

## ENROLMENT POLICY

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### 1. PURPOSE

- 1.1. This Policy provides guidance to International Child Care College Pty Ltd (**ICCC**) employees, students and stakeholders on enrolment into courses offered by the College.
- 1.2. Clear, accurate, and timely pre-enrolment and induction communication helps ensure potential students can make informed choices about a course and alternate training pathways.

### 2. SCOPE

- 2.1. In this Policy, “**Company**” or “**ICCC**” refers to International Child Care College Pty Ltd.
- 2.2. This Policy applies to all employees of International Child Care College; collectively referred to as [**employees**].

### 3. DEFINITIONS

- 3.1. **Enrolment:** The act of registering a student for a training program with ICCC through the completion of an enrolment form.
- 3.2. **Commencement:** The date the student actually participates in a training program, typically by engaging in assessment.

### 4. PRE-ENROLMENT

- 4.1. ICCC must provide clear and accurate information to prospective students about the training program they are enrolling in, including:
  - Administration information such as fees, protecting fees paid in advance, refunds, Credit Transfer, and Recognition of Prior Learning.
  - Training information such as the duration of the training, student requirements, assessment expectations, and the rights and responsibilities of both students and the RTO.
- 4.2. To achieve this, ICCC:
  - Only produces accurate and ethical marketing information to enable confident and suitable decisions about selected training programs.
  - Provides administrative support that allows students to complete enrolment documentation efficiently and commence training at an agreed time and place.
  - Conducts pre-enrolment conversations to understand each student's individual needs and circumstances that may impact training outcomes.
  - Provides information on any partner providers who will interact with and deliver training following commencement.

### 5. LLN SCREENING

- 5.1. The College assesses students' language, literacy, and numeracy skill levels to ensure they have adequate skills to meet the requirements of their desired training program.
- 5.2. Where LLN screening identifies concerning outcomes, students are consulted with, monitored and supported in the training program.
- 5.3. Students with poor LLN will be encouraged to defer training until such time as appropriate.

## 6. COMMENCEMENT

6.1. Following the completion of the enrolment, and prior to commencement, ICCC:

- Designs and develops a student's Individual Learning Plan (ILP) scheduled over the training contract and including appropriate Credit Transfer status and/or Not Required status for identified units.
- Loads any additional enrolment documentation to the student's ILP to ensure transparency and ease of access.
- Sends commencement emails to the students and relevant stakeholders including information on how to login and participate in training.

6.2. ICCC endeavours to commence students at the earliest opportunity to allow them to access the maximum term of the training contract. To facilitate commencement, ICCC:

- Conducts an online induction to the learning portal highlighting the 'Need Help' function.
- Directs students towards their ILP with listed assessment activities and due dates.
- Directs students to open the initial assessment and to access Cengage Brain to download e-textbooks.
- Encourages students to participate in assessment using the textbook/reading reference to guide responses.

**NOTE:** Students may not have completed the LLN exam prior to commencement. Where students have not completed the LLN exam as part of the pre-enrolment process, ICCC must follow up with the student to ensure this is completed.

## 7. ENROLMENT APPEALS

7.1. In some circumstances, a potential students may not be approved to enrol with the College. This may include students who:

- Have poor LLN
- Are unable to confirm work placement
- Disciplinary action related to previous training programs (Disciplinary Termination)

7.2. Students have the right to appeal any enrolment decisions made by ICCC.

7.3. Appeals must be submitted in writing to the General Manager within 14 days of receiving the disciplinary action notice.

7.4. The General Manager will review the appeal and make a final decision, which will be communicated to the student in writing.

## 8. COMPLIANCE

8.1. ICCC seeks and encourages the commitment of all employees regarding this Policy and is dedicated to ensuring that all employees are aware of and understand all elements of this Policy, and any associated policies and procedures.

8.2. Employees must comply with the requirements of this Policy. Any breach of this Policy may result in disciplinary action including, but not limited to, termination of employment.

## 9. REVISION HISTORY

Rev	Date	Revision Description	Name
V1	6/03/2023	Initial Policy	ICCC HR
V2	4/06/2024	Review and updated to align to Smart and Skilled	KC