ENROLMENT POLICY

RELEVANT STANDARD(S):

National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025 – Standards 1.1, 1.2, 1.6, 2.1-2.6

PURPOSE

HealthPro Compliance Pty Ltd is committed to providing quality training and assessment in accordance with Standards for Registered Training Organisations (RTOs) 2025 and relevant funding contract requirements. This policy provides the framework and general principles for the selection and enrolment of HealthPro Compliance Pty Ltd's VET students.

The policy has been designed to ensure that HealthPro Compliance Pty Ltd abides by its enrolment approach of providing fair and equitable process for enrolment and providing VET students with accurate and sufficient information to make an informed choice about their enrolment and training pathway.

POLICY PRINCIPLES

HealthPro Compliance Pty Ltd will use a systematic, non-discriminatory and transparent process to select and enrol its VET students. This selection and enrolment processes ensure that all relevant legislation and funding program requirements are met. All HealthPro Compliance Pty Ltd prospective VET students are well informed and receive a high level of service and support throughout the selection and enrolment process. HealthPro Compliance Pty Ltd ensures that VET students have access to clear and accurate information, including to make informed decisions about the training product and the RTO, and are made aware of changes that affect them.

To achieve this, HealthPro Compliance Pty Ltd will abide by the following principles:

1. VET students have access to clear and accurate information, including to make informed decisions about the training product and the RTO, and are made aware of changes that affect them.

2. VET students are advised, prior to enrolment, about the suitability of the training product for them, taking into account their skills and competencies.

Information to VET students

1. Prior to enrolment, HealthPro Compliance Pty Ltd ensures that information given to VET students is clear, accurate and current, including where this is disseminated by a third party. Each student is provided with access to a student handbook, course information, and student policies. In order for prospective VET students to make informed decisions about their studies, HealthPro Compliance Pty Ltd provides VET students with information about the RTO's training products and services, information on training and assessment and access to student support.

2. HealthPro Compliance Pty Ltd identifies information that is needed by VET students prior to enrolment and how information is communicated. Key information needed by VET students is identified through regulatory requirements, industry standards, and student feedback.
3. HealthPro Compliance Pty Ltd ensures the following information is easily accessible to VET students:
   A. Course Information
      i. the training product code and title,

ii. duration

iii. mode(s) of delivery

iv. location,

v. commencement dates,

vi. scheduling,

vii. any requirements to commence or complete the training product including assessment requirements

viii. whether any licencing or occupational licence requirements apply

ix. and details of any third-party arrangements

B. the training support services and wellbeing support services that are available and how to access them; Students are informed about these services during the enrolment process and can access Information provided through the company-provided student handbook, course information, and student policies

C. any fees and costs payable by the VET student, including payment terms and conditions, refund policies and the availability of any relevant government training entitlements and subsidy arrangements; fees and costs information is also available through

D. the VET student's obligations or liabilities, including any obligations relating to work placements, materials, equipment or IT, costs and processes associated with VET student withdrawal and obtaining a Unique Student Identifier.

4. Prior to enrolment or before any fees are required to be paid, written information is provided to the VET student about the agreed training to be provided, the amount of fees to be paid by the VET student, and the VET student's obligations

5. How it identifies changes that affect VET students, including the transition of superseded, deleted, or expired training products, and informs VET students of these as soon as practicable.

Suitability of Training

1. HealthPro Compliance Pty Ltd sets up a system for reviewing the skills and competencies of the VET students prior to enrolment, including their language, literacy and numeracy proficiency and digital literacy, as appropriate to the training product. Assessment of Needs will be done either before the commencement of training or after confirming their eligibility (if applicable). This review ensures that students are matched with the right course to meet their learning needs and desired outcomes.

2. HealthPro Compliance Pty Ltd provides advice, based on the review, to VET students about the suitability of the training product for them. If the training product is deemed unsuitable, alternative

options or additional support will be discussed, ensuring students are well-informed to make decisions that best align with their goals and capabilities.

