

POLICY

| Pre-enrolment Policy | | | |
|-----------------------------|--|------------------------------|-----------------------|
| Standard 4 and 5 | STD 4 and 5 Clause 4.1, 5.1 – 5.3 | Policy No. | RTO.S4-POL-003 |
| | | Related Procedure No. | RTO.S4-PRO-003 |
| Policy Owner | | | |
| Scope | This policy applies to clients, participants and employees of Risk Management Training Solutions and its associated entities. | | |
| Date of approval | 22.10.19 | Review Date | 22.10.21 |
| Change Control | Reviewed as part of continuous improvement | | |
| Version No. | 1.1 | | |
| Related Policies | Participant file management Policy Marketing and Advertising Policy Fees and Payments Policy Refund Policy Complaints and Appeals Policy | | |

1. Overview

Risk Management Training Solutions (RMTS) provide clear information to prospective participants to enable them to decide if RMTS and the course is suitable to meet their requirements, taking into account their existing skills and knowledge and any specific needs.

Prior to enrolment or commencement of training or assessment, participants are informed about the services they are to receive, their rights and obligations in accordance with the Standards for Registered Training Organisations (RTOs) 2015 Standards 4 and 5 and the Australian Qualifications Framework (AQF).

2. Policy

2.1 Pre-enrolment information relevant to potential participants is communicated through:

- Course advertising of current training products (electronic, hardcopy or digital)
- Information sessions/orientation
- Participant handbook
- Website
- Email communications
- Face to face interaction with potential participants

2.2 A course outline is available to potential participants prior to enrolment. This document is always available on the RMTS website and outlines information on:

- RTO full name, registration number
- Qualification information as appears on RTO's scope of registration on National Register
- Entry requirements
- Unique Student Identifier
- Fee information including fees, payments and refunds
- Course content, outcomes and pathways
- Modes of delivery
- Policies and Procedures including Complaints
- Training and assessment (including RPL)
- Client support services
- Third parties (if relevant)

2.3 Fee for service participants will be provided with a quote prior to enrolment providing clear information about all fees, charges and refunds. The quote includes:

- Relevant fees
- Refund information
- Qualification information including timeframes

2.4 Corporate/client training will involve consultation between the client and RMTS senior management to determine the specific needs of the client. Before delivery commences a formal quote will be prepared for and accepted by the client.

2.5 Information on Risk Management Training Solutions' RPL or credit transfer process is made clear in all course materials, website and is included in the Participant Handbook and is also where possible, explained to the participant by an RMTS Trainer. Our policy on RPL is to offer this service where it is the most cost effective, efficient method of assessment.

3. Definitions

Relevant Legislation refers to the Higher Education Support Act 2003, Further Education and Training Act 2014, National Vocational Education and Training Regulator Act 2011, Territory Records Act 2002, or any other which may change from time to time.



4. References

Standards for Registered Training Organisations (RTOs) 2015

Standard 4 and Standard 5 – Clause 4.1 and 5.1 – 5.3

National Training Register: <https://training.gov.au/Home/Tga>

[Australian Government - Unique Student Identifier](#)

Australian Qualifications Framework (AQF): <https://www.aqf.edu.au>