Enrolment Policy

Relevant standards

Instrument	Relevant requirements
2025 Outcome Standards for Registered Training Organisations	Standard 2.1 Information; Standard 2.2 Suitability; Standard 2.3 Training support; Standard 2.4 Reasonable adjustment; Standard 2.5 Diversity and inclusion; Standard 2.6 Student wellbeing; Standard 1.6 Recognition of prior learning; Standard 1.7 Credit transfer
2025 Compliance Standards for NVR Registered Training Organisations	Clause 12 Student identifiers
Student Identifiers Act 2014	Collection, verification, use and protection of Unique Student Identifiers

Purpose

The Elite Edge Training Academy Pty Ltd provides a fair, clear and supportive enrolment process. This policy explains how prospective students are given information, assessed for course suitability, offered appropriate support and formally enrolled.

The policy is designed to help each student select a suitable course and understand the training, assessment, fees, licensing considerations and responsibilities that apply before enrolment is accepted or fees are collected.

Scope

This policy applies to all prospective and current students enrolling in nationally recognised training delivered by The Elite Edge Training Academy Pty Ltd. It also applies to staff and contractors involved in marketing, suitability assessment, enrolment, student support, recognition of prior learning and credit transfer.

Policy principles

Enrolment information will be clear, accurate, current and provided before enrolment or payment.

- A prospective student's suitability will be reviewed before their enrolment is accepted.
- Students will be treated fairly and will not be excluded because they require reasonable support or adjustment.
- Licensing and registration information will distinguish between training outcomes and decisions made by the relevant regulator.
- Personal information will be collected, used, stored and disclosed in accordance with the Privacy Policy and applicable law.

Pre-enrolment information

Before enrolment or payment, prospective students will receive or be directed to current written information relevant to their proposed course. This information will include:

- The training product code and title, units of competency and expected course duration.
- The delivery and assessment methods, online learning requirements and expected study commitment.
- Entry requirements, required resources and any practical or workplace requirements.
- Course fees, payment arrangements, additional charges, withdrawal costs and refund conditions.
- Available training support, wellbeing support and reasonable adjustment arrangements.
- Complaints, appeals, academic integrity, privacy and student conduct requirements.
- Relevant occupational licensing or registration information for Queensland or Tasmania.
- Completing a training product does not automatically grant a real estate licence or registration. The relevant state regulator determines whether an applicant meets its licensing or registration requirements.

Enrolment and suitability process

1. The prospective student receives course information and discusses their intended qualification, licensing pathway and career goals with the RTO where required.
2. The student completes the enrolment application and provides accurate identity, contact, education, employment, support and statistical information.
3. The RTO reviews the student's career goals, previous education and experience, course entry requirements, study availability, language, literacy, numeracy and digital capability.
4. The RTO discusses any identified support needs or reasonable adjustments with the student and records agreed arrangements.
5. The RTO confirms whether the course is suitable. If it is suitable, the student receives written enrolment confirmation, fee information and access instructions. If it is not yet suitable, the RTO explains the reasons and discusses support, preparation or an alternative pathway.
6. The student is provided with access to the student management system and learning management system after enrolment is accepted and required payment arrangements are confirmed.

Language, literacy, numeracy and digital capability

All applicants must complete a pre-enrolment suitability review that considers their language, literacy, numeracy and digital capability. This normally includes the LLND Robot assessment and the Course Ready Digital Readiness for Learning Questionnaire. An approved alternative assessment may be used where required.

Assessment results are considered together with previous education, work experience, the student's course and career goals and any relevant discussion with the student. A result is not used as the sole basis for an enrolment decision. An interview by telephone, Zoom or Microsoft Teams may be arranged where further information is required.

Skill	Indicative commencement level	Target exit level
Reading	ACSF level 3	ACSF level 4
Writing	ACSF level 3	ACSF level 4
Numeracy	ACSF level 2	ACSF level 3
Oral communication	ACSF level 3	ACSF level 4
Learning	ACSF level 2	ACSF level 3

These levels are suitability indicators rather than automatic pass or fail scores. The RTO will consider the requirements of the selected training product and whether reasonable support can enable the student to participate successfully without changing the competency requirements.

