



Version No.	4.3
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Approved by	CEO
Policy Owner	The Spectrum Organization Association Inc

Policy Statement

The Spectrum Training provides advice to the prospective learner about the training products appropriate to meeting the learner's needs, taking into account the individual's existing skills and competencies. Students are provided with our comprehensive Student Handbook prior to enrolment to enable them to make informed decisions about their studies with Spectrum Training. Students are also provided with links to our website and supplementary sites to ensure they are very well informed prior to enrolling into a course.

- Spectrum Training endeavours to ensure qualifications, experience and English language proficiency are appropriate for all its courses.
- Any changes to student's enrolments will be advised to students in writing, and students will sign a document as evidence to being advised, understanding and accepting or not accepting the changes.
- Students will be provided the Student Handbook and/or website links, Spectrum Training Policies and Procedures applicable to students with all requirements of the legislation.

Statement of Purpose

Spectrum Training must provide clear information to prospective students to enable them to decide if our RTO and course is suitable for them, based on their existing skills and knowledge and any specific needs.

Scope

This policy applies to all staff, students and contractors for all courses that are on Spectrum Training's scope of registration.

Procedures and Principles

Prior to enrolment or the commencement of training and assessment, whichever comes first, the RTO provides, in print or through referral to an electronic copy, current and accurate information that enables the learner to make informed decisions about undertaking training with Spectrum Training and at a minimum includes the following content:

- The code, title and currency of the training product to which the learner is to be enrolled, as published on the national register.
- The training and assessment, and related educational and support services the RTO will provide to the learner including the:
 - Estimated duration;
 - Expected locations at which it will be provided;
 - Expected modes of delivery;

- Name and contact details of any third party that will provide training and/or assessment, and related educational and support services to the learner on the RTO's behalf; and
 - Any work placement arrangements.
- The RTO's obligations to the learner, including that the RTO is responsible for the quality of the training and assessment in compliance with these Standards, and for the issuance of the AQF [Australian Qualifications Framework] certification documentation.
- The learner's rights, including:
 - Details of the RTO's complaints and appeals process.
 - If the RTO, or a third party delivering training and assessment on its behalf, closes or ceases to deliver any part of the training product that the learner is enrolled in.
- The learner's obligations:
 - Any requirements the RTO requires the learner to meet to enter and successfully complete their chosen training product.
 - Any materials and equipment that the learner must provide.
- Information on the implications for the learner of government training entitlements and subsidy arrangements in relation to the delivery of the services.
- **Funding entitlements** - If students are accessing any government funding entitlement that may reduce their ability to access such funding in the future (such as arrangements that limit funding to one qualification for a person), provide this information prior to enrolment.
- All students wishing to enrol in a program of study with Spectrum Training will be provided with the following documents:
 - Student Handbook;
 - Student Declaration;
 - Application for Enrolment;
 - Funding Eligibility and Employment Verification forms (where applicable);
 - Third Party form (for Mental Health Peer Work);
 - RPL Kit (where applicable); and
 - Links to all the relevant policies and procedures.
- Ensure the eligibility checks are done for the students accessing subsidised funded courses, such as Apprenticeships Info Self Service (AISS) via DETConnect website.
- Enter the accurate student details into the Student Management System along with all the supporting documents.
- Students are then invoiced appropriately and are given seven (7) days to pay the invoice, failing to do so may result in cancellation of the enrolment.
- Once the student has paid the invoice and provided the proof of payment, their enrolment is then formalised by providing them with the payment receipt and a letter of confirmation of enrolment.

Policy Approval Authority

CEO (The Spectrum Organization Association Inc)

Review and Evaluation

This policy will be reviewed on an 'as required' basis.

Statutory and Regulatory Compliance

- National Standards for RTOs 2015 and subsequent amendments
- Equal Opportunity legislation