

Enrolment Policy and Procedure

Purpose

This policy describes how Hats Qld Pty Ltd trading as Hope Centre Education meets its obligations under the *Standards for Registered Training Organisations (RTOs) 2025 (F2025L00354)*, by ensuring that all prospective learners receive accurate, timely, and comprehensive information before enrolment, that enrolment processes are conducted ethically and fairly, and that student needs are appropriately identified and supported prior to the commencement of training and assessment.

Clause 2.1

Prior to enrolment or the commencement of training and assessment, whichever occurs first, Hats Qld Pty Ltd T/A Hope Centre Education provides each prospective learner with advice regarding the training product best suited to their individual needs. This advice considers the learner's existing skills, competencies, and career goals. Our staff conduct a detailed discussion with every student during the induction process to ensure they receive appropriate guidance, enabling them to choose the qualification or course that aligns with their abilities and objectives.

Clause 2.2

Before enrolment or the commencement of training and assessment, Hats Qld Pty Ltd T/A Hope Centre Education ensures each prospective learner has access to current, accurate information that empowers them to make informed decisions. Learners are provided electronically with comprehensive details, including:

- The code, title, and currency of the training product for which they will be enrolled, as published on the national register.

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- The estimated duration, expected locations, and modes of delivery of the training and assessment.
- The name and contact details of any third-party providing training and/or assessment services on behalf of the RTO.
- Any work placement requirements, including the expected length and type of placement.
- A clear explanation of Hats Qld Pty Ltd T/A Hope Centre Education's obligations to the learner, including responsibility for the quality of training and assessment in accordance with the Standards for RTOs 2025, and for the issuance of AQF certification documentation upon successful completion.
- The learner's rights, including the process for lodging complaints and appeals, as outlined in the Hope Centre Education Complaints and Appeals Policy, and the procedures to follow if the RTO or a third-party partner cease delivering training.
- The learner's obligations, including any entry requirements for their chosen qualification, responsibilities in providing necessary materials or equipment, and information on the impact of government funding or subsidy arrangements.
- Clear and transparent fee information, including the total course cost, payment terms, deposits, and refund policies. Learners are informed of their consumer rights, including any statutory cooling-off periods, and their entitlement to a refund if the RTO fails to deliver agreed services or the training arrangement ends prematurely.

These requirements are fulfilled by providing each learner with the Hope Centre Education Student Handbook, a personalised enrolment consultation, and an opportunity to discuss any questions with a trainer, assessor, or administration team member. Our staff use a documented Induction Checklist to confirm each aspect of the above information has been communicated and understood prior to enrolment confirmation.

Clause 2.6

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Hats Qld Pty Ltd T/A Hope Centre Education is committed to ensuring every learner has access to appropriate support services throughout their enrolment. During the enrolment and induction process, each learner's physical, mental, or other support needs are identified through direct consultation, LLN assessments, and a digital literacy check. Where wellbeing needs are identified, learners are offered tailored support, including professional counselling, referrals to external services, and reasonable adjustments to training or assessment where necessary. These measures enable learners to successfully complete their studies and comply fully with the wellbeing support obligations outlined in Clause 2.6 of the Standards for RTOs 2025.

Clause 3.3

Hats Qld Pty Ltd T/A Hope Centre Education maintains accurate and up-to-date records of each learner's enrolment, progress, and outcomes in its secure Student Management System. Individual enrolment records, including completed forms, induction checklists, LLN assessments, and credit transfer documentation, are retained for a minimum period of thirty years in compliance with national regulatory requirements. Learners are advised of their right to access their own records at any time by submitting a request to the RTO administration team, who will ensure all requests are handled promptly, maintaining confidentiality and data integrity.

Clause 4.1

Hats Qld Pty Ltd T/A Hope Centre Education recognises and provides credit for units of competency or AQF qualifications where learners provide evidence through AQF certification issued by other RTOs or AQF-authorised bodies. Learners seeking credit transfer are guided through a documented process that includes completing a Credit Transfer Application Form, supplying certified copies of relevant transcripts or statements of attainment, and authorising verification of documents through the issuing organisation or the USI registry. Trainers or assessors evaluate the evidence, determine eligibility for credit, and document the outcomes in

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the Student Management System. Learners receive written confirmation of credit transfer decisions before enrolment is finalised, and credit decisions are retained in student records in accordance with regulatory and records management requirements.

Scope

This policy applies to all staff involved in the recruitment, enrolment, induction, and support of students undertaking training with Hats Qld Pty Ltd T/A Hope Centre Education.

Policy Statement

Hats Qld Pty Ltd T/A Hope Centre Education is committed to ensuring every prospective learner receives sufficient information to make an informed decision about their training, including clear advice on course requirements, support services, fees, refund conditions, entry requirements, and obligations under relevant legislation. The RTO recognises the importance of meeting individual learner needs by assessing existing skills, competencies, language, literacy, numeracy (LLN) abilities, and digital literacy capabilities to determine the most appropriate training product and support services for each student.

