

Enrolment Policy and Procedure

1. Purpose

- 1.1.** This policy and procedure is to ensure that MediQuest completes enrolments for all students, including Eligible Individuals, in accordance with the:
- a) Victorian VET Student Statistical Collection Guidelines;
 - b) AQTF Essential Conditions and Standards for Continuing Registration and/or the National RTO Standards, as applicable;
 - c) Guidelines about Determining Student Eligibility and Supporting Evidence;
and
 - d) Quality Charter.

1.2. This Policy should be read in conjunction with the following policies and procedures:

- Access and Equity
- Anti-Discrimination, Harassment and Equal Opportunity
- Client Information
- Client Support
- Complaints and Appeals
- Contractual, Legislation and Insurance
- Financial Management
- Issuance and Reissuance
- Quality Indicator
- Refund
- Student Attendance and Participation
- Student Code of Conduct
- Training and Assessment

2. Scope

2.1. All staff of MediQuest Pty Ltd may be directly affected by this Policy.

3. Authority

3.1. This policy and procedure are issued on the Authority of the Director. It is the responsibility of the Training Manager and Compliance Manager to monitor compliance with the policy. All staff are responsible for the implementation of to the policy.

4. Review

4.1. This Policy and Procedure are reviewed in accordance with the Policy and Procedure Review Schedule or at need.

5. Definitions

Term	Definition
VET	Vocational Education and Training
AQTF	Australian Quality Training Framework
LLN	Language, Literacy and Numeracy

6. Policy Statement

- 6.1.** MediQuest enters into written agreements with all students.
- 6.2.** MediQuest informs all students of the training, assessment and support services to be provided, and about their rights and obligations prior to enrolment.
- 6.3.** MediQuest ensures that all mandatory standard enrolment questions as described in the Victorian VET Student Statistical Collection Guidelines are included in the enrolment form.
- 6.4.** MediQuest treats all student information in accordance with the MediQuest Client Information Policy prior to enrolment.
- 6.5.** MediQuest provides all students with the USI Privacy Statement and Victorian Government's VET Student Enrolment Privacy Notice.
- 6.6.** MediQuest assesses whether student's qualifications, experience and Australian Core Skills are appropriate for the course for which enrolment is sought.
- 6.7.** MediQuest assesses whether the course for which a student seeks enrolment is appropriate for the student.
- 6.8.** The RTO provides appropriate mechanisms and services for students to have complaints and appeals addressed efficiently and effectively.

7. Procedure

7.1. Enrolling Students

- 7.1.1.** On receiving enquiries, pre-enrolment information, including indicative fees and charges, requirements for funding eligibility, the pre-training review activities and use, proposed dates for the course, timeframes and commitments is made available to the person enquiring. Prospective students are advised of the requirement to provide documentary proof of eligibility, qualifications and experience. Students are advised of the age requirements for enrolment.
- 7.1.2.** Prospective students attend an information session where information about the course including dates, training and assessment methods, support for students, course duration and student time commitments, fees and charges, is provided verbally and is available in writing. Attendees have the opportunity to have questions answered.
- 7.1.3.** All student pre-enrolment information is supplied to each student prior to enrolment being completed in accordance with the Client Information Policy.
- 7.1.4.** A pre-training review which is comprised of an interview and a LLN evaluation, is conducted for all prospective students.
- 7.1.5.** An assessment of student's eligibility for a funded course is undertaken and, if appropriate, the Skills First Program Evidence of Student Eligibility and Declaration is completed and eligibility for funding is established. Fees and charges information is provided to the student. Eligibility is determined in accordance with the Guidelines about Determining Student Eligibility and Supporting Evidence as published by the Department of Education and Training

annually. Students who may be eligible under a special initiative or the extension of eligibility provisions are referred to the Director for evaluation.

