

1. Purpose

VEG Education is committed to quality training and assessment that meets the requirements of the Standards for Registered Training Organisations 2025, as well as all relevant Commonwealth, State, and Territory laws governing anti-discrimination, equal opportunity, privacy, and student protection. This policy ensures a fair, transparent, and equitable process for client enrolment, providing information required for individuals to make informed decisions about their course selection.

2. Policy Statement

All clients enrolling are treated fairly and with respect, and are provided clear information about the enrolment process, their course, rights, and obligations. Advice about suitable training products is given in consideration of each individual's existing skills, competencies, access needs, and learning goals.

3. Definitions

Educational and Support Services: As per SRTOs 2025, services provided may include pre-enrolment materials, LLN programs or referral, study skills support, disability services, flexible training schedules, contextualised learning, alternative formats, and other necessary supports.

Student Identifier: As defined by the Student Identifiers Act 2014.

4. Policy Principles

4.1 Information to Clients

- Prior to enrolment, each client is given access to the Student Handbook, course details, and client policies as required by the Client Information Policy.

4.2 Enrolment Process

- Enrolment is managed ethically, ensuring fairness and compliance with the Access & Equity Policy.
- Availability is subject to program capacity, with waitlists applied on a first-in, first-served basis.
- Clients receive advice on course options based on their needs, existing skills and competencies.

Enrolments Policy



- Tentative enrolments require payment and Student Identifier for confirmation; unconfirmed places may be forfeited if full capacity is reached.
- Confirmation is issued in writing upon processing of enrolment and payment.

4.3 Special Needs and LLN Support

- Clients are encouraged to disclose any learning needs, impairments, or language difficulties for reasonable adjustment and support, and are assessed for LLN capability as necessary.

4.4 Student Identifier

- Each client must provide a Student Identifier; assistance is available for those who do not have one. The RTO verifies and maintains these records.

4.5 Group Enrolments

- Corporate clients must provide written confirmation and individual enrolment forms for each participant.

4.6 Recognition of Prior Learning

- Credit Transfer, RPL, and mutual recognition processes are available according to Recognition policies.

4.7 Confirmation and Changes

- Written confirmation of enrolment and course schedule is provided. Clients are notified promptly about any changes to training or assessment arrangements.

4.8 Course Cancellation and Refunds

- Clients are offered alternatives or full refund if a course is cancelled. Refund terms for student cancellations and transfers follow the Refund Policy.

4.9 Transfers

- Course, date, and delivery mode transfers are subject to written request and availability. Administration fees may apply.

4.10 Records Management

- Enrolments are reported nationally as required, and individual client records maintained securely for 30 years, with self-access provided via the Student Management System.

4.11 Fees

- Fees are collected and managed as outlined in the Financial Management Policy.

4.12 Student Induction

- Induction/orientation is provided, including key information on rights, responsibilities, and access to policies. Acknowledgment of understanding is required.
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5. Responsibilities

The CEO oversees compliance for enrolments processes; administration staff assure accurate record-keeping and consistent application of procedures.

6. Access and Equity

All enrolment activity applies and is monitored under the Access & Equity Policy.

7. Records Management

All documentation generated during enrolment is managed in accordance with the Records Management Policy.

8. Monitoring and Continuous Improvement

The CEO reviews all enrolment practices and implements improvements following the Continuous Improvement Policy.