

Enrolment Policy

RELEVANT STANDARD(S):

[Standards for Registered Training Organisations \(RTOs\) 2015](#)

- Standard 1 | Clauses 1.2, 1.7, 1.12
- Standard 5 | Clauses 5.1 – 5.4

PURPOSE

SNS College of Western Australia Pty Ltd is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations 2015 and all applicable funding or licensing conditions.

This policy establishes the principles for learner selection, admission and enrolment, ensuring a fair, transparent and compliant process that provides accurate pre-enrolment information and assesses each learner’s suitability, support needs and LLN/digital capability before enrolment.

SCOPE

Applies to all SNS College staff engaged in marketing, student recruitment, admissions, training delivery and compliance oversight for all qualifications, skill sets and individual units on scope.

Policy Statements

1. Information to Learners

Before enrolment, every prospective learner will be provided with sufficient and accurate information to make an informed decision about their training.

Information may be supplied via the website, brochures, Student Handbook or direct email, and must include:

- RTO name, code and contact details;
- training product code and title (as published on training.gov.au);
- course structure, duration and delivery modes;
- assessment methods and trainer contact arrangements;
- possible vocational outcomes and pathways;
- work-placement or licensing requirements (if applicable);
- fees, payment terms, refund policy and additional charges;
- materials and resources to be supplied by the learner;
- RPL and Credit Transfer options;
- learner rights and responsibilities;

- complaints and appeals process; and
- privacy and records-management information.

All learners must acknowledge receipt of this information when submitting their enrolment or pre-enrolment forms.

2. Pre-Enrolment Assessment and Interview

Before enrolment confirmation, each applicant must complete a Pre-Enrolment Assessment, which includes:

- a pre-enrolment assessment covering learner suitability, Language, Literacy, Numeracy and basic digital skills
- submission of identification and prerequisite documents; and
- provision of a Unique Student Identifier (USI).
- Applicants may also complete a pre-enrolment interview with a suitably qualified person (via Zoom, Teams or in person) to confirm:
 - general readiness for study in the chosen qualification or unit;
 - digital literacy skills sufficient for participation in online components; and
 - any reasonable adjustments or support required.

The trainer documents the outcomes, LLN results and digital capability observations for review by the Training Manager.

3. Language, Literacy and Numeracy (LLN) and Digital Skills Assessment

SNS College assesses each learner's LLN and basic digital skills prior to enrolment to determine their capacity to undertake training successfully.

- LLN assessment tools are mapped to the Australian Core Skills Framework (ACSF).
- Digital literacy checks include the ability to operate email, basic word-processing and the LMS.
- Results inform support requirements, reasonable adjustments and the amount of training.

Where LLN or digital skills gaps are identified, SNS College will provide appropriate support or refer the learner to external assistance before proceeding with enrolment.

4. Assessment of Need and Support Services

An up-front assessment of need is undertaken for each learner. This may include consideration of disability, health conditions, cultural background or language barriers. Learners who disclose special requirements will be consulted about reasonable adjustments and support plans as per the Additional Support Policy.

5. Competency Assessment and Recognition of Prior Learning (RPL) / Credit Transfer

Each learner's previous experience and qualifications are considered when developing their training plan.

Where appropriate, learners may apply for Recognition of Prior Learning (RPL) or Credit Transfer in accordance with the RPL and Credit Transfer Procedure.

These processes help determine the amount of training required to achieve the competency outcomes

6. Enrolment Process and Confirmation

A valid enrolment occurs only when:

- the learner's application form is complete and signed;
- pre-enrolment assessment and interview are finalised;
- required supporting documents and USI are verified; and
- fees are paid in accordance with the Fee Administration and Refund Policy.

Learners receive written confirmation of enrolment and instructions for accessing resources, trainer contact details and LMS login information.

7. Notification of Enrolment and Records Management

Upon enrolment, SNS College will create and maintain an individual learner record within its Student Management System and retain records in accordance with legislative and regulatory requirements.

Learners may access their own records and progress data at any time upon request.

8. Course Cancellations, Transfers and Extensions

SNS College will make reasonable efforts to assist learners who wish to cancel or transfer their enrolment by offering alternative delivery options where possible.

Transfers or extensions must be requested in writing on the relevant form and are subject to availability and applicable conditions.

9. Fees and Refunds

All fees and charges are published and managed in accordance with the Fee Administration and Refund Policy.

SNS College will not accept advance payments exceeding \$1500 from any learner at one time.

Learners are informed of refund conditions before payment and acknowledge these when enrolling.

10. Monitoring and Continuous Improvement

Student Services and the Training Manager will monitor enrolment activities to ensure compliance with this policy and the Standards for RTOs 2015.

Feedback from learners and staff is collected through surveys and Continuous Improvement Meetings.

Opportunities for improvement are recorded in the Continuous Improvement Register.

Roles and Responsibilities

Role	Key Responsibilities
Training Manager	Oversees implementation and compliance with enrolment requirements; approves LLN tools and support plans.
Trainers and Assessors	Conduct pre-enrolment interviews and LLN/digital assessments; record results and recommend support.
Student Services	Manage all enrolment documentation and communications; verify USI; process payments and file records.
Compliance Officer	Audit enrolment records and LLN evidence; report non-conformances to the Training Manager.
Marketing Officer	Ensure course information and advertising materials are accurate and current per Clauses 5.1–5.4.

Related Documents

- Generic Pre-Enrolment Assessment Form (LLN & Suitability)
- Additional Support Policy and Procedure
- Fee Administration and Refund Policy
- RPL and Credit Transfer Procedure
- Reporting and Records Management Policy
- Continuous Improvement Register

VERSION CONTROL

Version Control Table					
Date	Summary of Modifications	Modified by	Version	Date of Implementation	Next Review Date
10/02/2025	Document creation	360RTO Solutions	v. 1.0	15/09/2025	15/09/2026
01/11/2025	Expanded policy to include digital literacy assessment within LLN process; added clarity on pre-enrolment interview and support planning (Standards 1 & 5).	SNS	V2.0	01/11/2025	01/11/2026

RTO INFORMATION

Document Name	SNS - Enrolment Policy V2.0
RTO/Company Name	SNS College of Western Australia
ABN	81 665 855 872
RTO Code	#00000
Phone	08 6153 4505
Email	info@snscollege.com.au
Manager	Training Manager
Website	www.snscollege.com.au
Address	Level 1, 224-226 Stirling Street, Perth 6000