Pre-Enrolment Information

Prior to enrolment or commencement of training and assessment, whichever occurs first, Hats Qld Pty Ltd T/A Hope Centre Education provides each prospective learner with current and accurate information regarding the training product's code, title, and currency as published on the national register. Learners receive details on the estimated duration, delivery mode, expected locations, and any third-party arrangements for training and assessment services. Information provided also outlines work placement arrangements, the RTO's responsibilities for quality and compliance, learners' rights including complaints and appeals processes, and obligations such as equipment or materials required, prerequisites, and implications of

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government funding or entitlements. This approach complies with Clauses 2.1 and 2.2 of the Standards for RTOs 2025.

Eligibility and Entry Requirements

Each prospective learner's eligibility for enrolment is assessed through comprehensive counselling during the induction process, which includes reviewing their existing qualifications, experience, LLN abilities, and digital literacy skills necessary for successful participation in blended or online learning. Students are advised of any specific entry requirements for the chosen course. Where gaps in skills or knowledge are identified, additional support or alternative pathways are recommended to ensure students have the opportunity to achieve successful outcomes.

Identifying and Supporting Student Needs

During the enrolment process, Hats Qld Pty Ltd T/A Hope Centre Education identifies any learner needs related to LLN, physical or mental health, disability, or other barriers to participation. Learners are encouraged to disclose any circumstances requiring support so the RTO can make reasonable adjustments in line with its Access and Equity Policy. In compliance with Clause 2.6 of the Standards for RTOs 2025, the RTO provides access to wellbeing services, including professional counselling, digital literacy assistance, and academic support, to enable students to meet their training goals.

Credit Transfer and Recognition of Prior Learning

Hats Qld Pty Ltd T/A Hope Centre Education recognises AQF qualifications and statements of attainment issued by any other RTO or AQF-authorized issuing organisation as evidence for Credit Transfer, in line with Clause 4.1. Students applying for Credit Transfer must complete the relevant application form and provide certified copies of qualifications. Trainers or assessors

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review the application, verify documentation, and record decisions in the student management system. Recognition of Prior Learning (RPL) is also available for skills and knowledge gained through formal, non-formal, and informal learning, assessed against the relevant training product requirements. Outcomes of Credit Transfer or RPL are communicated to students in writing.

Third-Party Arrangements

Where training or assessment services are provided on behalf of Hats Qld Pty Ltd T/A Hope Centre Education by a third-party organisation, learners are informed prior to enrolment of the third party's name, contact details, and role in the delivery of services. The RTO maintains responsibility for the quality of training and assessment and for the issuance of AQF certification documentation.

Enrolment Process

Initial enquiries are documented in the student management system or customer relationship management system. Prospective learners are provided with the Student Handbook and relevant course information and invited to participate in a phone or video consultation with an authorised staff member to discuss course details, fees, refund policies, support services, and assessment methods. Upon agreement to proceed, students complete the Enrolment Form, including LLN and digital literacy self-assessments. Two forms of identification and a verified Unique Student Identifier (USI) are required. Credit Transfer or RPL applications are processed where applicable. The RTO confirms enrolment in writing upon receipt of required documentation and initial payment, in line with the Financial Management Policy.

Enrolment Confirmation and Payment

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Once the enrolment process is complete, the RTO provides written confirmation of enrolment, including a summary of course commencement details, payment schedule, and access instructions for learning resources. Students are issued invoices and receipts in accordance with the Financial Management Policy. All fees, payment terms, and refund conditions are outlined clearly to comply with Clause 2.1 of the Standards for RTOs 2025.

Changes to Enrolment

Students may defer or transfer their enrolment by submitting a written request at least one week in advance of the course start date, subject to availability. Requests for withdrawal must be made in writing and are subject to the Refund Policy. Students who are unresponsive to communications for more than thirty days may have their enrolment withdrawn. Any cancellation, deferment, or transfer is recorded in the student management system, and learners are notified in writing of the outcome and any applicable financial adjustments.

Cancellation of Courses and Refunds

Hats Qld Pty Ltd T/A Hope Centre Education aims to avoid cancelling scheduled training programs. If unforeseen circumstances require a course to be cancelled or postponed, students will be offered alternative dates, delivery modes, or locations where available. If suitable alternatives cannot be arranged, full refunds will be processed within seven days of cancellation.

Records Management

Accurate records of each learner's enrolment, progress, and outcomes are maintained securely in compliance with Clause 3.3 of the Standards for RTOs 2025. Records are retained for a

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minimum of thirty years, as required by regulatory obligations. Students have the right to access their own records upon request. Management of learner records is guided by the Hope Centre Education Records Policy.

Procedure

New Enrolments

1. Initial Enquiry

- 1.1. Dedicated Student Support Helpline number or email info@xxx.edu.au
- 1.2. Provide course information to the client by:
 - 1.2.1. Referring a client to the website.
 - 1.2.2. Post/fax or email.
 - 1.2.3. Sending student handbook and course information
- 1.3. Create a record of the enquiry on CRM / SMS/Enquiry Diary

RTO Manager

- 1.4. Arrange a phone call or zoom session with the student. Follow the Induction Form to counsel the client.
- 1.5. Provide the Student Handbook and course information.
- 1.6. Highlight the key information about the course: Course structure, content, assessment, certification, fee and payment options, refund, etc.

