

Enrolment Policy and Procedure

Policy

This policy applies to all individuals seeking to enrol in any training programs or courses offered by Perth Traffic Training.

Appropriate information and support services:

Perth Traffic Training ensures that appropriate information and support services are provided to prospective learners to assist them in making informed decisions about their enrolment. This includes providing information about the training programs/courses, entry requirements, fees and charges, and support services available through written or electronic means.

Marketing and advertising:

Perth Traffic Training ensures that all marketing and advertising materials accurately represent the training programs/courses offered, including information about the outcomes, qualifications, and any licensing or regulatory requirements.

Transition to Training Package or Accredited Course:

Perth Traffic Training follows the required processes for transitioning to a new Training Package or accredited course, ensuring that any learners affected by the transition are provided with appropriate support and recognition of their prior learning.

Training and assessment strategies and practices:

Perth Traffic Training develops and implements training and assessment strategies and practices that align with industry needs, comply with regulatory requirements, and enable learners to achieve the desired learning outcomes. These strategies and practices are documented and communicated to learners during the enrolment process.

Complaints and appeals:

Perth Traffic Training has established procedures to handle complaints and appeals from learners regarding the enrolment process, training, assessment, or any other related matters. These procedures are communicated to learners, and their rights to lodge complaints or appeals are respected and upheld.

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Application and Admission:

Prospective learners are required to complete and submit an enrolment application form, providing accurate and up-to-date information.

Entry requirements for each training program/course are clearly communicated to the learners, ensuring they meet the necessary prerequisites, if any.

Perth Traffic Training reviews all enrolment applications in a timely manner and notifies applicants of the outcome, including any additional requirements or documentation needed.

By enrolling online, students can confirm course availability, pay the required fees, and access all relevant information for their training at Perth Traffic Training. This includes the terms and conditions related to participating in training and assessment with Perth Traffic Training.

If potential clients or students are not able to access the Perth Traffic Training website or enrol online other ways Perth Traffic Training can be contacted include:

- Phone
- Email

Before enrolment is finalised students must confirm they have read the terms and conditions and agree to the Perth Traffic Training requirements.

Unique Student Identifier (USI):

All students enrolling with Perth Traffic Training are responsible for obtaining their own USI as Perth Traffic Training will not apply for a USI on behalf of the student.

The Administration Officers must verify this number prior to updating the student's details. A student cannot participate in an accredited course without a verified USI. To create or find a USI go to www.usi.gov.au.

Language, Literacy and Numeracy Needs:

In accordance with Perth Traffic Training's Access and Equity policy Perth Traffic Training will endeavour to accommodate students who have different levels of language, literacy, or numeracy (LLN) skills. If a student indicates in the Enrolment Form that they do not speak English well or not at all their suitability for training must be assessed by the Trainer and Assessor as well as the admin enrolment staff before they can participate in a course.

Perth Traffic Training will take all reasonable steps to accommodate their needs or refer them to an appropriate agency for additional support.

Collecting student information:

On the first day of each course, prior to commencement of the training and assessment, all students are required to fill in the Enrolment Form and submit the completed form to the Trainer and Assessor or admin enrolment staff. This may also be completed with the student to provide photo identification prior to or at the course. This allows the Trainer and Assessor and admin staff to identify the needs of the student, including:

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- the level of experience of the student to confirm the suitability of the training selected
- whether any student support services will be required
- any issues that need to be discussed with the student

Fees and Charges:

Perth Traffic Training maintains a transparent fee structure, clearly stating the tuition fees, materials fees, and any additional charges associated with the training program/course.

Perth Traffic Training's Fees and Refund Policy can be found on our website and in the Perth Traffic Training Student Handbook.

Recognition of Prior Learning (RPL) and Credit Transfer:

Perth Traffic Training recognizes and values learners' prior learning and provides information and support regarding the process of applying for Recognition of Prior Learning (RPL) and Credit Transfer, where applicable. Clear guidelines and procedures are in place for learners to apply for RPL or Credit Transfer, including the evidence requirements and assessment process.

Enrolment Confirmation:

Once the enrolment process is complete, learners are provided with a formal confirmation of enrolment, which includes essential information such as the training schedule, assessment requirements, support services, details of the program/course, including the qualification, units of competency, delivery modes, and any associated fees and charges.

Review and Improvement:

Perth Traffic Training Enrolment Policy is subject to periodic review to ensure ongoing compliance with the Standards for Registered Training Organisations (RTOs) 2015 and continuous improvement of our enrolment procedures. Feedback and suggestions from learners, trainers, and other stakeholders are welcomed and considered in the review process.

Amendments

Date	Draft/Version No.	Changes	Person reviewing

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