

At ICQA our approach to enrolment and induction is to provide a pathway for learners to make informed decisions about their training and assessment and enter a training pathway that is the right for the learner and their current or future employer.

### Identifying learner needs

We strive to identify a learner's needs during the enrolment process to ensure that our services to each individual learner are appropriately adjusted to allow for their unique requirements.

To achieve this, we will:

- Provide persons making an enquiry with accurate and ethical marketing and pre-enrolment information that enables them to make confident and suitable decisions about selected training programs;
- Conduct a one-on-one enrolment interview either face-to-face or over the telephone to individually assess the persons needs and circumstances and provide them information about their rights and obligations;
- Provide information about special requirements for their desired training program and pathways to obtain these;
- Provide information about the occupational outcomes produced by their selected program and discuss how these align with their occupational goals and aspirations;
- Validate that applicants meet the entry requirements for their selected program to ensure that they have the greatest opportunity for success and completing the course;
- Determine if the applicant has the required access to information technology including modern computer systems and access to the internet if applicable;
- Determine that the applicant has any need for reasonable adjustment at the point of enrolment to allow training programs to be suitably adjusted;
- Ensure there are no unnecessary barriers for persons to participate in the training program of their choice;
- Provide comprehensive administrative support that allows the applicant to complete enrolment efficiently and commence training at an agreed time and place; and
- Inform applicants about alternate pathways to training such as credit transfer or current competency or recognition of prior learning.

### Provision of pre-enrolment information

The Standards for Registered Training Organisations under Standard 5 identify that each learner is properly informed and protected either prior to enrolment or the commencement of training and assessment.

At ICQA we achieve this by providing prospective learners with the following three pre-enrolment information sources.

**Learner Handbook. (LR 0100 Learner Handbook v1)** The learner handbook is the primary information vehicle to inform learners about their rights and obligations prior to their enrolment. Ideally, the learner handbook is supplied electronically as a PDF document. It is important that this document is professionally presented as it reflects the quality of the organisation.

Trading as International College of Queensland Australia (ICQA) ABN 20 064790594

ICQA is a wholly owned subsidiary of EDUK8U TVET School Asia Pty Ltd

CRICOS Number: 01351B

PP 0038 Learner Enrolment and Completion Policy and Procedures v1

The learner handbook is effectively the policy manual for all the learner's participation in training and engagement with ICQA. It should constitute a valuable information source for the learner who can reference the handbook when the learner has questions about their course participation.

The learner handbook should contain information on the following topics for the learner:

- Introduction to ICQA;
- Parking arrangements.
- Public transport options.
- Meal options.
- Our expectation of you.
- Training safety arrangements.
- Equity and diversity support arrangements.
- Privacy arrangements.
- Refund policy.
- Learner access to records.
- Continuous improvement arrangements.
- Assessment arrangements.
- Re-assessment policy.
- Language, literacy & numeracy skills.
- Education support services.
- Making complaints & appeals; and
- Recognition of existing skills & knowledge.

**Course Flyer.** The course flyer is a means of informing prospective learners about the services to be provided in relation to a specific course leading to a qualification or units of competency. A course flyer will also be sent to the learner via email as pre-enrolment information.

The course brochure should contain the following minimum information:

- the nationally endorsed outcome by code and title.
- the expected duration of the course.
- the entry requirements or prerequisites.
- the mode of delivery of training and assessment.
- the units of competency that comprise the course.
- the assessment requirements to successfully complete the course.
- learner resource requirements.
- the expected locations for delivery.
- identify clearly any third-party providers (if applicable).
- identify any work placement arrangements.
- the expected occupational outcomes.
- contact details for ICQA; and
- identify the RTO by its national code and legal name.

**Schedule of Fees and Charges.** The schedule of fees and charges provides a central place where the nominated fees and charges to participate in services with ICQA are listed. Schedule of fees and charges should contain the following information:

- the total amount of all fees including course fees, administration fees, material fees and any other charges for enrolling in a training program.
- 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 ICQA to honour its commitment to deliver services and complete the training and/or assessment once the learner has commenced study;
- any discounts, fee reductions or exemptions available for multiple enrolments, concession card holders, continuing learners, group bookings etc;
- information on the implications for the learner of government training entitlements and subsidy arrangements in relation to the delivery of the services;
- the fees and charges for additional services, including such items as issuance of a replacement qualification parchment or statement of results and the options available to learners who are deemed not yet competent on completion of training and assessment; and
- ICQA refund policy.

