Student Enrolment Policy

Purpose

To ensure every student experiences a fair, transparent, and supportive enrolment process that meets individual needs, aligns with vocational goals, and produces high-quality outcomes. This policy delivers full compliance with the Standards for Registered Training Organisations (RTOs) 2025 and secures ongoing quality assurance and credential protection for all learners.

Scope

This policy applies to all prospective and enrolling students and all staff involved in the enrolment process at Insight Training Group, including those who manage or undertake third party arrangements.

Guiding Principles

- Outcome-Focused: Enrolment practices must identify and respond to student needs to support successful training and assessment outcomes.
- Equity and Inclusion: Adjustments are provided to accommodate diverse backgrounds, abilities, and circumstances.
- Transparency: Students receive clear and timely information on programs, fees, support services, rights/obligations, and any third party involvement.
- Credential Protection: Learners' eligibility and prior learning are assessed to ensure proper credentialing; RPL, credit transfer, and records are managed for authenticity and integrity.
- Governance and Quality Assurance: Processes are subject to regular internal review, data integrity checks, audit triggers, and version control in line with legislative requirements.
- CEO Accountability: The CEO is responsible for ensuring this policy is implemented across the organisation and that all compliance data and reporting obligations are met.

Child and Cultural Safety Commitment

Insight Training provides a safe, inclusive, and culturally respectful environment for all students, including Aboriginal and Torres Strait Islander learners, young people, and those from diverse backgrounds. All staff undertake regular professional development in cultural competency, cultural safety, and child safety per the National Child Safe Standards (Cth/WA). Processes allow students to disclose cultural practices, with appropriate support and adjustments provided. Zero tolerance for racism, discrimination, or child safety incidents is enforced, and all reports are promptly investigated.

Policy

Insight Training's enrolment and induction pathway helps students make informed training and assessment decisions, designed for the right fit for the student and any current or future employer. Individual needs, including those relating to disability or cultural background, are identified and supported before and upon enrolment.

To achieve this, we will:

- Supply accurate, ethical marketing and pre-enrolment information, including qualification details, fees, subsidies, regulatory/licensing impacts, digital requirements, and occupational outcomes.
- Provide one-on-one enrolment (face-to-face or telephone) for individual needs assessment and full disclosure of student rights/obligations.
- Clearly inform students of special requirements, digital access expectations, and occupational pathways aligned with goals and aspirations.
- Confirm entry requirements and assess prior learning, ensuring eligibility and greatest opportunity for success and compliance with the Credential Policy.
- Require assessment of language, literacy, numeracy, and digital (LLND) capabilities prior to enrolment for all prospective students regardless of if they have an Australian Year 12 equivalent qualification. Digital literacy support and referral is available.
- Identify reasonable adjustment needs and implement tailored plans for disability or special circumstance disclosure, with ongoing monitoring for effectiveness.
- Ensure there are no unnecessary barriers, and that comprehensive administrative support is offered for efficient enrolment and commencement.
- Disclose alternate pathways including credit transfer, RPL.
- Secure records (LLND, admission, USI, credentials), available for audit per regulatory requirements.
- Advise students of material changes (service, policy, third-party, ownership) prior to their effect. Honour service guarantees, including completion commitments for all enrolled learners.

Student Information

Insight Training ensures that all learners are properly informed and supported before enrolment or commencement of training and assessment by providing clear pre-enrolment information on course requirements, fees and refunds, student rights and obligations, available support services, and any third-party arrangements.

Insight Training is committed to full transparency in all third-party arrangements for the delivery of training, assessment, or support services. Any third party engaged to provide services on Insight Training's behalf will be clearly disclosed to students in enrolment materials and throughout the student lifecycle. This includes the name of the third party, the nature of services provided, and how students can access both Insight Training's and the third party's support and complaints channels.

