

<b>Policy Name:</b>	<b>RECRUITMENT AND ENROLMENT</b>
<b>Policy No.</b>	<b>E8.0</b>
<b>Issued:</b>	20 March 2023
<b>Reviewed:</b>	

### **Purpose**

The purpose of this policy and procedure is to ensure that prospective and current learners are properly informed and protected when making decisions regarding their learning needs, choice of training products, training organisation, fees, delivery methods, contract and agreements and consumer rights.

### **Policy**

HITsa will ensure that its marketing and recruitment efforts are compliant with RTO Standards, delivered responsibly and with integrity.

HITsa will ensure that potential students meet minimum standards of language & numeracy proficiency, qualifications and work experience to be successful in their studies and these potential students have sufficient information to enable them to make informed decisions about studying with HITsa.

### **Areas Affected**

All enrolments for accredited training including qualifications, short courses and skill sets

### **General**

RTO Standards 5.1, 5.2, 5.3 and 7.3 require learners to be fully informed at the earlier of enrolment or commencement of training.

### **Student Engagement Before Enrolment**

- HITsa will ensure that each learner is fully informed and protected and are able to make an informed decision about studying with HITsa.
- Prior to accepting a student for enrolment or commencement of the course, HITsa will provide in print, or through referral to an electronic copy, current and accurate information regarding the following:
  - entry requirements for acceptance into a course, including Language, Literacy and Numeracy (LLN), educational qualifications or work experience required and whether course credit may be applicable
  - pre training review prior to the enrolment into a course of studies to ensure that the training and assessment provided by HITsa is able to meet the student's individual needs
  - course content and estimated duration, expected location of delivery, qualification offered if applicable, any work placement arrangements, modes of study and assessment methods,
  - training locations and a general description of facilities, equipment, and learning resources available to students
  - details of any arrangements with the Third Party, person or business to provide the course, or part of the course (if any)
  - indicative course-related fees, including advice on the potential for fees to change during the student's course, and applicable refund policies

- information about the grounds on which the student’s enrolment may be deferred, suspended or cancelled
- information about the services it will provide to students, along with the rights and obligations of both the students and HITsa
- HITsa’s obligations to the students, including that HITsa is responsible for the quality of the training and assessment in compliance with the Standards for Registered Training Organisation 2015 and National Code 2018, and for the issuance of the AQF certification documentation.
- the student’s rights, including:
  - details of HITsa’s complaints and appeals process as required by Standard 6 of the Standards for Registered Training Organisation 2015, and
  - if HITsa closes or ceases to deliver any part of the training product that the learner is enrolled in.
- the learner’s obligations:
  - any requirements that HITsa requires the learner to meet to enter and successfully complete their chosen training product including Pre Training Review (PTR), and
  - any materials and equipment that the learner must provide

The method of sharing and the timing of this information being provided to prospective learners is dependent upon the course of interest. All methods of information sharing are compliant with the required standards.

### **Online Enrolment**

Prospective learners may complete their enrolment online for the following short courses –

- Provide Responsible Service of Alcohol
- Provide First Aid
- Provide Cardiopulmonary Resuscitation
- Prepare and Serve Espresso Coffee
- Basic Gaming
- Assist with Medications (non-accredited)
- Advanced Gaming (Non-Accredited)

The following table maps the information requirements of the standards to this method of enrolment.

