code of conduct, academic misconduct, or non-payment of fees. Such decisions will follow due process, including opportunities for the student to respond, and will be communicated in writing.

Smart and Skilled deferrals, discontinuations and withdrawals will be managed in accordance with the current Smart and Skilled Operating Guidelines and CHCC's Smart and Skilled Notification of Enrolment Policy and Procedure.

Student Support Services

CHCC is committed to providing appropriate support to ensure student success.

- Information about available support services (e.g., academic support, counselling, disability support) is provided during the enrolment process and is accessible throughout the student's enrolment.
- Refer to the Student Support Policy for further information on accessing services available.
- The Outreach Student Support is available for students throughout their time with the College.
- Referrals to external support services will be made where appropriate and necessary.

Records Management

All enrolment-related documentation and student records are managed in accordance with CHCC's Records Management Policy and Privacy and Confidentiality Policy.

- Records are maintained securely and confidentially.
- Student records are kept for the required regulatory periods.
- Students have the right to access their personal records in accordance with privacy legislation.

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