

## E Enrolment

### E1 Pre-Enrolment and Pre-Training Review

Standards Evidenced	5.1, 5.2, 5.3
Standards Referenced	1.7, 5.4, 6.2, 8.6

### General Policy

The provision of quality training outcomes is dependent upon the learner being adequately informed prior to commencement and supported in their decision to undertake training that will meet their requirements.

TSTCA will conduct a pre-enrolment review (also called a pre-training review) on each applicant to determine that the selected course is suitable for the needs of the learner after they have been provided with all the relevant information. The review will ensure that the learner meets the requirements of the learning cohort as described by the course TAS.

This policy ensures all potential learners, prior to commencement of training with TSTCA, can make an informed decision as to the suitability of the course of study, and understand their rights and obligations as a learner.

This policy applies to all accredited training products on the TSTCA scope of registration.

### Information to be provided to the learner

TSTCA will provide the following range of information to the applying learner to enable them to make an informed decision about the selected course. This information **MUST** include:

- Details of the training product being delivered, including the expected learning, employment, and regulatory outcomes (Standard 5.1);
- Any pre-existing skills, knowledge, or work experience which it is expected the learner will already have on commencement of the course (Standard 5.1);
- Any entry requirements for the training product which are imposed by the training package, industry regulation, or TSTCA (Standard 5.2e,ii);
- Any materials, equipment, textbooks, or other resources which a learner must have or acquire in order to successfully complete the training product (Standard 5.2e,iii);
- The code, title and currency of the training product as published on training.gov.au (Standard 5.2a);
- The training, assessment, and other support services to be provided to the learner, including any self-study or attendance expectations, as well as the duration of training, the location of training, and the mode of delivery (Standard 5.2b,i-iii);
- The name and contact details of any third-party which will be providing training, assessment, or other educational support services on behalf of TSTCA (Standard 5.2b,iv), if any;
- Any work placement arrangements which are required to successfully complete the training product (Standard 5.2b,v);
- The obligation which TSTCA has to ensure that training and assessment is compliant with the Standards, and to issue Australian Qualifications Framework (AQF) documentation to any learner who successfully meets the requirements of the training product (Standard 5.2c);
- Details of the TSTCA complaints and appeals process, including how to access the process and the right the learner has to complain or make an appeal at any time (Standard 5.2d,i & reference to Standards 6.1 & 6.2);

- The mechanisms which are in place to protect learners against the negative effects of the closure of TSTCA or any third-party delivering on its behalf, and what steps will be taken if such an event occurs (Standard 5.2d,ii);
- The obligations, if there are any, which the learner incurs in relation to government funding or the VET Student Loans program by enrolling (Standard 5.3e,i);
- The implications of accessing government funding, if government funding is accessed, on future training entitlements and subsidies (Standard 5.2f);
- All relevant fee information, including which fees are payable to TSTCA and when they are due, as well as which fees will be paid by a third-party if applicable (Standard 5.3a,i-ii);
- Details of the TSTCA refund policy including how to access it and the right which a learner has to a refund in the case that TSTCA terminates the training agreement early or fails to provide the agreed services (Standard 5.3c,i-ii);
- The learner's consumer rights, including the right to a cooling-off period if one applies (Standard 5.3b);
- The methods which will be used to inform enrolled learners of any changes in agreed services, regulation or legislation which may affect the participation of the learner in their chosen training product (*reference to Standards 5.4 & 8.6*); and
- The privacy policy of TSTCA, consistent with the [Australian Privacy Principles](#).

This information may be provided in the form of physical documents or in the form of a link or reference to the applicable sections of the TSTCA website.

## Pre-Training Review

(*reference to Standard 1.7*)

The pre-training review may include a review of the learner's:

- Vocational background and work experience as it applies to the selected course;
- Previous levels of qualifications;
- Self-declared learning difficulties;
- Language literacy numeracy; or
- Interest in participation.

The above information together with information provided will be used to ensure that:

- Applicants have been provided, and had recorded, evidence that fulfil any applicable licencing or training package requirements that may otherwise inhibit the intended vocational outcome; and
- Written confirmation is provided to the learner advising their acceptance or otherwise into the nominated course of study.

## Learners under 18

Pre-enrolment information may be collected from under 18s, but will be subject to formal parental or guardian approval that will be obtained as a countersignature on the Enrolment Form. See [R8 Under 18s Safety Policy](#) for full details.

## Supporting processes

The following processes are defined to ensure these policy requirements are met:

Process Name	Purpose
Application for Enrolment	Provide a learner with the documentation required to apply for enrolment and to collect the documentation from the learner for processing
Pre-Training Review	Conduct a pre-training review for a learner who is applying for enrolment in a training product
USI Creation	Assist a learner to create a USI or create one on the learner's behalf
USI Verification	Verify a USI which has been provided by a learner
Pre-training review	To ensure the student can fulfil the requirements to begin the training

## Supporting Forms and Documents

Document Identifier	Name
XXXX	Application for Enrolment Form

## Evidence

To Evidence	Source
Information to be provided to the learner Learners under 18	Application for Enrolment Form Learner Management System Report
Pre-Training Review	Records of Pre-Training Review

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## Version Control

Version #	Date	Changes
1.0	27/10/17	First release