

# Policy No. 15

## Pre-enrolment and Enrolment

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### 1. Policy Objective

The objective of the Pre-enrolment and Enrolment Policy and Procedure for St John Ambulance Western Australia Ltd (St John WA) Registered Training Organisation (RTO) No. 0392 (St John RTO) is to ensure that St John RTO provides compliant pre-enrolment and enrolment information and has sound Policies and Procedures in place to meet the Standards for RTOs 2015 requirements.

This Policy and Procedure supports the following Standards for Registered Training Organisations 2015:

- ▶ Standard 4
- ▶ Standard 5.1
- ▶ Standard 5.2
- ▶ Standard 5.3
- ▶ Standard 5.4.

### 2. Policy

1. This Policy and Procedure version is effective as of July 2022.
2. For the purposes of this Policy and Procedure “St John RTO Stakeholders” refers to the First Aid Training Administration team, the Customer Experience team, the Marketing Programs team and other relevant departments in St John Ambulance.
3. St John RTO Stakeholders will inform their staff of the requirements of this RTO Policy and Procedure.
4. St John RTO Stakeholders will adhere to this Policy and Procedure at all times.
5. St John RTO will provide pre-enrolment information that is accurate and factual to prospective and current participants.
6. St John RTO will manage the pre-enrolment information processes via:
  - ▶ [St John Ambulance WA website](#)
  - ▶ Call Centre telephone registration
  - ▶ Walk in options
  - ▶ Online enrolment.
7. St John RTO pre-enrolment information will adhere to the requirements of this Policy. The following information will be provided to potential and enrolled participants:
  - ▶ Training program eligibility and pre-requisite requirements
  - ▶ Course content and outcomes
  - ▶ Estimated duration of a course
  - ▶ Delivery site venues

- ▶ Modes of delivery
  - ▶ Course fee information
  - ▶ Unique Student Identifier (USI) requirements
  - ▶ St John RTO Policies and Procedures
  - ▶ Learner's rights and obligations
  - ▶ St John's complaints and appeals policy
  - ▶ Availability of support services
  - ▶ Any other requirement relevant to the participant to complete training
  - ▶ Any materials and equipment that the participant must provide.
8. St John RTO will ensure that all pre-enrolment documentation referring to St John RTO courses on its Scope of Registration will include the correct course codes, titles and currency details as published on the National Register - [www.training.gov.au](http://www.training.gov.au)
9. St John RTO will provide a non-discriminatory participant selection and recruitment process which allows access to all members of the community.
10. St John RTO will advise participants enrolled in full qualifications of the option to extend the course enrolment, the consequences of expired enrolment and the fees associated with both actions.
11. St John RTO will advise participants enrolled in short courses that extension requests will only be given in serious and exceptional circumstances.
12. St John RTO will advise participants in writing of any changes to the agreed services in which they are enrolled, any changes that will affect their enrolment or RTO ownership changes.
13. St John RTO Stakeholders will:
- ▶ **Conduct** compliance activities as detailed in the annual RTO Compliance Calendar
  - ▶ **Store** evidence of their ongoing compliance
  - ▶ **Provide** evidence of their compliance for the purposes of internal, external audits and on request.
14. This Policy and Procedure is to be read in conjunction with:
- ▶ St John RTO Policy and Procedure No. 3 Education and Support Services
  - ▶ St John RTO Policy and Procedure No. 12 Issuing of AQF Certification
  - ▶ St John RTO Policy and Procedure No. 13 USI Requirements
  - ▶ St John RTO Policy and Procedure No. 16 Course Fees
  - ▶ St John RTO Policy and Procedure No. 22 Records Management
  - ▶ St John RTO Policy and Procedure No. 24 Participant Identification.
15. St John RTO Stakeholders may have written Workplace Instructions in place to supplement this Policy and Procedure.

<b>Policy Administration</b>		
<b>Directorate:</b>		<b>Responsible Manager:</b>
Communications & Brand		Head of First Aid Quality
<b>Risk Rating:</b>	<b>Review Cycle:</b>	<b>Review Next Due:</b>
High	Annual	July 2023
<b>Compliance References:</b>		
<b>Statutory:</b>	Standards for RTOs 2015	
<b>Industry:</b>	Vocational Education and Training	
<b>St John Ambulance:</b>	RTO	
<b>Quality Management System:</b>		
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<b>Version:</b>	<b>Decision Reference:</b>	<b>Synopsis:</b>
1	Document Created	VET Reform and Standards for RTOs 2015
2	Document Amended	St John RTO Stakeholder Feedback provided on 29/6/2015 and 30/6/2015
3	Document added to Documents Related Updated Spelling/Formatting and Included References to LMS	Following Review of Compliance Documentation Introduction of St John LMS
4	Annual review by RTO Stakeholders	<ol style="list-style-type: none"> <li>1. New format</li> <li>2. Section 5 reduced</li> <li>3. Section 6 added</li> <li>4. Effective as of 1.11.2017</li> </ol>
5	Review and update	Updated to reflect current processes