



# Frontier's Pre-Enrolment and Enrolment Policy and Procedure

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## PURPOSE

The purpose of the Pre-Enrolment and Enrolment Policy and Procedure is to ensure that Frontier follows detailed guidelines and provides correct information to prospective learners about the qualifications and courses within Frontier’s scope that are appropriate and meet the learner’s needs, taking into account the individual’s existing skills and competencies. Through this policy and procedure, Frontier outlines the processes involved prior to enrolment.

## SCOPE

This policy applies to all enrolments in courses offered by Frontier Institute of Technology, including all:

- VET courses;
- Short Courses;
- Accredited courses.

This policy applies to:

- Students;
- Administration
- Student Support
- Marketing employees;
- Business development employees
- The CEO and the Compliance Manager who will be responsible to ensure compliance with this policy.

## RELEVANT STANDARDS, ACTS AND LEGISLATION

Standards for Registered Training Organisations (RTOs) 2015 – Clauses 5.1, 5.2, 5.3

National Vocational Education and Training Regulator Act 2011 (the Act).

## DEFINITIONS

<b>SRTO</b>	Standards for Registered Training Organisations (RTOs) 2015  Standards for Registered Training Organisations. A legislative instrument describing the minimum standards to be met by RTOs through the VET Quality Framework. <a href="http://www.asqa.gov.au/about-asqa/national-vet-regulation/vetquality-framework.html">http://www.asqa.gov.au/about-asqa/national-vet-regulation/vetquality-framework.html</a>
<b>Registered Training Organisation (RTO)</b>	A training organisation authorised to deliver VET Programs and courses.

<b>TAS</b>	Training and Assessment Strategies are the methods adopted by an RTO, with respect to Training and Assessment, designed to enable learners to meet the requirements of the Training Package or accredited course.
<b>AQF</b>	Australian Qualifications Framework
<b>VET</b>	Vocational education and training
<b>ASQA</b>	Australian Skills Quality Authority (ASQA), the national regulator of Australia’s vocational education and training sector
<b>Third party (provider)</b>	Any party that provides services on behalf of the RTO, but does not include a contract of employment between an RTO and its employee. (def according to ASQA) <ul style="list-style-type: none"> <li>● Recruitment of prospective learner</li> <li>● Enrolment of learners (incl. fee receiving)</li> </ul>
<b>Agent</b>	An accredited person or Organisation with the authority to promote Frontier Institute of Technology’s courses and services to students or prospective students in nominated regions.

## POLICY STATEMENTS

1. Frontier will publish all relevant information related to its qualifications and short courses to enable learners to make informed decisions about undertaking training with Frontier.
2. Frontier will conduct a Pre-Training review and a Language, Literacy and Numeracy (LLN) test to ensure that Frontier acquires sufficient information of the prospective learner to provide current and accurate Pre Training Plan and advice about the appropriate training product to meet the learner’s needs, taking into account the individual’s existing skills and competency prior to enrolment confirmation.
3. Frontier’s tuition, service and refund fees associated with all qualifications and short courses are in accordance with the Fees and Refund Policy and Procedure.
4. Frontier will record all student’s information and documents acknowledged during the pre-enrolment and enrolment stage for a period of 1 year.

## PROCEDURES

The following procedures set out the process, tools and staff responsible to execute the policy statements detailed above.

**POLICY STATEMENT 1:** Frontier will publish all relevant information related to its qualifications and short courses to enable learners to make informed decisions about undertaking training with Frontier.

Frontier will ensure that the following information listed is published on Frontier's website, brochures, course information booklets and other domains and publications, whichever is applicable at the current period:

List of information for potential learners to make informed decisions about the course they are willing to enrol:

