OSCAR INSTITUTE

RTO :21118

Enrolments

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Purpose

At Oscar Institute, we are committed to ensuring that all prospective learners and clients receive clear, accurate, and easily understandable information regarding course offerings, entry requirements, support services, fees and refunds policies, and other relevant enrolment information. This policy enables learners to make informed decisions about their training and assessment options.

Scope

This policy applies to:

- All current and prospective learners and clients; and
- All of our enrolment processes, marketing activities and related administrative functions.

Responsibilities CEO

- Ensures compliance with legislation, regulations and Standards for RTOs.
- Reviews and approves of pre-enrolment materials to maintain accuracy and compliance.

Administrative & Support Staff

- Responds to learner enquiries and provides pre-enrolment materials to course enquiries.
- Undertakes enrolment interviews to determine learner suitability and to learn more about them.
- Completes administrative enrolment processes.

Trainers & Assessors

- Administers and assesses Core Skills Indicator Assessments.
- Conducts learner induction programs.

General Principles

Oscar institute will be guided by the following principles:

- Ensure that all marketing materials and our pre-enrolment information are clear, accurate and easy to understand.
- Provide prospective learners and clients with comprehensive pre-enrolment information in efforts to help them assess the suitability of our training programs for their goals.

Course Brochure

- o The course code and title, as published on the National Training Register.
- o The requirements for acceptance into a course, such as age, prior educational experience, previous and current work experience and core skills requirements.
- o The course content and duration – including any breaks.
- o The modes of delivery available and location.
- o The assessment methods.
- o Information on any relevant work placements, including whether they are to seek out their own work placement arrangements (if applicable).
- o Information on credit transfers and recognition of prior learning processes available.
- o Any special requirements or resources required for the course.
- o The occupational outcomes produced by the relevant course.
- o Campus locations and a general description of the facilities, equipment and learning resources available to the learners.
- o Details of any arrangements with a third-party to market or deliver the course, or part of the course (if applicable).
- o Total fees and charges – such as tuition fees, materials fees, course extension fees, and RPL fees.
- o Refund information.

Student Handbook

- o The Student Code of Conduct.

o Our obligations and responsibilities to the learner.

o The learner's rights and obligations;.

o Privacy information.

o Fees and refund policy.

o Continuous improvement processes.

o Our complaints and appeals policy.

o Academic integrity matters.

o Information on assessments, credit transfer and recognition of prior learning.

o Monitoring and tracking of course completion.

o Intervention strategies.

o Information about the grounds on which the learner's enrolment may be transferred, deferred, suspended or cancelled.

o Student support.

o Reasonable adjustments.

- Provide timely and effective enrolment processing and support.
- Identify and accommodate reasonable adjustments to remove unnecessary barriers to training participation – refer to our Individual Learner Needs policy for more information on reasonable adjustments.
- Where we are not able to provide the required course or services to the learner or where we do not believe our training program is suitable for the learner, we are to direct them to the Australian Government's Your Career platform: https://yourcareer.gov.au.

Changes to enrolment

Where there is a change to the agreed services to be provided, policies relating to the learner's rights and the payment of fees and charges, or to the conditions of a learner's enrolment at any time, Oscar institute is to:

- Inform learners at least 5 business days prior to the changes coming into effect.

- Where this is not possible – such as when there are training product updates or when legislation is assented, our learners and clients will be notified of the change within 5 business days of the changes being published.
- Send out an information notice which includes:
  - What has prompted the change;
  - Why we have made the change;
  - How it affects them;
  - The benefits of the change;
  - When it will come into effect; and
  - Any opt-out options (if applicable).

Compliance

This policy aligns with Standards for RTOs 2025:

- Standard 2.1 – VET students have access to clear and accurate information, including to make informed decisions about the training product and the RTO, and are made aware of changes that affect them.
- Standard 2.2 – VET students are advised, prior to enrolment, about the suitability of the training product for them, taking into account their skills and competencies.
- Standard 2.7 – Reasonable adjustments are made to support VET students with disability to access and participate in training and assessment on an equal basis.
- Standard 4.1 – The RTO operates with integrity and is accountable for the delivery of quality services.
- Standard 4.2 – Roles and responsibilities are clearly defined and understood.
- Standard 4.3 – Risks to VET students, staff and the RTO are identified and managed.
- Standard 4.4 – The RTO undertakes systematic monitoring and evaluation to support the delivery of quality services and continuous improvement.

Failure to comply with this policy can have serious consequences, including but not limited to:

- For the RTO – breaches of legislation or regulatory requirements may result in financial penalties, loss of registration, reputation damage, or regulatory enforcement actions.
- For Staff Members – staff found to have knowingly or negligently failed to comply with this policy and any associated legislative or regulatory requirements may face disciplinary actions, up to and including termination of employment.
- For Learners and Clients – incorrect enrolment and pre-enrolment information or practices could lead to financial loss, training disruptions or a poor learning experience.