## Online Enrolment (Short Courses) – Compliance with Learner Information and Protection Standards

<b>Entry Requirements</b>	Provided in the “IMPORTANT INFORMATION” section of the online enrolment form Requires student to acknowledge by electronic signature
<b>Pre Training Review</b> <b>Course Content</b> <b>Estimated Duration</b> <b>Delivery Location</b> <b>Qualification offered</b> <b>Assessment Methods</b>	Enrolment form accessed through link on website. Relevant information for each short course is published separately on the website so is provided to the learner prior to enrolment Location and date are filters available to assist selection of short course on the online enrolment form The online enrolment form advises prospective learners of the need to complete LLN prior to first day of training as the second part of their induction. Evidence of acknowledgement obtained by student signature. Parchment type advised in STUDENT HANDBOOK – published on the website and provided by link in the online enrolment form. Requires learner to declare that they have read and understood.
<b>Work Placement</b>	N/A for short courses available for online enrolment
<b>Modes of Study</b>	RSA mode of study may be selected by the prospective learner as - online OR classroom based. No other short courses provide option for mode of study Location and date of course are selected by the learner when commencing the online enrolment form
<b>Location Facilities</b>	Access information provided in STUDENT HANDBOOK – published on the website and provided by link in the online enrolment form. Requires the learner to declare that they have read and understood.
<b>Training Equipment</b>	
<b>Learning Resources</b>	
<b>Third Party details</b>	N/A – no third party involvement
<b>Course Fees</b>	Published on each short course information page on the website
<b>Refund Policy</b>	HITP0028 (Fees – refund – deferment) published on the website PLUS Provided by link in the online enrolment form under “HITsa INDUCTION PROCESS” Requires the student to declare that they have read and understood
<b>Deferment, Suspension or Cancellation grounds</b>	HITP0028 (Fees – refund – deferment); HITP0024 (Fees- Payment) published on the website PLUS Provided by link in the online enrolment form under “HITsa INDUCTION PROCESS” Requires the student to declare that they have read and understood
<b>RTO services</b>	Set out in the STUDENT HANDBOOK - published on the website and provided by link in the online enrolment form. Requires the learner to declare that they have read and understood.
<b>Student rights and obligations</b>	Set out in the STUDENT HANDBOOK - published on the website and provided by link in the online enrolment form. Requires the learner to declare that they have read and understood.
<b>RTO rights and obligations</b> <b>Compliance with Standards</b>	HITP0022 – Codes of Practice, HITP0050 – Code of Conduct, STUDENT HANDBOOK –

<b>Compliance with codes</b>	published on the website and provided by link in the online enrolment form. Requires the learner to declare that they have read and understood.
<b>Complaints and appeals process</b>	HITP0001 (Customer complaints, grievances and appeals) published on the website PLUS Provided by link in the online enrolment form under "HITsa INDUCTION PROCESS" Requires the student to declare that they have read and understood
<b>Student rights if HITsa ceases</b>	
<b>Learner obligations</b> <b>Pre requisites</b> <b>Materials or equipment to be provided</b>	Provided in the "IMPORTANT INFORMATION" section of the online enrolment form Requires student to acknowledge by electronic signature Student presentation and behaviour expectations detailed in HITsa student handbook (published on the website PLUS provided by link in the online enrolment form under "HITsa INDUCTION PROCESS". Requires the student to declare that they have read and understood

## Certificate & Diploma Qualification Enrolments

Prospective Learners are not able to enrol into a qualification using the short course online enrolment form.

The commitment required of HITsa, the prospective learner and employer throughout the learning journey demands a more extensive induction framework if compared to short courses. This approach -ensures that prospective learners are able to make an informed decision to commence their studies with HITsa.

Prospective Qualification Learners may be –

1. Existing Workers already attached to an Employer.
  - a. In the form of Australian Apprenticeship or Traineeship (Hospitality, Retail, Cleaning, Business, Individual Support, Community Services, Child Care, Cookery OR
  - b. Upskilling through a Certificate qualification or selected accredited units
2. Secondary school students
3. Individuals seeking new or updated skills to secure new employment

Each group will receive information in different ways as the ability of each individual learner to select their preferred training provider and/or course of study is also different.

### 1. Existing Workers:

- a. At initial enquiry, HITsa will consult with the Employer rather than the learner. This introduction may be instigated by either HITsa or the Employer, depending on the circumstances.
- b. The Employer will select HITsa as their preferred training partner. This choice will be made by the Employer after consultation with HITsa on all aspects of their training services and business operations, not limited to just the learner information requirements prescribed by the Standards. The Employer may or may not benchmark HITsa against other RTOs.
- c. Agreement on terms and conditions of engagement will be documented and signed off by both HITsa and the Employer through a training agreement.
- d. A Training Plan will be provided to the Employer to advise course duration, units of study, qualification, location, pre-requisites and special conditions. In collaboration with the Employer, this information will be disseminated to learners by either HITsa or the Employer.
- e. As part of the enrolment process, HITsa will induct each learner (employee) using standard practices applicable to all learners.
- f. This relationship is 3-way. Any feedback, complaints or queries related to HITsa's training or learner performance will always include the Employer as well as HITsa and the learner.
- g. Each learner will be required to complete a paper-based enrolment form and acknowledge receipt and understanding of HITsa student handbook and other relevant policies as listed in the enrolment form.
- h. The RTO CoOrdinator will consider the completed and returned enrolment form and other relevant documents. Any incomplete or uncertain information will be followed up with the learner. If all is in order, the RTO CoOrdinator will establish a record in the Student Management System to trigger the automated "confirmation of enrolment" email to be sent to the learner. This email contains
  - i. Links to policy, procedure and Student Handbook (repeat of enrolment form)
  - ii. Learner support services information flyer
  - iii. Course specific instructions
    1. Blended learning: online learning access instructions
- i. Work placement obligations are not relevant for existing workers
- j. Each learner will receive an induction prior to the commencement of their training, most commonly on their first day of attendance, before the commencement of class. An induction checklist is used to ensure that each induction is thorough and consistent for all learners.