### Identifying Training Needs

The primary purpose of the establishing the learner needs is important to ensure that those learners enrolling in programs are aligned to training and assessment that meets their vocational requirements in the industry of their choice. By providing pre-enrolment information early, we are also ensuring that prospective learners are informed about their rights and obligations, about the training and assessment services to be provided and about the fee payment and refund arrangements.

There will be times when ICQA staff are contacted by potential learners for information pertaining to available training. ICQA staff should establish a positive relationship from the start. How questions and answers are provided to the learner may make a big difference between securing an ongoing relationship. Staff responding to enquiries are to do so courteously and professionally.

The following are guidelines that are to be applied when engaging with an enquiring person:

- Determine which training program would be most appropriate. If the person really needs a training program that is not on ICQA scope of registration, advise the person that they are not able to provide the training and tell them how they can find a course that better suits their needs. One way of doing this is to direct them to <http://training.gov.au> or refer the person to an Apprentice Network Provider.
- If the person's needs do align with one of ICQA training programs, inform the person of the ICQA delivery model and the choices they have in the scheduling of training to suit their circumstances.
- Obtain an email address from the person and send them via email a copy of the learner handbook, a copy of the fee schedule, a copy of the course flyer applicable to the program

they have enquired about, a copy of the USI Fact Sheet and link to the expression of interest form.

- PLEASE NOTE: It is important to stress to a person making an enquiry that they are advised to read carefully the material that is being sent to them, as this informs them about the services to be provided and their rights as a consumer under Australian Consumer Law (**Click here**).
- If the person requests to proceed with enrolment, provide them with instructions on completing the enrolment application and submitting it to ICQA via the SMS.
- Arrange a time for the designated trainer and assessor to conduct an enrolment interview with a ICQA representative either in person or over the phone.

### Consumer Protection

It is important to stress to a person making an enquiry that they are advised to carefully read the materials ICQA sends to them as this informs the potential learner about the services being provided and their rights as a consumer under Australian Consumer Law.

If a student undertakes a vocational education and training course, they are protected under Australian Consumer Law and under State and Territory consumer protection laws. These protections include areas such as unfair contract terms, the consumer guarantees, to statutory a cooling-off period, and unscrupulous sales practices. By agreeing to enrolment and by signing an enrolment form, the learner is agreeing to the terms and conditions of the enrolment. Further information on the student rights and responsibilities can be found in the ICQA learner handbook.

Students can find out more information about their rights as a consumer from the Australian Consumer Law website which includes a range of helpful guides relating to specific areas of protection ([Australian Consumer Law](#)).

### Informing learners of changes

If at any time there is a change to the agreed services to be provided or policies relating to the learner's rights and the payment of fees and other charges, ICQA must advise current learners prior to any of these changes coming into effect. This includes changes in relation to new third-party arrangements or changes to ownership of ICQA.

### Learner Enrolment Process

The enrolment processes below outline three (3) different enrolment procedures, these include:

- Initial contact process (PP 0039 Learner Enrolment and Completion Policy and Procedures v1)
- Short Course / Unit of Competency Course only
- Full Qualification, Fee for Service

### Short Course / Unit of Competency Course Procedure

ICQA will apply the following enrolment procedure and associated process diagram for detailed information on the steps to be taken to engage and induct a learner into a short course or unit only program.

- a) Receive the enrolment application form and check that it is completed correctly. Take note of any individual learner needs and LLN suitability that the person has identified. If the learner requires specialist support, contact the learner, and suggest specialist support options and outline a pathway for the learner to return for enrolment.
- b) Confirm payment of tuition fees once enrolment application form has been received.
- c) Complete and process the enrolment application and record any support needs applicable to the learner and alert training staff of these.
- d) Issue the learner with an enrolment confirmation letter and receipt for tuition fees.
- e) Issue learning materials applicable to the enrolled training program to the learner and notify the allocated trainer of the learner's commencement.

### Full Qualification - Fee for Service Procedure

ICQA will apply the following enrolment procedure and associated process diagram for detailed information on the steps to be taken to fully engage with and induct as a learner into a fee for service course program offered by CQA.