Online study requirements

Because training is delivered online, students need regular access to a computer, a reliable internet connection and an active email address. Students must be able to:

1. Create and manage passwords securely.
2. Access and navigate the learning management system after induction and support.
3. Download, save, complete and upload documents.
4. Use word-processing and spreadsheet software where required.
5. Participate in online meetings or recorded assessment activities where required by the course.
6. Where a student needs help with these skills, the RTO will discuss suitable training, guidance or other support before finalising enrolment.

Student support and reasonable adjustment

Students are encouraged to tell the RTO about any disability, health condition, caring responsibility, language need, learning difficulty or other circumstance that may affect participation. Disclosure is voluntary unless the information is required to manage safety or determine whether a mandatory course requirement can be met.

Support may include additional trainer contact, study guidance, digital assistance, accessible formats, adjusted scheduling, additional time or referral to an external service. Any adjustment must preserve the requirements of the training product and the integrity of assessment.

Agreed support will be recorded in the student's training plan or support record and reviewed when required.

Unique Student Identifier

Students must provide a valid Unique Student Identifier unless an exemption applies. The RTO will verify the identifier before issuing AQF certification documentation.

The RTO may create or retrieve a Unique Student Identifier on a student's behalf only with the student's permission. Identity documents collected solely for that purpose will be securely destroyed as soon as practicable after they are no longer required, unless retention is required by law.

Recognition of prior learning

Students may apply for recognition of prior learning for skills and knowledge gained through work, previous study or other experience. Applications are assessed by a suitably qualified assessor against the requirements of the relevant unit of competency.

Evidence must be valid, sufficient, authentic and current. It may include work samples, third-party reports, interviews, demonstrations, records or other evidence relevant to the unit. No fixed period of experience or single document guarantees an RPL outcome.

RPL decisions, fees, feedback and appeal rights are managed under the RPL and Credit Transfer Policy.

Credit transfer

Credit transfer may be granted where a student provides authenticated AQF certification documentation or an authenticated VET transcript showing completion of the same unit or a unit recognised as equivalent.

The RTO may verify documentation with the issuing organisation or through the USI transcript service. Approved credit will be recorded in the student management system and reflected in the training plan. If credit is not granted, the student will receive reasons and may use the complaints and appeals process.

Fees and payment

The student will receive written confirmation of all course fees, payment terms, additional charges and refund conditions before enrolment or payment. Fees may vary according to the qualification, licensing pathway and jurisdiction selected.

Fee administration, withdrawals, refunds and prepaid fee protection are managed under the Fee Administration and Refund Policy.

Privacy and records

Enrolment applications, suitability information, LLND results, support arrangements, Unique Student Identifier records and related evidence will be stored securely and accessed only by authorised personnel. Information will be retained, used and disclosed in accordance with the Privacy Policy, records management requirements and applicable law.

Roles and responsibilities

The Chief Executive Officer is responsible for maintaining an accurate, fair and compliant enrolment process. Student Services administers applications, verifies information, records decisions and coordinates support. Trainers and assessors assist with suitability, support, RPL and credit transfer decisions within their authority. Students must provide complete and accurate information and advise the RTO if relevant circumstances change.

Complaints and appeals

A prospective or current student may raise a concern or appeal an enrolment, RPL, credit transfer or support decision under the Complaints and Appeals Policy. Making a complaint or appeal will not disadvantage the student.

Monitoring and improvement

The Chief Executive Officer will monitor enrolment outcomes, suitability decisions, support arrangements, complaints, appeals and student feedback. This policy will be reviewed annually or earlier if regulatory requirements, systems, courses or delivery arrangements change.

Version control

Date	Summary of modifications	Modified by	Version	Implementation	Next review
13/12/2024	Original policy created	360RTO Solutions	v. 1.0	13/12/2024	12/12/2025
01/06/2025	Reviewed for the 2025 Standards and updated pre-enrolment suitability, support and student information requirements	Cathy Dalton	v. 1.1	01/07/2025	30/06/2026
01/10/2026	Updated enrolment, LLND, digital capability, support, USI, RPL, credit transfer and Tasmania and Queensland requirements	Cathy Dalton	v. 1.2	01/10/2026	30/06/2027

RTO information

Item	Details
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