

Pre-Enrolment and Student Support Policy

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Purpose

This policy outlines the pre-enrolment process and the support available to the students of Diversitat Training prior to enrolling into a training program and during the delivery of training and assessment. It ensures that each student is enrolled into a suitable program and that they are aware of how to access the support services available to them.

Overview

It is the aim of Diversitat Training to support their students' learning before and throughout the delivery and assessment of the program they are enrolled in.

The support offered to each student will vary according to their individual needs and each student will be given the opportunity to discuss their needs before and after enrolment and the commencement of training.

Scope

This policy is to be applied by the Student Services (Administrators), Course Coordinators and Trainer/Assessor staff.

Policy

- Diversitat Training is committed to ensuring that all students can make an informed decision about a training programme prior to enrolment by knowing exactly what is involved, what to expect and what support services are available to them.
- Diversitat Training does not pay, provide or offer, either directly or indirectly, Incentives to undertake training subsidised through the Skills First Program, whether to any prospective student or to any other person (such as an employer or social organisation).
- Training Services are delivered to an Individual subsidised through the Skills First Program who has a physical presence in Victoria, inclusive of students completing online training.
- Diversitat Training ensures that prior to enrolment training staff:
- provides information on the relevant industry, employment prospects and the intended outcomes of the course

- conducts a Pre-Training Review, including an assessment of the prospective student's foundation skills which includes language literacy and numeracy (LLN) to the required ACSF level. During the pathway conversation, Recognition of Prior Learning (RPL) and Credit Transfer (CT) will also be discussed).
- provides the student with full details of the course they are applying for which may include but is not limited to:
 - estimated duration of the training programme;
 - location/s at which training will be provided;
 - mode/s of delivery;
 - support services;
 - name and contact details of any third party that will provide training and/or assessment;
 - any work placement arrangements;
 - the student's rights and obligations;
 - details of all fees and other charges applicable to the training programme.
- Diversitat ensures appropriate eligibility assessment has been performed to establish each individual's eligibility for Government subsidised training. Staff responsible for assessing eligibility must undertake relevant training and endorse the Delegation of Authority form.
- Training staff collaborate to determine the prospective student's suitability to the course based on the Pre-Training Review and foundation skills results. If it is identified that the course is suitable, but the student will need additional support to complete it successfully, a Student Support Plan will be completed. This is separate to but may be combined with Reasonable Adjustment.
- All students receive information in the Student Handbook, Course Information Booklet, Student Support Flyer and the Diversitat website on how to access services which will support them to successfully complete their training and assessment program.
- The support offered to students may include:
 - mentoring from appropriately qualified Diversitat staff;
 - additional classes, learning activities and workshops;
 - short courses that may be complementary to full qualification courses;
 - online support and exercises;
 - computer and technology support;
 - referral to external support services including government agencies and allied health professionals;
 - reasonable adjustment (please separate Reasonable Adjustment Policy).
- Feedback is collected about Diversitat Training's support services and is used to improve this support through the Continuous Improvement Committee.

1. Procedure

Enrolment Application Process

1. Student completes enrolment form online*;
2. Reception email the link to the Foundation Skills Assessment (LLN) to the student (within 1 business day);
3. Student completes the LLN using the link in the email**.
4. Reception contacts the student to schedule an enrolment session between the student and Course Coordinator advising the student of the documents they will need to bring to their enrolment session.
5. Student attends the scheduled enrolment session bringing their identification and Health Care Card***
6. A Pre-Training Review is conducted between the student and Course Coordinator,
7. Identified Student support, Course Coordinator or Trainer/Assessor to complete a Student Support Plan

8. Evidence of student eligibility and student declaration are assessed and completed by the Coordinator / Administrator;
9. Coordinator / Administrator staff complete the Statement of Fees and confirms any fees and charges with the student;
10. A USI (Unique Student Identifier) application is completed with all students which allows Diversitat training to create or locate a USI on the student's behalf. The USI application also allows Diversitat Training to check for units / qualifications completed post 2015.
11. Administrator / Coordinator confirms with the student that their application has been accepted and completes the Enrolment Checklist;
12. Student pays course fees in full on or before the commencement of the first day of training unless they have paid a deposit and entered into a direct debit repayment arrangement.
13. Administrator attaches all documentation to the Enrolment checklist and creates the student's profile on VETtrak.
14. The Administrator updates the student status on VETenrol to 'Accepted'

*Students without access to a computer or whom require assistance can attend Diversitat to complete the application process.

** Students without access to a computer or whom require assistance are asked to contact Diversitat to organise alternative arrangements.

*** Health Care / Concession Card – Students must provide proof of concession at time of enrolment or within 14 days of their enrolment application or the non-concession rate will apply.

Associated Documents

- [The enrolment process-v1_17062019 \(enrolment flyer\)](#)
- [Enrolment Procedure Manual](#)
- [Student Support Plan](#)
- [Reasonable Adjustment Policy](#)
- [Pre-Training Review Template](#)
- [Enrolment Form](#)
- [Enrolment Checklist](#)
- [Statement of Fees](#)
- [USI Application through Diversitat](#)
- [Student Handbook](#)
- [Course Information Booklet](#)
- [Student Support Flyer](#)
- [Recognition of Prior Learning Policy](#)
- [Credit Transfer Policy](#)
- [Authorised Delegate template](#)

Document Control

Document name	Pre-Enrolment and Student Support Policy
Approved by	Carolyn Jones – Education Programs Manager
Summary of content (new) or amendments (revised)	Revised policy (minor) <ul style="list-style-type: none"> • Section 7 – removed qualification lifecycle reference, approval/next revision dates and version number

- Update header/footer to revised template