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POLICY STATEMENT

Perth Boat School is committed to ensuring all students enrolling on courses are treated fairly and equitably.

Perth Boat School will ensure that

- * no applicant is discriminated against for enrolment for any reason in accordance with Equal Opportunity legislation.**

STUDENT ENROLMENTS

1.0 INTRODUCTION

Perth Boat School is committed to providing quality training and assessment in accordance with the Australian Quality Training Framework (AQTF 2007). As such, Perth Boat School is required to comply with relevant State and Territory laws including anti-discrimination, equal opportunity, racial vilification, disability discrimination. Perth Boat School is committed to providing the best practice, professional products and services to its clients and acknowledges it can only succeed in this with effective and efficient quality processes.

2.0 POLICY PRINCIPLES :

All participants are enrolled non-discriminately and are clearly informed of the enrolment process and the following enrolment conditions.

2.1 Enrolment of Individual Participants

- Enrolment into training programs will be conducted at all times in an ethical and responsible manner, ensuring fairness and compliance with equal opportunity legislation.
- Participant enrolments are subject to availability of places on the training program, based on the maximum number of participants who can be accommodated under the particular circumstances (eg safety, capacity of training venue, type of course, learning structures within program).
- If a training program is fully booked at the time a student enquires about enrolment into that particular training program they will either be placed on a “reserve” list or offered a place on another date that the program has been scheduled, which is not fully booked.
- Participants on the “reserve” list of a fully booked training program are given priority should a place become available. This is strictly on a first-in, first-served basis.



- Enrolments will be considered tentative until payment has been received. Should enrolment numbers reach maximum, and another person wishes to enrol on a course where there is a tentative enrolment, Perth Boat School will contact the tentative booking to confirm payment, or the place will be given to the new enrollee.
- All participants enrolled on courses are advised in writing, upon receipt of their enrolment form and payment, that their place on the course is confirmed.
- Course fees are payable in advance and enrolments are considered tentative until payment and a written form of enrolment is received by Perth Boat School.

Group Enrolment through company

- The Manager of Perth Boat School will negotiate course requirements with relevant company client representative.
- The Company client representative will be required to submit written confirmation of course booking with names of individual participants included.
- Once participant names have been received from company client, individual enrolment forms will need to be completed and forwarded to Perth Boat School so that individual student records can be created.

2.2 Refunds for cancellation of enrolments

- See Perth Boat School Refund policy and procedures for full details regarding refunds.

2.3 Student transfer of enrolments

- Transfer to another course date - If a student is enrolled in a course and they wish to transfer to another course date for the same course they are able to do so providing they advise Perth Boat School in writing a minimum of one working day in advance. An administration fee is applicable for all transfers to another course date. (See the schedule of fees.) Should a student wish to transfer to another date and not provide at least seven working days notice, the student forfeits the full course fee.
- Transfer to another course - If a student is enrolled in a course and they wish to transfer to another course, they need to withdraw from the first course and make new enrolment application for the second course. Normal refund policy comes in to force for the first course, and the appropriate full course fee is charged for the second course.
- Transfer to another delivery mode - If a student is enrolled in a course and they wish to transfer to another course delivery mode for the same course they are able to do so providing they advise Perth Boat School in writing a minimum of one working day in advance. An administration fee is applicable for all transfers to another course delivery mode. (See the schedule of fees.) Should a student wish to transfer to another delivery mode and not provide at least 7 working days notice, the student forfeits the full course fee.
- Transfer course enrolment to another student – Prior arrangement no later than 7 days prior to the course.



2.4 Cancellation of courses

- It is Perth Boat School policy to not cancel or postpone training programs. However, if for some unforeseen reason a course is cancelled or postponed, Students will be offered the training program on another date or in another learning mode. If, in the event that they do not accept this offer, or for some reason the offer cannot be made, their course fee will be refunded in full within one week of the date of the cancellation of the course.

2.5 Information to Students

- Prior to enrolment each student will be provided with a Course brochure, detailing course content, units of competency, vocational outcomes, recognition of prior learning, prerequisites, cost and other relevant information. They are also provided with an enrolment form detailing Perth Boat School's payment and refund policy.
- Prior to enrolment students are also have access to student information in relation to the AQTF. This includes details on the availability of flexible learning and assessment options, recognition of prior learning, mutual recognition, appeals and complaints, disciplinary procedures along with support and guidance offered to students.

2.6 Learning Structures

- Courses are designed with the flexibility to meet the needs and circumstances of a wide range of participants and facilitation incorporates adult learning principles. Moreover, wherever possible, learning is facilitated through exposures to practical case studies and scenarios developed specifically as learning tools. Group work is also an important feature of courses.

2.7 Special Needs

- Clients intending to enrol for training are requested prior to enrolment, to advise Perth Boat School if they have any physical or other impairments (eg English language difficulties, dyslexia) which may adversely affect their ability to successfully undertake the training. In this event, Perth Boat School can, with the student's agreement, assess their potential to successfully complete the training. This may also enable Perth Boat School to implement flexible delivery options, to optimise the ease and benefit of the clients learning.

2.8 Mutual Recognition, Recognition of Prior Learning (RPL)

- Mutual Recognition, Recognition of Prior Learning (RPL) is acknowledged and accepted as a standard practice of Perth Boat School. Refer to RPL policy.

3.0 SUPPORTING DOCUMENTATION

Perth Boat School documentation which supports the implementation of this Policy includes:

- F14_01 Student Enrolment form
- F14_02 Course withdrawal/transfer form
- F14_03 Student file note form
- F14_04 Enrolment progress form (Dip conv)



- F14_05 Enrolment progress form (AD conv)
- F14_06 Enrolment progress form (Dip RE)
- F14_07 Enrolment progress form (CIV RE)
- F14_08 Enrolment progress form (TAA)



4.0 PROCEDURES :

STUDENT ENROLMENTS – FACE-TO-FACE

14 - 01

Step One – Student/Employer requests information

- 1 A potential student or an employer requests information on a course.
- 2 The Manager of Perth Boat School provides information by post, fax, website or e-mail.
- 3 The Manager of Perth Boat School negotiates with company clients regarding training requirements.

Step Two – Processing the application

- 1 All student enrolments are processed through the student management system – (eg Vettrak).

Step Three – Generate individual student file

- 1 An individual student file will be generated for each student. These files are kept in a locked filing cabinet. All student files, being active or non active will be kept for up to 12 months before they can be archived.

Step Four – Confirm student enrolment

- 1 Students enrolled into the course will receive a student confirmation letter, which outlines all the information the student needs to be informed of ie date, time, place, parking map, dress code, refund policy etc.

Step Five – Confirm student enrolment

- 1 Student's details will be recorded in the course file.