



Student Enrolment

Organisational Area

RTO

Authorisation

This Procedure was reviewed and adopted by the Park Orchards Community House & Learning Centre Incorporated (POCHLCI) on 20th of February 2026.

Review date

This procedure will be reviewed annually or sooner if required.

Scope

This procedure is for all staff who are authorised to enrol a student in an accredited or pre-accredited course.

This procedure also applies to Vocational Education and Training (VET) course applicants and students at POCH&LCI.

Objective

This procedure outlines the steps required to enrol in an accredited course at POCH&LCI.

Procedure

1. Course Availability & Application Processing

POCH&LCI offers multiple course start dates throughout the calendar year. Applications are processed in the order they are received for each qualification and start date.

2. Information Provision

- Entry criteria and application procedures are clearly outlined in course brochures and on the website.
- Prospective students are provided with comprehensive information, including:
 - Course flyer
 - Information for prospective students' flyer
 - A course specific Student Handbook
 - Course details (hours, duration, fees).
 - Entry requirements (educational qualifications, physical requirements and work experience).
 - Recognition of Prior Learning (RPL) and Credit Transfer options.
 - Course content, assessment methods, and qualification outcomes.
 - Eligibility for government funding programs.
 - Class locations, facilities, support and learning resources.
 - Attendance and academic progress expectations.

3. Enquiry & Initial Contact

- Enquiries are typically conducted via phone, email, or walk-in.
- The applicant's interests, abilities, and motivations for seeking admission to the course are discussed. Their educational background and work history are also taken into account.

- The most suitable course(s) of study are identified based on the applicant's goals and previous education and work experience. Each course option is clearly explained to ensure the applicant can make an informed decision.
- The applicant is advised that a course deposit may be required and is informed of the specific deposit amount.
- The applicant is informed that they will need to attend a one-on-one interview at the Centre as part of the pre-training review (PTR) process.
- A course-specific Student Handbook, along with a course flyer and an "Information for Prospective Students" flyer, is provided to the applicant.

4. Pre-Training Review

- All applicants undergo a Pre-Training Review to assess suitability for the chosen course. This may include:
 - Completion of a Language, Literacy, and Numeracy (LLN) assessment.
 - Evaluation of digital literacy skills.
 - Review of prior education and work history.
 - Identification of any special needs or support requirements.
 - Identify if student is eligible for a concession fee
 - Identifying if student is eligible for a fee waiver, which means that the student does not need to pay tuition fees. (e.g. Aboriginal and Torres Strait Islander students, Youth Access Initiative students, students from the Judy Lazarus Transition Centre, young people on community-based orders.) This will have been selected by the student on their enrolment form.
 - Discussion of the applicant's goals and reasons for choosing the course.
 - The staff member conducting the pre-training review completes the '*Pre-training review*' sheet.

Please see Pre-Training Review procedure for further details.

5. Enrolment Pack Preparation

- The Staff member prepares the Enrolment Pack for the enrolment process. Attachments included in this pack are:
 - Student Enrolment Checklist.
 - Enrolment form
 - LLN Assessment (if applicable).
 - Victorian Training Guarantee Eligibility and Student Declaration form
 - Student Fees and Charges Agreement.
 - Individual Statement of Fees.
 - Pre-Training Review Form.
 - Course Information Flyer
 - Information for Prospective Students Flyer.
 - Evidence of Fee Concession Entitlement Declaration (if applicable).
 - Student Objection to Retaining Evidence of Eligibility for Privacy Reasons Declaration (if applicable).
- Some of these items will have already been completed as part of the pre-training review.

6. Enrolment Meeting

- The applicant confirms the course they are enrolling in and that it aligns with their goals and Pre-Training Review outcomes.
- The staff member enrolling the applicant works through the Student Enrolment Pack and checklist with the applicant, collecting appropriate documentation and identification, and ticking/initialling the items on the checklist as they are completed.
- The applicant is sent a Student Handbook prior to the enrolment meeting and signs the checklist to confirm they have received, read, and understood it.
- If government funding is applicable, eligibility is assessed and documented.
- The applicant completes and signs the Skills First Student Declaration. (if applicable)

7. Documentation and Identification

- The applicant is informed that they will need to provide the following:
 - Proof of identity and age (e.g., photo ID,)
 - Evidence of citizenship or residency status. (e.g. green Medicare card)
 - Previous academic qualifications (originals sighted and documented) (if applicable).

- Concession card (if applicable).
- Working with Children Check (if applicable).
- A photocopy of each document is taken and signed by the enrolment staff member to confirm authenticity.
- If the applicant objects to having their documents retained, then an authorised delegate of the training organisation will complete the *student objection to retaining evidence of eligibility for privacy reasons declaration*.
- If the candidate is undertaking the Certificate IV in Training and Assessment (TAE), copies of prior qualifications or evidence of vocational competency (such as a résumé) must be obtained and stored on the student file.
- If the candidate is undertaking the Diploma of Early Childhood Education and Care, a copy of the required prerequisite Certificate III in Early Childhood Education and Care must be obtained and stored on the student file. Some superseded Certificate III in Early Childhood Education and Care certificates also require additional supporting evidence to be obtained. Refer to training.gov.au
- If the student is undertaking a course with no pre-requisite qualification, any prior qualification used to determine the LLN assessment is sighted only and documented in the Pre-Training Review.
- If a student is undertaking a program identified in the Skills First funding program under “Special Initiatives” then additional evidence is required to be retained on file. For example, Asylum Seeker VET Program requires evidence of their visa or a referral letter via the Asylum Seeker Resource Centre or Red Cross Victims of Human Trafficking Program. Refer to the current year funding contract for exact evidence to retain.