All third-party engagements are governed by a formal, written agreement that details the roles, responsibilities, and obligations of each party, in accordance with relevant regulatory standards. These agreements are subject to regular monitoring and review by Insight Training to ensure continued quality, compliance, and alignment with contractual and legislative requirements.

Insight Training maintains a register of all current and past third party arrangements and notifies the national VET regulator of any new, changed, or ceased agreements within required timeframes. Monitoring processes include periodic audits, review of student outcomes, and annual performance reporting, with corrective actions implemented as appropriate.

- **Student Handbook**. The student handbook is the primary information vehicle to inform students about their rights and obligations prior to their enrolment and is available publicly on the website. It is important that this document is professionally presented as it reflects the quality of the organisation. The student handbook is effectively the policy manual for the student's participation in training and engagement with us. It should constitute a valuable information source for the student who can reference the handbook when the student has questions about their course participation. The student handbook should contain information on topics for the student, examples may be but are not limited to

  - Our office locations
  - Rights and Responsibilities
  - Access and Equity
  - Induction Information
  - Fees and Refund Policy
  - Nationally Recognised Training and Assessment
  - Flexible Learning Strategies and Assessment Procedures
  - Electronic Equipment
  - Language, Literacy, Numeracy and Digital Assessment
  - Workplace Health and Safety
  - Privacy of Student Information
  - Attendance
  - Issuing Qualifications and Statement of Attainment
  - Plagiarism
  - Training Room Behaviour
  - Code of Conduct
  - Consumer Protection (Complaints and Appeals)
  - Copyright
  - Credit Transfer, RPL
  - Disciplinary Procedures
  - Student Access to Personal Records
  - Expectations of Students and Employers
  - Support Services
  - Employability Skills
  - Legislation

- **Course Flyer and Program Outline**. The course flyer and program outlines are the primary means of informing prospective students about the services to be provided in relation to a specific course leading to a qualification or units of competency. Course information can be displayed on the website and be available in a downloadable PDF from the consultantto print and review. The course brochure and pre-enrolment consultation should contain the following minimum information:

- The nationally endorsed outcome by code and title
- The expected duration of the course
- The entry requirements or prerequisites
- All fees relating to the completion of the course
- The mode of delivery of training and assessment
- The units of competency that comprise the course
- The assessment requirements to successfully complete the course
- Student resource requirements
- The expected locations for delivery
- Clearly identify any third-party providers (if applicable)
- Identify any work placement arrangements
- The expected occupational outcomes
- Contact details for Insight Training

- **Fees and Charges**. Applicable fees and charges information is available to students on Insight Training website, as well as within e-mail communications sent to the student throughout the process.
    - We ensure that the following information is discussed with students during the initial contact:
        - **Total Fees and Charges:** The total amount of all fees, including tuition/course fees, administration fees, material fees, and any other charges for enrolling in a training program, will be disclosed in writing prior to enrolment.
        - **Payment Terms:** Information will be provided on the timing and method of payments, instalment arrangements (if applicable), and any non-refundable deposits or administration fees.
        - **Service Guarantee:** Once a learner has commenced study, Insight Training guarantees to honor its commitment to deliver the agreed training and assessment services to allow completion of the enrolled program.
        - **Concessions, Reductions, and Exemptions:** Where applicable, concessions, fee reductions, or exemptions will be applied in line with the WA VET Fees and Charges Policy, including for eligible concession card holders, continuing students, multiple enrolments, or group bookings.
        - **Government Entitlements and Subsidies:** Learners will be advised of the impact of government training entitlements or subsidy arrangements (including Jobs and Skills WA subsidies) on their enrolment, fees, and ongoing access to training.
        - **Additional Fees:** Any fees for additional services, such as replacement qualification parchments or statements of results, will be clearly published. Options for learners assessed as *Not Yet Competent* on completion of training and assessment will also be outlined.

