Enrolment Policy

Specialised Skills | RTO 46344 | Version 3.0

Purpose and scope

This policy explains how Specialised Skills tells people about its courses. It also explains how it checks a course is right for someone, and how it enrols them fairly. It follows the Standards for RTOs 2025. It applies to everyone who enrols in nationally recognised training with Specialised Skills, and to people whose employer books for them. It does not cover Yellow Card training, which Specialised Safety runs.

Policy

1. Fair enrolment

1.1 Specialised Skills treats everyone who wants to enrol in the same fair way. It does not discriminate. It only looks at the entry rules, whether the course is right for the person, and whether there is a place.

1.2 There is a limit on how many students can be in a class:

a. 8 for high risk work licence units

b. 12 for working at heights, confined space and gas test atmospheres (MSMWHS217)

c. 15 for CPCWHS1001 (White Card).

1.3 Specialised Skills does not enrol anyone in a unit that is no longer on the national register.

2. Booking and information

2.1 The person, or their employer, books a place online through Bookeo. They give the person's name, date of birth and contact details, and tell Specialised Skills if they need any support.

2.2 Before anyone pays, Specialised Skills tells them in writing about:

a. the course, and what they need to get in and to get a licence

b. all fees, and when they can get money back

c. what to bring, such as photo ID and PPE

d. the physical tasks they will do

e. the support they can get

f. their rights and what they must do, including how to complain or appeal

g. RPL (recognition of prior learning), credit transfer and privacy.

2.3 If something changes that affects a student's enrolment, Specialised Skills tells them as soon as it can.

3. Checking the course is right for the person

3.1 Each person does the LLND Pre-Training Assessment (SS-SUP-002) and fills in the enrolment form. LLND means language, literacy, numeracy and digital skills. They can do both before the course, using the link in their booking email. Or they can do them on the morning of the course, before it starts.

3.2 A trainer and assessor looks at the LLND results and any support needs. They write down what they decide on the LLND Outcome Record (the last page of SS-SUP-002) before the enrolment is confirmed. Then they tell the person.

3.3 If the course is not right for the person, they do not start. Specialised Skills tells them why in writing. It offers them another date or their money back, as set out in the Fee Administration and Refund Policy.

4. Disability and reasonable adjustment

4.1 People can tell Specialised Skills about a disability or other need at any time, such as when they book. Specialised Skills keeps this private and only uses it to plan support.

4.2 Specialised Skills makes reasonable adjustments where it can. This means it changes how it trains or assesses, so the student can take part fairly. If it cannot make a change, it tells the student why, as soon as it can.

5. High risk work, White Card and age rules

5.1 For forklift (TLILIC0003) and boom lift (TLILIC0005):

a. the person must be 18 or older, and this is checked when they book

b. before the course, they must get a high risk work licence assessment enrolment number from Service NSW. They give this number to Specialised Skills when they enrol

c. the trainer checks their photo ID when they enrol and again before the licence assessment

d. an assessor who is accredited by SafeWork NSW does the licence assessment

e. training only happens at Specialised Skills' sites, and only while SafeWork NSW approves it.

5.2 SafeWork NSW lets Specialised Skills deliver the White Card (CPCWHS1001). For the White Card:

a. training is face to face and goes for at least 6 hours

b. SafeWork NSW allows students from age 14, but Specialised Skills only enrols people who are 16 or older

c. each person must pass a 100-point ID check before the course starts

d. SafeWork NSW allows up to 20 students in a class, but Specialised Skills keeps it to 15.

5.3 People who are 16 or 17 can enrol in working at heights, confined space, gas test atmospheres and the White Card. They and a parent or guardian must sign a Parent/Guardian Consent Form. Specialised Skills does not enrol anyone under 16.

5.4 Everyone who works with students under 18 has a Working With Children Check (WWCC) that has been checked. See the Child Safe Policy.

6. Unique Student Identifier (USI)

6.1 Every student needs a USI. This is a number that keeps a record of all the nationally recognised training a person has done. Students make or find their own USI. Specialised Skills must check it before the course starts. Without one, it cannot give the student a certificate.

6.2 If a student cannot make a USI, Specialised Skills can make it for them if they say yes in writing. It then destroys any ID documents it used to do this.

7. Fees

7.1 Specialised Skills only charges the fees on its Fee Schedule. See the Fee Administration and Refund Policy. Fees are due at least 7 days before the course. Employers with an account

get an invoice and have 30 days to pay. Specialised Skills never takes more than $1,500 from a student before the course.

8. Confirming the enrolment

8.1 Specialised Skills confirms the enrolment, and puts it in the student management system, before the course starts. It does this once:

a. the enrolment form is filled in, with the privacy notice and declaration signed

b. the LLND outcome says the person can enrol

c. Specialised Skills has seen photo ID and checked the USI

d. the fees are paid, or an account holder has been sent an invoice.

9. Employer bookings

9.1 When an employer books, each student still does their own LLND check and enrolment. Specialised Skills only shares a student's details with the employer if the student says yes, unless the law says it must.

10. On-site training

10.1 Specialised Skills can run working at heights, confined space and gas test atmospheres at a client's workplace. No other courses are run on site. Before the course is confirmed, the client fills in the On-site Training Checklist to show the site is suitable.

11. Refusing or cancelling an enrolment

11.1 Specialised Skills may say no to an enrolment, or cancel it, if the person:

a. does not meet the entry rules

b. cannot do the training safely, or the course is not right for them

c. gives false information.

11.2 Specialised Skills tells them why in writing. They can appeal (see the Complaints and Appeals Policy). The owner who did not make the decision, or an independent person, looks at the appeal.

12. Privacy and records

12.1 Specialised Skills keeps the personal details it collects safe. It follows the Australian Privacy Principles and its Privacy Policy. It sends enrolment data to NCVER (the National Centre for Vocational Education Research) when the law says it must. It keeps records as set out in the Records Management Policy.

13. Review

13.1 Each year, as part of the internal audit, the owners look at how well enrolment works. They use feedback, complaints and appeals to make it better.

Policy information

Responsibilities: The owners approve and review this policy. Both owners manage bookings, enrolments, USIs, payments and records. As trainers and assessors, they review LLND results and check photo ID.

Related documents: Enrolment Procedure; Student Handbook; LLND Pre-Training Assessment and Outcome Record (SS-SUP-002); LLND Marking Guide (SS-SUP-003); Parent/Guardian Consent Form; On-site Training Checklist; Fee Administration and Refund Policy; Student Support

and Wellbeing Policy; RPL and Credit Transfer Policy; Completion and Certification Policy; Privacy Policy; Records Management Policy; Complaints and Appeals Policy.

Legislative and regulatory requirements: Standards for RTOs 2025 (Outcome Standards 1.6, 1.7, 1.8, 2.1, 2.2, 2.4, 2.8 and 4.3; Compliance Standards); National Vocational Education and Training Regulator Act 2011; Student Identifiers Act 2014; Privacy Act 1988; Work Health and Safety Act 2011 (NSW) and Regulation; Disability Discrimination Act 1992 and Disability Standards for Education 2005; Anti-Discrimination Act 1977 (NSW); National Principles for Child Safe Organisations.

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