Continuous Improvement

- An internal audit is to be conducted at least once per year to assess our compliance with this policy and the relevant legislative and regulatory requirements. The audit schedule is outlined in our Continuous Improvement Schedule and areas for improvements are documented in our Continuous Improvement Register.
- Feedback from staff, learners, clients and industry stakeholders will be used to inform improvements to compliance processes and the effectiveness of our operations.

Related Documents

- Continuous Improvement Register
- Continuous Improvement Schedule
- Credit Transfer Form
- Enrolment Checklist
- Enrolment Form
- Enrolment Interview Form
- Recognition of Prior Learning Application Form
- Student Handbook

Enrolment Procedure

1. Initial contact

i. When a prospective learner initially contacts us, we should establish their training requirements. Establishing the needs of prospective learners or clients is important to ensure that they enrol in programs that meets their career goals and are able to make an informed decision on their training needs.

ii. We should always endeavour to answer all of their questions completely and accurately – from questions about the course, to the support services available, to the fees and charges applicable.

iii. Be active in providing solutions and build a positive and professional relationship from the first contact.

iv. Where a prospective learner or client's needs are aligned with one of our training programs, we are to provide them with our enrolment pack (where appropriate):

- Course brochure; and
- Student Handbook.

v. Where we are unable to offer them the training program of their choice or where we do not believe the learner is suitable for our training programs, we should direct them to the Australian Government's Your Career platform: https://yourcareer.gov.au.

vi. It is important that the Student Enrolment Checklist is completed for each prospective learner for accountability purposes.

2. Follow-up

i. 3 business days after sending out the enrolment pack to the prospective learner or client, we are to follow up with them to offer assistance and ask if they have any questions.

3. Enrolment application

i. Where a prospective learner or client proceeds with enrolment, we are to check their application has been completed correctly and completely.

ii. If there are any information that requires clarification or confirmation, note them down in the Enrolment Interview Form.

iii. Clarify them with the learner during the Enrolment Interview process.

4. Student file created on the Student Management System

i. When an Enrolment Form is received, a student file is to be created on the Student Management System.

ii. We should update the Notes section at every stage of their enrolment, and every time we are in contact with the learner.

5. Enrolment Interview

i. The Administrative & Support Staff is to contact the learner to undertake an enrolment interview within 1 business day of receiving their application for enrolment using the Enrolment Interview Form.

ii. During the interview, the Administrative & Support Staff is to confirm their understanding of the pre-enrolment materials provided, listen out for any issues with their listening, comprehension, speech and oral communication, and to find out more about the learner's education background and digital literacy.

6. Core Skills Indicator Assessment

i. Learners who have not completed a higher qualification in Australia previously are required to complete a Core Skills Indicator assessment. They are to complete it within 2 business days.

ii. Once they have returned the completed assessment, the Trainer & Assessor for the training program is to assess their submission within 5 business days and provide feedback.

iii. If the learner's Enrolment Form indicates that they have a disability, impairment or long-term condition, the Trainer & Assessor is to contact the learner to organise a time to undertake the assessment over Google Meets.

iv. Where we have identified the learner has minor deficiencies, the Trainer & Assessor is to develop a tailored support plan for the learner.

v. Where major deficiencies are identified, the Trainer & Assessor is to explain to the learner that they do not have the requisite core skills required to undertake this training, and to refer them to an approved language, literacy, numeracy and/or digital literacy specialist service provider. Refer to our Core Skills Support policy for more information and guidance on core skills matters.

7. Verify USI

i. The learner's USI is to be verified on the Australian Government's USI platform: www.usi.gov.au and once verified, the notes are to be entered into the student's file. OR Student Management System.

8. Credit Transfer

i. Where the learner has informed us that they would like to apply for credit, we should send them the Credit Transfer Form to complete.

ii. Request for them to return it to us with a certified copy of their AQF certification documents – i.e. their testamur and record of results, or their statement of attainment, or their authenticated VET transcript; which evidences that they have successfully attained the unit(s) of competency they are applying credits for.

iii. Advise them that if they do not return the form together with the certified copy of their supporting evidences, we will not be able to process their request for credit. Refer to our Credit Transfer policy for more information on the credit transfer requirements and process.

9. Recognition of Prior Learning

i. Where a learner has expressed interest in applying for an RPL assessment, they are to be provided with the Recognition of Prior Learning Application Form and briefed about the process. Refer to our Recognition of Prior Learning policy for more information.

10. Invoice fees

i. Once we have ascertained that the learner meets all of the training program requirements and they have completed the enrolment process, the Accounts department is to issue an invoice for the applicable fees.

11. Confirmation of Enrolment

i. Once the learner has been formally accepted into the training program and the invoiced fees are paid, the Administrative & Support Staff is to generate the Confirmation of Enrolment document and issue it to the learner, along with their log- in information to access their Student Portal.

12. Conduct induction and commence training

i. The learner will now undergo induction and commence their training program.

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Enrolment Process Flow-Chart