PROCEDURE S7.8- P7.3

ENROLMENT

1.0 INTRODUCTION

1.1 Related Policy

Enrolment

1.2 Purpose

This procedure outlines the processes and responsibilities of those involved in the Australian Institute of Management (AIM) enrolment process in Training Products

1.3 Scope

This procedure applies to all AIM staff involved in marketing, recruitment, and admission processes related to enrolment.

1.4 Scope Exceptions

None

2.0 RESPONSIBILITIES

1. The Executive Director AIM is responsible for AIM complying with the Standards for Registered Training Organisations (RTOs) 2015 (Standards for RTOs), including the clauses related to marketing, recruitment and enrolment – Clauses 1.2, 3.5, 4.1, 5.1-5.3, 7.3 and relevant consumer protection laws and other government legislation including the VET Student Loans Act 2016 and the VET Student Rules 2016.

2. The Director of Marketing is responsible for ensuring that AIM provides clear and accurate information on all its marketing materials to allow prospective students to make informed choices and only promotes training or assessment for nationally recognised training products that are currently on the AIM Scope of Registration.

3. The Chief Sales Officer is responsible for ensuring that sales teams provide prospective students with accurate, clear and comprehensive information as part of the admission process.

4. The Head of Academic Delivery VET is responsible for ensuing students have the required information to apply for credit transfer or RPL during the enrolment process and that AIM staff process these applications in a timely manner.

5. The Registrar is responsible for the quality control of the enrolment process which includes ensuring students meet course entry criteria and have related valid documentation and protection of student information.

3.0 PROCEDURE

3.1 Recruitment

1. The Director of Marketing ensures all marketing information related to courses on the website, brochures or provided to sales teams or other AIM staff are accurate, up to date and easily understandable by students so they can make informed decisions about study choices.

2. The Chief Sales Officer provides relevant training and information to sales team members, to support students during the admission process, who will:

    a. Give prospective students honest and accurate information about AIM's services and the range of Training Products on its Scope of Registration, course fees and options for payment.

    b. Communicate with prospective students in a transparent, open and responsible manner including using clear language to explain AIM services to prospective students in a way that is easily understood.

    c. Provide prospective students with sufficient accurate information to ensure they can make an informed decision in relation to enrolling in a course.

    d. Take reasonable steps to assist prospective students in making their own decisions independently and without coercion.

    e. Make themselves available to answer any questions prospective students have about AIM's services.

    f. Ensure prospective students undertake an appropriate screening process to ensure they are suited to, and ensure they meet capability requirements for likely completion of the course e.g. the appropriate literacy and numeracy skills for their course.

    g. Check the suitability of prospective students by discussing the following with the student:

        i. Career goals and suitability of the intended qualification towards fulfilling those career goals
        ii. Prior education and readiness to undertake further study at the level of the intended qualification
        iii. Any potential language, literacy and numeracy concerns issues and support available to address these.

    h. Follow processes, including the Privacy of Student Information and Records Policy and Procedure, to ensure they do not contact any person who has indicated they do not wish to be contacted,

    i. Provide information on payment options and allow adequate time to review.

    j. Discuss any requirements around reasonable adjustment and refer prospective students to the AIM Student Diversity and Equity Policy and Procedure.

3.2 Admissions

1. AIM Course Advisors will advise students of AIM's policies relating to enrolment, entry requirements, and student fee obligations and payment options. This information will include AIM's Terms and Conditions, Unique Student Identifier (USI) and details about course withdrawal, deferral or extension which can be found on the AIM website at www.aim.com.au/student-information , and encourage students to review them prior to completing their application;

2. AIM Course Advisors will inform students about course fees and payment options that include:

   a. Paying upfront for the full cost of the qualification in one payment;
   b. Deferring all or part of the tuition fees with flexible payment options through AIM's finance partner, Zip Money;
   c. Other funding options may be available; including funding options for eligible students of government-supported training.

3. AIM Course Advisors will advise students:

   a. about Recognition of Prior Learning and Credit Transfer and advise of implications for Fees where relevant.

   b. that they are obliged to pay for the full fee of the course, once they have signed the enrolment form, and it is not refundable unless the course is fully cancelled by AIM.

   c. that where they have accessed a VET student loan, they need to understand and comply with VSL requirements as described in the VSL Information Booklet and on the VSL website.

   d. that the Fees do not include equipment or materials required or any travel or other personal expenses incurred through participation in the AIM course,

   e. that the Fees do not include any costs associated with extending your course duration

   f. that they have a five (5) business day provisional enrolment period to review and confirm the course meets their needs. The provisional enrolment period commences on the enrolment date which is confirmed by AIM in writing via the Enrolment Confirmation email.

   g. that they are liable for the full fee of the course after the five (5) business day provisional enrolment period has elapsed;

   h. will be withdrawn from the course if payment has not been received in accordance with the above conditions;

   i. will be confirmed in the course upon approval of their application and payment of the course fee;

   j. may not receive a full refund after the provisional enrolment period unless Special Consideration has been applied for and granted'

   k. that active engagement in their course, and satisfactory progression in the course is a requirement for continuing in the course.

3.3 Enrolment

1. The Registrar's team assesses applications for enrolment to confirm the applicant's eligibility for entry to the desired course as per the course information and AIM entry requirements on the AIM website.