- the code, title and currency of the training product to which the learner is to be enrolled, as published on the national register.
- the training and assessment, and related educational and support services Frontier will provide to the learner including the:
  - course estimated duration;
  - expected locations at which it will be provided;
  - expected modes of delivery.
- name and contact details of any third party that will provide training and/or assessment, and related educational and support services to the learner on Frontier's behalf.
- any work placement arrangements.
- the RTO's obligations to the learner, including that the RTO is responsible for the quality of the training and assessment in compliance with the Standards for RTOs, and for the issuance of the AQF [Australian Qualifications Framework] certification documentation.
- the learner's rights, including:
  - details of the RTO's complaints and appeals process required by Standard 6;
  - if the RTO, or a third-party delivering training and assessment on its behalf, closes or ceases to deliver any part of the training product that the learner is enrolled in.
- the learner's obligations:
  - in relation to the repayment of any debt to be incurred under the VET [Vocational Education and Training] arising from the provision of services;
  - any requirements the RTO requires the learner to meet to enter and successfully complete their chosen training product;
  - any materials and equipment that the learner must provide;
  - information on the implications for the learner of government training entitlements and subsidy arrangements in relation to the delivery of the services.

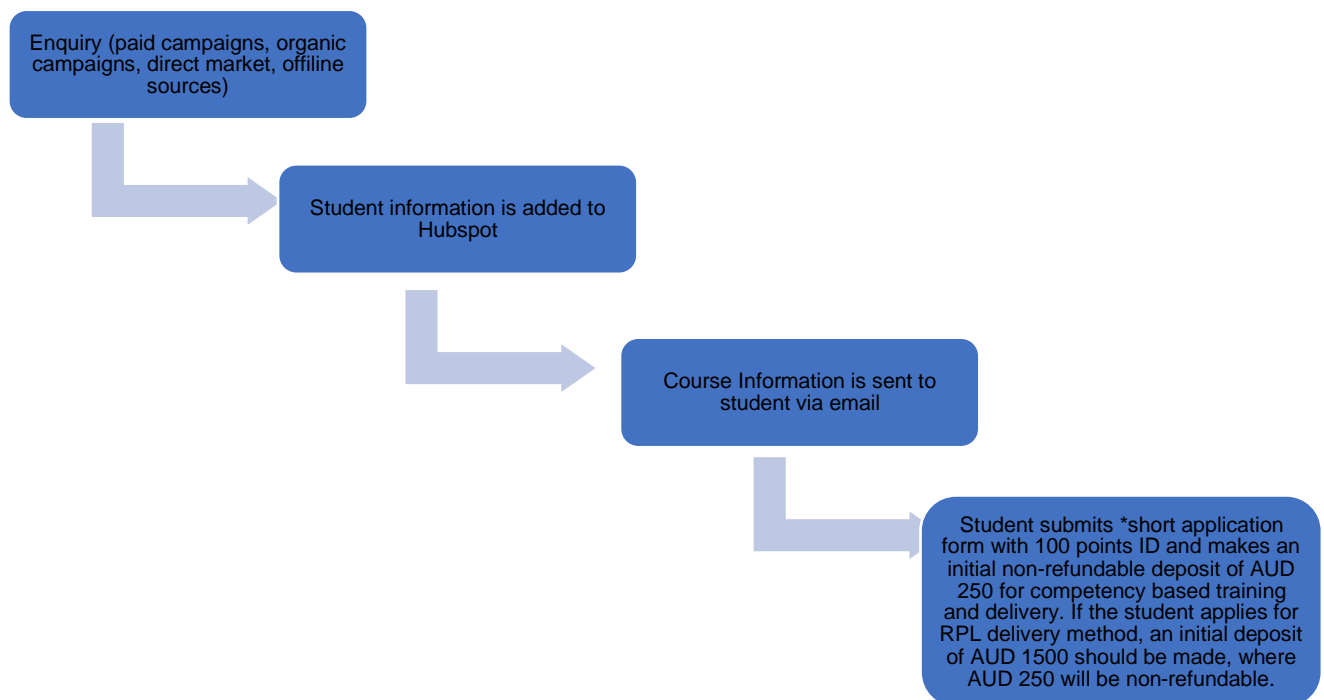
Even though all the above information is provided on the website and brochures, Frontier ensures to provide the above information in the course information booklet which is attached to the enrolment form, so that potential learners can read and understand the information related to the qualification or short course that they are willing to enrol. Upon finishing reading it, learners must sign a declaration that they have understood all information provided in the course information booklet specific to the course they are enrolling and proceed with the enrolment form.

