Student Application, Selection and Enrolment Policy and Procedure

POLICY

Purpose and Scope

This policy and procedure sets out to document the process for admission into all training programs offered by Aurora Training and Professional Services Pty Ltd (referred to as Aurora Training and Professional Services). It aims to create a physical, learning and social environment that enhances the educational experience of all students.

This policy applies to all staff, students, employers, clients and potential consumers. It governs the admission, selection and enrolment processes for all training programs offered by Aurora Training and Professional Services and is applicable across all products listed in the current Scope of Registration.

Definitions

AI	Artificial Intelligence. It refers to computer systems designed to perform tasks that typically require human intelligence, such as learning, reasoning and problem-solving. Students must not use AI to answer assessable work
BDM	Business Development Manager
CT	Credit Transfer. A process where a student receives recognition for previous learning towards a new qualification
ESP	Employment Service Provider
LLND	Language, literacy, numeracy and digital literacy. It's a term used to describe the foundational skills that a student needs to be successful in their studies and future career
National Register	As listed on **www.training.gov.au**
RPL	Recognition of Prior Learning. A process that allows students to gain formal recognition for skills and knowledge they have already acquired through formal, informal, or non-formal learning experiences
RTO	Registered Training Organisation
Standard	National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025
Training Product	AQF qualification, skill set, unit of competency, accredited short course or module

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Policy

This policy ensures all students are responsibly recruited, correctly enrolled in the appropriate course(s) according to the required standards and funding arrangements, and that accurate records are maintained and reported as necessary.

Aurora Training and Professional Services is committed to creating a learning environment that values diversity, is free from harassment and unlawful discrimination, and promotes equal opportunities for all students.

Aurora Training and Professional Services follows an objective, non-discriminatory, transparent and systematic process for selecting and enrolling students. The organisation is dedicated to complying with all ASQA standards, funding requirements, and relevant federal and state legislation during the application and enrolment process.

Aurora Training and Professional Services ensures that everyone has access to learning opportunities and can participate fully in their training to achieve their learning outcomes.

All prospective students are provided with comprehensive information about the courses, facilities, support services, policies and procedures, Code of Practice and funding options to help them make informed decisions about their training. This information is provided both orally and in writing during the application process and interview, in the Student Handbook, on the website, and is reinforced at the time of enrolment and course commencement.

The selection and admission processes are guided by the principles of access and equity, fairness, consistency, transparency, timeliness and merit.

PROCEDURE

1. Student Application – Face-to-Face

Procedure		Responsibility
1.1	All prospective students speak with an Aurora Training and Professional Services staff member who provides information about the course, entry requirements and funding options as well as assessing the prospective student's motivation and ability to undertake the course. The staff member will: • Explain the course intent and provide an overview of course content, unit selection and the course schedule including work placement arrangements, if applicable • Discuss with the prospective student what they aim to achieve from doing the course, what job they are hoping to acquire (if	BDM

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	applicable) and why they want to do the course, to determine suitability • Discuss and check their eligibility for the course or funding • Discuss costs, possible funding and payment options • Assess the prospective student's career aspirations, academic suitability and any barriers they may have to completing the course • Discuss their physical ability to do the practical tasks and any clearances they may need for the course • Assess the prospective student's language, literacy, numeracy and digital literacy skills (LLND), to ascertain if the proposed course will support the prospective student to meet their career goals and/or to provide a career pathway, as well as their suitability for the course.		
1.2	The prospective student is provided with a link to download the Aurora Training and Professional Services Student Handbook, which details: • The RTO's various policies and procedures related to training and assessment • How to advise the trainer of any concerns regarding the training and/or assessments • The RTO's contact details, for when/if the prospective student would like to discuss questions regarding support, complaints, assessments and other student issues • Advise that the prospective students' personal information is collected for training purposes, regulatory and statutory authorities such as funding bodies • Aurora Training and Professional Service's commitment to the prospective student receiving training, assessment and support services that meet their needs • What a safe learning environment is, which includes fostering an atmosphere of respect, inclusivity and mutual support, where students can engage in learning without fear of discrimination, harassment, or intimidation. It ensures that students feel comfortable and confident to ask questions, express concerns and participate fully in the learning process • The prospective student's requirement to undertake active participation in their learning and assessment, and to	BDM	

