



## **S6 Client Enrolment Procedure**

These procedures relate to the dissemination of information to clients prior to enrolment and the selection and enrolment of clients into training programs.

### **This procedure complies with:**

Standards for Registered Training Organisations (RTOs) 2015

The Registered Training Organisation adheres to principles of access and equity and maximises outcomes for its clients.

Vocational Education, Training & Employment Act

### **Procedures**

Provide all potential clients with the following information **prior to enrolment**:

- course information including content and vocational outcomes
- course timetable including orientation session
- fees and charges for the course
- entry requirements
- application form
- Code of Practice

For overseas applicants additional information **must** be provided. (See [S6.16 Registration and Management of Overseas Students policy](#))

- Record details of completed application forms including date received
- Arrange face-to-face interviews for local applicants.
- Arrange distance interviews by telephone, fax or email for interstate and overseas applicants
- Conduct interviews to determine applicants' suitability in line with course entry requirements and identify any special needs. (See also [S6.14 Access and Equity Policy](#))
- Allocate client I.D. number to client if accepted into training program
- Open an individual file for each client and create card for client in card index system or electronic recording system
- Confirm applicants acceptance or non-acceptance into training program by letter with details of:
  - client I.D. number
  - fee payment schedule
  - course timetable
  - orientation session details
  - copy of *Client Handbook*
  - pre-reading materials
  - other relevant information

- As all payments receivable are 30 days net after completion of course (See **S3** *Financial Management procedures*) no taking or recording of fees is necessary at this time.
- Negotiate payment by instalment for clients with financial difficulties (after completion of course)

**Policies influencing this procedure:**

**S3.10** Charges, Fee Protection and Refund policy  
**S4.11** Administrative and Records Management Policy  
**S6.14** Access and Equity Policy  
**S6.15** Client Services Policy,  
 Code of Practice

**Other procedures influencing this procedure:**

**S3** Financial Management procedures  
**S3** Charges, Fee Protection and Refund procedures  
**S4** Administrative and Records Management procedures

**Review Date**

This procedure should be periodically reviewed and revised. Revisions should be made as and when required. The period between reviews must not exceed 3 yrs. The date for review of this procedure is on or before December 2026.

**Authorised By**

**Signature:** .....

**Name:** Wayne Smith  
**Position:** Chief Executive Officer of Learning Systems Australia Pty Ltd

**Date:** .....