

ENROLMENT POLICY AND PROCEDURE FOR SHORT COURSES

POLICY – Short Courses

Purpose

To ensure all prospective learners receive accurate and accessible enrolment information, supporting informed decisions and equitable access, for short courses delivered by us and our authorised third-party providers to ensure that all learners who enrol in a course of nationally accredited training are enrolling in the course that best suits their needs, and that they are suited to the delivery methodology and requirements of the course. Additionally, all learners must understand their rights and obligations prior to enrolment and are enrolled through a process that supports successful course completion and credential issuance. Smartlink Training will confirm the students' enrolment in the correct unit code and unit title of the current short course /training program as per the national register and as per Smartlink Training's current scope of registration. Smartlink Training will not enrol a student in a superseded skill set, unit of competency, accredited course or module unless they are within the specified transition period (1 year /12 months) and or extension period has been granted by the National VET Regulator that would allow the student to be enrolled in it until the extension period expiry date (authorised timeframe) in order to ensure that students are transitioned in a timely manner.

Scope

Applies to all short courses offered directly by Smartlink Training or via our authorised third-party providers who will follow all Smartlink Training's RTO policies and procedures.

Pre-Enrolment Information: Provided via the Student Handbook, which is available on the Smartlink website, or by request.

Entry and Suitability:

Learners under 18 require parent/guardian consent.

All applicants complete an LLND test before course commencement.

Smartlink or its authorised third-party providers will contact applicants if support needs are identified.

Enrolment confirmation is issued once suitability is verified.

USI Requirement:

Learners must provide a Unique Student Identifier. Where exempt, Smartlink Training will issue written notice that results will not appear on authenticated VET transcripts.

Policy Statements

Transparency and Fairness:

Enrolment is only confirmed once entry requirements are met, and support needs are assessed and addressed.

Diversity and Inclusion:

Smartlink considers all applications in the same manner using the policies and procedures detailed in this document, regardless of cultural background, ethnicity, or disability (where disclosed by the applicant).

Disability:

Students with a disability can choose whether or not to disclose their disabilities to Smartlink Training on the enrolment form they complete to apply for training. If this information is disclosed to Smartlink, it will only be used to determine reasonable adjustments and support needs and will be handled in accordance with Smartlink Training's Privacy policy.

Records Management:

All records are securely stored in PowerPro RTO (AVETMISS-compliant) and are regularly backed up and can be accessed easily.

PROCEDURE – Short Courses

Distribute Enrolment Materials

- Provide prospective learners with the Student Handbook which contains all the Pre-Enrolment Information (including entry requirements and fees (fee protection for prepaid fees, refund policy and all other relevant information)
- Enrolment Form (online or hardcopy)

Receive and Acknowledge Enrolment

Check that the enrolment form is fully completed and all supporting documents are attached.

Acknowledge receipt of the enrolment within 3 working days.

Request any missing or incomplete information where required.

Conduct LLND Assessment

All applicants must complete an LLND assessment (administered through a written test or LMS Moodle or conducted remotely via video conferencing platforms such as Skype or Zoom)

An assessor from Smartlink or our authorised third-party provider will evaluate the results to determine whether support strategies or course adjustments are needed.

No student may commence training or assessment without:

- Being determined to hold the required LLND skill level, or
- Having a support plan in place that has been agreed to by both the trainer/assessor and student.

Review Suitability

1. Review enrolment and LLND results to determine suitability and identify support needs. If no support needs are identified, confirm enrolment.
2. Contact the applicant to discuss any concerns or potential adjustments based on the support needs identified in step one.
3. Based on this discussion, notify the applicant of their unsuitability for the training program, or confirm enrolment in the training program.

Enrolment is only confirmed once all parties are satisfied the learner can succeed.

For LLND assessments completed on the day of training, prior to the commencement of training:

- Students who have no support needs identified have their enrolment confirmed prior to the commencement of training
- Students who have support needs identified will have a discussion with the trainer/assessor to identify potential adjustments and suitability for training.

If on the day of training, a student is found to be unsuitable for the training product and has already paid for the course, they will receive a full refund of course fees paid to Smartlink.

Decision and Communication

If suitable, confirm enrolment in writing.

If unsuitable, advise the learner in writing, including the reasons for the decision and why reasonable adjustments were not possible, and learning pathways that can build the skills and competencies required for this training.

Where support is needed, initiate a Student Support Plan in accordance with the Student Support Policy.

Enrolment is only confirmed after all stages are complete.

Note: Payment may be made at any point in the enrolment process, but full refunds will apply if the learner is later deemed unsuitable.

This policy applies whether you enrol in a course directly with Smartlink or one of our delivery partners who deliver short courses only.

Confirm Enrolment

- Issue an enrolment confirmation letter by email or post

- Verify and record the applicant's USI

If the applicant has a USI exemption:

- Inform the learner in writing that their training outcomes will not appear on national transcripts.

Data Entry and Records

Enter student details into PowerPro RTO securely.

Confirm the students' enrolment in the correct unit code and unit title of the current short course /training program as per the national register and as per Smartlink Training's current scope of registration.

Smartlink Training will not enrol a student in a superseded skill set, unit of competency, accredited course or module unless they are within the specified transition period (1 year /12 months) and or extension period has been granted by the National VET Regulator that would allow the student to be enrolled in it until the extension period expiry date (authorised timeframe) in order to ensure that students are transitioned in a timely manner.

Verify USI either via the student management system (PowerPro RTO) or the USI Registry Service.

If a student declares a USI exemption, issue written notice regarding transcript ineligibility.

Maintain Records

Retain:

- Completed enrolment forms

- Credit transfer records

- USI verification records

- AVETMISS enrolment data

- Payment receipts

- Maintain all records securely for at least 2 years.

Enrolment Process – All Courses

The enrolment process is clear and sequential:

1. Provision of Pre-Enrolment Information (including the Fees and Refunds Policy and course overview)
2. Submission of Enrolment Form (learner details, background, and initial self-assessment)
3. Suitability Review (through interview or form analysis for short courses)
4. LLND Assessment (to determine readiness and support needs)
5. Enrolment Confirmation (if applicant is deemed suitable for the training product, including any necessary support strategies)
6. Maintain Records (From the beginning of the enrolment process to the end of training and assessment where required by law)

Application Process for Short Courses

Complete and send your Application for Enrolment Form to us. Make sure you include any supporting documents if there are entry requirements for your chosen course. These may include verified copies of previous qualifications, your ID and previous schooling.



When we receive your application for enrolment, we will assess it against the course requirements. If your application is verified, we will provide you with a basic Language Literacy, Numeracy and Digital assessment to complete. All learners will be required to pass this LLND assessment before confirmation of enrolment or prior to the commencement of the training. Your LLND Assessment may be conducted in person or via phone or Skype.



Your application will then be processed and if you are successful, you will be issued with an enrolment confirmation letter by email or post. If you were unsuccessful, we will be in touch to advise you of the outcome and provide advice about other suitable options or what you need to do before re-applying.



Please check your enrolment confirmation to ensure all course details, including fees and duration are correct. Your signed enrolment form confirms your agreement to the terms and conditions provided prior to enrolment. You do not need to sign or return the confirmation letter separately.



Enrolment is only confirmed once all required stages in the enrolment process have been completed. While payment may be made at any stage, a full refund will be issued if the learner is later determined to be unsuitable based on the outcome of the Language, Literacy, Numeracy, and Digital (LLND) assessment.