Recruitment & Enrolment Policy and Procedure

Quality Area 2: VET Student Support
Standard: 2.2 Enrolment

1. Purpose:

The purpose of this policy is to ensure that all prospective students are advised, prior to enrolment, about the suitability of the training product for them, based on an assessment of their skills, competencies, and educational needs. This ensures that students are supported to make informed enrolment decisions and are appropriately placed into training that reflects their goals and capacity.

2. Rationale:

This policy ensures compliance with Standard 2.2 of the Outcome Standards for RTOs 2025. Enrolment decisions must be based on an evaluation of each prospective student's individual capabilities and aspirations, with suitable advice and guidance offered prior to final enrolment. The process mitigates the risk of inappropriate enrolments, student disengagement, and non-completion.

3. Policy Statement:

GBC is committed to ensuring that all students are enrolled into training products that align with their existing competencies, career goals, and support needs. Before enrolment is confirmed, prospective students are assessed through a structured process that includes a review of language, literacy, numeracy and digital literacy (LLND) capabilities, prior education and experience, and course-specific entry requirements. Based on this review, the student is provided with advice about their suitability for the training product and, where appropriate, informed of alternative options or additional support.

No student will be enrolled, nor will fees be collected, until the suitability of the course has been assessed and the student has been advised accordingly.

4. Scope:

This policy applies to all prospective and current students enrolling in any training product offered by the RTO.

5. Definitions:

Alternative Pathway: A different training product or support strategy recommended where the original course is unsuitable
Confirmation of Enrolment: A formal document or communication confirming the student's acceptance into a course.

Enrolment: The process by which a prospective student formally registers to undertake a course or unit of competency.
Entry Requirements: Pre-requisites or conditions specified in the training product or by the RTO
LLND: Language, Literacy, Numeracy and Digital literacy
Pre-enrolment Information: Information provided to students before enrolling to assist with informed decision-making.
Suitability Advice: Guidance provided to a student about the appropriateness of the course for their skills, needs, and goals

6. Responsibilities:

General Manager: Oversees implementation and compliance with enrolment processes.
Student Services: Co-ordinates the administration of enrolment, ensures accurate records, and supports students during enrolment. Responsible for reviewing LLND results and determining whether the student meets the entry and suitability requirements for the training product. Provides students with individual advice regarding the appropriateness of the course and records outcomes.
Trainers/Assessors: Contribute to student suitability assessments where applicable and support initial orientation.
Compliance Officer: Monitors adherence to legislative and regulatory requirements related to enrolment and conducts periodic reviews of completed enrolment packs to ensure compliance with enrolment procedures. Findings are recorded in the Continuous Improvement Register and reported to the RTO Manager.

7.Legislative Requirements:

- Standards for RTOs 2025, Standard 2.2

Standard 2.2

Outcome Standards

(1) VET students are advised, prior to enrolment, about the suitability of the training product for them, taking into account the student's skills and competencies.

- National Vocational Education and Training Regulator Act 2011 (Cth)
- National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Standard 2, 3 and 7)
- Data Provision Requirements 2020
- Privacy Act 1988 (Cth)
- Student Identifiers Act 2014 (Cth)
- Disability Discrimination Act 1992 (Cth)

8. Procedure:

The enrolment process at GBC is structured to ensure that prospective students are provided with accurate, comprehensive, and timely information to make informed decisions about their study. The procedure also ensures that students are only enrolled in courses that are appropriate to their needs, goals, and capabilities, and that their rights and obligations are clear from the outset.

1. Pre-enrolment Information and Support

Before enrolment, prospective students are provided with current and accurate information to help them choose a course that meets their needs and circumstances. This includes but is not limited to:

- Course entry requirements (including LLND levels, mandatory checks, or pre-requisites)
- Modes of delivery and locations
- Course duration and expected study commitment
- Right to apply for Credit Transfer or Recognition of Prior Learning (RPL) prior to enrolment
- Support services available
- Course outcomes including pathways and employment options
- Fees, refunds, and withdrawal procedures
- Complaints and appeals processes
- Obligations under relevant legislation, including USI requirements

Students are also provided with information about any required work placements, licensing outcomes, eligibility for government funding or subsidies, and the implications of training product transitions. Pre-enrolment materials clarify the distinction between nationally recognised training and non-accredited offerings.

