

Enrolment Policy – Non accredited training



Preamble

Camden Haven Community College is a Registered Training Organisation (RTO 90018) offering a diverse range of quality vocational and general education learning opportunities. The college is not-for-profit and community owned. Courses, may be provided at the college, at off site locations, or on-line. We contribute to the wellbeing of our community through the creation of opportunities for lifelong learning.

Student Welfare

Camden Haven Community College's primary concern is to enhance lifelong learning for its students. To this end we provide the following support services:

- Assistance with literacy, numeracy and general education skills.
- Disability access and support wherever possible.
- Provision of financially accessible training
- Creating an environment of connectivity for the community through a range of diverse courses

Familiarisation with Enrolments Process

All administrative staff members are to make themselves familiar with:

- the courses, terms and conditions in the current Course Guide
- course fees, concessions, discounts, refunds
- the Enrolment Form with various options and be capable of enrolling students and assisting with USIs.
- requirements for enrolment in subsidised or funded programs.

Efficient Processing of Enrolments

- The enrolment process, as the point of first contact for many students, must be carried out efficiently, politely, and helpfully. It will be conducted with a desire to see that applicants are enrolled in courses appropriate to their needs.
- Timely processing of a mailed or emailed enrolment is to be completed as soon as possible.
- Availability of places will be determined in order of entry of enrolments with priority going to waitlisted students.
- Enrolments are closed five working days prior to course commencement. At this point a decision is made by the Program Coordinator as to whether the course/training will go ahead. Exceptions may be negotiated under special circumstances if agreed by the Manager. Refer to Refund Policy regarding refund arrangements.

Access, Equity and Anti-Discrimination

We will ensure that adults have access to our courses and services regardless of educational background, gender, marital status, sexual orientation, race, colour, pregnancy, national origin, ethnic or socio-economic background, physical or intellectual impairment, and religious or political affiliation. We will encourage, assist and subsidise people with disadvantages to participate in our programs and courses, although access for all disadvantaged people may be limited by financial resources and available facilities. We will endeavour to assist targeted equity groups to participate in our programs and courses with funded and subsidised programs. All students must be 18 or over.

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Confidentiality and Personal information

- No personal information about students is to be divulged to outside individuals or organisations unless we are required to report information under regulation, legislation or funding guidelines.
- While all students enrolling in funded programs should be asked and encouraged to answer the official survey questions on the Enrolment Form their refusal to answer those questions will not be grounds for denying them enrolment. Where specific information or evidence is required for funded or subsidised programs, students will be encouraged to provide this information. Where appropriate, e.g. unwilling to disclose or evidence not available, college staff may assist, estimate or arrange a signed statement. If evidence required under government subsidised or funded programs is not provided, the participant may be excluded from the subsidy.

Terms and Conditions on the CHCC website:

Terms & Conditions

Camden Haven Community College (CHCC) Policies are available from the college website at www.chace.org.au

My enrolment is conditional upon the following:

- I agree to abide by the CHCC Code of Conduct and other Policies.
- Payment is to be made through CHCC administration.
- For courses with fees, payment is to be made at least 5 working days prior to course commencement. At this point a decision is made by the Program Coordinator as to whether the course/training will go ahead.
- I accept full responsibility for any damage, costs, misadventure or accident arising as a result of any act or failure to act on my part.
- CHCC reserves the right to refuse enrolment to any person.
- Information that may be given during a course does not constitute 'advice'.
- I consent to use and disclosure of personal information to the Department of Education and other Government agencies.

[RETURN TO CART](#)

Associated Policies

Refund Policy

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