

Enrolment Policy

PURPOSE *To inform ARC Institute of Business students and employees of the policy surrounding the provision of pre-enrolment information and the enrolment process.*

SCOPE *The policy applies to all ARC Institute of Business students and employees who are required to provide or request information relevant to enrolment.*

1.0 INTRODUCTION

Prior to enrolment, ARC Institute of Business informs students about the training and/or assessment to be provided as well as support services available, and about their rights and obligations as students via the provision of the Student Handbook.

Prospective students seeking to enrol with ARC Institute of Business are assessed and admitted using fair, equitable and transparent procedures based on clearly defined, consistent and equitable criteria.

2.0 POLICY STATEMENT

ARC Institute of Business will ensure that information provided to all students is clear, accurate, up-to-date and sufficient to advise them of the training, assessment and support services to be provided, and about their rights and obligations in accordance with *the Standards for Registered Training Organisations (RTO)'s, specifically clauses 1.7, 3.6, 5.1-5.4 and 7.3.*

Students are provided with the Student Handbook and enrolment terms and conditions prior to enrolment and must sign to say they have read and understand their roles and responsibilities as a student of ARC Institute of Business.

3.0 POLICY PRINCIPLES

To ensure the objectives of this policy are achieved, ARC Institute of Business:

- 3.1 Advises potential students in a professional, ethical and responsible manner about the course they are enrolling in and the expected outcome and not provide false or misleading information or advice.
- 3.2 Provides accurate and ethical marketing and pre-enrolment information that enables potential students to make confident and suitable decisions about a selected course.
- 3.3 Provides administrative support that allows students to complete their enrolment efficiently and commence training at an agreed time and place.
- 3.4 Does not guarantee successful completion of the course or employment upon completion of the course.
- 3.5 Informs prospective students about alternate pathways to training such as recognition of prior learning pathways.

- 3.6 Via the enrolment form, provides students the opportunity to identify if any special assistance will be required to undertake the course. Assistance will be provided up to the limitations of ARC Institute of Business ability and if required, students may be referred to external agencies.
- 3.7 Upon enquiry, ensures that the prospective student is fully informed of the following information about the course they have enquired about:
- *Training and assessment*
 - *Support Services available*
 - *Resources required*
 - *Expected mode of delivery*
 - *Expected duration*
 - *Course Fees*
 - *Expected Outcome*

*This information is provided in the form of an email with attachments.

- 3.8 Provides each student with information about their rights and obligations via the Student Handbook, which is issued to them prior to enrolment and is available on the ARC Institute of Business website.

4.0 FEES AND CHARGES

- 4.1 Prior to enrolment, students are informed of all relevant fees and charges as well as payment terms and conditions and the right to obtain a refund in certain circumstances.
- 4.2 ARC Institute of Business does not have a Tuition Assurance Scheme (TAS) in place. As such it does not collect more than \$1,500 from students in advance.

5.0 ENROLMENT

- 5.1 Students are provided with clear instructions as to the process for enrolment into a course.
- 5.2 Enrolment into a course is complete once an enrolment form has been completed correctly and returned to ARC Institute of Business and enrolment fees have been received.
- 5.3 Following successful enrolment, students are emailed instructions informing them of how to commence their respective course and how to access the required training and assessment information as well as the contact details of their nominated trainer/assessor.
- 5.4 ARC Institute of Business endeavours to obtain the student's Unique Student Identifier at enrolment.

6.0 CONTINUING ENROLMENT

The nominated trainer/assessor contacts their students on a regular basis. If a student is not able to be engaged verbally or in writing for a period of more than three months, the following actions will occur:

- 6.1 The student will be sent a “read receipt” email advising that they have not submitted assessments or contacted their ARC Institute of Business trainer for more than three months. They will be advised that if they do not respond to the email that their student file will be closed after five working days from the date of the email and their course enrolment will be cancelled. No refund is applicable in this circumstance.

If they respond, amended timeframes for completion will be discussed and implemented with their trainer/assessor.

- 6.2 A re-enrolment fee of \$50.00 (fifty dollars) will be payable for students wishing to continue in a course following a notice of cancellation.
- 6.3 If changes are made to agreed services, ARC Institute of Business will work with the student to ensure that it causes minimal disruption to their studies. Changes may include:
- *Changing of a trainer*
 - *Transition to a new training package*
 - *Re-assessment*

| Version Control History | | | |
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| Version No. | Summary | Date | Approved by |
| 1 | <i>New Document</i> | 06.04.2016 | CEO |
| 2 | <i>Updated to reflect current processes - post initial registration Changed ARC & Associates Pty Ltd to ARC Institute of Business (trading name) Updated formatting and included logo</i> | 20.09.2017 | CEO |
| 2 | <i>Reviewed with no change. Re-date footer to 2018</i> | 22.01.2018 | CEO |