



Luminous Education Pty Ltd | RTO Code: 41498

Student Recruitment and Enrolment policy

Policy Scope

- ❖ This policy applies to VET students and all Luminous Education Pty Ltd's staff who deal with all matters concerning VET education at Luminous Education Pty Ltd.
- ❖ This policy also supports Standards for Registered Training Organisations (RTOs) 2015 – Standard 1, 3, 4 and 5.
- ❖ The policy covers the RTO recruitment process, admission requirements & certain exemptions, required documents, procedural steps and duties of staff members and what students are required to do for successfully enrolling with the RTO.

Associated documents

- ❖ Marketing Brochure
- ❖ Student Handbook
- ❖ Pre-enrolment Analysis (i.e., Survey Monkey Link)
- ❖ Language Literacy & Numeracy Assessment (i.e., LLN Robot)
- ❖ Marketing & Advertising Policy
- ❖ Enrolment form
- ❖ USI Procedure
- ❖ Student Management System
- ❖ Fees/refund policy & procedure and forms

Associated staff job descriptions

- ❖ CEO
- ❖ RTO Manager
- ❖ Marketing Staff

STEP-1

The RTO staff will alert prospective student to:

- ❖ Read the marketing information carefully from Marketing Brochure & Student Handbook. The RTO enrolment officers are to ensure that students read and sign the last page of the student showing that they have read and understood the information. Students are also encouraged to undertake independent research prior about the scope to initiating enrolment process with the RTO.
- ❖ Assess if the qualification / unit of competency is in line with his/her professional development needs.
- ❖ **The Staff is to ensure that the student is not an overseas student.**
- ❖ Ensure that he/she is happy with the College fees, chosen units / qualifications, location of the College, hours of operation, available student support, and meet admission requirements.
- ❖ The RTO uses several documents, Marketing brochure, Student Handbook, **Pre-enrolment Analysis (i.e., Survey Monkey Link)**, enrolment form with current and accurate information regarding the following:
 - ❖ The requirements for acceptance into a course, including the minimum level of English language proficiency, educational qualifications or work experience required and whether course credit may be applicable.
 - ❖ The course content and duration, qualification offered if applicable, modes of study and assessment methods
 - ❖ Campus locations and a general description of facilities, equipment, and learning and student resources available to students. The student must be given the relevant Books, as students are charged material fees.
 - ❖ Details of any arrangements with another registered provider, person or business to provide the course or part of the course
 - ❖ Indicative course-related fees including advice on the potential for fees to change during the student's course and applicable refund policies.
 - ❖ Information about the grounds on which the student's enrolment may be cancelled.

If students/learners are happy to proceed after carefully examining the information provided, they must complete an enrolment form and return it to Luminous Education Pty Ltd together with the **payment** as identified on the **marketing brochure** of an individual course or unit of competency (or request for an invoice and then pay), an original proof of any photo identification (e.g., passport, driver license), a proof of permanent residency, and, if credit transfer is sought originals of relevant transcripts and previous AQF certification. This can also be discussed in person with the RTO staff. Fill out an enrolment form with supporting documents as required with the enrolment form.

Note: The RTO does not accept pre-paid course fees greater than \$1500 (i.e., applicable to all RTO scope).

The College administration staff is responsible for sending the enrolment application form to the student if requested. Students must complete the enrolment form and send the completed form to the Institute along with the required documentation (i.e., passport or photo IDs, previous AQF certification for qualifications). Completed student enrolment forms will be processed by the Institute (i.e., the CEO, or RTO Manager) and the application will be assessed based on the information supplied. Student recruitment will be guided by access and equity principles. Staff will utilise USI procedure (i.e., written

procedure is available to help staff) to obtain USI for students. Obtained USI will be further verified using Student Management System.

Luminous Education Pty Ltd Pty Ltd will not use any third-parties and education agents to market its courses. Luminous Education Pty Ltd ensures students' qualifications, experience and English language proficiency are appropriate for the course for which enrolment is sought.