- 7.1.6.** An evaluation of the student's suitability for the course is undertaken which includes review of the LLN evaluation and the record of interview.
- 7.1.7.** Students are notified of the acceptance decision. Applicants who are evaluated as not possessing the required skills to successfully complete the course are contacted in writing stating the application has been declined along with reasons and options for the student and provided information in relation to options and informed of their right to access the Client Support Policy and Procedure.
- 7.1.8.** Accepted students have an Individual Learning Plan developed for them.
- 7.1.9.** When enrolling students, MediQuest uses an enrolment form that collects data in accordance with the Victorian VET Student Statistical Collection Guidelines and the AQTF Essential Conditions and Standards for Continuing Registration. Application forms must be complete, signed and dated by the student. Incomplete application forms are returned to the student for completion. Supplementary information is requested from students who submit incomplete applications.
- 7.1.10.** Recognition of Prior Learning and Credit Transfer are offered to all enrolling students. Where there is request for CT or RPL the application is forwarded to the Training Manager for assessment. Applications will be assessed in accordance with the RPL/CT Policy and Procedure.

7.2. MediQuest Administrative Processes

- 7.2.1.** Evidence of citizenship/residency status, age, statutory declaration, qualifications/certificates, employment status, award or registered agreement, participation in a commission approved training scheme and other supporting documentation are verified by MediQuest staff and stored in the student's file. ("The Department Funded applications).
- 7.2.2.** Student payments are processed in accordance with the MediQuest Financial Management Policy.
- 7.2.3.** Student fees are not assessed until the written acceptance has been received.
- 7.2.4.** Each student is placed on the relevant course list.
- 7.2.5.** A file is created for every client on the SMS. This contains: name and contact details, title of qualification, competencies, scheduled hours, timeframe for achievement, delivery mode/s, training to be undertaken, assessment details and arrangements, parties responsible for delivery, and assessment of each unit of competency, records of CT and RPL granted (hours).
- 7.2.6.** An Eligible Individual who is not an Apprentice or Trainee must have a Training Plan containing information on training and assessment that is agreed, created and stored in the student file. A copy is provided to the student. The Training Plan is signed and dated by the student and the appropriate MediQuest staff member.
- 7.2.7.** An Eligible Individual who is not an Apprentice or Trainee but who is to participate in training conducted in a workplace where that Eligible Individual is

employed must have a Training Plan that is also agreed and signed by the employer that manages and controls the workplace (in addition to being agreed and endorsed by the Training Provider and the Eligible Individual pursuant to Clause 7.5 of this Schedule 1).

- 7.2.8.** For trainees and apprentices a Training Contract and Training Plan containing information on training and assessment is agreed, created and stored in the student file. One copy is also provided to the student and employer. The contract and Training Plan is signed and dated by the student, employer and the appropriate MediQuest staff member. Future changes to the training plan are endorsed by all parties prior to implementation. The employer must agree to abide by all the terms of any agreement or the agreement will not be entered into. The employee must agree to abide by all the terms of any agreement or the agreement will not be entered into. The agreement must be negotiated and signed by all parties before the commencement of training. The process for implementing the training plan is reviewed with the employer including the requirement for facilitating visits, contacts and the content of the Training Plan. (“The Department Funded students).
- 7.2.9.** Students scheduled hours are recorded in the SMS. “The Department students scheduled hours are uploaded to the SVTS. (“The Department Funded students)
- 7.2.10.** All enquiries, applications and subsequent processes will be responded to or completed within 5 working days of receipt.

7.3. Content of Written Agreements

7.3.1. Enrolment Form

- 7.3.1.1. Identifies the course or courses in which the student is to be enrolled and any conditions on his or her enrolment.
- 7.3.1.2. Sets out the circumstances in which personal information about the student may be shared between the MediQuest and the Australian Government and designated authorities and, if relevant, the Tuition Assurance Scheme. This information includes personal and contact details, course enrolment details and changes.
- 7.3.1.3. Collects data in accordance with the Victorian VET Student Statistical Collection Guidelines and the AQTF Essential Conditions and Standards for Continuing Registration.

7.3.2. Fees and Charges

- 7.3.2.1. Provides an itemised list of course fees payable by the student.
- 7.3.2.2. Provides information relating to total government funding payable to MediQuest.
- 7.3.2.3. Provides information in relation to refunds of course money.
- Refund information including:
Amounts that may or may not be repaid to the student (including any course money collected by education agents on behalf of MediQuest).

