

1. Context

Ai Group Training Services RTO ID 3541, as a Registered Training Organisation must comply with the NVR Standards for Registered Training Organisations 2015; 5.1 – 5.4. The following policy states the principles and rules that ensures each potential learner is properly informed and protected about the services they are to receive, govern application, enrolment and cancellation of enrolment at Ai Group Training Services accordance with the VET Quality Framework.

2. Scope

This policy applies to the enrolment and cancellation of students in:

- Vocational education and training (VET) courses; and
- Accredited and non-accredited short courses as defined below.

3.0 Eligibility for course enrolment

- 3.1.1 There is a formal application process for a person seeking enrolment in an Accredited VET and or Accredited Short course with Ai Group Training Services.
- 3.1.2 A person is eligible to enrol as a student in a course at Ai Group Training Services if they:
- have met the criteria for admission as specified by the course requirements (e.g. course pre-requisites, work experience, eligibility requirements and signed enrolment form.
- 3.1.3 Where a person is seeking enrolment into an AQF Qualification with Ai Group Training Services they are required to undertake a formal application process into the course which involves a Pre-Training Review and a Language, Literacy and Numeracy Assessment, this is to ensure the student is equipped with the necessary knowledge and skills to undertake the identified course of study, and if rejected on any grounds, Ai Group Training Services will allow the person access to the appeals process.
- 3.1.4 Refer to **DELPOL21 Complaints & Appeals Policy** for further details.

4.0 Requirements of enrolment

- 4.1.1 A person enrolled in a course of study is subject to the relevant regulations, policies and procedures of Ai Group Training Services which can be located on the website.
- 4.1.2 All students enrolled in an AQF qualification must be provided with a Training Plan, and only on successful completion of the Pre-Training Review and LLN.
- 4.1.3 The original signed Training Plan must be retained in the students file, with a copy provided to the student at time of enrolment or before commencement of training.

4.2 Unique Student Identifier (USI)

- 4.2.1 All students enrolled in an AQF qualification or nationally accredited Unit of Competency, must provide their USI number at the time of enrolment or provide the USI number to Ai Group Training Services prior to issuance of a certificate or statement of attainment.
- 4.2.2 When a student provides us with their USI, we MUST at the same time sight and retain a copy of an approved identity document with a photograph e.g. Drivers Licence or any other approved photo ID to be retained on the students file for audit purposes.
- 4.2.3 Where the student is unable to create their own USI, Ai Group Training Services can create a USI on their behalf. The student must complete **ENFRM10B USI Application Form** and provide the required documentation outlined in **Part A - Personal Identification**.

4.2.4 Where the student is unable to locate their USI, Ai Group Training Services can locate the students USI on their behalf. The student must complete **ENFRM10B USI Application Form** and provide the required documentation outlined in **Part A - Personal Identification**.

4.2.5 Entitlements and attendance responsibilities of students enrolled in a course of study at Ai Group Training Services.

A student enrolled in a course of study is entitled to gain access to student services offered by Ai Group Training Services if training is undertaken on Ai Group premises.

4.2.6 Subject to Ai Group Training Services rules, a student enrolled in a course of study at Ai Group Training Services is entitled to:

- (i) attend and participate in training sessions and other scheduled activities; and
- (ii) assessment(s) of their learning (where applicable); and
- (iii) receive results (where applicable).

4.3 Completion of course requirements

4.3.1 Where a student enrolled in a course of study is deemed by Ai Group Training Services to have completed the requirements for that course is then eligible for the relevant Testamur, Record of Results or Statement of Attainment. Refer to **EXPOL26 Qualifications and SOA Issuance Policy**.

4.4 Cancellation of enrolment by the student

4.4.1 A student may cancel their enrolment in a course of study prior to their course commencing or at anytime during their course.

4.4.2 Students who wish to cancel their enrolment in a course of study should notify Ai Group Training Services accordingly.

4.4.3 A student who cancels their enrolment in a course ceases to be a student of Ai Group Training Services. Such a person must reapply for admission should they wish to resume study at Ai Group Training Services.

4.4.4 Where a student has cancelled their enrolment, they may be eligible for a partial or full refund of course fees paid. Refer to the **ENPOL14 Fees, Charges and Refunds Policy** for further details.

4.5 Cancellation of enrolment by Ai Group Training Services

4.5.1 Ai Group Training Services may cancel a student's enrolment prior to course commencement or at any time during their course where the student has:

- (i) failed to pay the prescribed course fees by the payment date;
- (ii) ceased being an employee of an employer where an apprenticeship or traineeship is being delivered under contract with that employer and has not resumed employment in the same role for which that apprenticeship/ traineeship was for;
- (iii) failed to attend classes for an extended duration without reason, and the allocated duration to complete the course has expired;
- (iv) serious misbehaviour or any other behaviour, criminal or otherwise, that places Ai Group Training Services, or other persons or property at risk of physical, mental, financial or reputational damage.
- (v) For online students where no evidence has been submitted for a period of 8 weeks

- 4.5.2 Where Ai Group Training Services has advised the student intent to cancel their enrolment, Ai Group Training Services must allow the student access to the appeals process before cancelling their enrolment. Refer to **DELPOL21 Complaints & Appeals Policy** for further details.
- 4.5.3 Where Ai Group Training Services has cancelled a student's enrolment, the student will be notified accordingly. The student may not be eligible for refund of course fees paid. Refer **ENPOL14 Fees, Charges and Refunds Policy** for further details.
- 4.5.4 Ai Group Training Services may cancel a student's enrolment prior to course commencement where it has been identified that there are insufficient numbers to commence a course, the student will be notified accordingly and offered an alternative arrangement or refund (if applicable). In the case of refunds, refer **ENPOL14 Fees, Charges and Refunds Policy** for further details.
- 4.5.5 If Ai Group Training Services is unable to fulfil its obligations to a student enrolled in a funded training contract, it will abide by the relevant Department's ruling to transfer students to another registered training organisation that has the same funding arrangements in place e.g. (Skills First Funding (VIC) and Smart and Skilled (NSW))

5.0 Policy Advisor

- Senior RTO Compliance Officer