

Purpose

To provide guidelines for prospective clients regarding registering for a training program.

Scope

This policy is applicable to:

- All prospective clients and their parents/guardians and agencies acting on behalf of potential students in Novaskill courses, traineeships and programs.

Reference

This policy complies with

- the national Standards for Nationally VET Registered training organisations pursuant to clauses 15.3 and 16.3.
- PR-FA-34 Novaskill Refund Procedure
- NSW APL contract 2011-1012, varied 2014
- Novaskill Enrolment Forms
- Queensland VET Investment Plan and User Choice Policy

Definitions

Courses refers to all training delivery leading to assessment either of an accredited or non-accredited nature, including traineeships and partial qualifications.

Credit Transfer is the mutual obligation Novaskill has under its RTO status to recognise qualifications and statements of attainment issued by other RTOs and accept these units of competency as legitimate components of a training course without further charge or the need for assessment.

Course duration covers the term of a contract with Novaskill to provide training leading to assessment which may be a period specified by a funding body or determined by Novaskill as a reasonable time limit for completion of studies.

Extension is a period of grace granted to students in special circumstances to permit the completion of assessment activities beyond the nominated course duration. Funded programs may require the consent of the responsible authority before an extension can be granted.

Policy

Novaskill is committed to open enrolment based on principles of equity and access. Novaskill will advise against or refuse enrolment when it considers a potential client is ineligible for a funded place, does not meet prerequisites for entry into the course or demonstrates an inadequate basis of knowledge and skills to successfully meet the competency expectations at the level targeted by the course.

Novaskill reserves the right to nominate specific terms for the expected duration of courses on offer and the means for seeking and granting any extension to those terms. It is expected that all assessment will be completed within the course duration period unless an extension has been granted and assessment that falls outside these dates may incur additional costs for the student or their agent.

Enrolment into any course is pending until payment, as specified for each course, is received.

Novaskill reserves the right to limit the number of students enrolled in any course and will collect personal information at the time of enrolment to fulfil its obligations to various authorities, while respecting the privacy of the client and the confidentiality of information collected.

Prospective students under 18 years of age must have the written consent of a parent, guardian or legally bound custodian before enrolling in a course.

Novaskill will process requests for national credit recognition into a course at the time of enrolment if accompanied by a certified transcript of results from another recognised training organisation (RTO).

Prospective students will be informed in writing of the training, assessment and support services to be provided, and about their rights and obligations.

Novaskill reserves the right to charge additional fees for assessment services required if work is submitted for assessment beyond an agreed end date, including where an extension has been granted.

Responsibilities

The management of enrolment processes will be the responsibility of the National RTO Manager with duties for maintenance and continuous improvement of enrolment processes delegated as necessary to members of the RTO Administration team.

Appendix

Course Durations and Extensions

PROGRAM	DURATION	EXTENSION	AUTHORITY
Full Qualifications – Funded	12 – 36 months depending on VTO (NSW) or QTIS	Six weeks to six months	State Training Services/RTO Admin
Full Qualifications – Fee For Service Classroom based	Pre-published start and end dates plus no more than 30 days for final submission	Six to twelve weeks from published end date under extenuating circumstances following written request	Branch Coordinator and National RTO Manager
Full Qualifications – Fee For Service Existing Worker	Start and end dates as negotiated for training plan	Six to eight weeks by negotiation with employer	Branch Coordinator
Partial Qualifications - Funded	Within start and end dates determined by purchase order	No extension	National RTO Manager/RTO Admin
Partial Qualifications – Fee For Service	Start and end dates as negotiated with client plus no more than 30 days for final submission	Six to eight weeks in negotiation with client, following written request	Branch Coordinator
Online or Distance Learning			
Traineeship	12 – 36 months (FTE) depending on VTO (NSW) or QTIS	Six weeks to six months	State Training Services/RTO Admin
Full Qualification – Fee For Service	12 – 24 months depending on the units of competency	Six to eight weeks in negotiation with client, following written request	e-Learning Coordinator/National RTO Manager
Partial Qualification – Fee For Service	6 – 12 months depending on proportion of full qualification (single units = 3 months)	Six to eight weeks in negotiation with client, following written request	e-Learning Coordinator/National RTO Manager

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Continuous Improvement

Novaskill's continuous improvement approach to this procedure is: -

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| <input checked="" type="checkbox"/> Annual Procedure Review | <input type="checkbox"/> New Document Review @ 3 months |
| <input checked="" type="checkbox"/> Internal Annual Audit | <input type="checkbox"/> External Audits |
| <input type="checkbox"/> Customer Satisfaction Survey | <input type="checkbox"/> Complaints |
| <input type="checkbox"/> External Benchmarking | <input type="checkbox"/> Staff Survey |
| <input type="checkbox"/> Other – <u>Qualification & Skills Review (see qualification summary)</u> | |



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