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	demonstrate that they have gained knowledge and skills required for the course	
	• Harassment, discrimination and bullying in any form will not be tolerated	
	• The prospective student must not plagiarise or cheat which includes copying and pasting from websites, AI and/or from other students	
	• Information on relevant legislation and regulatory requirements	
	• The prospective student's right to a re-assessment if they are deemed not yet competent	
	• Expectations of an enrolled student, such as behaviour, attendance, rights and responsibilities.	
1.3	Aurora Training and Professional Services informs the prospective student of the next steps of offer and enrolment, subject to academic eligibility and suitability. Should a prospective student not meet the entry requirements, Aurora Training and Professional Services will counsel the applicant and provide alternative options, which may include recommending an alternate training provider better suited to their needs.	BDM
1.4	The Enrolling Officer confirms the student's understanding of the course in which they are enrolling, the support services, any funding arrangements, fee payment arrangements as well as their rights and responsibilities as an enrolled student.	BDM
1.5	The prospective student completes the enrolment form and confirms their details and information as correct at the time of application.	BDM
1.6	The completed Enrolment Form and all declarations are provided to the prospective student on their enrolment in their training course. The prospective student is requested to review all their details and information and declare on the Enrolment Form their understanding of the course and training support services in which they are enrolling, any funding arrangements, fee payment arrangements as well as their rights and responsibilities as an enrolling student.	BDM
1.7	All students receive advice through the Enrolment Form and Student Handbook that their personal details and information are managed in accordance with the Commonwealth Privacy Principles and that Aurora Training and Professional Services is required to disclose this information to both Commonwealth agencies and their representatives	BDM

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	and delegates as well as the tuition scheme operator. They are also advised on how they may access their own information held by Aurora Training and Professional Services (refer to the *Student Records Management Policy & Procedure*).	
1.8	The prospective student is interviewed as to their individual needs, past learning experience, work experience and access to technology, course requirements and previous educational achievements.	Training Co-Ordinator
1.9	The prospective student is provided with details of Recognition of Prior Learning (RPL) and Credit Transfer (CT) arrangements. If the prospective student chooses to CT any units, the credit transfer form is to be completed and a copy of the transcript is to be provided along with the prospective student providing access to the RTO on their USI portal for us to access transcripts or a copy of the verification from to be signed by the prospective student.	Training Co-Ordinator
1.10	The staff member ascertains if the prospective student holds a Unique Applicant Identifier (USI) to check for funding eligibility. Aurora Training and Professional Services assists prospective students without a USI to gain their USI.	Training Co-Ordinator
1.11	A staff member will ensure the prospective student goes through the induction form as part of the enrolment form to ensure the student understands and completed all sections of enrolment form. If any information is missing, the Training Co-ordinator emails the BDM to follow up.	Training Co-Ordinator
1.12	The staff member collects photo ID's, Medicare card or any other relevant identification required to ensure evidence of eligibility.	Training Co-Ordinator
1.13	The staff member conducts the verbal part of the LLND assessment and LLND scoring to ensure the prospective student is suitable for the course and proceeds if deemed suitable.	Training Co-Ordinator
1.14	Should the prospective student not be suitable we will counsel them and provide alternative options.	Training Co-Ordinator
1.15	The staff member checks the enrolment form and where there are concessions, disability or long term unemployed, the staff seek the confirmation letter from the job active or student.	Training Co-Ordinator
1.16	An Enrolment Form is completed, dated and signed by both Aurora Training and Professional Services staff member and prospective applicant. Should a prospective student be under 18 years of age, Aurora Training and Professional Services will ensure that the parent/guardian has access to all the information supplied to the	Training Co-Ordinator

	applicant and that the parent/guardian counter-signs both the application and enrolment forms, accepting the applicant's entry into the selected Aurora Training and Professional Services course and the related selected funding option.	
1.17	Aurora Training and Professional Services does not charge for any part of the application or enrolment process, including the assessment of the prospective student's academic suitability and LLND skills.	Training Co-Ordinator

