



Enrolment Policy

The Management and staff of Perth Technical College Pty Ltd (**PTC**) trading as Australian Technical College Western Australia (**ATCWA**) are committed to determining client needs through initial contact and interview and providing services to meet those needs. ATCWA's staff will provide timely and accurate advice to all potential and enrolling Learners. ATCWA's staff and management will at all times respond in a responsible manner to all reasonable requests for information about ATCWA's Training and Assessment services.

Enrolment Procedures

- On receiving initial contact by a potential or enrolling Learner ATCWA's staff ensure that the Learner is provided with the following course information.
 - Course Flyer
 - Enrolment Form with terms and conditions

- ATCWA's Management determines the amount of training they provide to each learner with regard to:
 - a) the existing skills, knowledge and the experience of the learner;
 - b) the mode of delivery; and
 - c) where a full qualification is not being delivered, the number of units and/or modules being delivered as a proportion of the full qualification.

- On receiving a request for information concerning RPL (Recognition of Prior Learning) ATCWA's staff shall ensure that enquirers are handed or sent the 'RPL Application form' and provided with information about the process of RPL.
- The Enrolling Officer must ensure that ATCWA's terms and conditions of enrolment are understood and agreed to by the Learner prior to enrolment and entering into an agreement with ATCWA.

- Within the enrolment process the following fee information must be provided to each Learner:
 - a) all relevant fee information including:
 - i) fees that must be paid to ATCWA; and
 - ii) payment terms and conditions including deposits and refunds;

 - b) the learner's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies;



c) the learner's right to obtain a refund for services not provided by ATCWA in the event the:

- i) arrangement is terminated early; or
- ii) ATCWA fails to provide the services.

- All Learners enrolled at ATCWA have access to their own records that relate to their current progress or past training and assessment records. Learners may contact reception during office hours and may request a copy of their Learner records.
- All acceptances of enrolment will be accompanied with details of the relevant course commencement details and notification of scheduled Orientation.

Orientation

- Following the confirmation of enrolment all enrolled Learners will be advised of the scheduled time for the Orientation.
- ATCWA's Orientation process includes the sourcing and validation of **Unique Student Identifier** from the USI Registrar in accordance with the requirements of the Student Identifiers Act 2014. The procedures for the sourcing and verification of a Unique Student Identifier (USI) will include:
 - a) Student Identifier provided to ATCWA by an individual before using that Student Identifier for any purpose;
 - b) ensuring that ATCWA will not issue AQF certification documentation to an individual without being in receipt of a verified Student Identifier for that individual, unless an exemption applies under the Student Identifiers Act 2014;
 - c) ensuring that where an exemption described in Clause 3.6 (b) applies, the Enrolment officer will inform the student prior to either the completion of the enrolment or commencement of training and assessment, whichever occurs first, that the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the Registrar; and
 - d) ensuring the security of Student Identifiers and all related documentation under its control, including information stored in ATCWA's Student Management System.
- Within the orientation, the Learner will be required to undertake an LL&N test. Any areas that may require extra support such as language barriers, ethnicity will be addressed.
- Learner Information provided to the Learner during the Orientation shall be in support of the information provided in the Course Enrolment form and should feature topics included in the Orientation Checklist.
- Workplace Training and Assessment agreements should be further explained.



Educational and Support services

ATCWA strives to maximize opportunities for access, participation and outcome for all students. ATCWA ensures to undertake to identify and where possible, remove barriers that prevent students from accessing and participating in our services.

The following support will be available to learners:

LLN Support: ATCWA will make every reasonable effort to ensure that it can accommodate a student's needs; however, sometimes those needs may be beyond the assistance that can be reasonably provided without significantly disadvantaging other students or without causing ATCWA significant financial burden.

ATCWA can organize LLN help from the nearest provider by calling The Reading Writing hotline on 1300 655 506 or www.readingwritinghotline.edu.au

Any costs associated will be the responsibility of the student.

ATCWA would be able to offer the following assistance:

- **Speaking difficulty:** the student may bring their family member or friend to help to explain and interpret.
- **Listening difficulty:** student can sit close to the trainer, may bring a family member or prepare course material in clear, plain and easy English.
- **Reading difficulty:** provision of seating close to the board, preparing study material in easy and plain English and one on one help.
- **Writing difficulty:** trainer may use alternate assessment methods like oral questioning or allowing a friend or family member to take notes.

ATCWA will NOT be able to offer the following assistance:

- Provision of foreign language version of course material
- Provision of independent interpreter unless the cost is met by the student
- Braille version of course material unless the cost is met by the student

Additional training and tutorials

Every effort within reason will be made by ATCWA personnel to ensure a successful outcome for its students. Additional training and/or tutorial may be negotiated.

Note: some options may incur additional costs.



Reasonable adjustment

Where students are unable due to physical or mental disabilities or any other health issue to undergo assessment may negotiate with the trainer prior to assessment date about whatever reasonable adjustment can be made.

Students considered to be at risk:

ATCWA staff will counsel students as appropriate and/or refer them to qualified counsellors. If students require extra support or counselling they are encouraged to contact appropriate support services listed below:

Counselling / personal support

- Perth Mediation & Counselling Centre (Alex or Stacey)

45 Ventnor Avenue West Perth

Phone: (08) 9429 8878

info@perthmediationcentre.com.au

- Lifeline – 13 11 14 or www.lifeline.org.au
- Relationships Australia 1300 364 277 or www.relationships.org.au
- Kids helpline (up to 25 years) 1800 551 800

Mental health websites

- www.mindhealthconnect.org.au
- www.beyondblue.org.au
- www.mentalhealthonline.org.au
- www.reachout.com