ENROLMENT PROCESS POLICY AND PROCEDURE

1. Policy
This policy/procedure ensures that Alpine Institute provides appropriate information prior to enrolment that allows all potential Learners to make an informed decision to study with the Alpine Institute. It also ensures a consistent enrolment process will be implemented for all domestic Learners and that appropriate records will be maintained in all Learner files.

The Alpine Institute will assess all potential Learner enrolment applications to ensure they meet the enrolment requirements of the course and to confirm their ability to complete the qualification.

2. Procedure
This procedure explains the process that is to be undertaken to enrol a Learner into a course of study.

2.1 Pre-Enrolment information:

Pre-Training review:
The Pre Training Review process will apply to all learners seeking enrolment within Alpine Institutes certificate based programs.

The Pre Training Review will be completed when the prospective student attends an interview with the relevant trainer / enrolment officer. The interview will require:

- The completion of the Pre Training Review Form by the prospective student
- A discussion of the outcomes and observations arising from the completion of the Pre Training Review Form
- The completion of the Language, Literacy and Numeracy (LLN) Assessment

Please refer to the Pre-training review policy.

Funded Courses:
A comprehensive assessment is undertaken to determine eligibility of individuals for funding under the VTG contract.

Government-subsidised training places are available to people who meet the eligibility criteria if there are:

- an Australian citizen
- an Australian Permanent Resident (holder of a permanent visa)
- a New Zealand citizen

and are any of the following:

- under 20 years of age
- seeking to enrol in a Foundation Skills List course (and do not hold a Diploma or above qualification or are receiving core skills training in other sectors)
- seeking to enrol in VCE or VCAL
- seeking to enrol in an apprenticeship
- 20 years and older and ‘upskilling’ by seeking to enrol in a course at a higher level than your existing qualification.
Learners enrolled at a school, will not be able to receive a government-subsidised training place for a course through the Victorian Training Guarantee, unless undertaking the course as part of a School-Based Apprenticeship or Traineeship. The Government supports schools in other ways to offer vocational training to their Learners, so you should discuss all your options with your school.

Learners are eligible to commence a maximum of two subsidised courses at the same qualification level in a lifetime. This restriction applies whether or not they complete the courses.

People who are seeking a Government-subsidised training place will require completing the Victorian Guarantee Training (VTG) - Evidence of Student Eligibility and student declaration form with an authorised delegate of the Alpine Institute. This will be attended to during or after the Pre-Training Interview.

Evidence is required to be retained by the RTO for Eligible Individuals. Collection of supporting evidence:

a) complete in hard copy or electronically, for the information and declarations specified in the Evidence of Eligibility and Student Declaration form.

b) sight in hard copy original or certified photocopies of the original evidence of eligibility specified in the Evidence of Eligibility and Student Declaration form. (Please note certifying document explanation is attached to the Declaration Form)

At no times must potential students be offered incentives to induce them to undertake Victorian Government Funded Training.

**Learners:**

- Each potential Learner will be able to access to a Course Information sheet, Learner Information Handbook prior to enrolment to ensure an informed decision can be made to study with Alpine Institute.

- The Course Information sheet must contain the following topics:
  - Pathways of the qualification/ training
  - Overview of the content covered
  - Core and Elective Unit of Competency (unit code and title)
  - Pre-requisites (entry requirements)
  - Duration of the course/ training
  - Normal operating hours of the Alpine Institute
  - Training and Assessment processes
  - How to enrol
  - Contact detail of the Alpine Institute

- The Learner Information Handbook must contain information on:
  - General Information (including trainee guarantee)
  - Learner Attendance and Behaviour
  - Complaints and Appeals
  - Equity Commitment
  - Occupational Health and Safety
  - Privacy
2.2 Enrolment

- All Learners must complete an enrolment form to confirm their enrolment. The ‘Enrolment Form’ shall contain as a minimum:
  - Identify the course or courses in which the Learner is to be enrolled and any conditions on his or her enrolment
  - Identify the cost of the course
  - Ask all AVETMISS questions
  - List the nature of the guarantee given by the Alpine Institute to complete the training and/or the assessment once the Learner has commenced their study
  - Advise the Learner of his or her obligation to notify the registered provider of a change of address while enrolled in the course
  - Provide information in relation to refunds of course money; and information relating to the documented refund policy and procedures.
  - A declaration that all information, conditions, fees and charges, refunds, and details of the enrolment are understood.

- The Learner is required to complete a LLN Activity to assess their language, literacy and numeracy ability to complete the course. This activity forms part of the Enrolment Form. This test will be assessed by a qualified Trainer. If the Learner cannot complete the LLN test satisfactorily then an LLN Report will be completed which includes the required action to be taken to assist the Learner to be able to complete the course. If the Learner’s academic issues are not able to be supported by the Alpine Health internally, they will be recommended to the appropriate external support service.

- Acceptance into a course of study with the Alpine Institute is confirmed when the potential Learner has signed and submitted the enrolment form and completed documentation to support their enrolment and LLN test and fees have been paid.

2.3 Records

- The signed ‘Enrolment Form’ will be kept on the Learners file along with all other documents relevant to the Learner’s enrolment such as the LLN Test and LLN Report (if applicable).
- Any original documents submitted as part of the enrolment process will be copied and maintained on the Learner file in a secure location. All originals will be returned to the Learner.