Enrolment Policy and Procedure

PURPOSE

The purpose of this policy and procedure is to outline Music SA's obligations, commitments and processes in respect to the enrolment of students in Training Products offered by Music SA.

SCOPE

This policy and procedure applies to all Training Products offered by Music SA either as non-accredited courses, or through third-party arrangements with another RTO.

POLICY STATEMENT

Under a third-party arrangement with College of Sound and Music Production (COSAMP) RTO Code 41549 (the "RTO"), Music SA is obligated under the *Standards for Registered Training Organisations (RTOs) 2015* to ensure that prior to enrolment, prospective students are provided with:

- advice about the training product most suited to their needs, taking into account the individual's existing skills and competencies
- current and accurate information that enables them to make an informed decision about undertaking training with the RTO
- detailed Training Product information including the: code, title and currency of the Training Product; duration; location; modes of delivery; entry requirements; materials and equipment that the student must provide; third party details; and work placement details
- detailed information about the fees that apply to Courses, including payment terms and conditions and refund arrangements; and
- information about their rights both as a consumer and if there are any changes to agreed services e.g. closure of the RTO.

DEFINITIONS

AQF Qualification means an Australian Qualifications Framework (AQF) qualification type e.g. Certificate, Diploma or Advanced Diploma, that is endorsed in a national Training Package.

Course means a nationally recognised Australian Qualifications Framework (AQF) qualification e.g. Certificate III in Music Industry (CUA30915).

RPL means Recognition of Prior Learning. RPL is an assessment process that involves assessment of an individual's relevant prior learning (including formal, informal and non-formal learning) to determine the credit outcomes of an individual application for credit.

Non-accredited means a qualification that is not under the Australian Qualifications Framework (AQF).

Skill Set means a single Unit of Competency or a combination of Units of Competency from a training package which link to a licensing or regulatory requirement, or a defined industry need.

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DEFINITIONS CONT.

Training Product is the collective name used to describe an AQF Qualification, Skill Set, Unit of Competency or accredited Short Course.

Training Program means one Unit of Competency, or a cluster of Units of Competency that are scheduled to be delivered and assessed over the duration of Course, so that all Course requirements can be met and AQF certification issued. A Course will typically be comprised of eight or more Training Programs. The Delivery Schedule for a Course is published in the Course Overview.

Unit of Competency means the individual units of learning that comprise a AQF qualification or Skill Set that have been developed to reflect the knowledge, skills and standard of performance required in the workplace.

REFERENCES

- Music SA Fees, Payments and Refunds Policy and Procedure
- Music SA Complaints Policy and Procedure
- Music SA Appeals Policy and Procedure
- Standards for Registered Training Organisations (RTOs) 2015
- Users' Guide to the Standards for Registered Training Organisations 2015
- Commonwealth Competition and Consumer Act 2010

DOCUMENTS

The following documents support this policy and procedure:
- Music SA Pre-Enrolment Checklist
- Music SA Schedule of Fees
- Music SA Payment Schedule Agreement Form
- Music SA Direct Debit Request Agreement Form
- Music SA Withdrawal/Refund Application Form
- Music SA Complaint Form
- Music SA Appeal Form
- Music SA Lunch Break Permission Form
- Music SA Excursion Permission Form

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RESPONSIBILITIES

The **Music SA Board** is responsible for:

- approving the Enrolment Policy and Procedure and all subsequent revisions; and
- participating in the complaint resolution process as outlined in the Complaints Policy and Procedure.

The **Music SA General Manager (GM)** is responsible for:

- presenting any subsequent revisions of the Enrolment Policy and Procedure to the Music SA Board for approval
- ensuring that all staff understand their roles and responsibilities in relation to this policy and procedure; and
- responding to any complaints received by students in relation to any aspect of the enrolment process, in accordance with the Music SA Complaints Policy and Procedure.

The **Music SA Business Manager (BM)** is responsible for:

- preparing any draft revisions of the Enrolment Policy and Procedure and presenting to the Music SA GM for consideration
- recording all information collected on enrolment forms in the Student Management System
- collecting, receipting and keeping a record of all monies received
- issuing invoices to third parties e.g. schools where required
- negotiating a Payment Schedule Agreement with each student (and any other relevant third party) at the time of enrolment and arranging for them (or their payee) to complete a Music SA Direct Debit Request Agreement Form to authorise the payment of any outstanding fees
- ensuring that all student Payment Schedule Agreement Forms and Direct Debit Request Agreement Forms are safely and securely stored in student files; and
- confirming (in writing) that students have successfully completed all course enrolment requirements, and providing them with course commencement information.