The information is available through the website, course brochures, student handbook, and staff consultation. Prospective students are encouraged to ask questions and request assistance before making an enrolment decision.

Privacy and Data Use

GBC is required under the Data Provision Requirements 2020, to collect personal information about students and disclose that information to the National Centre for Vocational Education Research Ltd (NCVER).

Student personal information and training activity data may be used or disclosed by GBC for statistical, regulatory, and research purposes. This includes:

- Submission of AVETMISS-compliant data to NCVER;
- Use of the data for understanding and improving the VET sector;
- Monitoring and evaluation of training outcomes;
- Administration of government-funded training programs;
- Participation in surveys, validations, or audit activities.

Information may be disclosed to:

- Commonwealth and State or Territory government departments and authorised agencies;
- Employers (if enrolment is through a workplace);
- School authorities (for school-based students);
- Researchers and survey contractors working with NCVER.

Students are advised of this requirement prior to enrolment through the Student Handbook and enrolment declaration, and consent is obtained in accordance with the Privacy Act 1988 (Cth) and the Student Identifiers Act 2014 (Cth). The full NCVER privacy policy is available at https://www.ncver.edu.au/privacy.

2. Determining Suitability and Support Needs

Suitability assessments are documented using structured entry assessment tools**.**

Upon enquiry or application, GBC conducts a suitability assessment to ensure alignment between the student's goals and the course outcomes. This may include:

- Language, Literacy, Numeracy and Digital (LLND) skills assessment
- Review of prior learning or work experience
- Identification of barriers or support needs (e.g. disability, learning difficulty, or cultural considerations)
- Clarification of student expectations and training demands

Where support needs are identified, reasonable adjustments and learner support plans are offered. Where a student is not suited to their chosen course, referral to a more appropriate training product or additional support is offered and recorded.

All suitability assessments and resulting advice are documented using the Suitability Review Record, which forms part of the student's enrolment file. This ensures that the basis for enrolment decisions is transparent, consistent, and available for audit review

3. Formal Enrolment

If the student is found suitable and elects to proceed, formal enrolment is completed. This involves:

- Completion and signing of the Enrolment Form and Student Agreement
- Collection of identification and supporting documents
- Verification of the Unique Student Identifier (USI)
- Recording of the student in the Student Management System (SMS), which is the RTOManager
- Communication of orientation and induction details

Orientation is delivered in stages, including at the time of application, upon confirmation of enrolment, and during the first scheduled learning session, to ensure students retain and understand key information.

Enrolment data is collected in accordance with AVETMISS reporting requirements. Mandatory data fields are completed in the Student Management System (SMS) and verified prior to confirmation of enrolment.

Students are not formally enrolled until all documentation is complete and the USI is verified.

For overseas students, a written agreement must be signed before enrolment proceeds, which includes refund conditions, course duration, mode, location, fees, and visa condition warnings in accordance with National Code Standard 3. A copy of the written agreement and associated

enrolment documents is retained for at least two years after the student ceases to be an accepted student, in accordance with National Code Standard 3.3

4. Student Orientation and Induction

Following enrolment, students are provided with an orientation that reinforces their rights and responsibilities and familiarises them with the learning and assessment environment.

Orientation includes:

- Welcome and introductions
- Overview of course structure and assessment expectations
- Information on academic integrity, attendance, and engagement
- Guidance on how to access learning platforms and support services
- Confirmation of policies and procedures including complaints, appeals, and withdrawal

Attendance at orientation is recorded, and follow-up is undertaken where a student is absent.

5. Ongoing Review and Monitoring

Enrolment information is reviewed to ensure currency and accuracy. All staff involved in enrolment receive training on providing information in an ethical, consistent, and student-centred manner. Annual reviews of enrolment procedures, materials, and practices are conducted to ensure continuous improvement and compliance with the Standards for RTOs.

