

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

5. Policy Statement

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

6. Procedure

6.1. Enrolling Students

- 6.1.1.** 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 and entry requirements, qualifications and experience. Students are advised of the age requirements for enrolment.
- 6.1.2.** Prospective students attend an information session where information about the course including entry requirements, 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.
- 6.1.3.** All student pre-enrolment information is supplied to each student prior to enrolment being completed in accordance with the Client Information Policy.
- 6.1.4.** A pre-training review which is comprised of an interview and a Reading, Writing and Numeracy evaluation, is conducted for all prospective students.
- 6.1.5.** 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.

- 6.1.6.** An evaluation of the student's suitability for the course is undertaken which includes review of the Reading, Writing and Numeracy evaluation and the record of interview that comprise the Pre-Training Review.
- 6.1.7.** 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.
- 6.1.8.** Accepted students may have an Individual Learning Plan developed for them if their needs require support outside of the MediQuest Standard Student Supports Framework.
- 6.1.9.** 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.
- 6.1.10.** 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.

6.2. MediQuest Administrative Processes

- 6.2.1.** 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).
- 6.2.2.** Student payments are processed in accordance with the MediQuest Financial Management Policy.
- 6.2.3.** Student fees are not assessed until the written acceptance has been received.
- 6.2.4.** Each student is placed on the relevant course list.
- 6.2.5.** 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).
- 6.2.6.** 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.
- 6.2.7.** 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.

- 6.2.8.** 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).
- 6.2.9.** Students scheduled hours are recorded in the SMS. 'The Department' funded students scheduled hours are uploaded to the SVTS.
- 6.2.10.** All enquiries, applications and subsequent processes will be responded to or completed within 5 working days of receipt.

6.3. Content of Written Agreements

6.3.1. Enrolment Form

- 6.3.1.1. Identifies the course or courses in which the student is to be enrolled and any conditions on his or her enrolment.
- 6.3.1.2. 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.
- 6.3.1.3. Collects data in accordance with the Victorian VET Student Statistical Collection Guidelines and the AQTF Essential Conditions and Standards for Continuing Registration.

Fees and Charges

- 6.3.1.4. Provides an itemised list of course fees payable by the student.
- 6.3.1.5. Provides information relating to total government funding payable to MediQuest.
- 6.3.1.6. 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”.

6.3.2. Fee Concessions – ‘The Department’ Funded Students

- 6.3.2.1. 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.
- 6.3.2.2. MediQuest submits a claim to Victorian Skills Commission for fee concessions grants.
- 6.3.2.3. All documentation relating to assessing fee concessions are verified as authentic/ true copies and stored in the clients file.
- 6.3.2.4. 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.
- 6.3.2.5. 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.

6.3.3. Fee Waiver – ‘The Department’ Funded Students

- 6.3.3.1. MediQuest submits a claim to ‘The Department’ for fee waivers granted.
- 6.3.3.2. All documentation relating to assessing fee waivers are verified as authentic/ true copies and stored in the students file.
- 6.3.3.3. 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 as identified in the 2021 Guidelines About Fees, Version 1.0 published 04 December 2020.
- 6.3.3.4. All documentation relating to assessing fee waivers are verified as authentic/ true copies and stored in the student’s file.
- 6.3.3.5. 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.
- 6.3.3.6. MediQuest advises the student of his or her obligation to notify MediQuest of a change of address while enrolled in the course.

6.3.4. Enrolment of students under ‘special initiatives’

- 6.3.4.1. **ASYLUM SEEKER VET PROGRAM** (Clause 13 of the 2021 Standard VET Funding Contract Skills First Program Schedule 1)
- 6.3.4.1.1. A student may be exempted from the citizenship eligibility criteria (Clause 2.2(a)) if MediQuest sights and retains the referral letter ‘referral to Government Subsidised Training – Asylum Seekers’ from either the Asylum Seeker Resource Centre or the Australian Red Cross.

6.3.4.1.2. 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 3.12b of the 2021 Guidelines About Fees.

Related Documents

- Student Information Handbook
- Pre enrolment information
- Written agreement/ enrolment form
- Financial Management Policy
- Records Management Policy
- Evidence of Permanent Cognitive Impairment Procedure
- Student Records Procedure
- Client Information Policy
- RPL/CT Policy
- Pre-Training Review
- Eligibility form
- 2021 Standard Skills First Program Funding Contract
- 2021 Guidelines About Fees

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
25/01/2019	Reviewed and updated	Barrie Campbell
12/02/2020	Logo Update	Denise Dawson
23/03/2021	Revised and updated	Barrie Campbell