- a) Receive the enrolment application form and check that it is completed correctly. Take note of any individual needs and LLN suitability the person has identified. Contact the person and arrange a suitable time to undertake an enrolment interview.
- b) Undertake an enrolment interview (in person or by phone) to:
  - Determine the applicant's career/work objectives. Why are they seeking this course?
  - Assess the person's individual needs and circumstances and present /discuss support options available to the person both within ICQA and those available through specialist service providers;
  - Inform the person about opportunities for recognition of their prior learning or current competence;
  - Confirm the mandatory work placement requirements (if applicable) that apply to the course. Confirm the arrangements to establish this, orientation, supervision, required hours and duties;
  - Confirm the person received all required pre-enrolment information and talk through the person's rights and obligations, confirm fee payment arrangements and the services to be provided;
  - Explain the training and assessment services involved in the relevant training program;
  - Highlight the delivery model and assessment methods that will be used throughout the training program;
  - Explain the requirements applicable to the USI; and
  - Confirm the next step to complete the enrolment process and commence their training program.
- c) Complete the enrolment application and create/update the learner profile within the student management system. Learner profile is to include completed enrolment application form, proof of identity, and enrolment interview record and course schedule.
- d) If USI is not already created or validated, enter and verify the learners USI or create the learner's USI. Please refer to the USI website for the proof of ID requirements and options: <https://www.usi.gov.au/about/forms-identification>
- e) Create a training plan according to the learner's and/or employer's requirements. Ensure the allocated units of competency reflect the learners training needs.

- f) Record any support arrangements (if applicable) to cater for the learner's individual needs within the student management system. Inform training staff of these requirements and schedule a reminder for the allocated trainer prior to the commencement of the learner's program.
- g) Make an appointment for the trainer & assessor to contact the learners nominated work placement location and point of contact.
- h) Prepare a learner confirmation of enrolment letter and invoice for tuition fees (initial payment) and send these to the learner via their supplied email.
- i) Confirm payment of tuition fees prior to the commencement of the training program and visit the work placement venue.
- j) Issue learning materials applicable to the enrolled training program to the learner and notify the allocated trainer of the learner's commencement and send both an introductory email.

ICQA will apply the following enrolment procedure and associated process diagram for detailed information on the steps to be taken to fully engage with and induct as a learner into a funded course program offered by ICQA.

The following procedure is a general funding procedure.

- a) Receive enquiry notification from the Australian Apprenticeship Centre.
- b) Provide all course information and explain all pre-enrolment information. Select the appropriate course.
- c) Commence the enrolment application form and undertake an interview with the learner (in person or by phone) to:
  - Assess the learner's individual needs and circumstances;
  - Inform the learner of their rights and obligations;
  - Inform the learner about their opportunities for RPL and credit transfer; and
  - Establish the learner's individual needs and circumstances and determine if the learner meets the entry requirements.

Following consideration of these issues, if the learner is continuing with their enrolment, the remaining enrolment actions are required.

- a) Enter and verify the learners USI or create the learner's USI. Please refer to the USI website for the proof of ID requirements and options: <http://usi.gov.au/Learners/Pages/proof-of-ID.aspx>
- b) Quote the fee applicable to the course selected.
- c) Create the learner's commitment ID.
- d) Apply the fee exemption or take payment according to fees schedule.
- e) Complete student enrolment forms create the learner profile within the student management system.
- f) Develop a training plan for each approved qualification that the enrolled student is receiving subsidised training for. Ensure allocated units of competency reflect the learner's training needs. Ensure the training plan is signed and agreed upon by the learner.

- g) For Traineeships and Apprenticeships, ICQA must develop a full training plan within 12 weeks and gain approval from the student and the employer. (Refer to governing body traineeship and apprenticeship contracts).
- h) Record any support arrangements for arrangements (if applicable) to cater for the learner's individual needs within the student management system. Inform training staff of these requirements and schedule a reminder for the allocated trainer prior to the commencement of the learner's program.
- i) Raise a hard copy learner file complete with the enrolment application, proof of identify, enrolment interview record, student commitment ID, training plan and course schedule.
- j) Prepare a learner confirmation of enrolment letter and invoice of tuition fees and send these to the learner via email.
- k) Learning materials applicable to the enrolled training program are to be sent to the learner.
- l) For Traineeships and Apprenticeships, 3-month probation period will be applied. Once the probation period has been completed, the student's apprenticeship or traineeship is considered to be registered.