8. Course Deposit and Payment Terms

- The staff member confirms that the course fees and payment terms have been discussed and understood, and the Student Fees and Charges Agreement has been signed.
- A deposit is required to secure enrolment. Recommended deposit is \$300. This may be varied, at the Manager’s discretion, depending on the student’s circumstances.
- If a third-party (e.g.: job network agency) is going to be paying the applicants fees, then a confirmation stating so must be received to confirm they will be responsible for fees. The third party will then be invoiced by POCH&LCI.
- If applicable the Applicant will provide evidence of Fee Concession. An authorised delegate of the training organisation will complete the *Evidence of Fee Concession Entitlement Declaration*. **NOTE: Concession cards cannot be photocopied or retained due to privacy.**
- An Individual Statement of Fees will be given to the applicant.
- Payment terms comply with the *Fees and Charges Policy*, including:
 - No more than \$1,500 accepted from a student before course commencement.
 - Upon course commencement, the balance of the course tuition fees will be paid in instalments, in line with the progression of the course, with no more than four weeks of tuition being paid in advance at any time. Students will not be expected to pay more than \$1500 in any one payment.
 - All fees are to be paid by the end of the course delivery.
 - Students who have outstanding fees will not be issued with a qualification until all fees are paid, or an exemption has been granted by the Manager
- The Student Fees and Charges Agreement (VET) form is completed by both the applicant and a staff member based on evidence gathered and signed by the applicant and a staff member. A photocopy of the completed form is to be given to the applicant.

9. Unique Student Identifier (USI)

- If the applicant does not already have a USI number, they are given information on how to obtain one. If they would prefer POCH&LCI to apply for one on their behalf, they must indicate this in the Enrolment Form.
- If a student requires an exemption to the USI requirements, the student must apply directly to the USI office for ministerial approval for an exemption.
Refer Unique Student Identifier Policy and Procedure

10. Student Handbook and Declaration

- Applicants are provided with the Student Handbook and required to sign the enrolment checklist to confirm receipt and understanding.
- Completion and signing of the Skills First Student Declaration are mandatory (for funded students).

11. Special Needs and Reasonable Adjustments

- If the applicant has disclosed any special needs, such as a disability or learning difficulty, this information is provided to the VET Co-ordinator for review in relation to additional resources needs, reasonable adjustment and special consideration. This is documented on the Pre-Training review form.

12. Enrolment Confirmation

- Once the enrolment process has been completed the applicant signs that they have taken part in the enrolment process, agreeing that they understand the advice given to them and that they have received the necessary information required to enrol in the chosen course.
- A Staff member enters student enrolment details into VETtrak.
- The student is issued with a receipt and a Course Confirmation from VETtrak. The student is informed that their enrolment is now complete.

13. Record Keeping

- All completed forms from the Enrolment Pack, plus any additional documentation/evidence, are stored in a Students File and stored securely in the Administration Office.
- The applicant is informed of how their personal information will be used and stored, in line with POCH&LCI's *Privacy Policy*, and signs the enrolment form to provide consent.

Related Documents

Evidence of Fee Concession Entitlement declaration
Fees and Charges Policy
Individual Statement of Fees
Literacy and Numeracy Assessment (Marking guide mapped to ACSF)
Literacy and Numeracy Assessment (Student Assessment)
Pre-Training Review Form
Pre-Training Review Policy
Pre-Training Review Procedure
Privacy Policy
Recognition of Prior Learning Policy
Student Enrolment Checklist
Student Enrolment Form (VET)
Student Enrolment Policy
Student Fees and Charges Agreement (VET)
Student Information Handbook
Student objection to retaining evidence of eligibility for privacy reasons declaration
Unique Student Identifier Policy
Unique Student Identifier Procedure
Victorian Training Guarantee (Eligibility and Student Declaration) Form

Date reviewed	Version	Details of changes (if any)	Date of next review
February 2008	1.0	Original document	
November 2010	2.0		
September 2011	3.0		
19 th August 2015	4.0	New Template General review Added a lot more specific detail to enrolment procedure so that each step is more detailed, and enrolment process is detailed for enrolling staff to follow.	August 2016
April 19 2016	5.0	Added Pre-training review sheet	April 2017
7 th July 2017	6.0	Update to include PTR	July 2018

Date reviewed	Version	Details of changes (if any)	Updated by	Approved by	Date of next review
14/07/2020	7	Added Individual Statement of Fees	L Denman	C Harris	14/07/2021
9/02/2022	8	Added reference to ASQA pre course requirements of student handbook	C Harris	L Denman	9/02/2023
21/12/2023	9	<ul style="list-style-type: none"> Added Evidence of Fee Concession Entitlement declaration - No longer photocopy and retain this document Student objection to retaining evidence of eligibility for privacy reasons declaration (if applicable) 	L Denman	C Harris	21/12/2023
7/04/2025	10	<ul style="list-style-type: none"> Update to ASQA RTO Standards 2025 	C Harris	L Denman	7/04/2026
11/06/2025	11	<ul style="list-style-type: none"> Updated to include note about Special initiatives in Skills First contract and retained evidence 	C Harris	L Denman	11/06/2026
20/02/2026	12	<ul style="list-style-type: none"> Add to check if eligible for fee waivers Updated Diploma entry requirements TAE vocational currency via resume 	L Denman	C Harris	20/02/2027

Master document is the Electronic File.

This document is uncontrolled when printed.