



POLICY NAME	Admissions and Enrolment Policy			POLICY NO.	2024.3
EFFECTIVE DATE	25/01/2024	DATE OF LAST REVISION	25/01/2024	VERSION NO.	1.1
ADMINISTRATOR RESPONSIBLE	Sarah Burnett		CONTACT INFORMATION	admin@aota.com.au	
APPLIES TO Apply group names to define applicable areas of staff.					
GROUP 1	Trainers and Assessors	GROUP 2	Administration Staff	GROUP 3	Directors and Managers
GROUP 4	Students	GROUP 5		GROUP 6	

VERSION HISTORY				
VERSION	APPROVED BY	REVISION DATE	DESCRIPTION OF CHANGE	AUTHOR
1	Sarah Burnett		Initial publication	Sarah Burnett
	Sarah Burnett	29.1.25	Added revised standards	

APPROVAL AND REVIEW

ADDITIONAL NOTES

## SCOPE

All High Risk Training Pty Ltd (AHRT) is committed to providing high-quality education and training to learners, and to ensuring that admissions and enrolment processes are fair, transparent and ethical. We promote compliance with regulatory requirements and industry standards through our admissions and enrolment processes.

## POLICY STATEMENT

This policy is intended to inform students and personnel of All High Risk Training about their rights and obligations when enrolling in any course provided by AHRT. We are committed to providing high-quality education and training to our learners, and to ensuring that our admissions and enrolment processes are fair, transparent, and ethical. Our policy for admissions and enrolment is designed to uphold these principles, while also complying with regulatory requirements and industry standards.

## TERMS AND DEFINITIONS

Define any acronyms, jargon, or terms that might have multiple meanings.

TERM	DEFINITION
Admission	The process of selecting and accepting learners into AHRT's training products based on their qualifications, experience, and suitability.
Enrolment	The process of registering and confirming a learner's participation in AHRT's training products.
Access and Equity	The principle that all individuals should have equal access to education and training opportunities regardless of their background, experience, or personal circumstances.
Enrollment criteria	The specific requirements that AHRT uses to assess the suitability of prospective learners for enrolment in its training products, which may include academic qualifications, work experience, and language, literacy and numeracy proficiency.
Third party	An organization or individual that provides training and/or assessment, and related educational and support services to the learner on AHRT's behalf.
AQF certification documentation	The documentation issued by AHRT to learners upon completion of their training product, which confirms their achievement of a qualification and their recognition within the Australian Qualifications Framework (AQF).
Learner/Student	An individual who is enrolled in one of AHRT's training products.
Complaints and appeals process	The process that AHRT has in place for learners to raise complaints and/or appeals regarding their training experience, including assessment decisions, course delivery, or administrative processes.
Training Product	Training Product means AQF qualification, skill set, unit of competency, accredited short course and module.

Unit of Competency	Unit of competency means the specification of the standards of performance required in the workplace as defined in a training package.
Course	The details of the training package being delivered

## POLICY SECTIONS

### Principles

The following principles underpin the RTO – Admissions and Enrolment Policy at AHRT :

- 1. Access and equity:** We are committed to providing access and equity in our admissions and enrolment processes, ensuring that all learners have an equal opportunity to participate in our programs regardless of their background, experience, or personal circumstances.
- 2. Admissions criteria:** We have clear and transparent admissions criteria that are communicated to prospective learners prior to enrolment. These criteria are designed to ensure that learners have the necessary skills, knowledge, and qualifications to succeed in their chosen program.
- 3. Enrolment process:** We have a streamlined and efficient enrolment process that is easy to navigate and understand. This includes clear and accessible information on our website and in our marketing materials, as well as support for learners throughout the enrolment process. If you are enrolling in a HRWL unit then licensing obligations are applicable .
- 4. Course information:** We provide detailed course information to prospective learners, including the code, title, and currency of the training product, as published on the National Register. This information also includes the estimated duration of the course, the expected locations at which it will be provided, the expected modes of delivery, the 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 the RTO's behalf, and any work placement arrangements.
- 5. RTO obligations:** We clearly outline our obligations to the learner, including that AHRT is responsible for the quality of the training and assessment in compliance with the Standards for RTOs 2015, and for the issuance of the AQF certification documentation.
- 6. Learner rights:** We inform learners of their rights, including details of the RTO's complaints and appeals process required by Standard 6 of the Standards for RTOs 2015. We also provide information on what will happen 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.
- 7. Learner obligations:** We clearly outline the learner's obligations. We also specify any requirements that the RTO requires the learner to meet to enter and successfully complete their chosen training product, and any materials and equipment that the learner must provide.
- 8. Government entitlements:** We provide information on the implications for the learner of government training entitlements and subsidy arrangements, for example NSW Smart and Skilled Program in relation to the delivery of the services.

### Enrolment Process

AHRT will accept a booking enquiry either face to face, over the telephone, via an internet enquiry or via email. Once this enquiry is received, we will contact the learner directly to gather further information such as

- the training product they are wishing to complete,
- any pre-requisites of the training package,
- the date and time of the course delivery,
- the address of the course
- the cost of the course

Once the learner confirms that they wish to proceed with the training package all relevant details will be entered on the Student Management System and the student will be enrolled in the correct course. A course confirmation will then be emailed directly to the student and an invoice raised. If the learner is unable to attend the course they are enrolled please refer to our refund and cancellation policy

## Policy Updates

This Policy may change from time to time and is available on our website.

## Policy Complaints and Enquiries

If you have any queries or complaints about our Enrolment Policy please contact us at:

613 Princes Highway, RUSSELL VALE NSW 2517

[admin@aota.com.au](mailto:admin@aota.com.au)

024 06 8378

## EXCEPTIONS

Describe exceptions here.

## RELATED POLICIES AND OTHER REFERENCES

Australian Privacy Principles <https://www.oaic.gov.au/privacy/australian-privacy-principles>

National Vocational Education and Training Regulator Act 2011  
<https://www.legislation.gov.au/C2011A00012/2021-09-01/text>

Standards for RTO's 2015 <https://www.asqa.gov.au/rto/users-guide-standards-rto-2015>

Revised Standards for RTO's Section 2, 2.1, 2.2

AHRT Privacy Policy

AHRT Fees, Cancellations and Refund Policy

## ROLES AND RESPONSIBILITIES

List the job titles and business offices directly responsible for the policy.

ROLE	RESPONSIBILITY
CEO	Authoring and updating
CFO	Publishing on the internet
Administration Manager	Ensuring all personnel are informed

## CONTACTS

List contacts in the table.

SUBJECT	CONTACT	PHONE	EMAIL
CEO	Sarah Burnett	42068378	admin@aota.com.au
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Administration Manager	Robin Lore	42068378	robin@aota.com.au