The **Music SA Head of Training (HT)** is responsible for:

- ensuring that detailed, current and accurate Course Overviews are developed and made available in print and on the website, for all Training Products offered by Music SA by October 31 of each year; and
- ensuring that all Music SA Training Staff comply with this policy and procedure when enrolling students. This includes ensuring that Enrolment Forms are properly completed, and that staff go through the Pre-Enrolment Checklist with students and complete sign-off requirements.

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RESPONSIBILITIES

All **Music SA Training Staff (TS)** are responsible for:

- ensuring that they comply with this policy and procedure when enrolling students. This includes: ensuring that Enrolment Forms and Pre-Enrolment Checklists are properly completed, and that students are provided with all other supporting documentation to facilitate the successful completion of the enrolment process
- submitting completed Enrolment Forms and other supplied/completed documentation to the Music SA Business Manager for processing and the generation of class attendance records; and
- storing signed-off Pre-Enrolment Checklists in student files.

All **Students** are responsible for:

- ensuring that all financial commitments as agreed to in their Payment Schedule Agreements are met by themselves or their nominated payee, and complying with all the Terms and Conditions outlined in the Music SA Direct Debit Request Agreement Form.

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PROCEDURES

Enrolment in a Course (No RPL Application)

1   All students who are interested in completing a course with Music SA should make contact with the nominated Course Coordinator either by email or phone, to arrange an interview.

2   At the initial interview with a student, the Course Coordinator (or their delegate) will discuss all information included in the respective Course Overview and answer any questions the student may have about any aspect of the Course. They will also ask a range of other questions to determine whether or not the student is suitable for the course they have enquired about, or if some other Training Product is more appropriate for their skills and interests.

3   If it is determined that the student is suitable for the Course and they wish to proceed with the enrolment process, Music SA HT (or their delegate) will work through all remaining items on the Pre-Enrolment Checklist to ensure that the student has all the necessary information to make an informed decision about undertaking training with Music SA. This Checklist must be signed off by the student and Music SA HT (or their delegate) as evidence that this process has occurred.

4   Music SA HT (or their delegate) will provide the student with a Music SA Enrolment Form to complete, and a copy of the Payment Schedule Agreement Form and Direct Debit Request Agreement Form.

5   To secure a place in their desired Course, the student MUST complete the Enrolment Form and submit to the Music SA BM, AND make a Direct Deposit for the compulsory up-front amount (e.g Deposit plus Course Administration Fee) and any other optional advance fee payments to Music SA, as detailed in the Payment Schedule Agreement Form.

6   Music SA BM will email the student (and any other relevant third party) to acknowlege receipt of their Enrolment Form and Direct Deposit, and make arrangements for the completion of their Payment Schedule Agreement Form and Direct Debit Request Agreement Form.

7   Music SA BM will email the student to confirm that all Course enrolment requirements have been successfully met, and provide course commencement information.

8   Music SA BM will process all enrolment related documentation and enter all enrolment details in the Student Management System.

9   Music SA BM will generate a class list for each Course Training Program and provide to the relevant Training Staff member(s) prior to Training Program commencement.

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PROCEDURES CONT.

Enrolment in a Course (With RPL Application)

1   Students who are seeking RPL for one or more Units of Competency MUST complete a RPL/Credit Transfer Application Form and submit along with a current Curriculum Vitae/Personal Résumé to the Music SA BM.

2   A suitably qualified RPL Assessor will contact the RPL applicant to arrange a meeting to discuss the information provided in their Application Form, and their suitability for a formal RPL process.

3   If the student decides to proceed, the RPL Assessor will issue them with a Music SA RPL Application Kit, Enrolment Form and Schedule of Fees.

4   Student will participate in the enrolment process as per the procedure for students with no RPL application (commencing at Step 3).

STATUS AND DETAILS

Category:	Enrolment
Reference Code:	MSAT-POLP-ENR:1-V1.3
Version No:	V1.3
Status:	Current
Commencement Date:	21/10/2020
Review Date:	21/10/2023
Authorising Authority:	Music SA Board
Authorisation Date:	21/10/2020
Accountable Officer:	Music SA Business Manager