

1. Purpose

The purpose of the Guidelines is to describe the requirements for assessing an individual's eligibility for the Victorian Training Guarantee and for collecting the necessary supporting evidence. RGIT Australia will ensure that all enrolments for government-subsidised courses are completed correctly and in accordance with:

- ASQA and Standards for Registered Training Organisations (RTOs) 2015.
- 2014 - 2016 VET Funding Contract Victorian Training Guarantee (VTG) Program **requirements** including:
 - Schedule 1 Victorian Training Guarantee Program Specifications
 - 2016 Guidelines about Determining Student Eligibility and Supporting Evidence

2. Scope

This policy applies to all enrolments in Victorian and Commonwealth government subsidised training under VTG.

3. Responsibility

Compliance Manager is responsible to maintain this policy and VTG administrator and Marketing Manager will be responsible for the implementation of this policy and to ensure that staff, students and stakeholders are aware of its implementation.

4. Definitions

Eligible Individual means an individual who is eligible for government subsidised training in accordance with the eligibility requirements set out in this VET Funding Contract and related guidelines.

Evidence of Eligibility means evidence of an Eligible Individual's eligibility for government subsidised training in accordance with the eligibility requirements set out in this VET Funding Contract and the related *Guidelines about Determining Student Eligibility and Supporting Evidence*.

Guidelines about Determining Student Eligibility and Supporting Evidence means the most recent guidelines of that name issued by the Department from time to time.

VET Funding Contract means this VET Funding Contract and includes all schedules, annexures, attachments, plans and specifications and exhibits to it.

Up skilling means seeking to enrol in nationally recognised training in a course that is at a higher qualification level than the highest qualification held at the time of the scheduled commencement of training.

An authorised delegate means an employee/s of the RTO who has been formally delegated this function from the CEO or equivalent. For an authority to be formally delegated, written evidence of such a delegation must be available at audit.

5. Policy

5.1 At RGIT Australia, the approach to enrolment and induction is to provide a pathway for students to make informed decisions about their training and assessment and enter a training pathway that is the right fit and free from discriminatory barriers. Student enrolment is based on the principles of access and equity and consistent with the specific course requirements (pre-requisites)

5.2 To achieve this, RGIT Australia will:

- Inform prospective students about prerequisites for their desired training program and pathways to obtain these before enrolment;
- Assess a student's language, literacy and numeracy skill levels to ensure they have adequate skills and abilities to meet the requirements of their desired training program;
- Provide accurate and ethical marketing and pre-enrolment information that enables them to make confident and suitable decisions about selected training programs;
- Determine if the student has any need for reasonable adjustment at the point of enrolment to allow training programs to be suitably adjusted;
- Ensure there are no barriers for people with a disability;
- Provide comprehensive administrative support that allows the student to complete enrolment efficiently and commence training at an agreed time and place; and
- Inform prospective students about alternate pathways to training such as gaining credit for current competence or recognition of prior learning pathways.
- The RGIT must comply with relevant Commonwealth, State or Territory legislation and regulatory requirements relevant to its operations and its scope of registration.
- The RGIT must ensure that its staff and clients are fully informed of legislative and regulatory requirements that affect their duties or participation in vocational education and training
- The RGIT must provide the following fee information to each client:
- The total amount of all fees including course fees, administration fees, materials fees and any other charges;
- Payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee;
- The nature of the guarantee given by the RGIT to complete the training and/or assessment once the student has commenced study in their chosen qualification or course;
- The fees and charges for additional services, including such items as issuance of a replacement qualification testamur and the options available to students who are deemed not yet competent on completion of training and assessment; and
- The RGITs refund policy.
- Where the RGIT collects student fees in advance it must ensure it complies with the Australian Quality Training Framework; RGIT may accept payment of no more than \$1000 from each individual student prior to the commencement of the course. Following course commencement, RGIT may require payment of additional fees in advance from the student but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the student does not exceed \$1,000;

- The RGIT must ensure its marketing and advertising of AQF and VET qualifications to prospective clients is ethical, accurate and consistent with its scope of registration.
- State funding legal requirements (Victoria).
- Skill for Victoria service agreement plus
 1. eligibility criteria for Victorian Training Guarantee
 2. Evidence of Eligibility and student declaration
- The authorised delegates must carry out mandatory requirements in accordance with the conditions below:
 1. All documents must be in the name of the applicant
 2. Enrolment must not proceed until RGIT receives all documentation required.
 3. No course moneys can be accepted by RGIT until letter of enrolment is issued to the students and a valid invoice is raised.
 4. A student is not enrolled until the fees and charges service agreement is completed and lodged and upfront payment or a payment plan has been made with the student.