Pre- Enrolment

1. Prior to confirmation of enrolment, students will be required to undergo Pre-enrolment Assessment and complete and submit pre-enrolment documents for assessment for review, including but not limited to:

    a) Pre- Enrolment Assessment Form (sent via email upon course enquiry)
    b) Necessary course requirements / pre-requisite requirements
    c) ID and supporting documents for processing and filing
    d) USI Number

2. Students are required to go through initial pre- enrolment interviews with one of HealthPro Compliance Pty Ltd's trainers and assessors. This pre-enrolment interview will be done via online platforms such as Zoom and Microsoft Teams.

Enrolment of Individual VET students

1. Enrolment in training programs will be conducted in an ethical and responsible manner, ensuring fairness and compliance with the HealthPro Compliance Pty Ltd's Additional Support Policy at all times.

2. HealthPro Compliance Pty Ltd will ensure that there is a valid enrolment for each student. A valid enrolment is a complete, signed and dated AVETMISS-compliant enrolment form.

3. Enrolments are subject to the availability of places on the training program, based on the maximum number of VET students who can be accommodated under certain circumstances (e.g. safety, the capacity of the training venue, type of course, learning structures, etc.) within a program.

4. No new enrolments or commencements will be accepted into any training product that has been removed or deleted from the national register.

5. Enrolments will be considered tentative until payment and the USI have been received.

6. Should enrolment numbers reach maximum capacity, and another person wishes to enrol in a course where there is a tentative enrolment booked, the tentative booking will be contacted to confirm payment. If payment is not made, the enrolment will be given to the new student.
7. All VET students are confirmed enrolled, and are advised in writing that their place in their respective courses is confirmed, after they have fulfilled the following:

    a. student application is completed;

    b. all required pre-enrolment documents and supporting evidence received;

    c. fees paid in accordance with HealthPro Compliance Pty Ltd's Fee Administration and Refund Policy;

    d. consent, acknowledgement and declarations read, understood and signed.

8. Upon enrolment, all VET students enrolled in courses with distance delivery are informed and guided on how to:

    a. access and use the student portal or learning management system

    b. submit assessments

    c. access help channels and student support services when needed

Assessment of Needs

The Company will assess the needs of VET students either before the commencement of training or after confirming their eligibility (if applicable). In such cases, the assessment will be conducted at the earliest opportunity, and any identified training support needs will be addressed accordingly. This process includes reviewing the skills and competencies of VET students prior to enrolment and assessing their language, literacy, numeracy proficiency, and digital literacy as relevant to the specific training product.

1. *Special Needs and Disability*

    VET students intending to enrol for training are requested to advise of any physical or other impairments and needs (e.g. English language difficulties, Dyslexia) which may adversely affect their ability to successfully undertake the training. (See Additional Support Policy)

2. *Language, Literacy and Numeracy Abilities of VET students*

    VET students intending to enrol for training are assessed on their language, literacy and numeracy abilities to determine their capability to successfully undertake the training and determine whether any additional support is needed. This is done by conducting an LLN assessment as part of the enrolment process. (See Additional Support Policy for more information)

3. *Digital Literacy*

    As part of the assessment of needs, the RTO will evaluate the digital literacy skills of VET students before enrolment, aligning with the Digital Literacy Skills Framework. This evaluation focuses on determining students' proficiency in using digital devices, navigating digital platforms, communicating effectively, and ensuring their ability to apply critical thinking and problem-solving using digital tools. The assessment will help identify any gaps in digital literacy, allowing the RTO to offer targeted support and resources to enhance students' skills, ensuring they are adequately prepared to succeed in the training program and the workplace.

4. *Competency Assessment*

    VET students are assessed on their present knowledge and previous experience of the relevant course they are enrolling on. Using the information provided in the enrolment form and the outcome of the Pre-enrolment Assessment Form, the assessor can determine the best training plan to suit the student's needs.