2. Student application – Online

Procedure		Responsibility
2.1	All prospective students communicate with an Aurora Training and Professional Services staff member who will provide information about the course, entry requirements and funding options as well as assess the prospective student's motivation and ability to undertake the course. The staff member will: • Explain the course intent and an overview of course content, unit selection, the training plan including work placement arrangements, if applicable • Discuss what they are hoping to achieve from doing the course and what job they are hoping to achieve if applicable and why they want to do it to determine suitability • Discuss and check their eligibility for the course or funding • Discuss costs, possible funding and payment options • Assess the prospective student's career aspirations and academic suitability and any barriers they may have to completing the course • Discuss their fitness to do the practical and any clearances they may need for the course • Assess the prospective student's language, literacy, numeracy and digital literacy skills, to ascertain if the proposed course will support the prospective student to meet their career goals and/or provide a career pathway as well as their suitability for the course.	BDM

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2.2	The prospective student is provided with a link to the enrolment form and a link to download the Aurora Training and Professional Services Student Handbook, which is discussed in detail, in particular:	BDM
	• Explains the RTO's Services, Training, Assessment, Policies & Procedures	
	• Explains how to advise the trainer of any concerns regarding the training	
	• Provides the RTO's contact details if the prospective student needs to discuss questions regarding support, complaints, assessments and other student issues	
	• Advises that the prospective students' personal information is collected for training purposes only	
	• Explains that the RTO is committed to the prospective student receiving training, assessment & support services to meet your needs	
	• Describes a safe learning environment	
	• Advises the prospective student what is required to provide active participation in learning & assessment	
	• Advises that the prospective student will be required to demonstrate that they have gained knowledge & skills required for the course	
	• Explains harassment, discrimination & bullying is not tolerated in any form	
	• Advises the prospective student they must avoid plagiarism or cheating which could include copy and pasting from websites and/or from other students	
	• It has information on relevant legislation and regulatory requirements	
	• Advises that the prospective student has the right to a re-assessment if they are marked not yet competent	
	• Discussing student expectations, rights and responsibilities as outlined in the Student Handbook and on the Aurora Training and Professional Services website	
	• The prospective student is advised they will receive a Statement of Attainment(SoA) or Certificate once they have completed the course successfully	

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	Aurora Training and Professional Services informs the prospective student of the next steps of offer and enrolment, subject to academic eligibility and suitability. Should a prospective student not meet the entry requirements, Aurora Training and Professional Services will counsel the applicant and provide alternative options, which may include at another training provider.	
2.3	The prospective student completes the enrolment form and confirms their details and information as correct at the time of application. The Enrolment Form and all declarations are provided to each prospective student on their enrolment in their training course. All prospective students receive advice through the Enrolment Form and Student Handbook that their personal details and information are managed in accordance with the Commonwealth Privacy Principles and that Aurora Training and Professional Services is required to disclose this information to both Commonwealth agencies and their representatives and delegates as well as the tuition scheme operator. They are also advised on how they may access their own information held by Aurora Training and Professional Services (refer to the *Student Records Management Policy & Procedure*).	Student
2.4	Confirms the prospective student's understanding of the course in which they are enrolling, the support services, any funding arrangements, fee payment arrangements as well as their rights and responsibilities as an enrolled student.	Training Co-Ordinator
2.5	The prospective student is interviewed as to their individual needs, past learning experience, work experience and access to technology, course requirements and previous educational achievements.	Training Co-Ordinator
2.6	The prospective student is provided with details of Recognition of Prior Learning (RPL) and Credit Transfer (CT) arrangements. If the student chooses to CT any units, the credit transfer form is to be completed and a copy of the transcript is to be provided along with the student providing access to the RTO on their USI portal for us to access transcripts or a copy of the verification from to be signed by the student.	Training Co-Ordinator
2.7	The staff member ascertains if the prospective student holds a Unique Applicant Identifier (USI) to check for funding eligibility. Aurora Training and Professional Services assists prospective students without a USI to gain their USI.	Training Co-Ordinator
2.8	A staff member will ensure the student goes through the induction form as part of the enrolment form to ensure the student understands	Training Co-Ordinator