Refer also to the HESG Fees and Refund Policy.

6. Procedure

The following steps are to be followed when enrolling a new student:

6.1.1 Verifying student eligibility for course enrolment and funding availability

- RGIT authorised delegates, on initial contact with the student and/or employer are to be informed of the RGIT Australia training model and the choices they have in adjusting the training model to suit their particular circumstances. This may include a choice between workplace training or training in a residential setting supported by simulation or a combination of both. The student will be provided with standard brochures outlining the training program content, delivery style and fees. The student will also be directed to the website for further information such as access to the student handbook, fees and charges and course outline and durations.
- RGIT authorised delegates are to identify suitability of the course/s which the student is applying to enrol in, by conducting pre-training interview using the pre-training review form and Language Literacy and Numeracy (LLN) test and placement test for foundation skills applicants.
- RGIT authorised delegates are to confirm if the student is able to enrol at level requested by checking if **pre-requisites** are required to enter the course.
- Provide Individual statement of fees to each student along with the refund policy.
- Student is to fill in **all areas** and **sign the student declaration on the “enrolment eligibility form”**
- RGIT authorised delegates are then to confirm all student areas are completed correctly on the “enrolment eligibility form” and the declaration has been signed.
- RGIT authorised delegates are then to collect and copy appropriate identification from the student to confirm funding eligibility, Victorian residency and sign that the original document has been sighted. If the ID is unable to be copied due to the location then a camera capture is deemed sufficient, but this is not to be considered general practice. If the original documentation has not been sighted by RGIT's authorised delegate, it must be a certified copy by an authorised person. Students using certified photocopies of their original documents will be required to present or mail them to the RTO. For the purpose of the *Evidence of Eligibility and Student Declaration*, **certified photocopies**

that are scanned or faxed are not sufficient to meet this requirement and will not be accepted at audit.

- RGIT authorised delegates are to discuss funding eligibility with the student and any student cost involved confirming **the cost** of the course with the student as per RGIT fees and charges service agreement. The service agreement has an allowance for a payment plan if required
- RGIT authorised delegates are then to fill in the “RGIT authorised delegates only” area and signed “enrolment eligibility form”
- RGIT authorised delegates **are to explain the written agreement with the student and complete all enrolment documentation with them.** This must be **signed by the student and the** RGIT authorised delegates.
- RGIT authorised delegates are to hand all the documentation over to the administration staff to be checked for compliance and **for the student file to be made up.**
- If any documentation is not completed it will be returned to the RGIT authorised delegates by the administration team to be completed by the RGIT authorised delegates.

6.2 Administration Team to Check Paperwork for Compliance and Eligibility.

RGIT **administration staff is to:**

- Check that the course the student is enrolled in is appropriate to the student or workplace (for traineeship and apprenticeship)
- If the course is not appropriate contact RGIT authorised delegate and discuss the issues with them; enrolment may be changed to a more appropriate course
- Confirm if there are any pre-requisites for this course as per RGIT's training and assessment policy and procedure
- Confirm student has completed the “enrolment eligibility form” **correctly**, including signatures and dates
- Provide Payment Agreement to Accounts to raise invoice for administration fee
- Key enrolment into Student Management System to have letter of offer and written agreement and invoice/receipt printed and mailed to student.
- At this point the student is enrolled in the course
- The student is informed about alternate pathways to training such as gaining credit for current competence or recognition of prior learning pathways.
- Trainer to be allocated to student and training plan created for the student.
- Confirmation SMS to be sent confirming start date of the course
- Training and assessment materials applicable to the enrolled training program must be ordered, and either given to or posted to the trainer in batches as per the Training and Assessment Strategy.

7. Associated Documents

- Pre training review form
- LLN test and Placement test for foundation skills students
- Enrolment Form
- Individual Statement of Fees
- Refund Policy