

POLICY

Key 2 Learning College is an equal opportunity provider that demonstrates processes and practices to ensure all students are informed before enrolment in their specific qualification.

Our equal opportunity principles in terms of enrolment and support are established to give our students the opportunity to make informed decisions. Key 2 Learning College Management and staff are committed to determining client needs through initial contact and interview and providing services to meet those needs.

Key 2 Learning College staff will provide timely and accurate advice to all potential and enrolling students. Key 2 Learning College Staff and Management will always respond in a responsible manner to all reasonable requests for information about Key 2 Learning College's Training and Assessment services.

Key 2 Learning College is committed to applying a systematic approach to learner enrolments to ensure that they are completed accurately and in a timely manner. Key 2 Learning College provide information to students that need to defer or withdraw their enrollment.

PROCEDURE

Key 2 Learning College actively market for and encourage the following diverse groups to enrol in our qualifications:
Aboriginal and Torres Strait Islander
People from culturally and linguistically diverse groups
From diverse academic, work and life experience back grounds

On receiving initial contact by a potential or enrolling student Key 2 Learning College staff shall offer general information pertaining to the course, enquire regarding any specific needs and ensure that the student is sent an invitation to the Course Information Session (for Fee-for-Service students) or Orientation and Enrolment session (for facility/government funded students)
All students receive an information fact sheet on how to apply for an USI

For Australian Apprenticeships Key 2 Learning College will accept or reject the Notification of Business (NOB) within 14 days of it appearing on AVETARS. It is the Training Administrators responsivity to check AVETARS daily for new enrolments.
Contact MUST be made with the new AA within 14 days of accepting the NOB to arrange Orientation/enrolment.

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For new Skilled Capital or Smart and Skilled enrolments, K2LC must have a valid student enrolment prior to creating a new Skilled Capital or Smart and Skilled record in AVETARS or STS.

At the Orientation information session, potential students are given the Course Overview Information, Support Services and Course Fee Information relevant to their course enquiry, detailing the below information

- **The following fee information must be provided to each student:**
 - the total amount of all fees including course fees, administration fees, materials fees and any other charges
 - Students eligible for fee exemptions or concessions will be assessed at time of Orientation and enrolment. All evidence and records relating to fee exemptions or concessions is held in the student file, or sighted and dated as per the compliance requirements for ACT Standards for Skilled Capital.
 - NB: K2LC will only waive or permit a fee concession or exemption for a student where evidence of genuine hardship or supporting the eligibility for exemption or concession is obtained from the student prior to the finalisation of enrolment process
 - payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee
 - the nature of the guarantee given by the NVR registered training organisation to complete the training and/or assessment once the student has commenced study in their chosen qualification or course
 - the fees and charges for additional services, including such items as issuance of a replacement qualification testamur and the options available to students who are deemed not yet competent on completion of training and assessment; and
 - the organisation's refund policy

All students enrolled at Key 2 Learning College have access to their own records that relate to their current or past training and assessment records. Students may contact reception during office hours and may request a copy of their student records.

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Students attend the Orientation and Enrolment session where they are given the Student Handbook, Course Overview Information and a Course Schedule.

Students MUST complete Enrolment Form and Orientation Checklist (including providing ID for eligibility to funded qualifications) and to sit LLN Assessment.

Key 2 Learning College must ensure that all students who enrol **MUST have a USI
All students **MUST** complete the consent/disclosure form at enrolment in addition to K2L other privacy statements/or forms.**

Key 2 Learning College will use the Provider Calculator to validate eligibility for RPL, CT in order to generate Fees chargeable.

Key 2 Learning College will determine any support needs of the learners and will provide access to educational and support services necessary for the individual learner meet the requirements of the training products as specified in the training packages.

Key 2 Learning College strongly embraces diversity of all peoples and provides assistance and access to further resources to ensure all students reach their learning potential.

Aborigines and Torres Strait Islanders can access Congress of Aboriginal and Torres Strait Islander Nurses and Midwives (CATSINaM) for assistance in interpreting policies and procedures, social, cultural and personal support.

Email: <https://www.catsinam.org.au>

Phone: 02 626 5761

For students that require assistance with Language Literacy and Numeracy issues or concerns please contact the Operations and Compliance Manager to arrange access to the following support services:

- One on one tutorials
- Additional coaching
 - Mentoring
 - Group workshops
- Specialist LLN Practitioner

On receiving a request for information concerning RPL (Recognition of Prior Learning) Key 2 Learning College staff shall ensure that enquirers are handed or sent the 'RPL Application form' and provided with information about the process of RPL and Credit Transfer.

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Deferring or Withdrawing:

The K2LC can only defer or temporarily suspend the enrolment of a student on the grounds of:

- (a) **Compassionate or compelling circumstances:** These include:
 - serious illness or injury, where a medical certificate states that the student was unable to attend classes;
 - bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided);
 - a traumatic experience, which could include: involvement in, or witnessing of a serious accident; or witnessing or being the victim of a serious crime, and this has impacted on the overseas student (these cases should be supported by police or psychologists' reports)
 - where the registered provider was unable to offer a pre-requisite unit, or the student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol.

(b) Misbehaviour by the student.

Students may also have their enrolment suspended or cancelled due to misbehavior or fraudulent activities which can also be grounds for cancellation of studies.

Students have the right to appeal a decision by K2L to defer, suspend or cancel their studies and K2L will not change the enrolment status until the internal complaints and appeals process is completed.

Deferring a semester

Students who would like to defer their studies must first speak to the CEO/Operations and Compliance Manager. An application to defer form F079 must be completed which will need to be approved by the CEO/Operations and

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