5. *Recognition of Prior Learning, Credit Transfer and Amount of Learning*

    Mutual recognition, credit transfer and recognition of prior learning (RPL) are acknowledged and accepted as a standard practice of HealthPro Compliance Pty Ltd. Each student's skills and

experiences relevant to respective vocational competencies are considered in the development of their learning plans. HealthPro Compliance Pty Ltd determines how the student's existing skills, knowledge and experience impact the amount and level of training they will provide prior to enrolment.

HealthPro Compliance Pty Ltd ensures that VET students are made aware of opportunities for recognition prior to the commencement of training and that adequate information, support and opportunities are provided to VET students to engage in RPL.

Unique Student Identifier (USI)

1. All prospective VET students are required to provide their Unique Student Identifier in accordance with the requirements of the Student Identifier Act.

2. HealthPro Compliance Pty Ltd will advise prospective VET students with no USIs on how to obtain one and refer them to USI website: *http://www.usi.gov.au/Pages/default.aspx.* A USI can also be created for the student (ONLY with the student's permission) at the following USI portal: *https://portal.usi.gov.au/org/*.

3. In the event that the student authorises HealthPro Compliance Pty Ltd to apply for a USI on the student's behalf, HealthPro Compliance Pty Ltd will ensure to shred any personal information provided by the VET students after they have successfully obtained a USI for them.

4. It will verify and maintain all student identifiers provided by the student through its Student Management System (SMS).

Notification of Enrolment

1. Upon acceptance of enrolment HealthPro Compliance Pty Ltd provides VET students with a written confirmation of enrolment and all necessary enrolment documents needed by the student to start their training. This includes:

    a. USI details (if applied for the client);

    b. student login;

    c. training resources and how to access them;

    d. trainer and assessor information;

    e. subcontracting arrangements (if applicable);

    f. details of the fee chargeable;

    g. Information on how to access support.

2. Each client receives a copy of the student handbook, which outlines key information, including their rights and responsibilities as a student.

3. All clients sign an acknowledgment that they have received, read and understood HealthPro Compliance Pty Ltd policies and details within the student handbook.

Cancellation of Courses

1. It is NOT normal policy to cancel scheduled training programs.

2. HealthPro Compliance Pty Ltd will ascertain the reason if an enrolled student indicates that they wish to discontinue training. If HealthPro Compliance Pty Ltd finds that the reason is related to the performance and delivery and assessment of its training, it will make reasonable efforts to address concerns related to the delivery and assessment of training.

3. If, for some unforeseen reason, the student decides to cancel training, HealthPro Compliance Pty Ltd will offer the student an opportunity to attend the training program on another date, at another location (if available) or in another delivery mode.

Transfer of Enrolment

1. **Transfer to another "course date"** – Only requests made more than a week prior to the commencement of training will be entertained. Requests for transfers to other course dates made within a week of the commencement of training will be considered invalid.

   Requests must be made in writing using the Transfer Request Form. Transfer approvals are subject to course availability.

2. **Transfer to another "client"** – enrolment is non-transferable.

Extension Requests

1. Extension requests must be in made writing using the Course Extension Request Form prior to the maximum course completion time.

2. A fee of **$25** will be charged for an additional month requested beyond your original course end date.

3. No refund will be approved for any extension period not utilised.

4. To be considered for an extension outside of our standard policy (with a waiver of the $125 monthly fee), extreme hardship, extenuating circumstances, or a debilitating medical condition MUST be proven with supporting documentation that is submitted to our office for review.

   To be considered for an extension outside our standard policy, you must complete the Course Extension Request Form and provide supporting documentation which may include detailed letters or documentation from medical specialists, death certificates, legal documentation, and documentation that may prove extreme hardship. To be eligible for an extension due to a medical condition suffered by you, you must provide a medical certificate and supporting documentation that must include a Medical Information Form that is fully completed by a Medical Practitioner or

a duly executed written medical authority that will allow us to obtain the information requested on the Medical Information Form.

