ENROLMENT PROCEDURE

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

Enrolment Procedure	
PURPOSE	To ensure complete and accurate enrolment, according to the provisions of the Enrolment Policy. Changes to this procedure may only be made upon approval of the Training Manager.
ROLE UNDERTAKING TASK	Student Services
DOCUMENT UPDATE	17/07/2025

Handling Course Enquiries		
No.	**Person/s Responsible**	**Steps to take**
1	Clients / Potential Students	(1) Make an enquiry via email, phone or in person
2	Sales & Marketing/ Student Services	(1) Answer enquiry using the most up-to-date references (2) Provide reference to relevant information, particularly: a. Website b. Course Information c. Fees and Terms and Conditions d. Policies and Procedures e. Student Handbook f. Enrolment Form g. Pre-Enrolment Assessment Form (for Competency and LLN Assessment) h. Pre-requisite Requirements (if applicable) (3) Refer to TAC standards, AQF guidelines, and other relevant regulations to determine mandatory information for students. NOTE: The student handbook, policies and procedures, course information (brochures) and terms and conditions must be publicly accessible via the website. Direct the enquiry to the required information AND email relevant documents. In particular, send the student a copy of the following:

		a. Course brochure (or link to the course information on the website) b. Student handbook (or link to the student handbook) c. Policies and procedures (or link to the online version) d. Fees and terms and conditions (or link to the online version) e. Pre-enrolment Assessment Form
3	Sales & Marketing/ Student Services	(1) If you notice any inconsistencies or outdated information on any of the marketing resources available to potential students, report it to the Sales & Marketing immediately. (2) Send an email to the Sales & Marketing including details of the issues identified. a. Use subject title 'Marketing update required: xxx' b. For example, 'Marketing update required: incorrect course dates for XXXX' c. Provide links and references, where relevant. (3) The Sales & Marketing must respond in writing to acknowledge your email. (4) Critical Issues a. If the issue is critical/urgent (e.g. providing incorrect information about the course, missing critical information, and/or causing confusion with students), follow up with the Sales & Marketing daily until you receive a written acknowledgement. b. Should you not receive a written acknowledgement within 2 business days, notify the CEO immediately by forwarding the details via email. (5) Minor / Non-Critical Issues a. If the issue is minor/non-critical/non-urgent (e.g. typographical error, aesthetic issues, etc.) follow up with the Sales & Marketing weekly until you receive the written acknowledgement b. Should you not receive a written acknowledgement within 2 weeks, notify the CEO immediately by forwarding the details via email.

Pre-Enrolment Procedure		
No.	**Person/s Responsible**	**Steps to take**
1	Student Services	(1) When the student is ready to enrol, collect and assess completed pre-enrolment documents and pre-requisite requirements (if applicable): a. Pre- Enrolment Assessment Form b. Necessary course requirements / pre-requisite requirements c. ID and supporting documents for processing and filing d. USI Number (2) Ensure all forms are filled out correctly, signed and dated. (3) Ensure the student is NOT on a student visa
2	Trainer/ Assessor Student Services	(1) As part of the pre-enrolment assessment, students are required to go through an initial pre-enrolment interview 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, where they will be asked to do tasks and answer questions to confirm sufficient computer skills, including knowledge to operate video-communication services. This review ensures that students are matched with a suitable course to meet their learning needs and desired outcomes. *This part of the process will only be done by HealthPro Compliance Pty Ltd's trainers and assessors (not Student Services) to ensure that the students' computer skills are assessed thoroughly, and students are at a level required by the courses, or further support will be recommended. (2) After the review of the pre-enrolment documents including the pre-enrolment assessment form, advise the student (in consultation with the Trainer / Training Manager and according to the student's pre-enrolment assessment form) through phone and/or email on the following: a. Eligibility for RPL and/or Credit Transfer (if applicable) b. Support Services / LLN Support/ Digital Literacy Support c. Recommended Pathway and Amount of Training (3) Document the student responses and address student enquiries Eligibility for Recognition (1) Where the student declares he/she holds units of competency that may be credited towards the completion of the course, refer to RPL and Credit Transfer Procedure.

		(2) Where a student has declared he/she holds relevant prior training and/or professional experience that may be credited towards the completion of the course AND meets eligibility requirements, refer to RPL and Credit Transfer Procedure.
3	Student Services	(1) Check availability of slots, where relevant, e.g. F2F classes. (2) Where relevant, send the student: a. RPL application form b. Credit transfer form (3) Proceed to the Enrolment Procedure

Enrolment Process

No.	Person/s Responsible	Steps to take
1	Student Services	(1) Check that all pre-enrolment documents have been submitted, and forward the invoice / payment link to the student. (2) 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.
2	Accounts	Process Payment (1) IF PAYMENT IS MADE IN PERSON, e.g. via EFTPOS, credit card or cash, record payment and issue receipt. Receipt is also sent via email. (2) IF PAYMENT IS DONE ONLINE, e.g. via the website, payment is processed automatically and receipt is sent via email. (3) Notify Enrolment Coordinator of payment received. *NOTE: Do not accept advanced payment over $1500. Payments over $1500 must be returned to the customer. Refer to Fees and Payments Policy for more guidance.*

3	Student Services	Verify USI (1) IF THE STUDENT PROVIDED USI, Verify student USI via: a. https://portal.usi.gov.au/org/ OR b. https://www.usi.gov.au/ (2) IF THE STUDENT DID NOT PROVIDE USI, a. refer the student to the Student Handbook where information on how to get USI is provided, and b. have the student sign a waiver indicating that he/she understands that the RTO will not issue certificates without a verified USI number. The waiver may be sent via email (with acknowledgement receipt), or as a hard copy signed by the student in person. File the signed/acknowledged waiver with the student's enrolment documents.
4	Student Services	(1) Once payment is confirmed, enrol student into the Student Management System and Student Portal (where applicable). (2) Prepare the welcome email for student. The welcome email must include all the course resources or links to where they can be accessed. (3) Determine and organise resources required for the course—refer to the Training and Assessment Strategy to check the resources required. Typically: a. Account details for the Student Portal, if relevant. b. Student guides / Reading materials c. Assessment workbooks / Assessment templates d. Vocational placement pack, if relevant e. Class schedules / Session schedules, if relevant, e.g. courses with F2F or webinar components (4) Endorse new student to trainer/s.

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 Procedure v1.0
RTO/Company Name	HealthPro Compliance Pty Ltd
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RTO Code	#53053
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