- Processes for claiming a refund.
- An explanation of what happens in the event of a course not being delivered.
- A statement that, “This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia’s consumer protection laws”.

7.3.3. Fee Concessions – ‘The Department’ Funded Students

- 7.3.3.1. MediQuest grants fee concessions to eligible individuals who
- Are Job Seekers
 - Hold a relevant concession card or
 - Is an Indigenous client under the Indigenous Completions Initiative.
- 7.3.3.2. MediQuest submits a claim to Victorian Skills Commission for fee concessions grants.
- 7.3.3.3. All documentation relating to assessing fee concessions are verified as authentic/ true copies and stored in the clients file.
- 7.3.3.4. Job Seekers Referral Forms are sighted, copied and stored in the Client File. MediQuest returns the Job Seeker’s Referral form to the Job Seeker’s Referral Agency when enrolling Job Seekers.
- 7.3.3.5. MediQuest refunds Victorian Skills Commission some or all of any concession fees claimed in error or if insufficient evidence is available to substantiate the granting of a concession at an audit.

7.3.4. Fee Waiver – ‘The Department’ Funded Students

- 7.3.4.1. MediQuest submits a claim to ‘The Department’ for fee waivers granted.
- 7.3.4.2. All documentation relating to assessing fee waivers are verified as authentic/ true copies and stored in the students file.
- 7.3.4.3. MediQuest refunds ‘The Department’ some or all of any fee waiver fees claimed in error or if insufficient evidence is available to substantiate the granting of a fee waiver at an audit.
- MediQuest grants fee waivers to eligible individuals
Are from the Judy Lazarus Transition Centre (as prisoner within the meaning of the Correction Act 1986)
 - Are an individual who is required to undertake the course pursuant to a community based order made under the Children, Youth & Families Act 2005.
- 7.3.4.4. All documentation relating to assessing fee waivers are verified as authentic/ true copies and stored in the students file.

- 7.3.4.5. MediQuest refunds 'The Department' some or all of any fee waiver fees claimed in error or if insufficient evidence is available to substantiate the granting of a fee waiver at an audit.
- 7.3.4.6. MediQuest advises the student of his or her obligation to notify MediQuest of a change of address while enrolled in the course.

7.3.5. Enrolment of students under 'special initiatives'

- 7.3.5.1. *ASYLUM SEEKER VET PROGRAM* (Clause 18 of the 2017 Standard VET Funding Contract Skills First Program Schedule 1)
 - 7.3.5.1.1. A student may be exempted from the citizenship eligibility criteria (Clause 2.2(a)) if MediQuest sights and retains a referral letter from either the Asylum Seeker Resource Centre or the Australian Red Cross.
 - 7.3.5.1.2. MediQuest will grant a fee concession to a student enrolled under the Asylum Seeker VET Program in accordance with the Guidelines about Fees and Clause 4.7 of the 2017 Standard VET Funding Contract Skills First Program Schedule 1.

- 7.3.5.2. *YOUNG PEOPLE TRANSITIONING FROM CARE INITIATIVE* (Clause 19 of the 2017 Standard VET Funding Contract Skills First Program Schedule 1)
 - 7.3.5.2.1. This initiative has no legal effect as MediQuest has not specifically been contracted in the Contract Offer or other letter of offer from the Department to provide services to this category of student.

- 7.3.5.3. *ACCESS TO THE SKILLS FIRST PROGRAM ENTITLEMENT OF TRAINING FOR RETRENCHED EMPLOYEES* (Clause 20 of the 2017 Standard VET Funding Contract Skills First Program Schedule 1).
 - 7.3.5.3.1. In accordance with Clause 20 of the 2017 Standard VET Funding Contract Skills First Program Schedule 1 MediQuest will enrol individuals who have been retrenched from participating businesses seeking to build on their current skills or retrain through the *Skills First* Program.
 - 7.3.5.3.2. MediQuest will enrol individuals who do not meet the 'up-skilling' requirement of the *Skills First* Program and are provided with a letter of exemption from a Regional Manager, Industry Engagement from the Department, taking the form of a Training Referral Letter with a date less than 12 months from the date of enrolment.
 - 7.3.5.3.3. MediQuest will work with individuals or groups of retrenched workers referred to it under this Clause 20 to ensure their current skills are assessed/recognised in order to access appropriate training subsidised through the *Skills First* Program in recognised qualifications. MediQuest will encourage referred individuals to

undertake training in a skills shortage occupation or for jobs where there are demonstrated local or regional employment opportunities.