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- 1.7. Check to ensure whether each information of the Induction checklist is discussed and briefed with the client.
- 1.8. Allow the enough time to client to ask any further information needed and any clarify any issues that are still not clear
- 1.9. Sign and date the Induction form
- 1.10. Handover the Induction Form to the Admin Officer.

2. Follow Up of Initial Enquiry

Admin

- a. Contact all initial enquiries within one (1) week, attempt to confirm enrolment.

RTO Manager

- b. Remind the Admin to contact all the initial enquiries within one (1) week and update the enrolment status.

3. Processing Course Enrolments

Admin

- a. Receive the Induction Checklist from RTO Manager. Ask the student to sign and send us the induction checklist via email.
- b. Request the client to complete the 'Enrolment form' which can be downloaded from the website, fill and save it and send it by email at admin@hopecentre.edu.au, including language, literacy, and numeracy (LLN) test. Advise that the LLN test must be completed by themselves without others' assistance.

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- c. Determine if the client meets the minimum eligibility for the course.
- d. Ask whether the client has any previous VET qualification,
- e. Request a copy of previous VET qualification if applicable
- f. Determine any possibility of the Credit Transfer and hand in the Credit Transfer Form if applicable.
- g. Request the student to provide access to Hats Qld Pty Ltd T/A Hope Centre Education to the USI registry (see USI Access Guideline).
- h. Inform the Trainer/Assessor/RTO Manager about any Credit Transfer applications.
- i. Ensure to receive at least two forms of ID.
- j. Forward the completed application to the trainer/assessor/RTO Manager for enrolment approval, LLN Assessment, and Credit Transfer approval.

4. Recognition and LLN Assessment

Trainer / Assessor

- a. See the LLN test of the client and provide the feedback
 - i. Satisfactory: Can proceed with the training
 - ii. Satisfactory but needs to improve in a specific area: If so, please provide a comment on what additional support is needed
 - iii. Not Satisfactory: Provide the comment why not satisfactory and why cannot continue the course.
- b. Review the Credit Transfer application if there is,
 - i. Check the application
 - ii. Ensure the Unit Code Unit Name, and evidence supplied

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- iii. Verify the evidence received by the student with the issuing RTO or via the USI Registry
 - iv. Request the CEO for access to the USI registry if it is to verify through the US registry.
 - v. If applicable, Verify the Credit Transfer units and provide the assessment outcome.
 - vi. Sign the Credit Transfer Form
- c. Handover the Enrolment Form to the Admin

5. Finalising Enrolment

Admin

- a. Ensure to receive two forms of ID, as advised in the enrolment information.
- b. Check to see if client details are on SMS (if applicable)
- c. All client enrolments are processed through SMS, so process the enrolment in SMS.
- d. Enter the AVETMISS data if the client has not applied himself/herself in SMS.
- e. Verify the data if the client has applied directly to the SMS.
- f. Approve the enrolment and generate the student ID
- g. Ensure the USI has been recorded in the SMS
- h. Enrol into the units of the course enrolled
- i. Create the payment schedule, raise an invoice, and process the payment.
- j. Take the payment and ensure to give a copy of the invoice and receipt to the client.
- k. Create a client file (See 'Records Management Procedures' for details).

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- l. Hand in relevant course materials to the client, send an email (using the template), and provide access to all the course materials.
- m. Store all the documents in the newly created client file.
- n. Notify the trainer/assessor of the necessary planning of the course delivery.

Student Withdrawal / Deferral / Amendment

6. Application to Withdraw/ defer/ amend enrolment

Student

- a. Student completes 'Course Withdrawal/Amend Form' on the website or sends an email to www.hopecentre.edu.au
- b. Student mentions the course withdrawal/amendment and the reason for doing it.

Admin

- c. Reviews the course withdrawal/amendment request and checks the feasibility and completeness of the request.
- d. Communicates with the student about the refund process and application for a refund, if applicable (see Refund Policy)
- e. Collects the refund request (see Refund Procedures)
- f. Forwards the request to RTO Manager for approval/ authorisation.
- g. Includes the confirmation of the course fee payments, and bank details of the client to the applicable refund.

7. Authorisation

RTO Manager

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- a. Reviews 'Course Withdrawal/Amend Form' request.
- b. Determines whether the application is approved.
- c. For the cancellation/refund, determines the refund amount (where applicable)
- 8. Processing Withdraw/ deferral / amend enrolment request

Admin

- a. Make relevant changes in SMS – cancellation of the course and unit enrolment.
- b. Make relevant notification on client file.
- c. Cancels the course status if the request was withdrawal.
- d. Contact client to advise outcome.
- e. Makes the refund payment to the client if the refund was applicable.
- f. Receive the payment for the necessary charges (if any) as indicated in the request form, in case of amendment/deferral
- g. Provide/revoke client's relevant materials /logins (as applicable)