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	and completed all sections of enrolment form. If any information is missing, the Training Co-ordinator emails the student to follow up.	
2.9	The staff member collects photo ID's, Medicare card or any other relevant forms of identification as required to ensure evidence of eligibility.	Training Co-Ordinator
2.10	The staff member conducts the verbal part of the LLND assessment and LLND scoring to ensure the prospective student is suitable for the course and proceeds if deemed suitable.	Training Co-Ordinator
2.11	The staff member checks the enrolment form and where there are concessions, disability or long term unemployed, the staff seek the confirmation letter from the job active or prospective student.	Training Co-Ordinator
2.12	An Enrolment Form is completed, dated and signed by both Aurora Training and Professional Services staff member and prospective applicant. Should a prospective student be under 18 years of age, Aurora Training and Professional Services will ensure that the parent/guardian has access to all the information supplied to the applicant and that the parent/guardian counter-signs both the application and enrolment forms, accepting the applicant's entry into the selected Aurora Training and Professional Services course and the related selected funding option.	Training Co-Ordinator
2.13	Aurora Training and Professional Services does not charge for any part of the application or enrolment process, including the assessment of the prospective student's academic suitability and LLND skills.	Training Co-Ordinator

3. Notification of Acceptance

Procedure		**Responsibility**
3.1	Aurora Training and Professional Services seeks to determine if the prospective student would be able to, or reasonably expected to, successfully achieve competency in the chosen course.	Training Co-Ordinator
3.2	Once the form is complete and if accepted, it is saved ready for the Data Team for processing. An email is sent to enrolments to advise its ready for processing.	Training coordinator
3.3	Load the application into VETtrak and enrol into the occurrence.	Data Team

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3.4	If NSW, An Eligibility Enquiry Report is created in the STS portal. Email the report to the prospective student (cc'ing the ESP or employer) and asks the student to confirm their enrolment.	Data Team
3.5	If NSW, A Notification of Enrolment is created in the STS portal. The Data Team then creates a Training Plan. Email the Notification of Enrolment and Training Plan to the prospective student (cc'ing the ESP or employer) and advises them of their fees.	Data Team
3.6	If QLD, The Data Team then creates a Training Plan. Email a Confirmation of Enrolment and Training Plan to the prospective student (cc'ing the ESP or employer).	Data Team
3.7	Email a link to Discord to the student where they can collaborate with other students.	Data Team
3.8	If online, the student is created in the online platform and enrolled into the first unit as per their training plan.	Data Team
3.9	If online, an email a link to Catapult with the students log in details and how to access the platform and use it.	Data Team
3.10	Email the course schedule to the student if they are face to face.	Student Support
3.11	The student is contacted to attend the first class or log into the online platform and advised how to get commenced in their learning.	Student Support
3.12	Provide the student with a hard copy Training Plan for signing. If any support requirements are identified through the application process, the trainer negotiates an Individualised Learning Plan with the student over the first few sessions.	Training Co-Ordinator

Related Documents

POLICY & PROCEDURE

Training and Assessment

Student Records Management

Eligibility & Suitability Policy & Procedure

USI Policy

SUPPORTING DOCUMENT

Student Handbook

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Responsible Officer

The responsible officer for the implementation of this Policy and Procedure is the General Manager - Operations

Publishing details

Document Name	Application & Enrolment Policy & Procedure
Proposed by	Compliance Team
Approved by	CFO or CEO
Date of Approval	24 April 2024
Version	3
Next Review Date	24 April 2026

Version History

Version	Date	Summary of content (new) or amendments (revised)
3	24/042025	Update to new template Include online procedures Updated process Additional additions to the glossary Removed flowchart from STS as it is out of date and no replacement
2.2	3/3/2021	Added the flowchart on STS enrolment process. Updated Related document section with template of Pre-training Interview form