- 7.3.5.3.4. MediQuest will
 - 7.3.5.3.4.1. screen referred individuals to determine the vocational interests of the student;
 - 7.3.5.3.4.2. provide career information to referred individuals;
 - 7.3.5.3.4.3. assess referred individuals' eligibility for a training place under the *Skills First* Program in accordance with this VET Funding Contract; and
 - 7.3.5.3.4.4. enrol referred individuals in accordance with the requirements of this VET Funding Contract.
- 7.3.5.3.5. MediQuest is not on the RPL Approved Provider List to deliver RPL to referred individuals that is subsidised through the *Skills First* Program.

- 7.3.5.4. AUTOMOTIVE SUPPLY CHAIN TRAINING INITIATIVE (Clause 21 of the 2017 Standard VET Funding Contract Skills First Program Schedule 1).
 - 7.3.5.4.1. Individuals that are referred to training under the Automotive Supply Chain Training Initiative are provided with access to training subsidised through the *Skills First* Program if they do not meet the 'up-skilling' requirement of the *Skills First* Program set out in Clause 2.2(c)(v) of Schedule 1. Such individuals are provided with a letter of exemption from a Regional Manager, Industry Engagement from the Department, taking the form of an Automotive Supply Chain Training Initiative letter with a date less than 12 months from the date of enrolment.
 - 7.3.5.4.2. MediQuest will work with individuals or groups of automotive supply chain employees referred to it under Clause 21 to ensure their current skills are assessed/recognised in order to access appropriate training in recognised qualifications that is subsidised through the *Skills First* Program.
 - 7.3.5.4.3. MediQuest will
 - 7.3.5.4.3.1.1. screen referred individuals to determine the vocational interests of the student;
 - 7.3.5.4.3.1.2. provide career information to referred individuals;
 - 7.3.5.4.3.1.3. assess referred individuals' eligibility for a training place subsidised through the *Skills First* Program in accordance with this VET Funding Contract; and
 - 7.3.5.4.3.1.4. enrol referred individuals in accordance with the requirements of this VET Funding Contract.
 - 7.3.5.4.4. MediQuest is not on the RPL Approved Provider List to deliver RPL to referred individuals that is subsidised through the *Skills First*

Program.

7.3.5.5. BACK TO WORK SCHEME (Clause 22 of the 2017 Standard VET Funding Contract Skills First Program Schedule 1)

7.3.5.5.1. Students may be exempted from the upskilling (Clause 2.2(c)(v)), 'two at level in a lifetime' (Clause 2.3(c)) and/or the 'two "courses in..." in a lifetime (Clause 2.3(d)) eligibility criteria, where MediQuest has sighted and retained a copy of the standard email issued by the State Revenue Office to the student's employer that confirms the student's status as a 'Back to Work' participant.

Related Documents

- Student Information Handbook
- Pre enrolment information
- Written agreement/ enrolment form
- Financial Management Policy
- Records Management Policy
- Student Records Procedure
- Client Information Policy
- RPL/CT Policy
- Pre-Training Review
- Eligibility form
- 2018-19 Standard VET Funding Contract
- 'The Department' Guidelines about Determining Student Eligibility and Supporting Evidence

Revision History

Date	Revision	Revised by
01/05/2012	Created	Chris Donaghy
02/02/2013	Revised	Denise Dawson
21/10/2015	Updated to reflect current procedures	Erin Wilson
22/06/2016	Revised and updated to meet 2016 requirements	Brianna Moore
25/10/2017	Revised and updated	Barrie Campbell
25/01/2018	Revised to reflect the 2018-19 VET Funding Contract	Barrie Campbell