- **Refund Policy:** Insight Training's Refund Policy sets out the conditions for refunds, including refunds required under the WA VET Fees and Charges Policy, voluntary withdrawal, cancellation of courses by Insight Training, and learner rights under the Australian Consumer Law.
- **Student rights and obligations.**

Fees & Charges, Child and Cultural Safety Commitment

Insight Training enacts robust financial risk management and fee protection mechanisms for all students, with additional safeguards for minors (students under 18 years of age). All prepaid fees, deposits, or course payments are managed in strict accordance with Australian Consumer Law and sector regulatory practice, including use of protected accounts and fee management systems.

Special provisions apply for students under 18, including parental/guardian communication regarding fees and availability of refund mechanisms. Financial protection arrangements are periodically audited for compliance and effectiveness, and the organisation's risk controls are reviewed annually to address emerging requirements

Informing students of changes

If at any time there is a change to the agreed services to be provided or policies relating to the students' rights and the payment of fees and other charges, we must advise current students prior to any of these changes coming into effect. This includes changes in relation to new third-party arrangements or changes to ownership of Insight Training.

Language, Literacy, Numeracy and Digital (LLND) Assessment

All prospective students are required to complete a comprehensive Language, Literacy, Numeracy, and Digital (LLND) assessment prior to enrolment, regardless of Australian Year 12 equivalency. This assessment ensures readiness for the chosen course, including digital competency required to engage with course delivery and learning systems.

Where any prospective student is identified as requiring additional support based on their LLND results, Insight Training will first assess whether support and reasonable adjustments can be provided within the organisation. If the student's LLND needs fall within our support scope, an Individual Education Plan (IEP) will be developed in consultation with the student and relevant staff, outlining tailored adjustments or support strategies. If a student's LLND needs are outside organisational scope (where essential requirements cannot be met internally), a proactive referral will be made to appropriate external services before enrolment, and the student will be provided with documented alternative pathway advice, ensuring their learning and support needs are addressed

Insight Training systematically reviews the outcomes and effectiveness of its LLND assessments based on student results and feedback. Any identified opportunities to improve assessment tools, processes, or support mechanisms are actioned in accordance with our Continuous Improvement Policy, ensuring ongoing compliance and responsiveness to learner needs.

Where any prospective student is identified as requiring additional support based on their LLND results, proactive referral to appropriate services will be provided before enrolment. Adjustments or support measures will be discussed individually with each applicant and documented, and applicants not meeting essential entry thresholds will be supported with alternative pathway advice.

Training Package Transition

This policy applies to all nationally recognised qualifications, skill sets, units of competency, accredited courses, and micro-credentials on Insight Training's Scope of Registration. This policy ensures Insight Training delivers the most current and compliant training outcomes to all students by actively monitoring and managing the transition of training products.

Insight Training remains informed of all changes to training packages and accredited courses. The organisation will:

- Transition from superseded products within 12 months of publication on training.gov.au, or within any ASQA-approved extended timeframe.
- Cease enrolments in superseded products as soon as practical once replacements are added to the Scope of Registration.
- Ensure students are never disadvantaged through appropriate teach-out or transfer arrangements.

Transition Principles

Transition arrangements are guided by the following principles:

1. **Currency and Quality:** training and assessment materials reflect the most recent industry and regulatory requirements.
2. **Learner Equity and Wellbeing**: transition decisions consider individual learner needs, reasonable adjustments, and fairness under the *Equal Opportunity Act 1984 (WA)*.
3. **Industry and Stakeholder Consultation:** feedback from industry, trainers, and students informs transition planning and TAS updates.
4. **Transparency and Communication**: students are informed in writing about changes, teach-out periods, and available support.
5. **Continuous Improvement:** all transition outcomes feed into the Continuous Improvement Register to enhance future planning.

Monitoring of Training Packages

- Compliance Team subscribes to *training.gov.au* and relevant Industry Skills Council notifications.
- When a change is detected, a Training Package Transition Plan is prepared and reviewed by the CEO and Compliance Team.
- A mapping document identifies equivalence, code changes, and resource impacts.
- VETtrak records superseded qualifications, dates, and student cohorts affected.

