

Enrolment Policy and Procedure

Training Worx Australia (RTO 52508)

Policy Statement

Training Worx Australia ensures that all enrolment processes are transparent, accurate, and designed to support informed decision-making.

We are committed to enrolling students into training products that are suitable for their needs, skills, and career goals, in alignment with the Standards for RTOs (2025), Outcome Standards 2.1 and 2.2, and our Quality Management System (QMS) 2025.

Authority

Chief Executive Officer (CEO)

(Review and updates conducted as part of continuous improvement under QMS 2025)

Procedure

1. Pre-Enrolment Information (Transparency & Accuracy)

Training Worx ensures all prospective students receive clear, accurate, and current information prior to enrolment.

This includes:

- Training product code and title
- Course structure, duration, and delivery mode
- Entry requirements and prerequisites
- Assessment requirements
- Fees, payment terms, and refund policy
- Student obligations and expectations
- Available support services

How this is provided:

- Website

- Course Information Guides
- Student Handbook
- Direct communication (email, phone, consultation)

All marketing and information comply with accuracy and integrity requirements under the 2025 Standards.

2. Enrolment Enquiry and Pre-Training Review

All prospective students must complete a Pre-Training Review (PTR) prior to enrolment.

This includes:

- Discussion of career goals and course suitability
- Review of prior skills, knowledge, and experience
- Language, Literacy, Numeracy (LLN) and digital capability check
- Identification of any support needs

Tools used:

- Student Support Indicator
- LLN assessment (if required)
- Pre-enrolment interview (phone or face-to-face)

This ensures compliance with Outcome Standard 2.2 – course suitability.

3. Course Suitability Decision

Based on the Pre-Training Review:

- Students are advised whether the course is suitable
- If gaps are identified:
 - Additional support is offered, OR
 - Alternative training pathways are recommended

Training Worx does not enrol students into unsuitable courses.

4. Enrolment Process

Once suitability is confirmed, students proceed to formal enrolment.

Students must:

- Complete the enrolment form (AVETMISS compliant)
- Provide required personal details
- Agree to terms and conditions
- Provide consent for data collection (privacy statement)

Optional:

- Consent for marketing (photos, testimonials)

5. Unique Student Identifier (USI)

- A valid USI is mandatory for enrolment
- Training Worx will:
 - Collect and verify the USI
 - Validate via the Student Management System

No certification will be issued without a valid USI.

6. Student Management System (SMS)

All enrolment data is:

- Entered into the Student Management System
- Maintained securely
- Managed in accordance with:
 - Privacy Act 1988
 - Data retention requirements

7. Payment and Fee Arrangements

- Students are provided with full fee information prior to enrolment
- Payment plans may be offered (CEO discretion)
- No more than \$1500 prepaid fees accepted without protection measures

➔ Complies with 2025 Compliance Requirements – prepaid fee protection

8. Recognition and Credit Options

At enrolment, students are informed of:

- Recognition of Prior Learning (RPL)
- Credit Transfer (CT)

Students may apply using:

- USI transcript
- AQF certification

9. Student Confirmation

Upon enrolment:

- Students receive confirmation of enrolment
- Access to LMS and learning resources
- Student Handbook

10. Continuous Improvement

Training Worx:

- Reviews enrolment data, feedback, and outcomes monthly
- Identifies trends and risks
- Updates processes through QMS continuous improvement

Aligns with governance and quality assurance requirements