

Pre-Enrolment and Student Support Policy

Standards & Legislation

This policy incorporates the requirements of:

- Standards for Registered Training Organisations (RTO's) 2015 Standards

Scope

This policy is to be applied by the Student Services (Administrators), Trainers/ Assessors and the RTO Manager.

Purpose

This policy outlines the pre-enrolment process and the support available to the students of Cultura Training prior to enrolling into a training program and during the delivery of training and assessment. It ensures that each student is enrolled into a suitable program and is informed about the training, assessment, support services and their rights and responsibilities prior to enrolment.

Policy Statement

It is the aim of Cultura Training to support their students' learning before and throughout the delivery and assessment of the program they are enrolled in.

The support offered to each student will vary according to their individual needs and each student will be given the opportunity to discuss their needs before and after enrolment and the commencement of training.

Policy

- Cultura Training is committed to ensuring that all students can make an informed decision about a training program prior to enrolment by knowing exactly what is involved, what to expect and what support services are available to them.
- Cultura Training does not pay, provide or offer, either directly or indirectly, Incentives to undertake training subsidised through the Skills First Program, whether to any prospective student or to any other person (such as an employer or social organisation).
- Training Services are delivered to an Individual subsidised through the Skills First Program who has a physical presence in Victoria, inclusive of students completing online training.
- Cultura Training ensures that prior to enrolment training staff:
 - provides information on the relevant industry, employment prospects and the intended outcomes of the course
 - provides general information on course requirements, knowledge and skills required to undertake the course
 - provides the student with full details of the course they are applying for which may include but is not limited to:
 - estimated duration of the training programme;
 - location/s at which training will be provided;
 - mode/s of delivery;
 - support services;
 - name and contact details of any third party that will provide training and/or assessment;
 - any work placement arrangements;
 - the student's rights and obligations;
 - course entry requirements;

- details of all fees and other charges applicable to the training programme.
- Cultura ensures appropriate eligibility assessment has been performed to establish each individual's eligibility for Government subsidised training. Staff responsible for assessing eligibility must undertake relevant training and endorse the Delegation of Authority form.
- All students receive information in the Student Handbook, Course Information Booklet, Student Support Flyer and the Cultura website on how to access services which will support them to successfully complete their training and assessment program.
- The support offered to students may include:
 - mentoring from appropriately qualified Cultura staff;
 - additional classes, learning activities and workshops;
 - short courses that may be complementary to full qualification courses;
 - online support and exercises;
 - computer and technology support;
 - referral to external support services including government agencies and allied health professionals;
 - reasonable adjustment (please separate Reasonable Adjustment Policy).
- Feedback is collected about Cultura Training's support services and is used to improve this support through the Continuous Improvement Committee.

Related Documents

- Pre- Enrolment Procedure
- Enrolment Policy
- Enrolment Procedure
- Reasonable Adjustment Policy
- Pre-Training Review Form
- Enrolment Form
- Enrolment Checklist
- Statement of Fees
- USI Application through Cultura
- Student Handbook
- Course Information Booklet
- Student Support Flyer
- Recognition of Prior Learning Policy
- Credit Transfer Policy
- Authorised Delegate template