Transition Implementation

Within one year of the release of a replacement training product:

- Students must either complete the superseded qualification or transition to the new one.
- New enrolments must only occur in the replacement training product after being added to the Scope of Registration and the new product is ready for delivery.
- If a qualification or unit is not equivalent, Insight Training will apply to ASQA via ASQAnet to add the new item to scope before enrolments commence.
- Where a qualification is no longer current and not superseded, training and assessment must be completed within:
    - Two years (for qualifications)
    - One year (for skill sets or units of competency)

Student Communication and Support

- Students affected by transition are contacted individually and advised of:
    - the change in training product;
    - teach-out options and deadlines;
    - opportunities to transfer to the new qualification; and
    - available support or reasonable adjustments.

- Upon notification that a training product has been superseded, Insight Training will promptly cease all new enrolments into the affected product. This action will be recorded in the student management system (VETtrak).
- Learners experiencing disadvantage will receive guidance through Insight Training's Student Support and Reasonable Adjustment Procedure.

Documented Process and Templates

A documented process and suite of standardised templates will guide all transition activities to ensure consistency, transparency, and compliance. This includes:

- **Consultation records** with industry representatives, trainers/assessors, and relevant stakeholders to validate changes and maintain currency.
- **Mapping templates** to identify equivalence, gaps, and required updates between superseded and replacement training products.
- **Pre-Validation templates** to ensure all revised training and assessment materials align with learner needs, industry expectations, and regulatory requirements.

Maintaining Compliance with Regular Reviews

Insight Training conducts scheduled self-assurance reviews at least annually, and following any major regulatory updates, to assess ongoing compliance with SRTO 2025 Outcome and Compliance Standards. These reviews include systematic checks of records management processes, validation of student files, and an assessment of trainer and assessor credentials. All review activities and findings, including action plans and rectifications, are documented and securely stored as evidence for internal continuous improvement and for external audit purposes.

All communications related to training product transition—including notifications to staff, students, industry partners, and relevant stakeholders—are managed via VETtrak . Each notification event is tracked, with delivery method, date, content, and recipient group documented. Outcomes of each notification (e.g., confirmation of receipt, feedback, required actions) are recorded and retained as evidence, thus ensuring the effectiveness of communication and compliance with transparency obligations.

Teach-Out and Student Transfer

Insight Training is committed to guaranteeing the completion of agreed training and assessment services. In the event that Insight Training, or an approved third-party provider, is unable to deliver all or part of the training and assessment services as per the enrolment agreement, the following process will apply:

1. **Notification:** Students will be notified in writing as soon as practicable if Insight Training, or its third party, is unable to continue delivering the relevant training product or qualification.

2. **Teach-Out** (Cessation of Delivery)**:** Where feasible, Insight Training will provide a 'teach-out' arrangement, enabling currently enrolled students to complete the training and assessment for the course/units in which they are enrolled.
3. **Teach-Out/Transition (Superseded Qualifications):** Where a training product or qualification is superseded by a new version, Insight Training will follow the Transition and Teach-Out Policy, ensuring students are either:

    - Insight Training may continue delivery and issue certificates for up to 12 months after a replacement training product is released.

    - Students unable to complete within this period will be transitioned to the new qualification.
    - If ASQA publishes an approved extension for a specific qualification cohort, Insight Training will adhere to the published determination.
    - No AQF certificates may be issued for a superseded qualification beyond the allowed teach-out period.

4. **Student Transfer:** If teach-out is not possible or is not in the student's best interest, Insight Training will:
    - Support students in transferring to an alternative RTO to complete their qualification or training product,
    - Provide Statements of Attainment/Transcripts for completed units within 30 days of training cessation, and
    - Assist with referrals and transition arrangements, including communicating with the receiving RTO and relevant funding bodies (if applicable).