2. The Registrar assesses Credit Transfer applications as part of the enrolment process as Credit Transfer may have an impact on course structure, duration and fee.

3. Enrolments are confirmed upon approval of the student's application and payment of the course fee.

4. The AIM Student Support Team sends the student a welcome email (once the application has been confirmed) which includes login details to the AIM Learning Management System (myAIM) and a contact point for technical issues.

5. Each student will have a five (5) business day cooling off period from the course commencement date in which to access their course and ensure that the course meets their requirements. This time allows students to move through an on-boarding process across all the relevant systems and learning methodologies.

6. Smart and Skilled students need to follow additional procedures, referenced in the Smart and Skilled Student Guide, that include confirmation of student suitability and eligibility for Smart and Skilled funding, proof of eligibility, pre-enrolment, Notification of Enrolment, Student Consent and Student Declaration.

7. Students accessing a VET student loan (VSL) will also need to follow additional procedures including confirmation of student academic suitability and eligibility for VSL funding, language literacy and numeracy, and relevant obligations including the supply of a USI and TFN.

3.4 Complaints and Appeals

Grievances or appeals relating to the recruitment and enrolment process should be made in accordance with the AIM *Complaints and Appeals* Process.

4.0   DEFINITIONS

- **Admissions** refers to applying to study in a course.

- **Course commencement date Online:** The date that the student receives access to the online learning platform. On-campus: The date that the student attends their first training course for the qualification or unit of competency.

- **Credit Transfer (CT)** The process of awarding credit for a unit or units of competency previously attained from another Registered Training Organisation (RTO) which are the same (or deemed as equivalent on the National Training Register) as the unit/s of competency in a current course.

- **Course enrolment** is deemed to be complete when AIM receives a signed Acceptance of Offer from the student and payment of full course fees or a payment plan deposit is received, and all entry requirements have been met.

- **Enrolment –** Enrolment is the actual process of enrolling into a course.

- **Enrolment contract** - Refers to the formal agreement between the student and AIM for enrolment.

- **Enrolment form -** Form used by AIM to be completed by a prospective student as the first step of the admissions and enrolment procedure.

- **Provisional Enrolment Period/Cooling-off period** - An enrolment is provisional for five (5) business days, allowing AIM time to request additional information and for a student to access their course and ensure it meets their requirements. Students are liable for the full fee after the Provisional Enrolment Period.

- **Recognition of Prior Learning (RPL)** An assessment process that involves assessment of an individual's relevant prior learning (including formal, informal and non-formal learning) to determine if they meet the requirements of a nationally recognised unit/s of competency. (See *Assessment Policy and Procedure*)

- **Safe Work Resources LLN Assessment Tool (LLN Robot***)* is an approved online skills review tool used to determine reading and numeracy levels

- **Training Product** - a nationally recognised training package qualification, skillset, unit of competency or accredited course.

- **USI- Unique Student identifier** Unless exempt, a USI is required for all students wishing to enrol into a nationally recognised training course. An exemption from the USI means that an RTO can issue a VET qualification or statement of attainment to a student without collecting and verifying a USI from them. Where an exemption from the USI applies, AIM will inform the student prior to enrolment or commencement of training/assessment (whichever comes first) that the results of the training will not appear on the authenticated VET transcript accessed through the student's USI account.

- **Validation -**AIM validates qualifications provided as part of course entry requirements. This may include requiring certified copies of certification and or verifying the qualification with the issuing educational organisation.

5.0. REFERENCES AND ASSOCIATED INFORMATION

- AIM Terms and Conditions
- Assessment Policy and Procedure
- Credit Transfer Policy and Procedure
- Complaints and Appeals Policy and Procedure
- NSW Smart and Skilled
- Privacy of Student Information and Records Policy and Procedure
- Standards for Registered Training Organisations (RTOs) 2015
- Student Diversity and Equity Policy and Procedure
- Student Handbook
- Student Guide to Smart and Skilled
- VET Student Loans Act 2016
- VET Student Loans Rules 2016
- VSL Tuition Fee and Refunds Policy

- VSL Withdrawal and Re-credit Procedure
- Withdrawal, Deferral, Extension, Transfer and Refund Policy

6.0 POLICY OWNERSHIP

Policy Owner	Executive Director AIM
Status	Reviewed July 2022
Approval Authority	Chief Executive Officer
Date of Approval	20 September 2022
Effective Date	26 September 2022
Implementation Owner	Registrar
Maintenance Owner	VET Compliance and Operations Manager
Review Due	11 August 2025
Content Enquiries	Registrar- Sertan Can Email: sertan.can@aim.com.au

7.0   AMENDMENTS

Version	Amendment Approval (Date)	Amendment Made By (Position)	Amendment Details
S7.4-P7.0	20 September 2022	VET Compliance and Operations Manager	Policy and procedure updated in accordance with revised Scentia governance approach
S7.5-P7.1	20 April 2023	VET Compliance and Operations Manager	Updated fee payment information
S7.6-P7.2	1 August 2023	VET Compliance and Operations Manager	Updated information on Smart and Skilled
S7.8 – P7.3	13 October 2023	VET Compliance and Operations Manager	Addition of information related to VET Student Loans (VSL)