



Overview

The Australian Paramedical College is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (SRTOs 2015) and as such, are required to comply with relevant Commonwealth, State and Territory laws regarding and including anti-discrimination and equal opportunity.

Australian Paramedical College is committed to providing the best practice, professional products and services to its students and acknowledges it can only succeed in this with effective and efficient quality processes.

The purpose of this policy is to provide fair and equitable process for student enrolment and ensure students are provided with accurate and sufficient information to make an informed choice about their enrolment and chosen course.

Australian Paramedical College is committed to ensuring all students enrolling on courses are treated fairly and equitably, and are clearly informed of the enrolment process, conditions, details regarding their chosen course, rights and obligations. Australian Paramedical College will provide prospective and current students with advice regarding relevant training products to meet their needs, taking into account the individual existing skills and competencies.

The Australian Paramedical College recognises that the term 'educational and support services' as reflected in the Standards for Registered Training Organisations (RTOs) 2015 includes but is not limited to the following:

- pre-enrolment materials;
- study support and study skills programs;
- language, literacy and numeracy (LLN) programs or referrals to these programs;
- equipment, resources and/or programs to increase access for learners with disabilities and other learners in accordance with access and equity;
- learning resource centre's;
- mediation services or referrals to these services;
- flexible scheduling and delivery of training and assessment;
- counselling services or referrals to these services;
- information and communications technology (ICT) support;
- learning materials in alternative formats, for example, in large print;
- learning and assessment programs contextualised to the workplace; and
- any other services that the RTO considers necessary to support learners to achieve competency.



1. Policy Principles

1.1 Information to Students

- a. Prior to enrolment each student is provided with access to a Student Handbook, Course Information, Policies and Procedures and must confirm via the enrolment process that they have read the referenced student policies.

1.2 Enrolment of Individual Students

- a. Enrolment into training programs will be conducted at all times in an ethical and responsible manner, ensuring fairness and compliance with the Access & Equity Policy.
- b. Enrolments are subject to availability of places on the training program, based on the maximum number of students who can be accommodated under the particular circumstances (e.g. safety, capacity of training venue, type of course, learning structures etc. within the program).
- c. All prospective students will be provided with information regarding the RTO and its course, in accordance with this Enrolment Policy
- d. Australian Paramedical College prior to and during the course of study, will review the individual needs of each prospective students, taking into account their existing skills and competencies, advising them of the most appropriate training product and study methods to support their needs.
- e. If a training program is fully booked at the time a student enquires about enrolment into that particular training program they will either be placed on a 'Wait List' or offered a place on another date that the program has been scheduled, which is not fully booked.
- f. Students on the 'wait list' are given priority should a place become available. This is strictly on a first-in, first-served basis.
- g. Enrolments will be considered tentative until requested enrolment payments are received, and the student has met all the enrolment requirements for example provision of a Unique Student Identifier (USI). Should enrolment numbers reach maximum, and another person wishes to enrol in a course where there is a tentative enrolment., the tentative booking will be contacted to confirm payment. If payment is not made the place will be given to the new student.
- h. All students enrolled on courses are advised in writing prior to enrolment of the course fee and payment schedule. Once the enrolment form and enrolment fee has been received, students are advised that their place on the course is confirmed.
- i. Course fees are payable in accordance with the Fees and Payment Policy and students are advised of the enrolment of the fees required through issuance of a course invoice.



1.3 Special Needs of Students

- a. Students intending to enrol for training are requested, to advise of any learning, physical or other impairments/needs (e.g. English language, LLN, dyslexia, physical or mental health issues) which may adversely affect their ability to successfully undertake the training. (See Access & Equity Policy and the Student Support Policy)

1.4 Language, Literacy and Numeracy Abilities of Students

- a. Students intending to enrol for training may require assessment to determine their language, literacy and numeracy abilities and their capability to successfully undertake the training and/or determine where additional support may be required. (See Access & Equity Policy and the Student Support Policy)

1.5 Unique Student Identifier (USI)

- a. All students are required to obtain and provide their Unique Student Identifier, in accordance with requirements of the Student Identifier Act.
- b. Students will be advised and supported in obtaining a Student Identifier if they do not already have one, via <http://www.usi.gov.au/Pages/default.aspx>
- c. Australian Paramedical College will verify and maintain all Unique Student Identifier numbers in its student management system (SMS).

1.6 Group Enrolments (Corporate Student / Employer)

- a. Australian Paramedical College may negotiate courses and requirements with relevant company representatives.
- b. Written confirmation is required to confirm course booking with names of individual students included. Unique Student Identifiers are also required for enrolment
- c. Individual enrolment forms are required for all individual students to secure a place.

1.7 Recognition of Prior Learning

- a. Recognition of Prior Learning is common practice for the Australian Paramedical College
- b. Credit transfer is recognised and in some instances may be acknowledged and accepted as a standard practice . (See RPL Policy)

1.8 Confirmation of Enrolment

- a. Once enrolment is confirmed the student is provided with written confirmation of their enrolment, including a customised training schedule and clinical workshop dates, times and location of training.



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- b. Students are to provide evidence of their current drivers licence on enrolment; or where a student is in the process of gaining a licence must provide evidence of the same prior to the first Clinical Practice Workshop.