### Orientation

A ICQA Trainer & Assessor will conduct an orientation process prior to the learner's course commencement. The purpose of orientation is to help new learner's transition into their study, welcome them to ICQA and introduce the learner to the trainers, expectations and responsibilities from all parties and general rules.

Short Course or Unit Only courses involve a short 10-minute opening presentation which covers the following:

- What the learner will need
- What is required from the learner whilst undertaking their course?
- Safety arrangements
- General rules i.e., use of mobile phones, smoking,
- Access to amenities
- Access to Resources

The following information is covered throughout the student's orientation:

- the purpose of the course
- the qualification they are undertaking
- the outcome required in terms of workplace
- the units of competency to be covered
- assessment requirements
- attendance requirements including recording attendance
- equipment and resources they will need to provide
- equipment and resources they can access at the RTO
- study load requirements relating to things like self-paced learning
- IT access arrangements
- a brief on any work placement requirement applicable
- any rules such as mobile phones, smoking, information technology access or use
- behaviour expectation, discrimination or harassment policy, disciplinary arrangements

- support arrangements including where to go if they need assistance
- the support services which are available
- confirmation of any fee payment requirements
- how to provide feedback or to raise a complaint or appeal
- security and personal safety including lockdown procedures
- emergency evacuation arrangements
- first aid arrangements
- administrative requirements including providing a learner digital image, monitoring progress
- points of contact

On the day of the first scheduled training the nominated trainer is required to:

- Engage with learners identified as requiring support services during the enrolment interview. Support services are to be negotiated with the learner and put in place before the commencement of the training program.
- Record the attendance of learners and report any non-attendance to administration to enable a follow-up phone call to be made.
- Confirm licencing checks have been completed and a copy is held on the learner's file.
- Confirm arrangements for the learners work placement (if applicable) and that the work placement agreement and checklist have been completed or are scheduled.

### Completion Procedure

The steps to complete an enrolment from an administrative process are largely explained within a combination of the Records Retention and Management policy and the Issuing Certificates and Outcomes policy.

These policies specify the procedures for:

1. Confirming the completeness of completed student assessment items before results are entered into the student management system;
2. Correctly entering competency outcomes into the student management system and recognising when a learner has completed all of the requirements for the course in which they are enrolled;
3. Generating the relevant AQF certificate and checking that it contains the correct details about the learner and their achievements;
4. Obtaining authorisation for the AQF certificate from the authorised person and together with the letter of completion issuing this issued to the learner no later than 30 days after the date of the learner's final assessment of competency;
5. Recording the dispatch of the AQF certificate to the learner in the student management system; and
6. Filing the learner's records into archive and noting this within the archiving register of the student management system.



Whilst this is a typical process where the learner has achieved all outcomes, there are circumstances where a learner may finalise their enrolment early for personal or academic reasons. Where this is the case, the learner is requested to complete the form Application for Course Deferment / Transfer / Withdrawal. This provides the learner the opportunity to specify their reasons and select to indicate their preference to defer their enrolment, to transfer their enrolment to another course or to terminate their enrolment altogether.

Where the enrolment is being deferred or terminated, learners are to be issued a statement of attainment to recognise the outcomes they have achieved during their enrolment. A learner who defers and returns to complete a course will be eligible to recommence their training and receive a credit transfer for any completed units of competency. The Chief Executive Officer will review these applications, where possible is to interview the learner to understand their circumstances and is to record their decision using the section provided on the application. Learners are to be informed of this decision in writing.

### Code of Conduct

ICQA may terminate the learner's enrolment whereby the learner breaches the following enrolment agreement terms and conditions:

- The learner is not contactable or not responding;
- The learner has not achieved course requirements, attendance or progress benchmarks; or
- The learner has plagiarised, inappropriate behaviour or conduct

### Learners who are not contactable or not responding

Where a learner is not contactable or fails to respond to requests by the ICQA, the learner's enrolment may be terminated in absentia. This action may only be taken where the ICQA has made every reasonable attempt to engage with the learner or contact the learner to seek their instructions about their intentions to continue with or complete the applicable course. Advice received from a learner via email or phone conversation communicating their request is to be accepted where the learner is not willing to complete an Application for Course Deferment / Transfer / Withdrawal. Email records and written records of phone conversations are to be retained on the learners file as evidence of these expressed instructions from the learner.

