

## Enrolment Policy

MLE and staff are committed to determining client needs through initial contact and interview and providing services to meet those needs. MLE staff will provide timely and accurate advice to all potential and enrolling students. MLE Staff and management will always respond in a responsible manner to all reasonable requests for information about MLE's Training and Assessment services.

### Enrolment Procedures

- On receiving initial contact by a potential or enrolling student MLE staff shall enquire concerning any specific needs (LLN) and ensure that the student is provided with the relevant terms and conditions to their course enquiry. Students must also be advised of the relevant course information on the relevant MLE
- It is a mandated requirement within the Standards for Registered Training Organisations to inform students prior to their enrolment about their rights and obligations, about the services to be provided and about the payment of fees, other charges and refund arrangements. Whilst this requirement relates to the marketing and advertising of training.
- Provide the fact sheet requirement for unique Student identifier or verify USI and provides links to additional resources in relation to the student's options for establishing proof of ID.
- Provide sufficient information about their rights and obligations, fees and payments obligations and services to be provided prior to their enrolment (pre-enrolment information)
- On receiving a request for information concerning RPL (Recognition of Prior Learning) MLEs staff shall ensure that enquirers are sent the 'RPL Application form' and provided with information about the process of RPL.
- The enrolling officer must ensure that the terms and conditions of enrolment with MLE are understood and agreed to by the student prior to enrolment.
- Within the enrolment process the following fee information must be provided to each student.
  - a) The total amount of all fees including course fees, administration fees, and any other charges;
  - b) Payment terms, including the timing and number of fees to be paid and any non-refundable administration fee;
  - c) the nature of the guarantee given by the registered training organisation to complete the training and/or assessment once the student has commenced study in their chosen qualification;
  - d) the fees and charges for additional services, including such items as issuance of a replacement qualification testamur and the options available to students who are deemed not competent on completion of training and assessment; and
  - e) the organisation's refund policy.
- Enrolling Students must indicate via their declarations and acknowledgments that they have read/understood the relevant MLE course terms and conditions.
- All students enrolled at MLE have access to their own records that relate to their current or past training and assessment records. Students may contact admin during office hours and may request a copy of their student records. This must be requested in writing to the CEO.
- Students will be sent an Offer of Enrolment Confirmation which must be returned to MLE which is accepted as a commitment to their course.

- Returned to the student acceptance of enrolment will be accompanied with details of the student's login to the student portal and access to their course by MLE providing a login: username and password.

**Student Engagement and Enrolment Review Procedures**

- Where a completed form is received by MLE the form will be reviewed by the CEO for processing.

All actions taken to improve client services and enrolment processes will be recorded in the MLE meeting minutes.

| <b>MLE - Enrolment Information</b>    |  |
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| <b>Enrolment Procedure</b>            | <ol style="list-style-type: none"> <li>1. Prior to completing the Enrolment Form an applicant will complete a short questionnaire to confirm they have at a minimum: <ul style="list-style-type: none"> <li>• Meet MLEs enrolment criteria of working or recent working background</li> <li>• Equipment Access to complete their course online</li> </ul> </li> <li>2. Complete the online enrolment form</li> <li>3. Upload requested ID</li> <li>4. Submit payment of \$200 non-refundable Admin fee</li> <li>5. Complete a Language, Literacy and Numeracy short assessment</li> <li>6. MLE will make contact by phone for a short discussion to ensure the course is meeting the participants needs and able to achieve completion.</li> </ol> |
| <b>Confirmation of Enrolment</b>      | <p>A letter of offer to confirm participants enrolment will be sent electronically, this will also include and invoice for the first unit \$315 (if not already received) A receipt will also be sent for payments made.</p> <p>On MLE receiving the confirmation for enrolment Learners will be sent their Login details – username password, which will give then access to the student portal and first unit to commence their learning journey</p>   |
| <b>Course Content</b>                 | MLE will provide training and assessment that leads to the achievement of competency and completion of the course  |
| <b>Fees and refund policy.</b>        | These are outlined in the Learner Handbook, and also on request from MLE   |
| <b>Language Literacy and Numeracy</b> | All students who advise MLE staff of their special learning needs will be provided with the appropriate support and guidance with the aim of assisting the student to obtain competency in the course undertaken. This assistance provided by MLE Staff will be within the principles of fairness and flexible assessment and will be offered in a discrete manner.  |
| <b>Welfare and Guidance</b>           | All students experiencing any difficulty or concerns about their training experience should make contact with the trainer or MLE where a range of solutions may be discussed and provided.   |
| <b>Complaints and Appeals</b>         | The complaints and appeals policy of MLE provides an avenue for students to address their complaints and appeals to MLE and have them dealt with in a constructive and timely manner.  |
| <b>Disciplinary Procedures</b>        | Students who are unruly, offensive or conduct themselves in a disrespectful manner toward MLE staff or fellow students will be offered one warning to desist their behaviour after which continued behavior will result in their enrolment being cancelled.  |