### 2. Secondary School Students may undertake certificate studies as a component of their SACE or flexible learning.

- a. The decision to select HITsa as a training partner will be made by the Secondary School Representative, after negotiation and discussion with HITsa and prior to the commencement of training. This choice will be based on many aspects of training delivery and business operations, not limited to just the learner information requirements prescribed by the Standards.
- b. Agreement on the terms and conditions of engagement will be documented and signed off by both HITsa and the School Representative.
- c. A Training Plan will be provided to the School Representative to advise course duration, units of study, qualification, location, pre-requisites and special conditions.
- d. The school will be responsible for disseminating this information to learners.
- e. As part of the enrolment process, HITsa will induct each learner (secondary school student) using standard practices applicable to all learners prior to the commencement of their training, most commonly on their first day of attendance, before the commencement of class. An induction checklist is used to ensure that each induction is thorough and consistent for all learners.
- f. This relationship is 3-way. Any feedback, complaints or queries related to HITsa's training or learner performance will always include the School Representative as well as HITsa and the learner.
- g. Each learner will be required to complete a paper-based enrolment form and acknowledge receipt and understanding of HITsa student handbook and other relevant policies as listed in the enrolment form.

### 3. Individuals

- a. When an enquiry regarding a Certificate or Diploma course is received (by phone or email), this will be referred to the RTO CoOrdinator with specialist knowledge of the training of interest.
- b. An individual may be referred by a Job Service Provider
- c. The RTO CoOrdinator will have an introductory conversation with the prospective learner to provide an overview of HITsa and the course of interest.
- d. This discussion will be followed up with an information email. Each course has a unique template to cover off any specific requirements. Also attached to the information email is
  - i. Enrolment Form
  - ii. Participant Agreement Form
  - iii. Screening Questionnaire
  - iv. ESP Referral Form (if applicable)
- e. The enrolment form directs the Prospective Learner to HITsa's policies and procedures that address the information requirements of the RTO Standards. The Prospective Learner is required to acknowledge receipt of this and also the learner's review and understanding of the content.
- f. The RTO CoOrdinator will consider the completed and returned enrolment form and other relevant documents. Any incomplete or uncertain information will be followed up with the learner. If all is in order, the RTO CoOrdinator will establish a record in the Student Management System to trigger the automated "confirmation of enrolment" email to be sent to the learner. This email contains
  - i. Links to policy, procedure and Student Handbook (repeat of enrolment form)
  - ii. Learner support services information flyer
  - iii. Course specific instructions
    1. Placement pre-requisites & clearance application instructions (if required)
    2. Blended learning: online learning access instructions
- g. Each learner will receive an induction prior to the commencement of their training, most commonly on their first day of attendance, before the commencement of class. An induction checklist is used to ensure that each induction is thorough and consistent for all learners.

**Induction**

Each student will receive an induction prior to the commencement of their training, most commonly on their first day of attendance, before the commencement of class. An induction checklist is used to ensure that each induction is thorough and consistent for all learners.

Refer **Induction Policy**

**Trainer Checklist**

To ensure that all learners receive consistent information and messages, each trainer is provided an agenda and checklist to complete prior to the commencement of each training day. This document "Trainer Checklist" prescribes the information that must be shared with all learners and the records that must be collected as evidence of attendance and completion of various tasks.

The checklist is submitted to the RTO CoOrdinator at the end of each day and filed as evidence of performance.

**END**

Date	Version	Amendment(s)
20.03.23		Original Document – Replaces HITP0068/6