

SNS-05-POL-001 Enrolment Policy

RELEVANT STANDARD(S):

Standards for Registered Training Organisations (RTOs) 2025	▪ Outcome Standard 2.1 – Information prior to enrolment ▪ Outcome Standard 2.2 – Learner suitability and informed choice ▪ Outcome Standard 2.3 – Training support services ▪ Outcome Standard 2.4 – Reasonable adjustment ▪ Outcome Standard 4.1 – Governance and accountability ▪ Outcome Standard 4.4 – Monitoring and continuous improvement
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PURPOSE

SNS College of Western Australia Pty Ltd (“SNS College”) is committed to ensuring that learner enrolment decisions are fair, transparent, evidence-based and support successful learner outcomes.

This policy establishes the governing principles for learner recruitment, booking, enrolment information collection, suitability assessment and enrolment confirmation, ensuring that:

- learners receive accurate and sufficient information prior to enrolment;
- learner suitability, support needs, AVETMISS information and readiness requirements are reviewed before training commences;
- learner suitability and support needs are assessed before training commences;
- enrolment decisions protect the integrity of training products; and
- enrolment practices are monitored, reviewed and continuously improved.

SCOPE

This policy applies to:

- all prospective and enrolled learners;
- all qualifications, skill sets and units of competency on the RTO’s scope;
- all staff and third parties involved in marketing, recruitment, enrolment, training delivery, learner support and compliance oversight.

Policy Principles (Enrolment)

SNS College recognises that enrolment is more than an administrative process. Enrolment decisions are intended to support informed learner choice, identify support needs, protect learner wellbeing and ensure that students are enrolled in training products that are appropriate to their goals, capabilities and circumstances.

No.	Principle	Policy Intent (What SNS College Commits To)	Operational Controls (How – via Procedures & Systems)	Governance Oversight & Evidence
1	Informed Choice	Learners are provided with clear, accurate and current information to make an informed decision prior to enrolment.	Pre-Enrolment Information Procedure; Student Handbook; approved website and marketing materials.	Marketing Register; Website Review Log; Internal Audit Reports.
2	Learner Suitability & Readiness	Enrolment decisions are based on an assessment of learner readiness, including LLN capability, digital literacy, prerequisites and capacity to meet training demands.	Training Booking Application – Smart Enrol Record; Student Enrolment Form – AVETMISS and Learner Readiness Check; learner suitability review; learner support triage; LLN and digital literacy review; additional review where required.	Smart Enrol records; Student Enrolment Forms; AVETMISS/readiness records; learner support records; LLN tools where required; SMS notes; enrolment audit samples.
3	Equity, Access & Support	Enrolment processes are inclusive, fair and responsive to individual learner needs, with reasonable adjustments applied where appropriate.	Learner Support & Reasonable Adjustment Procedure; disclosure and support planning processes.	Support Plans; Adjustment Records; Student Support Register; complaints data.
4	Integrity of Training Products	Enrolment practices uphold the integrity, structure and outcomes of training products and do not misrepresent duration, assessment or vocational outcomes.	Training and Assessment Strategy (TAS) governance; RPL and Credit Transfer Procedure.	Approved TAS documents; RPL & Credit Transfer Register; Validation Outcomes.
5	Evidence-Based Decision Making	Enrolment decisions are documented, justified and supported by verifiable evidence.	Enrolment Procedure; Smart Enrol workflow; Student Management System (SMS); Records Management Procedure.	Smart Enrol submission records; SMS records; digital declaration evidence; enrolment files; admin review records; internal audit findings.
6	Governance & Accountability	Clear roles, responsibilities and approval pathways apply to enrolment decisions to ensure regulatory compliance and organisational accountability.	Delegations Framework; Position Descriptions; Enrolment Authority controls.	Management Review Minutes; Internal Audit Reports; Risk Register.
7	Continuous Improvement	Enrolment data, learner feedback, audit outcomes and risk indicators are	Continuous Improvement Procedure; enrolment data monitoring; Smart Enrol	Continuous Improvement Register; learner feedback reports; enrolment trend

No.	Principle	Policy Intent (What SNS College Commits To)	Operational Controls (How – via Procedures & Systems)	Governance Oversight & Evidence
		used to inform ongoing improvement.	completion and abandonment review; learner support and readiness follow-up trend review.	data; Smart Enrol review records; management review actions.
8	Consumer Protection	Learners are protected through transparent information, fair enrolment practices, appropriate fee arrangements, refund information where applicable, and access to complaints and appeals processes.	Student Handbook; Fee Administration and Refund Policy; Complaints and Appeals Procedure	Complaints Register; Internal Audit Reports; Management Review

Enrolment and Learner Suitability Workflow

Enrolment and Learner Suitability Workflow

SNS College applies a staged and documented Enrolment and Learner Suitability Workflow to ensure enrolment decisions are fair, transparent, evidence-based and aligned to learner protection and training integrity requirements.

The Enrolment and Learner Suitability Workflow consists of the following stages:

Provision of Pre-Enrolment Information

Learners are provided with accurate and current information regarding the training product, entry requirements, delivery mode, assessment conditions, fees, refund arrangements, learner support services, reasonable adjustment, RPL/Credit Transfer options, certification outcomes and any course-specific requirements.