All documentation must be original documentation or copies of original documentation certified by a Justice of the Peace and must be posted to Suite 3, 16 Kearns Crescent, Ardross, WA 6153; P.O. box 706 Applecross 6153 for our review. The student can request the return of original documents.

HealthPro Compliance Pty Ltd will make our decision based solely on the supporting documentation provided with your Extension Request. Based on our review of the request for Extension, we may or may not grant a partial or full waiver of the monthly extension fees. Your request will be responded to in writing within 10 business days of the request being received.

Client Records of Enrolment

1. HealthPro Compliance Pty Ltd is obligated to report all enrolments, in compliance with national reporting requirements. (See Reporting and Records Management Policy)

2. Individual client records are created for each enrolment and maintained for a period of 30 years. (See Reporting and Record Management Policy)

3. HealthPro Compliance Pty Ltd will ensure that all individual clients have access to their own records and the progress of their learning. This is enabled through the learner management system. (See Reporting and Record Management Policy)

4. HealthPro Compliance Pty Ltd will only create VET student records when there is evidence of a valid enrolment.

Fees and Fee Waivers

1. Fees are collected in accordance with the Fee Administration procedure. (See Fee Administration and Refund Policy)

2. HealthPro Compliance Pty Ltd will publish and make available to the student and employer prior to enrolment or before fees are required to be paid, all fees and charges and its fees relating to training and its refund policy. The fees and charges may include:

    a. compulsory fees;

    b. additional charges or co-contributions;

    c. methods of collection;

    d. refund information.

3. HealthPro Compliance Pty Ltd will only charge the published tuition fee.

4. VET students must pay tuition fees, material costs, and any additional charges as outlined in the fee schedule. Payment plans and refund policies are available, and students are encouraged to review financial obligations before enrolment.

VET STUDENTS' OBLIGATION

VET students must fulfil specific obligations throughout their training, including active participation in mandatory work placements, adhering to workplace policies, maintaining professional conduct, and completing all necessary hours.

They are responsible for ensuring access to essential learning materials, equipment, and IT resources, such as textbooks, uniforms, industry-specific tools, and reliable internet, as specified in their course requirements.

All students must adhere to HealthPro Compliance Pty Ltd's costs and processes associated with student withdrawal and obtaining a Unique Student Identifier (USI) before commencing training, with the RTO offering guidance on the application process to ensure compliance with national regulations. These obligations are clearly communicated before enrolment and reinforced throughout the training program.

MONITORING AND IMPROVEMENT

1. HealthPro Compliance Pty Ltd ensures that VET students are informed of any changes that may impact their training, including the transition of superseded, deleted, or expired training products, as soon as practicable.

2. Student Services will be responsible for ensuring compliance with the Enrolment Policy and Enrolment Procedure. Student Services is responsible for the correct and accurate enrolment in accordance with this policy and relevant procedural documents.

3. All enrolment practices will be monitored by the Training Manager. Areas for improvement will be identified and discussed during the Continuous Improvement Meetings. (See Continuous Improvement Policy)

4. VET students are encouraged to provide feedback on their enrolment experience through the Continuous Improvement Procedure.

5. VET students are able to make a complaint or appeal an enrolment decision, as per the Complaints and Appeals Policy.

VERSION CONTROL

Version Control Table					
Date	**Summary of Modifications**	**Modified by**	**Version**	**Date of Implementation**	**Next Review Date**
17/07/2025	Document creation	HealthPro Compliance Pty Ltd	v. 1.0	26/02/2026	25/02/2027

RTO INFORMATION

RTO INFORMATION	
Document Name	Enrolment Policy v1.0
RTO/Company Name	HealthPro Compliance Pty Ltd
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RTO Code	#53053
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