### Learners who have not achieved course requirements

Learners who are assessed as not yet competent are to be provided with detailed verbal and written feedback to assist them to identify the gaps in their knowledge and skills to be addressed through further training. These learners are to be provided with additional training and learning support to target their specific gaps in knowledge and/or skills and prepare them for additional assessment.

It is the policy of ICQA to provide **three** opportunities for additional training and re-assessment at no additional cost to the learner or employer. Learners who require additional training and re-assessment after they have exhausted their three opportunities will be required to pay a fee for additional training and re-assessment.

Learners requiring additional learning support are to be brought to the attention of ICQA management, so the progress of the learner can be monitored closely, and additional support services can be applied well before it becomes necessary to impose an additional fee for re-assessment. Where learners repeatedly do not demonstrate competence following significant learning and assessment support, a learner's enrolment can be determined through mutual agreement.

### Learners who have breached code of conduct

ICQA seeks to provide an environment that is free from unacceptable behaviour and promotes a positive learning environment for all learners. Behaviour misconduct is defined as actions that breach ICQA policies. A learner must at all times maintain a high standard of behaviour while engaged in RTO activities either within the premises of the RTO or at another location.

Learners who commit behavioural misconduct after being formally warned are to have their enrolment cancelled and will not be entitled to a refund. This does not limit the requirement to provide the learner suitable warning in writing, the opportunity to make oral or written representations regarding the misconduct or their right to appeal a decision.

### Plagiarism

Where it has been determined that the plagiarism has arisen from poor academic practice, the learner is to be requested to revise the work and resubmit it for the assessment.

If it has been determined that the plagiarism was intentional, the learner's work is not to be accepted and the learner is to be issued with an alternative assessment assignment to complete. The learner is to be given a formal warning (in writing) by the Chief Executive Officer explaining the seriousness of the incident and the consequences if the learner is found to plagiarise again.

Learners who commit plagiarism after being formally warned are to be withdrawn from the program they are enrolled and issued with a refund of their tuition fees less all expenses incurred by ICQA up to the point of their withdrawal.

### Cancelling a learner's enrolment

Before a learner's enrolment can be terminated without their written or expressed consent, the following protocol is to be followed:

- A minimum of three attempts (four weeks apart) must be made using the last known contact details (email, phone and mail) to contact the learner and issue the learner with a warning letter notifying them of the intent to terminate the enrolment.
- Where the learner fails to respond, the learner's enrolment is to be terminated and the learner's record within the student management system is to be updated with the outcome of "withdrawn" entered into each unit of competency that has not been completed at the time.
- Any final AQF certificate to which the learner is entitled is to be sent registered mail to the learner's last known mailing address. This should also be noted in the learner's enrolment record and a photocopy of the certificate retained on the learner's record.
- The learner's record is to be archived in accordance with the Records Retention and Management Policy.
- If the learner has misbehaved or conducted in an inappropriate manner, ICQA must reprimand and formally warn the learner in writing against repetition of misconduct and

suspend the learner from using all or some RTO facilities and/or services for a period of time. If the learner has committed behavioural misconduct after being formally warned are to have their enrolment cancelled and will not be entitled to a refund. This does not limit the requirement to provide the learner suitable warning in writing, the opportunity to make oral or written representations regarding the misconduct or their right to appeal a decision.

Applicable trainers are to be informed of the learners' enrolment termination and advised to inform the Office Manager if the learner makes contact.

### Course Withdrawal

There are circumstances where a learner may finalise their enrolment early for personal or academic reasons. Where this is the case, the learner is requested to complete the form Application for Course Deferment / Transfer / Withdrawal. This provides the learner the opportunity to specify their reasons and select to indicate their preference to defer their enrolment, to transfer their enrolment to another course or to terminate their enrolment altogether.

Where the enrolment is being deferred or terminated, learners will be issued a statement of attainment to recognise the outcomes they have achieved during their enrolment. A learner who defers and returns to complete a course will be eligible to recommence their training and receive a credit transfer for any completed units of competency. The Chief Executive Officer will review these applications, where possible is to interview the learner to understand their circumstances and is to record their decision using the section provided on the application. Learners are to be informed of this decision in writing.