Learners that are being referred by third party providers are requested to complete an additional checklist where they are provided with the course relevant information and the nature of the third-party relation prior to enrolment. Learners will also have to confirm that they prefer to be served by the third-party provider and are satisfied with the information provided by the third-party provider.

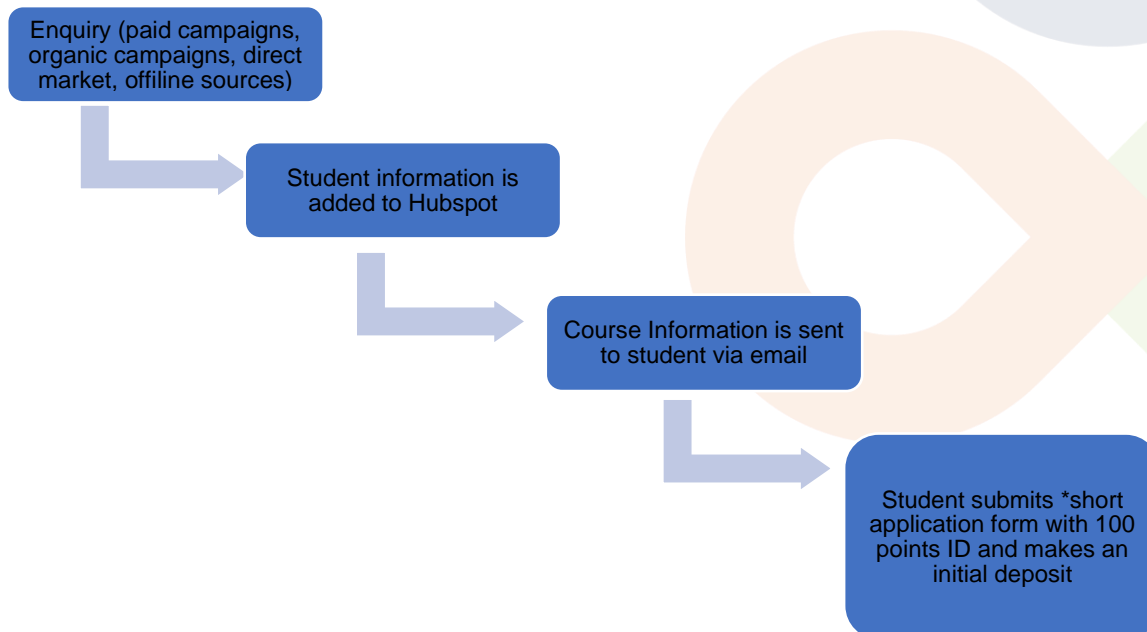
This part of the enrolment procedure must be read in conjunction with the Marketing Policy and Procedure.

**Policy Statement 2:** Frontier will conduct a Pre-Training review and a Language, Literacy and Numeracy (LLN) test to ensure that Frontier acquires sufficient information of the prospective learner to provide current and accurate advice about the appropriate training product to meet the learner's needs, taking into account the individual's existing skills and competency prior to enrolment confirmation.

The following standard procedure is followed by Frontier during the pre-enrolment stage for Fee for Service students interested in **VET and accredited courses**:

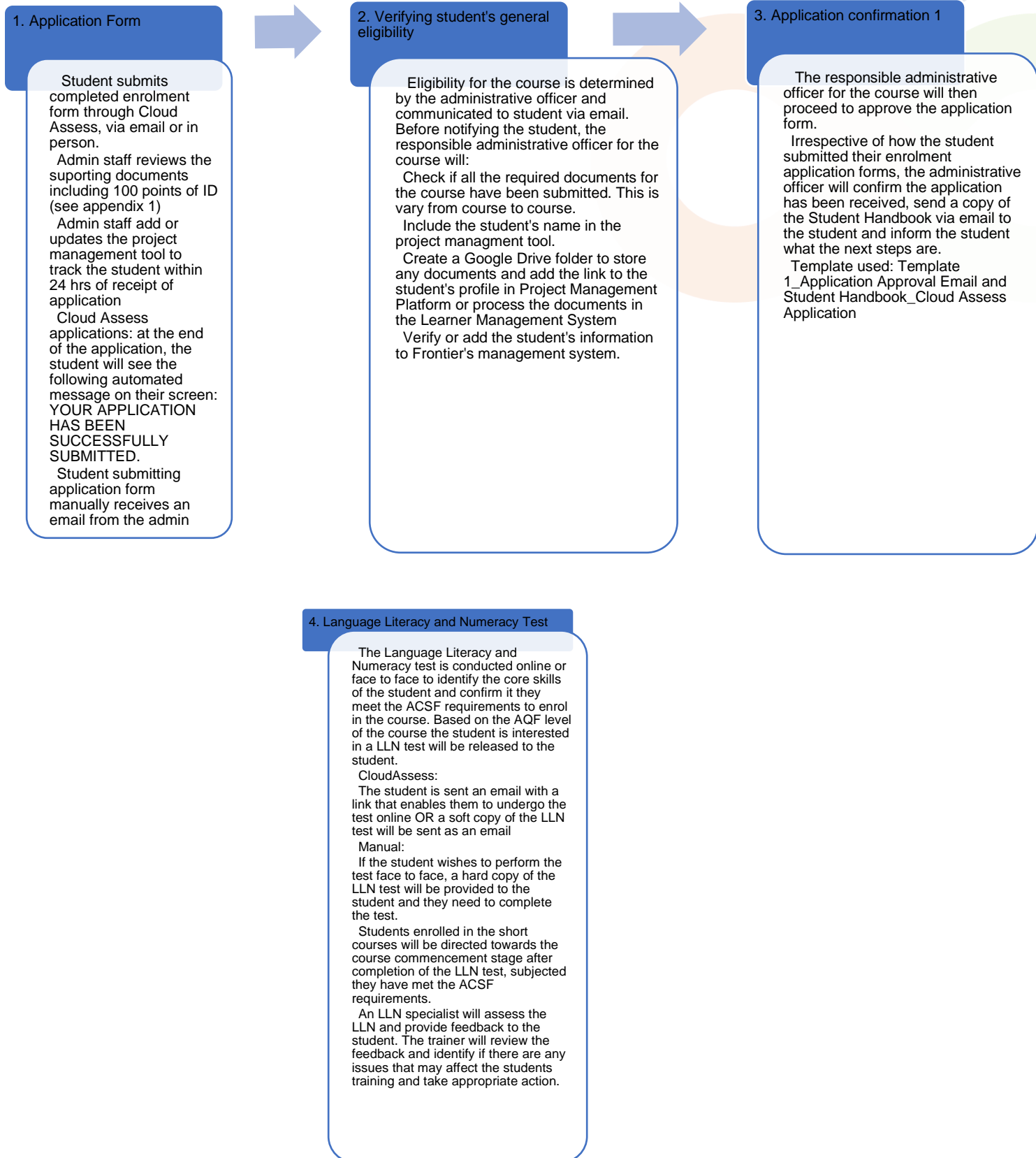


If the student is interested in the **short courses** provided by Frontier the following pre-enrolment stage applies:



