



| Enrolment Policy

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DTW Designs (Qld) Pty Ltd
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DTW Designs (Qld) Pty Ltd is committed to providing quality training and assessment following the Standards for Registered Training Organisations (SRTOs 2015). As such, DTW Designs (Qld) Pty Ltd is required to comply with relevant Commonwealth, State and Territory laws regarding and including anti-discrimination and equal opportunity. DTW Designs (Qld) Pty Ltd is committed to providing the best practice, professional products and services to its clients and acknowledges it can only succeed in this with effective and efficient quality processes.

The purpose of this policy is to provide a fair and equitable process for client enrolment and ensure clients are provided with accurate and sufficient information to make an informed choice about their enrolment and chosen course.

Policy Statement

DTW Designs (Qld) Pty Ltd is committed to ensuring all clients enrolling on courses are treated fairly and equitable and are informed of the enrolment process, conditions, details regarding their chosen course, rights and obligations.

DTW Designs (Qld) Pty Ltd will provide prospective and current clients with advice regarding relevant training products to meet their needs, considering the individual existing skills and competencies.

Definitions

The following words and expressions have the following specific meaning, as in the Standards for Registered Training Organisations (RTOs) 2015.

Educational and support services

May include, but are not limited to:

- a) pre-enrolment materials;
- b) study support and study skills programs;
- c) language, literacy and numeracy (LLN) programs or referrals to these programs;
- d) equipment, resources and/or programs to increase access for learners with disabilities and other learners per access and equity;
- e) learning resource centres;
- f) mediation services or referrals to these services;
- g) flexible scheduling and delivery of training and assessment;
- h) counselling services or referrals to these services;
- i) information and communications technology (ICT) support;
- j) learning materials in alternative formats, for example, in large print;
- k) learning and assessment programs contextualised to the workplace; and



- l) any other services that the RTO considers necessary to support learners to achieve competency.

Student Identifier

Has the meaning given in the *Student Identifiers Act 2014*.

Policy Principles

Information to Clients

- a) Before enrolment, each client is provided with access to a Student Handbook, Course Information, and client policies. (See Client Information Policy)

Enrolment of Individual Clients

- a) Enrolment into training programs will always be conducted ethically and responsibly, ensuring fairness and compliance with the DTW Designs (Qld) Pty Ltd Access & Equity Policy.
- b) Enrolments are subject to availability of places on the training program, based on the maximum number of clients who can be accommodated under the circumstances (e.g. safety, the capacity of the training venue, type, of course, learning structures etc. within program).
- c) All prospective clients will be provided with information regarding the RTO and its course, following DTW Designs (Qld) Pty Ltd Client Information Policy.
- d) DTW Designs (Qld) Pty Ltd will review the individual needs of each prospective client, considering their existing skills and competencies, advising them of the most appropriate training product to meet their needs.
- e) If a training program is fully booked at the time a client enquires about enrolment into that training program they will either be placed on a 'Wait List' or offered a place on another date that the program has been scheduled, which is not fully booked.
- f) Clients on the 'Wait List' are given priority should a place become available. This is strictly on a first-in, first-served basis.
- g) Enrolments will be considered tentative until payment or purchase order has been received and the Student Identifier has been provided.
- h) All Clients enrolled on courses are advised in writing, upon receipt of their enrolment form, that their place on the course is confirmed.
- i) Course fees may be payable in advance or are invoiced post-course (subject to Financial Management Policy – Course Fees).

Special Needs of Clients

- a) Clients intending to enrol for training are requested, to advise of any physical or other impairments/ needs (e.g. English language difficulties, dyslexia) which may adversely affect their ability to successfully undertake the training. (See Access & Equity Policy)



Language, Literacy and Numeracy Abilities of Clients

- a) Clients intending to enrol for training are assessed on their language, literacy and numeracy abilities to determine their capability to successfully undertake the training and determine whether any additional support is needed. (See Access & Equity Policy)

Student Identifier

- a) All clients are required to provide their Unique Student Identifier, following the requirements of the Student Identifier Act.
- b) Students will be advised on the process of obtaining a Student Identifier if they do not already have one, via <http://www.usi.gov.au/Pages/default.aspx> or via the DTW Designs (Qld) Pty Ltd USI Letter which also includes an Authorisation Form which can be completed and lodged for DTW Designs (Qld) Pty Ltd to apply on behalf of the student.
- c) DTW Designs (Qld) Pty Ltd will verify and maintain all Student Identifier numbers in its Student Management System (SMS).