1.9 Course Duration and Progression

- a. Students are provided with an individualised course study plans that identify the optimal timelines for progression and completion of units of study. Students are expected to support their progression through the use of the study plan timelines
- b. Students are provided with the Clinical Practice Workshop opportunity and advised of the unit completion requirements for attendance, this is additionally identified in the course study plan provided.
- c. Students may refer to the Course Progression and Duration Policy

1.10 Changes to Training and Assessment

- a. Any changes to a training program, services or third party provider (if utilised) will be advised to students, as soon as possible prior to the date the change is to occur.

1.11 Cancellation of Courses

- a. It is NOT general policy for Australian Paramedical College to cancel scheduled training programs.
- b. If, for some unforeseen reason a course is cancelled or postponed, all students will be offered the opportunity to attend the training program on another date, at another location (if available) or in another delivery mode.
- c. If, in the event that the student does not accept the offer, or for some reason the offer cannot be made, the course fees will be refunded in full within one week of the date of the cancellation of the course. (See refund policy)

1.12 Refund for Cancellation of Enrolment by Student

- a. Where the College cancels a course, refunds and/or options will be provided to the student in accordance with the Australian Paramedical College Refund Policy.

1.13 Transfer of Enrolment

- a. **Transfer to another “Course date”** – Students may be permitted to transfer to another course date, providing the request is submitted in writing a minimum of 10 working days’ in advance. The transfer is subject to course availability and at the discretion of Australian Paramedical College.
- b. **Transfer to another “Course”** – Should a student wish to transfer to another course, the request must be in writing a minimum of 10 Working days in advance. The transfer is subject to course availability and at the discretion of Australian Paramedical College.



- c. **Transfer to another “Student”** –Courses may not be transferred to another student.

1.14 Student Cancellation/Withdrawal

Students are to refer to the Refund Policy, for information on cancelling a course enrolment

1.15 Student Records of Enrolment

- a. Australian Paramedical College is obligated to report all enrolments, for compliance purposes with national reporting requirements.
- b. Individual student records are created by Australian Paramedical College for each enrolment and maintained for a period of 30 years.
- c. In accordance with the Privacy Legislation all individual students have access to their own records, documentation and are able to be informed on the progress of their learning.

1.16 Fees

- a. Fees are collected in accordance with the Financial Management Policy and the Fees and Payment Policy.

1.17 Student Induction

- a. The Australian Paramedical College provides students with induction/orientation to ensure they have received appropriate and sufficient information to facilitate their interactions with the Australian Paramedical College and their learning.
- b. Each student receives a copy of the Student Code of Conduct and the Student Handbook which outlines key information including their rights and responsibilities as a learner.
- c. All students acknowledge prior to official enrolment that they have read and understood the Student Handbook inclusive of the required policies. This is confirmed through a student declaration in the Student Enrolment Form.

1.18 Student Minimum IT Resource Requirements

To participate and complete studies with Australian Paramedical College, students are required to have or have access to minimum IT resources as follows.

- a. Each student is required to have, at a minimum, access to:
 - a computer/tablet with Microsoft Office 2007 or equivalent,
 - a landline or mobile phone
 - internet access
 - printer, photocopier and scanner
- b. Each student's computers/tablets need to have the following minimum specifications:
 - Microsoft office 2007 or equivalent
 - Internet access/connection
 - 2GB of RAM
 - Adobe Reader XI or equivalent



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- Adobe Flash Player 11 or higher
- Enabled use of a web camera and headset with microphone.
- c. Students' computers/tablets must have either:
 - i. Specific requirements for Window users:
 - Microsoft XP or higher (Windows 7 or higher is recommended)
 - 1 gigahertz (GHz) or faster processor (2GHz or faster recommended)
 - ii. Specific requirements for Mac OS users:
 - Mac OS X v 10.5 or higher (Mac OS X v 10.6 or higher is recommended)
 - 1 gigahertz (GHz) or faster Intel processor (2GHz or faster recommended)

1.19 Conditions for Enrolment

Whilst there are no prescribed prerequisites for student enrolment with Australian Paramedical College, it is expected that students can meet the following:

Communication: Students are required to speak and write English and possess developed literacy and numeracy skills. Learning and assessment in this course requires practical skills, clear spoken and written English skills and complex thinking skills in keeping with the roles and responsibilities required for this qualification in the community. This may include the ability to write reports, calculate medications, read detailed protocols and research and make recommendations for improvement.

Physical Capacity: Students must have the physical capacity and flexibility to freely walk, bend and twist, perform safe lifting techniques and perform general ambulance duties. All students will be required to perform 2-3 minutes of uninterrupted CPR on an adult manikin placed on the floor.

2. Responsibilities

- a. The Australian Paramedical College Quality Practice Coordinator under the Direction of the CEO is responsible for ensuring compliance with enrolments processes.
- b. The Student Success Team are responsible for correct and accurate enrolments in accordance with this policy and procedures.

3. Access & Equity

- a. The Australian Paramedical College Access & Equity Policy applies to all enrolment processes and activities.

4. Records Management

- a. All documentation and/or data related to enrolment is maintained in accordance with the Document and Data Control Policy and in consideration of the Privacy Policy



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5. Monitoring and Improvement

- a. All APC enrolment practices are reviewed and monitored by the Quality Practice Coordinator under the Direction of the CEO.
- b. All APC staff/employees are responsible for the contribution to areas for improvement as per the APC Continuous Improvement Policy