5. **Record Keeping:** All relevant records of notifications, teach-out/transfer arrangements, and student outcomes will be securely maintained and made available for audit in accordance with the Records & Retention Policy.
6. **Communication:** Insight Training will provide clear guidance and points of contact to affected students throughout the transition process, ensuring all students are informed of their rights and available options under the Australian Consumer Law.

Credential Verification

Insight Training ensures all student credentials and prerequisite evidence submitted during the enrolment process are formally verified. Credential verification results are recorded in VETtrak which is regularly updated and maintained as part of our enrolment process. The detailed verification and documentation process is set out in the Enrolment Procedure and overseen in accordance with our Credential Policy and audit requirements.

Deferment of Enrolment

In circumstances where a training product is subject to transition or teach-out, Insight Training may approve a deferment of enrolment based on the individual needs and circumstances of the student.

Deferment decisions will be guided by the principles of fairness, equity, and learner-centred support, ensuring students are not disadvantaged by changes to training products or delivery schedules.
A deferment may be granted to:

- enable the student to transition into the updated training product once available;
- allow completion within a teach-out period where continuing is in the student's best interest; or
- implement a reasonable adjustment for personal, medical, or accessibility needs impacting participation or progress.

Each deferment request will be assessed individually, documented in the student management system (VETtrak) and supported by evidence of the decision, communication with the student, and relevant transition or adjustment rationale.

Governance, Quality & Audit Mechanisms

- All records (including LLND, RPL, admission forms, USI, credentials) must be stored securely and available for audit.
- Enrolment and student support processes are reviewed annually or upon material change (triggered by legislative/ASQA updates, complaints, or risk events).
- AVETMISS and Total VET Activity data submitted as per reporting deadlines.
- The CEO submits the required annual declaration and ensures all regulatory notifications (material change, scope amendment) are made.

Continuous Improvement

Student feedback, complaints, and appeals are collected and regularly analysed. Outcomes of audits, reviews and feedback are documented, form the basis for process/form updates, and are tracked in the Document Control Register as per Governance - Quality Area 4. Regular reviews and ongoing performance evaluation cycles ensure audit readiness and continuous improvement beyond annual event.

1. **Complaints:** All students may lodge complaints regarding services, staff conduct, regulatory matters, discrimination, or any aspect of their participation with Insight Training. Complaints are received via formal channels, treated confidentially, and resolved promptly, with response times and escalation processes clearly outlined in the Student Handbook.

2. **Appeals:** The appeals process is separate from complaints, designed specifically for learners contesting academic results, assessments, RPL decisions, or other determination on training progression. Appeals are managed independently and must be submitted as per the process clearly outlined in the Student Handbook . Full outcomes and review steps are provided to all appellants.

3. **Feedback for Improvement:** Regular feedback (from students, staff, stakeholders) is formally collected and analysed as part of the organisation's ongoing continuous improvement cycle. Both complaints and appeals data are reviewed as part of annual and ongoing audits, with findings and corrective actions tracked in the Document Control Register and improvement plans.

Responsibility

- CEO
- Compliance Team
- Campus Manager
- Administration Support Team

Legislation / Contracts

This policy integrates and references the following, as applicable:

- SRTO 2025 (Outcome Standards & Compliance Requirements, Credential Policy 1-3 Governance – Quality Area 4)
- National Vocational Education and Training Regulator Act 2011 (Cth)
- Australian Consumer Law (Cth)
- Privacy Act 1988 (Cth)
- Fair Work Act 2009 (Cth)
- Disability Discrimination Act 1992 (Cth)
- National Child Safe Standards (Cth/WA)
- Children & Community Services Act 2004 (WA)
- Equal Opportunity Act 1984 (WA)
- VET Fees and Charges Policy (WA)
- Workplace Health and Safety Act 2020 (WA)
- National Child Safe Standards

Related Policies and Procedures

- Student Support and Reasonable Adjustment Policy
- Access and Equity Policy
- Continuous Improvement Policy