Purpose

IHMA is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (SRTOs 2015). As such, COMPANY NAME is required to comply with relevant Commonwealth, State and Territory laws regarding and including anti-discrimination and equal opportunity. IHMA is committed to providing the best practice, professional products and services to its clients and acknowledges it can only succeed in this with effective and efficient quality processes.

The purpose of this policy is to provide fair and equitable process for client enrolment and ensure clients are provided with accurate and sufficient information to make an informed choice about their enrolment and chosen course.

Policy Statement

IHMA is committed to ensuring all clients enrolling on courses are treated fairly and equitable, and are clearly informed of the enrolment process, conditions, details regarding their chosen course, rights and obligations.

IHMA will provide prospective and current clients with advice regarding relevant training products to meet their needs, taking into account the individual existing skills and competencies.

Definitions

The following words and expressions have the following specific meaning, as in the Standards for Registered Training Organisations (RTOs) 2015.

Educational and support services may include, but are not limited to:

- pre-enrolment materials;
- study support and study skills programs;
- language, literacy and numeracy (LLN) programs or referrals to these programs;
- equipment, resources and/or programs to increase access for learners with disabilities and other learners in accordance with access and equity;
- learning resource centres;
- mediation services or referrals to these services;
- flexible scheduling and delivery of training and assessment;
- counselling services or referrals to these services;
- information and communications technology (ICT) support;
- learning materials in alternative formats, for example, in large print;
- learning and assessment programs contextualised to the workplace; and
- any other services that the RTO considers necessary to support learners to achieve competency.

Student Identifier has the meaning given in the Student Identifiers Act 2014.

Policy Principles

Information to Clients

Prior to enrolment each client is provided with access to a Student Handbook, Course Information, and client policies. (See Client Information Policy)

Enrolment of Individual Clients

Enrolment into training programs will be conducted at all times in an ethical and responsible manner, ensuring fairness and compliance with the Access & Equity Policy.

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

All prospective clients will be provided with information regarding the RTO and its course, in accordance with Client Information Policy.

IHMA will review the individual needs of each prospective client, taking into account their existing skills and competencies, advising them of the most appropriate training product to meet their needs.

If a training program is fully booked at the time a client enquires about enrolment into that particular training program they will either be placed on a 'Wait List' or offered a place on another date that the program has been scheduled, which is not fully booked.

Clients on the 'Wait List' are given priority should a place become available. This is strictly on a first-in, first-served basis.

Enrolments will be considered tentative until payment and the Student Identifier has been received. Should enrolment numbers reach maximum, and another person wishes to enrol on a course where there is a tentative enrolment. The tentative booking will be contacted to confirm payment. If payment is not made the place will be given to the new client.

All Clients enrolled on courses are advised in writing, upon receipt of their enrolment form and payment, that their place on the course is confirmed.

Course fees are payable in advance (subject to Financial Management Policy – Course Fees).

Special Needs of Clients

Clients intending to enrol for training are requested, to advise of any physical or other impairments/ needs (eg English language difficulties, dyslexia) which may adversely affect their ability to successfully undertake the training. (See Access & Equity Policy)

Language, Literacy and Numeracy Abilities of Clients

Clients 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. (See Access & Equity Policy)

Student Identifier

All clients are required to provide their unique Student Identifier, in accordance with requirements of Student Identifier Act.

Students will be advised on the process of obtaining a Student Identifier if they do not already have one, via http://www.usi.gov.au/Pages/default.aspx

IHMA will verify and maintain all Student Identifier numbers in its Student Management System (SMS).

Group Enrolments (Corporate Client / Employer)

CEO negotiates course requirements with relevant company client representative.

Written confirmation is required to confirm course booking with names of individual clients included.

Individual enrolment forms are required for all individual clients to secure a place.

Recognition

Credit Transfer and Recognition of Prior Learning are acknowledged and accepted as a standard practice of . (See Recognition policy)

Confirmation of Enrolment

Upon acceptance of enrolment the client is provided with written confirmation of their enrolment, including a schedule for training and assessment dates, times and location of training (as relevant to mode of learning).

Changes to Training and Assessment

Any changes to a training program, services or third party provider will be advised to clients, as soon as possible prior to the date the change is to occur.

Cancellation of Courses

It is NOT normal policy to cancel scheduled training programs.

However, if for some unforeseen reason a course is cancelled or postponed, all clients will be offered the opportunity to attend the training program on another date, at another location (if available) or in another delivery mode.

