# Pre - Enrolment Information Checklist

The following is a list of information that Learners should receive pre-enrolment to ensure they can make an informed judgement about enrolling in the Training Product. Not all the information must be in the same location/document but it must be easily accessible for learners prior to enrolment; suggestions have been made as where to include the information.

Note: Legal name and code (as on *training.gov)* must be displayed on all marketing and promotional material

| Required Information | **Details** | **Suggested location** | **Completed** |
| --- | --- | --- | --- |
| Enrolment Procedure | Add details on how to enrol in course | Course Information  |  |
| **Orientation Procedure** | Add details or delete as appropriate  | Course Information  |  |
| **Qualification Description**  | Add description of Qualification - can be from training package  | Course Information  |  |
| **Licensing/Regulatory Information** | Insert information regard licensing or regulatory requirements | Course Information  |  |
| **Course Content** | RTO will provide training and assessment that leads to the achievement of competency in *(add Qualification Unit/Skills Set name) and list units of competency (if applicable)* | Course Information  |  |
| **Entry Requirements** | Add information regarding any entry requirements or state- *There are no entry requirements for this course* | Course Information  |  |
| **Course Outcomes** | Add information re course outcomes | Course Information  |  |
| **Course Schedule** | Add the days/hours/weeks of the course | Course Information  |  |
| **Method of Delivery** | Classroom. Online/ Blended/workplace/Traineeship | Course Information  |  |
| **Work Placement** | Add details of work placement requirementsSome work experience activities require a preliminary Police Check for prior convictions. This should be explained if relevant.  | Course Information  |  |
| **Fees and charges:** | Insert all information regarding fees and charges  | Course Information  |  |
| **Refund policy** | Insert refund policy  | Learner Handbook and/or website |  |
| **Fee Protection**  | Insert type of fee protection provided  | Learner Handbook and/or website |  |
| **Learner Support**  | Add details regarding available learner support and details of support agencies and who to support if learner wishes to discuss support needs. | Learner Handbook and/or website |  |
| **Reasonable adjustment**  | Insert statement to the effect:Reasonable adjustment to learning methods and assessment tasks will be made to ensure all learners have the opportunity to successfully complete the training program. Insert details of who to approach if the learner feels they require reasonable adjustments to be made | Learner Handbook and/or website |  |
| **Learner Rights and Responsibilities** | Learners should be made aware of their rights and responsibilities before enrolment  | Enrolment Form and/or Learner Handbook and/or website |  |
| **Complaints and Appeals Process** | Customer Protection Legislation requires information regarding the complaints and appeals process to be readily available to customers.Include name and contact details of designated Customer Protection Officer or who to direct the complaint to  | Learner Handbook and/or website Policy uploaded to website |  |
| **Access and Equity Statement and Policy**  | RTO’s are is required to provide training and assessment services to all clients regardless of race, religion, sex, socio-economic status, disability, language, literacy or numeracy. | Statement can be included in Learner Handbook and/or website Policy/process uploaded to website  |  |
| **Legislative Compliance****Statement**  | Statement: RTO Management and staff conducts periodic reviews to ensure that it is compliant with all state and federal legislative requirements for RTO’s including but not limited to WH&S, Harassment, Discrimination, Equal Opportunity and Vocational Education and Training legislation. | Can add statement to Learner Handbook and/or website |  |
| **Credit Transfer** | Add Statement: We recognise qualifications and statements of Attainment issued by other RTOs. Where sufficient documentation is provided we will provide credit transfer to enrolling learners.  | Course Information, and in Assessment Tools (Learner Information) |  |
| **RPL (Recognition of Prior Learning)** | Add Statement: Where learners have developed competencies in a workplace or community setting these competencies may be recognised through a formal assessment process. If you believe that you already hold relevant competencies please discuss this at enrolment with the office staff or at any time with your trainer or assessor.  | Course Information, and in Assessment Tools (Learner Information) |  |
| **Records and Information Management** | Add Statement:We are committed to implementing best practice in its records management practices and systems, responding in a timely manner to all requests for information from present and past learners. All staff are required to apply themselves to the provisions of the Privacy and Protection of Personal Information Act 1998. | Add Statement to Learner Handbook and/or website  |  |
| **Assessments**  | Add Statement:A list of the Assessment tools (types of assessments) used in the course and an Assessment Timetable will be provided prior to commencement of training.  | Add statement to Course Information  |  |
| **Assessment Appeals** | If you are unhappy about any assessment result then seeking a re-assessment is usually the first strategy. If you are still unhappy about the assessment process or result then the Complaints and Appeals Process may be invoked. | Learner Handbook and/or website Assessment Tools |  |
| **Foundation Skills**  | Add Statement:Foundation Skills are those skills relating to learning, reading, writing, oral communication and the core (employability) skills that are required in the workplace. All training products include assessment of Foundation Skills at a level relative to the qualification level. Assessment of Foundation Skills is embedded in the assessment tasks. | Course information and/or Learner Handbook |  |
| **Guarantee** | Add statement:Once learners have commenced a training program, we guarantee to complete all training and assessment as advertised | Course information and/or Learner Handbook or Learner Information on website  |  |
| **Quality Assurance**  | Add statement:Training and assessment services will meet the legislative requirements of a Registered Training Organisation and, be fit for purpose, and delivered in the advertised timeframe | Course information and Learner Handbook and/or website |  |
| **Third party Arrangements** | Add details about any third party conducting recruitment, enrolment or training and assessment services on your behalf | Course information |  |
| **Further queries** | Add statement e.g.You are welcome to seek further information about the course or terms and conditions of entry to the course. | Course information |  |