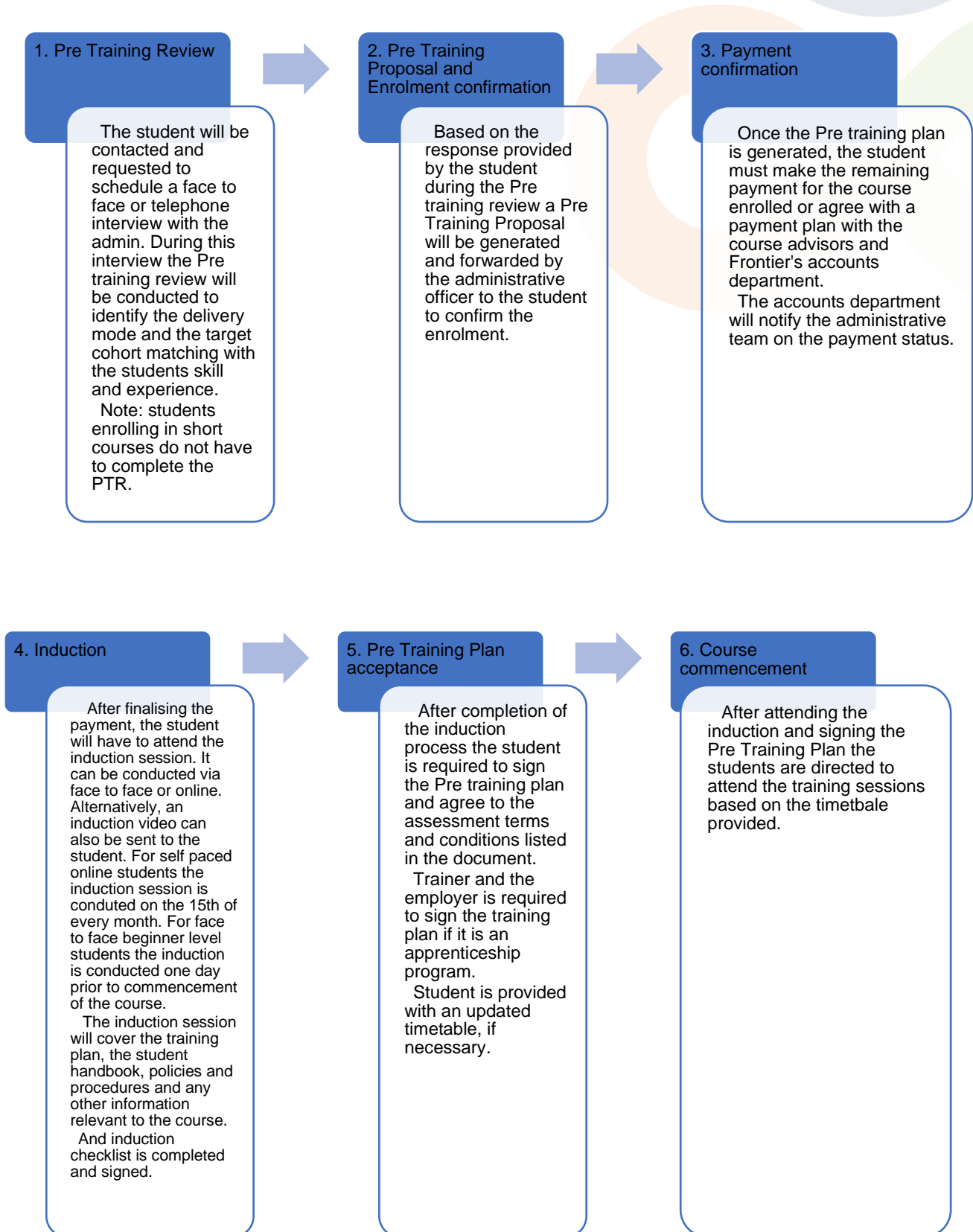
*\*Note: Student should provide 100 points ID proving their identification and residency status.*

Once the application form is received prior to confirming and formalising the learner's enrolment, the following procedure is to be followed:





Once the enrolment and LLN document is submitted by the student, Frontier will follow the procedure described below for VET and accredited course enrolments:



### **Enrol in additional course**

Learners currently enrolled with Frontier who wish to enrol in an additional course with Frontier prior to completing 6 months of their initial course are not required to submit an enrolment form again, except where mentioned. If the learner completed six months of study, Frontier's pre-enrolment and enrolment policy applies.

### **LLN Test**

Frontier conducts the LLN test to determine the learner's current core skill levels. It helps in identifying the gaps between their ability and the performance levels required. Frontier is obliged to provide support to the learners who struggle with their core skills. To complete the course successfully the learner should demonstrate performance at the appropriate level of the course.

Learners can get LLN exemption if they can provide evidence of completion of a course equivalent to the AQF level of the course that they are enrolling with Frontier or any qualification above the level is also accepted for exemption.

Learners who have previously completed a course with Frontier do not have to reappear for an LLN test if they wish to enrol in a new course similar to the level completed previously. However, if they enrol in an upper level course, the learner must attempt the LLN test considering the core skills requirements vary.

Current learners who wish to enrol in a second course of the same level with Frontier are not required to give another LLN test. However, if the course of a higher AQF level is selected by the learner, an LLN test must be submitted.

Please read the Frontier's student support policy and procedure in conjunction with this part of the procedure.