If, in the event that the client does not accept the offer, or for some reason the offer cannot be made, the course fees will be refunded in full within one week of the date of the cancellation of the course. (See Refund Policy)

Refund for Cancellation of Enrolment by Client

Refunds can be provided, in accordance with Refund Policy. (See Refund policy)

Transfer of Enrolment

- Transfer to another "Course date" – Clients are able to transfer to another course date, providing they make a request in writing a minimum of one week in advance.
  The transfer is subject to course availability.

- Transfer to another "Course" – Should a client wish to transfer to another course, they need to make the request in writing a minimum of one week in advance.
  The transfer is subject to course availability.
- Transfer to another "Delivery mode" – Should a client, enrolled in a course, wish to transfer to another "delivery mode" for the same course they are able to do so providing they make a request in writing a minimum of one week in advance. An administration fee is applicable for all transfers to another course delivery mode.
  The transfer is subject to course availability.
  Should a student wish to transfer to another delivery mode and does not provide written notice at least one week in advance, the student forfeits the full course fee.
- Transfer to another "Client" – Prior arrangement no later than one week prior to the course. An administration free is applicable for all transfers to another client.

Client Records of Enrolment

IHMA is obligated to report all enrolments, in compliance with national reporting requirements. (See Management of RTO Policy)

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

All individual clients have access to their own records, and the progress of their learning. This is enabled through the student management system. (See Records Policy)

Fees

Fees are collected in accordance with the Fees processes. (See Financial Management Policy)

Student Induction

IHMA provides clients with induction/orientation to ensure they have appropriate information to facilitate their interactions with and their learning.

Each client receives a copy of the Student Handbook which outlines key information including their rights and responsibilities as a learner.

All clients sign an acknowledgment that they have received, read and understood policies and details within the Student Handbook.

Responsibilities

The CEO is responsible for ensuring compliance with enrolments processes.

Administration staff are responsible for correct and accurate enrolments in accordance with this policy and procedures.

Access & Equity

The Access & Equity Policy applies. (See Access & Equity Policy)

Records Management

All documentation from Enrolment processes are maintained in accordance with Records Management Policy. (See Records Management Policy)

Monitoring and Improvement

All enrolment practices are monitored by the CEO and areas for improvement identified and acted upon. (See Continuous Improvement Policy)

Enrolment Procedures – Standard 1.2, 1.7, 1.12, 5.1, 5.2, 5.3, 5.4		
New Enquiry / Enrolments		
STEP 1 – Initial Enquiry		
No.	Who	Actions
1.1	Client	Makes a request for course information
1.2	Admin	Provide course information to client by: Referring client to website; Post / fax or email. Create a record of the enquiry on CRM / SMS. For Groups Bookings, complete 'Group Booking Enquiry form' and forward to CEO.
1.3	CEO	Follow-up and discuss 'Group Booking enquiry form' with client.
STEP 2 – Follow-Up Initials enquiries		
No.	Who	Actions
2.1	Admin	Contact all initial enquiries within one (1) week, attempt to confirm enrolment.
2.2	CEO	Contact all initial enquiries within one (1) week, attempt to confirm Group booking.
STEP 3 – Processing Course Enrolments		
No.	Who	Actions
3.1	Admin	Receive the completed 'Enrolment form'. Determine if the client meets the minimum eligibility for the course. Check to see if the client is a past student (check SMS). Check to see if client details are on SMS. All client enrolments are processed through SMS. Process enrolment in SMS. Raise an invoice in SMS. Process payment (as applicable). Give SMS invoice to Finance for creation in Finance system. Create a Client file (See Records Management procedures). Send confirmation letter and Training Schedule to client. Send relevant course materials to client, as applicable. File client file.

Enrolment Procedures – Standard 1.2, 1.7, 1.12, 5.1, 5.2, 5.3, 5.4		
Client Withdrawal / Deferral / amendment to enrolment		
STEP 1 – Application to Withdraw/ defer/ amend enrolment		
No.	Who	Actions
1.1	Client	Client completes 'Course Withdrawal/Amend Form' and submits to admin for processing.
1.2	Admin	Review 'Course Withdrawal/Amend Form' request and check feasibility of request. Forward 'Course Withdrawal/Amend Form' to CEO for approval/ authorisation.
STEP 2 – Authorisation		
2.1	CEO	Review 'Course Withdrawal/Amend Form' request and make determination for approval. Return form to admin for processing
STEP 3 – Processing Withdraw/ deferral / amend enrolment request		
3.1	Admin	Make relevant changes in SMS. Make relevant notification on client file. Contact client to advise outcome. Follow-up with Refund (if applicable) Provide client with relevant materials /logins (as applicable)