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| <b>Access and Equity</b>             | MLE is committed to providing training and assessment services to all clients regardless of race, religion, sex, socio-economic status, disability, language, literacy or numeracy.   |
| <b>Student Records</b>               | All students have timely access to current and accurate records of their participation and progress. Students seeking advice concerning their course progress should in the first instance contact their trainer or MLE.  |
| <b>Legislative Compliance</b>        | MLE and staff conducts periodic reviews to ensure that it is compliant with all state and federal legislative requirements for RTO's including but not limited to WH&S, Harassment, Discrimination, Equal Opportunity and Vocational Education and training legislation.  |
| <b>National Recognition</b>          | MLE recognises qualifications and statements of attainment issued by other Registered Training Organisation under the Australian Qualifications Framework.  |
| <b>Recognition of Prior Learning</b> | Recognition of Prior Learning (RPL) is offered to all participants enrolling in MLE. Where sufficient documentation is provided MLE will provide credit transfer to enrolling learners. MLE recognises all current competencies held by learners regardless of how, where or when these competencies were learned. If a student would like to pursue RPL they can apply at enrolment. |
| <b>Partnership</b>                   | Where applicable<br><br>Students who enroll with MLE under partnership with other providers have all the rights and obligations of students that enroll under MLE directly, which include pre-enrolment information, complaints and appeal policy, privacy policy and all policies related to MLE students.   |
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## Enrolment Procedure

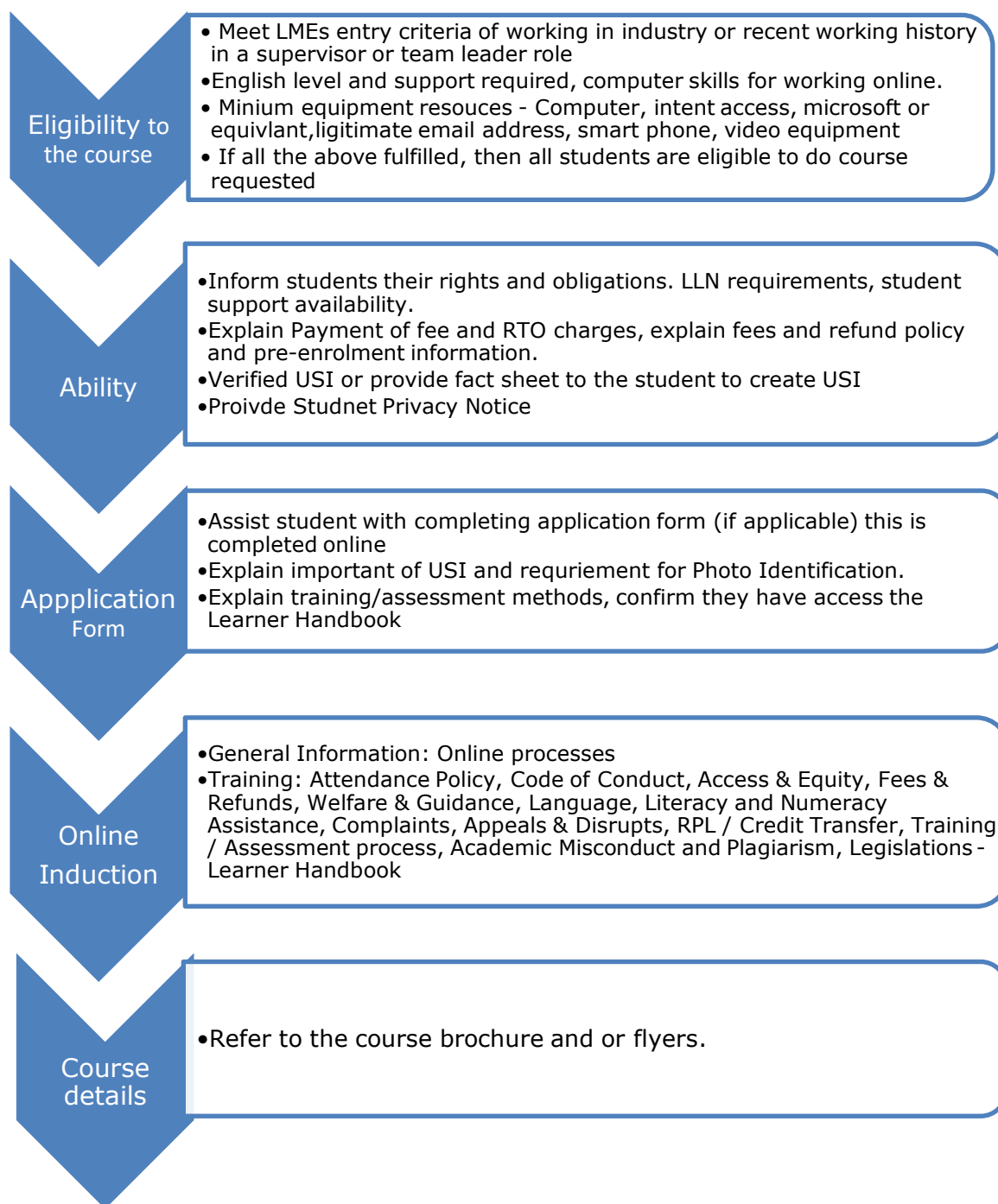


Figure 1