**Policy Statement 3: Frontier's tuition, service and refund fees associated with all qualifications and short courses are in accordance with the Fees and Refund Policy and Procedure.**

Frontier has a standard detailed fees and refund policy that provides guidelines on the nature of refunds that Frontier accepts, procedures for refund and on how to publish fees and refund procedures in the information collaterals. This part of the procedure must be read in conjunction with the Fees and Refund Policy and Procedure.

**Policy Statement 4: Frontier will record all student's information and documents acknowledged during the pre-enrolment and enrolment stage for a period of 1 year.**

Frontier has strict detailed guidelines for the administration team to implement in order to ensure that all the pre-enrolment and enrolment procedures are completed and conducted efficiently and smoothly.

Learners are able to enrol with Frontier in two different ways:

1. By directly filling out the enrolment form through the website, which is embedded in the Cloud Assess Portal (Frontier's learning and assessment platform)
2. By manually filling out the enrolment form and submitting via email or face to face at 735 Pascoe Vale Road, Glenroy, VIC, 3046.

The administration team follows different procedures depending on the way the learner submits the enrolment form. Please find below a detailed explanation:

1. Record keeping procedure for enrolment forms submitted via Cloud Assess:  
As mentioned in Policy Statement 2, Frontier will follow the following procedures during the enrolment process:
  - Include the student's name in the project management tool.
  - Create a profile for the student in Project management platform
  - Create a Google Drive folder or upload them to the project management tool to store any documents and add the link to the student's profile in the project management platform.
  - Verify or add the student's information to Frontier's management system.

All the electronic records of students who enrol via Cloud Assess will be retained in the Learning Management System for 1 year from the date the student completed, cancelled or withdrawn from the course.

Electronic records will be permanently deleted from the learning management system after the retention period by the compliance department.

2. Record keeping procedure for enrolment submitted via email or in person:

As mentioned in Policy Statement 2, Frontier will follow the following procedures during the enrolment process:

- Include the student's name in the project management tool.
- Create a profile for the student in Project Management Platform
- Create a Google Drive folder to store any documents and add the link to the student's profile in the project management platform.
- Verify or add the student's information to Frontier's management system.

If the enrolment form was submitted in person, the administrative officer will scan all the documents before following the procedures mentioned above. All the documents collected manually or via email will be backed up in an external drive for safety.

Printed copies will be archived in the record room once the student completed, cancelled or withdrawn from the course.

Frontier will retain the documents and forms submitted during the enrolment process for a period of 1 year from the date the student completed, cancelled or withdrawn from the course.

The manner of disposal after the retention period will be the responsibility of the compliance department. To ensure confidentiality, documents containing personal details or other sensitive information will be destroyed before disposal.

Please refer to Frontier's Record Keeping Policy for more details.

## POLICY FURTHER INFORMATION

### Revision history

Revision	Approved/Rescinded	Date	Responsible	Updates
V 1.0	Approved	Oct 2016	Lupa Borah	-
V.2.0	Approved	Nov 2017	Lupa Borah	Changes to policy statements
V 3.0	Approved	Feb 2020	Natalia Forato	Changes to policy statements
V 4.0	Approved	Sep 2020	Lupa Borah	Changes to policy statements 1 and 2
V 5.0	Approved	Nov 2020	Lupa Borah	Update information on induction and enrolment in statement 1
V6.0	Approved	Feb 2021	Crystal Xu	Changes to policy statement 2 include LLN exception
V7.0	Approved	March 2021	Crystal Xu	Reflect new strategy for both short courses and VET qualifications.

### Accountabilities

**Implementation:** Administration Manager

**Compliance:** Compliance Manager

**Monitoring and evaluation:** Administration and Compliance Manager

**Development/Review:** CEO/Compliance Manager

**Approval authority:** CEO

**Who should know this policy?**

All marketing and business development employees, Administration staff, Compliance Manager, Administration Manager and CEO

**Effectiveness of this policy**

**Performance indicator(s):** Reduce the number of enrolment related complaints and issues.

**Related policies and documents**

Course Information Booklets

Course Brochures

Enrolment Form

**Policies:**

Continuous Improvement Policy

Marketing Policy and Procedure

Fees and Refund Policy and Procedure

Student Support Policy