Group Enrolments (Corporate Client / Employer)

- a) The Managing Director DTW Designs (Qld) Pty Ltd negotiates course requirements with a relevant company client representative.
- b) A Purchase Order confirmation is required to confirm course booking.
- c) Individual enrolments are required for all individual clients to secure a place.

Recognition

- a) Mutual Recognition, Credit Transfer and Recognition of Prior Learning are acknowledged and accepted as a standard practice of DTW Designs (Qld) Pty Ltd. (See Recognition policy)

Confirmation of Enrolment

- a) Upon acceptance of enrolment, the client is provided with written confirmation of their enrolment, including a schedule for training and assessment dates, times and location of training (as relevant to the mode of learning).

Changes to Training and Assessment

- a) Any changes to a training program, services or third-party provider will be advised to clients, as soon as possible before the date the change is to occur.

Cancellation of Courses

- a) It is NOT DTW Designs (Qld) Pty Ltd normal policy to cancel scheduled training programs.



- b) However, if for some unforeseen reason a course is cancelled or postponed, all clients will be offered the opportunity to attend the training program on another date, at another location (if available).
- c) If, if the client does not accept the offer, or for some reason the offer cannot be made, the course fees will be refunded in full within one week of the date of the cancellation of the course. (See Refund Policy)

Refund for Cancellation of Enrolment by Client

- a) Refunds can be provided, following DTW Designs (Qld) Pty Ltd Refund Policy. (See Refund Policy)

Transfer of Enrolment

- a) **Transfer to another “Course date”** – Clients can transfer to another course date, providing they request in writing a minimum of one week in advance. The transfer is subject to course availability.
- b) **Transfer to another “Course”** – Should a client wish to transfer to another course, they need to request in writing a minimum of one week in advance. The transfer is subject to course availability.
- c) **Transfer to another “Client”** – Prior arrangement no later than one week before the course. An administration fee is applicable for all transfers to another client.

Client Records of Enrolment

- a) DTW Designs (Qld) Pty Ltd is obligated to report all enrolments, in compliance with national reporting requirements. (See Management of RTO Policy)
- b) Individual client records are created for each enrolment and maintained for 30 years. (See Records Policy)
- c) All individual clients have access to their records and the progress of their learning. This is enabled through the student management system. (See Records Policy)

Fees

- a) Fees are collected following the Fees processes. (See Financial Management Policy)

Student Induction

- a) DTW Designs (Qld) Pty Ltd provides clients with induction/orientation to ensure they have the appropriate information to facilitate their interactions with DTW Designs (Qld) Pty Ltd and their learning.



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- b) Each client receives a copy of the DTW Designs (Qld) Pty Ltd Student Handbook which outlines key information including their rights and responsibilities as a learner.
- c) All clients sign an acknowledgment that they have received, read and understood DTW Designs (Qld) Pty Ltd policies and details within the Student Handbook.

DTW Designs (Qld) Pty Ltd Responsibilities

The Managing Director DTW Designs (Qld) Pty Ltd is responsible for ensuring compliance with enrolments processes.

Administration staff are responsible for correct and accurate enrolments following this policy and procedures.

Access & Equity

The DTW Designs (Qld) Pty Ltd Access & Equity Policy applies. (See Access & Equity Policy)

Records Management

All documentation from Enrolment processes is maintained following the Records Management Policy. (See Records Management Policy)

Monitoring and Improvement

All enrolment practices are monitored by the Managing Director DTW Designs (Qld) Pty Ltd and areas for improvement identified and acted upon. (See Continuous Improvement Policy)