

# Enrolment & Enrolment Cancellation Process Policy and Procedure

## 1. Policy

This policy/procedure ensures that Master Grocers Australia/MGA Industry Training provides appropriate information prior to enrolment that allows all potential participants to make an informed decision to study with the RTO. It also ensures a consistent enrolment process will be implemented for all participants and that appropriate records will be maintained in all participant files.

MGA Industry Training will assess all potential participant enrolment applications to ensure they meet the enrolment requirements of the course and to confirm their ability to complete the course.

## 2. Procedure

The following procedure explains the process that is to be undertaken to enrol a participant into a course of study. This process involves the participant and their employer.

### 2.1 Pre-Enrolment information:

#### Participants:

- Each potential participant will be able to access to a Course Brochures (hard copy or course information on the website), Participant Information Handbook, prior to enrolment to ensure an informed decision can be made to study with Master Grocers Australia/MGA Industry Training
- The Course Brochures (or course information on website) must contain the following topics:
  - Overview of the content covered
  - Unit of Competency contained in the course (unit code and title)
  - Unit of Competency Pre-requisites (and RTO entry requirements)
  - Duration of the course/ training
  - Training and Assessment processes
  - Course costs (an itemised list of enrolment fee, resource costs, any administration fees, re-issuance of qualification testamurs fees and any other fees)
  - How to enrol
  - Contact detail of the RTO
- The Participant Information Handbook must contain information on:
  - General Information
  - Participant Attendance and Behaviour (for classroom training)
  - Complaints and Appeals
  - Equity Commitment
  - Occupational Health and Safety
  - Privacy
  - Access to Participant Records
  - Participant Support Services
  - Competency-Based Training and Assessment Process (including re-sitting of assessments)
  - Recognition of Prior Learning (RPL) and Credit Transfer (CT)
  - Language, Literacy and Numeracy
  - Training Evaluation

- Enrolment Process
  - Refunds
  - Further information contact details (RTO and ASQA details)
- 
- The Course Brochures, and Participant Information Handbook, may be distributed to prospective clients/ participants by the means of:
    - Face to face meetings
    - Email
    - Website

## **2.2 Enrolment**

### Enrolment Form

All participants must complete an enrolment form to confirm their enrolment.

The Enrolment Form can be undertaken in hard copy, or participants can complete the Enrolment Form via the Master Grocers Australia website (the online portal).

The 'Enrolment Form' shall contain as a minimum the following information:

- Identify the course or courses in which the participant is to be enrolled and any conditions on his or her enrolment;
- Ask all AVETMISS questions
- Obtain Unique Student Identifier (USI)
- Victorian Student Number (VSN) – for Victorian participants if required
- List the nature of the guarantee given by the RTO to complete the training and/or the assessment once the participant has commenced their study
- Advise the participant of his or her obligation to notify the registered provider of a change of address while enrolled in the course
- Refund information
- A declaration that all information, conditions, details of the enrolment are understood.

### Pre- Training Review

The participant is required to complete an LLN Activity to assess their language, literacy and numeracy ability to complete the course when the course is delivered face to face to assist the Trainer.

For online courses, the assumption and instruction to the participant that they must have the ability to perform everyday tasks such as:

- Using an instant messenger tool
- Using email at work
- Responding to customer complaints
- Following instructions

If participant have any concerns about the skills required to participate in this course, please contact MGA Industry Training and we will be happy to discuss participant situation and offer further support.

If the participant cannot complete the LLN test satisfactorily or request further support; then an LLN Report will be completed which includes the required action to be taken to assist the participant to be able to complete the course.

If the participant's academic issues are not able to be supported by the RTO internally, they will be recommended to the appropriate external support service.

#### Employer Declaration:

To undertake certain courses offered by MGA Industry Training, participants must be employed or have access to suitable workplace or simulated environment that has access to specific equipment/ resources to support the assessment process.

The supervisor or those acting in the role is required to complete the Third-Party Report as part of the assessment and therefore agreeing the learner has completed the required amount of time (shifts) required.

### **2.3 Records**

The signed 'Enrolment Form' will be kept on the participants file along with all other documents relevant to the participant's enrolment such as the LLN Test and LLN Report (if applicable)

### **2.4 Cancellation of Enrolment (Short Courses)**

If the participant does not start or complete the short course within the fixed term of 3 months from the date of enrolment the RTO will withdraw them from that course. A refund will not be issued.

The RTO will ensure they report to AVETMISS of the withdrawal of the participant of the course as they will not be continuing the activity.

It is the participants responsibility to ensure they complete the Short Course within the enrolment period. The RTO may grant an extension of 1 month (up to a maximum of 6 months) if participants request it prior to end date.

Extension of course request must be submitted via written submission via email to [training@mga.asn.au](mailto:training@mga.asn.au)  
The Trainer/Assessor will contact the participant to formalise an agreed due date. This will be then formalised via email to the participant, saved in their student file and made note on their account profile in the LMS. The Trainer/Assessor will adjust their account profile with the agreed new due dates.

The RTO will advise of closure of enrolment and option of extension 14 days from the end date.