Step/ Action	Responsible	Timeframe	Reference/Use
1. Provide prospective students with accurate and current pre-enrolment information (e.g. course structure, fees, entry requirements, support services, complaints and appeals process)	Marketing and Student Services	Ongoing; prior to application or enrolment	Supports informed decision-making under Standard 2.2; evidence for pre-enrolment compliance
2. Inform students of the use and disclosure of personal data under the Data Provision Requirements 2020 and obtain privacy consent during enrolment	Student Services or Admissions Officer	Prior to enrolment; confirmed during enrolment documentation	Required under Data Provision Requirements 2020 and Privacy Act; supports enrolment file audit trail
3. Conduct suitability assessment including LLND checks, review of prior learning, and support needs identification	Admissions Officer or Student Support Staff	Within 5 business days of application	Demonstrates student suitability, supports inclusion and welfare obligations under Standard 2.3

4. Advise student of course suitability and support options. Offer referral if the course is not appropriate	Admissions Officer	Within 2 business days of suitability assessment	Ensures training is suited to student needs and abilities; evidence of ethical conduct
5. Complete formal enrolment, including signed Enrolment Form and Student Agreement, ID collection, and USI verification	Admissions Officer	Within 3 business days of suitability confirmation	Legal and regulatory enrolment confirmation; supports issuance of AQF certification
6. Record student details in Student Management System (SMS)	Student Administration	Immediately after enrolment is complete	Maintains accurate AVETMISS and compliance records; supports data reporting and audit
7. Conduct orientation including student rights and responsibilities, course expectations, academic integrity, complaints, and withdrawal process	Student Support Staff or Course Coordinator	Prior to course commencement; within 1 week of enrolment	Supports informed participation and student engagement; aligns with Standards 2.3 and 2.7
8. Record attendance at orientation and follow up with absent students	Student Support Staff	Within 2 business days of orientation	Ensures student engagement and retention monitoring; supports intervention if needed
9. Review enrolment processes and update information, materials, and staff training	Compliance Officer or General Manager	At least annually or in response to audit, feedback, or change	Continuous improvement and evidence of self-assurance under Compliance Standard 4.4
10. Ensure CRICOS written agreements meet NC Standard 3 (course info, duration, fees, refunds, visa implications)	Admissions Officer	Before enrolment confirmation	Evidence of CRICOS compliance; prevents enrolment breaches

9. Policy Implementation:

This policy and procedure is implemented through clearly defined enrolment processes that ensure prospective students receive accurate and timely information, are assessed for suitability, and are supported to make informed enrolment decisions. Implementation is overseen by the General Manager.

Key implementation mechanisms include:

- Use of pre-enrolment materials approved by the PEO
- Training for enrolment and student support staff
- Integration of the enrolment process into the Student Management System (SMS)

10. Monitoring and Evaluation:

GBC maintains a proactive and organisation-wide continuous improvement framework. All policies and procedures are subject to scheduled review as part of the Quality and Governance Calendar. Systematic monitoring and evaluation processes ensure that operations align with the Standards for RTOs 2025 and are effective in practice.

Feedback from students, staff, and stakeholders, along with outcomes from audits, validation, complaints, and self-assurance activities, is analysed to identify risks and opportunities for enhancement. Improvement actions are prioritised, implemented, and tracked via the Continuous Improvement Register. Significant changes are subject to post-implementation review to ensure they are embedded and effective.

Document Control

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Approved By	Preeti Singh
Date Approved	1/07/2025
Next Review Due	2/07/2026
Standards/Legislation	2.2 NC, 2,3, 7
Version	1.0

Version Control

Version #	Changes	Approval By	Approval Date
1.0	**Initial version**	**PEO**	**01/07/2025**

Associated Documents

- Course Guide / Course Information Sheets
- Enrolment and Orientation Feedback Form
- Enrolment Application Form
- Enrolment Checklist
- Enrolment Procedure Review Record
- LLND Assessment Tool and Recording Template
- Orientation Attendance Record
- Referral and Alternative Pathway Record
- Student Agreement
- Suitability Review Record
- Support Needs Identification Form
- USI Verification Record