Training Booking Application

Learners complete the SNS-05-FRM-001 Training Booking Application through the approved Smart Enrol process. The Training Booking Application captures core student details, course selection, USI information, learner declaration, payment information and a learner support triage question.

The learner's electronic submission, completed acknowledgement checkboxes and Smart Enrol/SMS submission record are accepted as evidence of the digital booking declaration.

Enrolment Information, AVETMISS and Readiness Collection

Where required, learners complete SNS-05-FRM-002 Student Enrolment Form – AVETMISS and Learner Readiness Check prior to training commencement. This form captures AVETMISS reporting information, learner readiness information, LLN and digital readiness indicators, support requirements and other information required to support enrolment review.

Learner Suitability, LLN and Support Review

SNS College reviews the information collected through Smart Enrol, the Student Enrolment Form, learner communications and any other relevant evidence to identify learner suitability, support needs, LLN or digital readiness requirements, reasonable adjustment needs and capacity to meet the training and assessment requirements.

Where information indicates that additional review may be required, SNS College may undertake further LLN review, learner support discussions, reasonable adjustment planning or referral before training commences.

RPL and Credit Transfer Determination, if Requested

Applications for RPL or Credit Transfer are assessed in accordance with the RPL and Credit Transfer Procedure.

Enrolment Decision and Approval

Enrolment outcomes are documented and approved in accordance with delegated authority. Outcomes may include Confirmed, Confirmed with Support, Further Information Required, Alternative Pathway or Not Proceeding / Not Suitable.

Support plans and reasonable adjustments are formally recorded prior to commencement where required.

This workflow ensures:

- learners receive clear information before enrolment;
- learner suitability and readiness are reviewed before training commences;
- learner support and reasonable adjustment are considered where required;
- AVETMISS and enrolment records are collected and maintained;
- the integrity of training products is protected; and
- governance oversight is maintained.

All stages generate auditable evidence within the Student Management System and/or learner file.

1. RPL and Credit Transfer Determination (If Requested)

Applications for RPL or Credit Transfer are assessed in accordance with the RPL and Credit Transfer Procedure.

2. Enrolment Decision and Approval

Enrolment decisions (Suitable for Enrolment, Suitable with Support, Further Review Required, Not Suitable) are documented and approved in accordance with delegated authority. Support plans and adjustments are formally recorded prior to commencement (Outcome Standards 2.3 and 2.4).

This workflow ensures:

- learner suitability is assessed prior to enrolment;
- reasonable adjustment is applied where required;
- the integrity of training products is protected;
- governance oversight is maintained (Outcome Standards 4.1 and 4.4).

All stages generate auditable evidence within the Student Management System.

Roles and Accountability

Role	Key Responsibilities
Governing Persons / CEO	Ensure enrolment systems support regulatory compliance and learner protection
Training Manager	Accountable for enrolment suitability frameworks, learner support escalation and implementation
Compliance Manager	Monitors enrolment compliance and audit outcomes
Student Services	Administers Smart Enrol bookings, enrolment information collection, learner support follow-up and enrolment confirmation in accordance with approved procedures
Trainers & Assessors	Contribute suitability assessments and support recommendations

Monitoring, Review and Continuous Improvement

SNS College monitors enrolment practices through:

- internal audits;
- learner feedback and complaints data;
- enrolment trends, withdrawals and completions;
- Smart Enrol completion and abandonment trends;
- AVETMISS, learner support and readiness follow-up trends;
- support needs and reasonable adjustment data; and
- validation and management review processes.

Identified risks, non-conformances and improvement opportunities are recorded in the **Continuous Improvement Register** and reviewed by management in accordance with the **Governance and Quality Assurance Framework**.

Related Documents

- Enrolment Procedure
- SNS-05-FRM-001 Training Booking Application – Smart Enrol Record
- SNS-05-FRM-002 Student Enrolment Form – AVETMISS and Learner Readiness Check
- Admin Enrolment Review Checklist
- Learner Support and Reasonable Adjustment Procedure
- RPL and Credit Transfer Procedure
- Fee Administration and Refund Policy
- Marketing and Advertising Policy
- Records Management Policy
- Continuous Improvement Procedure
- Continuous Improvement Register
- Risk Register
- Marketing Register

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
31/01/2026	Full rewrite aligned to RTO Standards 2025; principles-based structure	SNS	V3.0	31/01/2026	31/01/2027
18/06/2026	Updated policy to align with Student Application Form and Standards for RTOs 2025. Replaced pre-enrolment assessment references with learner suitability review processes, incorporated digital literacy and learner support review requirements, updated enrolment workflow, strengthened consumer protection provisions and aligned related documents.	SNS	V4.0	18/06/2026	18/06/2027
10/07/2026	Updated policy to align with revised Smart Enrol Training Booking Application and Student Enrolment Form – AVETMISS and Learner Readiness Check process. Replaced Student Application Form terminology, clarified learner support triage, digital declaration evidence, AVETMISS/readiness information collection, enrolment review controls and related document references.	SNS	V4.1	10/07/2026	10/07/2027

RTO INFORMATION

Document Name	SNS-05-POL-001 Enrolment Policy V4.0
RTO/Company Name	SNS College of Western Australia
ABN	81 665 855 872
RTO Code	53034