STEP-2

- ❖ After an enrolment form is filled, The RTO will first collect Non-refundable administration fees (i.e., amount as per individual Marketing brochure of course and by alerting the learner to the fees / refund policy.
- ❖ The RTO will conduct a web-based pre-enrolment analysis (i.e., Survey Monkey) to determine students' Qualifications, Experience and English Language Proficiency and ascertain student support and reasonable adjustments. The College administration staff is responsible for sending a link to the student via email or phone. Once received, the administration will inform students how to complete the survey. The analysis is to ensure that the course a student is applying for is suitable. Furthermore, the analysis will probe students' motivations, previous learning, RPL, CT, aptitude, expectations from the course, study obligations and special support requirements. A pre-enrolment analysis will be completed by all students without any exceptions. The College will review all the information students will submit and communicate the outcome of the review with students. The RTO Manager is responsible for the student assessment entailing pre-enrolment analysis at this stage. To further clarify pre-enrolment requirements, the RTO Manager may talk with the student over the phone or via Skype.
- ❖ The RTO trainer and assessor is to follow the RTO policy on Student Support & reasonable adjustments if the student requires any additional support (i.e., as identified by pre-enrolment analysis). If the student has a disability officer, the trainer and assessor together with student will complete an access plan.

STEP 3

- ❖ Where LLN exemption is not met as per the RTO marketing brochure, students are to complete a brief LLN assessment using LLN Robot. Complete instructions are included in the training and assessment strategies for assessors tapping LLN assessment and using LLN Robot tool.
- ❖ The Trainer/assessor responsible for the LLN assessment. LLN assessment will be according to the ACSF level required for any individual course. Assessors have instructions in the TASs and LLN Robot website; <https://www.llnrobot.com.au>.
- ❖ The trainer/assessor will assess students and communicate the LLN results with the student and allow access to training and assessment.
- ❖ If the student does not meet LLN requirements, the RTO is to encourage student to complete LLN training outside the RTO.
- ❖ Processing of enrolment must be finalised within 14 calendar days after LLN assessment.

Up to this point, student is only charged non-refundable application processing fees as identified in Marketing Brochures.

STEP 4

The Student is required to:

- ❖ Once the enrolment is finalised and the student is accepted, the student/learner will receive their payment invoice, student workbooks, Student Materials, supplementary resources, necessary procedural forms (e.g., the Appeal Form), Delivery Plan, Trainer /assessor contact, facility information and the Learner Assessment Guide. The package will also include confirmation of enrolment.
- ❖ Luminous Education Pty Ltd recognises qualifications and Statements of Attainment issued by another RTO. Where a student enrolls in a qualification delivered and assessed by the RTO, the Institute will recognise units of competency included on a Statement of Attainment/ Records of results issued to the applicant by another RTO. The course duration & fees are adjusted as per course credits awarded.
- ❖ Luminous Education Pty Ltd recognises students' prior learning. Recognition of Prior Learning (RPL) is a process through which applicants gain course credits based on experience gained through similar study (but not direct equivalent), work experience (in any form) or through informal or formal training or other life experiences.
- ❖ Luminous Education Pty Ltd ensures that all procedures and policies for students' enrolment into a course are followed correctly. Luminous Education Pty Ltd has a student record management system in place that provides data that meets the AVETMISS Standard.
- ❖ If the applicant's educational qualifications do not meet the Institute's admission requirements, other factors may be considered at the discretion of the institute. Verified evidence of these other factors must be included with the application. These other factors may include but not limited to:
 - Mature age, and or proof of being 18 years or older at the proposed date of commencement, Work experience,
 - Attitude and aptitude,
 - Previous academic results,
 - Attendance / participation rate in the previous institute,
 - Ability and skills to function in an academic environment,
 - Possibility to succeed in his/her academic endeavours.
- ❖ All completed applications are to be filed into the respective students' folders.
- ❖ It is the policy of the RTO that all students seeking enrolment must be 18 years or older for an entry into the course. No students under 18 will be enrolled.

STEP 5

- ❖ The RTO trainer and assessor will engage with students from here after. Students will be provided Learner assessment guides, workbooks and delivery plans and all learner material in a single package together with the prescribed text book materials as per TASs.
- ❖ Trainer and assessors will also inform students about our support policy and available support.

Credit Transfer / RPL

- ❖ Course credits may be gained by applicants who are transferring from another RTO or have studied one or more units in the same qualification at another RTO.
- ❖ Each qualification defines how RPL is to be assessed for that course and the units within that course.
- ❖ It is important that students lodge an application for RPL with their Application Form.

❖ See Credit Transfer and RPL Policy.