Enrolment Procedure

Document details	
Purpose	To set out the steps for booking and enrolling a student, from when they first ask about a course until training starts.
Applies to	Everyone who enrols in a Specialised Skills course, including students booked by an employer. It does not cover Yellow Card training. Specialised Safety delivers Yellow Card training.

Roles: both owners do all **Owner** (booking, admin and records) and **Trainer** (checking the LLND and ID) steps.

STUDENT Yellow rows are the steps students complete.
Students choose to complete the LLND and enrolment **before the course** (Option 1) or **on the morning of training** (Option 2).

Step	Who	What to do	Record
A. Booking and payment			
1	**STUDENT**	Book a place through Bookeo, or ask your employer to book for you. Give your name, date of birth, email and mobile, and say if you need any support.	Bookeo booking
2	Owner	Check in Bookeo that the class is not full. The limit is 8 for high risk work and 15 for the White Card. For working at heights, confined space and gas test atmospheres, it is 12. Check the person's date of birth: • For high risk work units, they must be 18 or older. Remind them to get a licence assessment enrolment number from Service NSW before the course. • For working at heights, confined space, gas test atmospheres and the White Card, they must be 16 or older. Do not book anyone who is under 16. • If they are under 18, send the Parent/Guardian Consent Form, the Student Handbook and the Child Safe Policy. Then follow the Child Safe Procedure. Send the booking confirmation. It has the course details, the fees and the Fee Administration and Refund Policy. It also has a link to the Student Handbook, what to bring, and the link to do the LLND and enrolment early. For licence units, it also explains how to get the licence assessment enrolment number.	Booking confirmation

Step	Who	What to do	Record
3	Owner	Take payment at least 7 days before the course. If the person has an account, send an invoice that gives them 30 days to pay. Never take more than $1,500 before the course. If the fees are not paid 7 days before the course, send a reminder. If they are still not paid 3 days before, cancel the booking (see the Fee Administration and Refund Procedure).	Invoice or receipt
B. LLND and enrolment (Option 1 before the course, or Option 2 on the morning)			
4	**STUDENT**	Check your USI, or get one, at portal.usi.gov.au/student. It is free. • If you have forgotten it, select Find my USI. • If you do not have one, select Create USI. You need photo ID, an email address and a mobile number. Your name must be the same as on your ID. • If you cannot make one, ask Specialised Skills to help you. **Licence units (forklift and boom lift):** before the course, apply for a high risk work licence assessment enrolment number through your MyServiceNSW account at service.nsw.gov.au.	USI; licence enrolment number
5	**STUDENT**	Do the LLND assessment (SS-SUP-002). For Option 1, use the link in your booking email. For Option 2, do it when you get there on the morning of the course.	LLND assessment
6	Trainer	Mark the LLND with the Marking Guide (SS-SUP-003), and think about any support the student needs. Write the result on the Outcome Record (the last page of SS-SUP-002): Meets, Support (they can enrol with a support plan) or Follow up. Tell the student the result. If the course is not right for them, they do not start (see below).	LLND Outcome Record
7	**STUDENT**	Enrol in Vettrak using the link or the QR code. Fill in the form, put in your USI, upload your photo ID, and agree to the privacy notice and declaration. If you are under 18, bring the signed consent form.	Vettrak enrolment
8	Trainer	Check each enrolment in Vettrak. There should be no errors, the USI should be checked, and the photo ID should be uploaded. For licence units, check that the licence assessment enrolment number is there. Only make a USI for a student if they cannot do it and they say yes in writing. Then destroy the ID you used.	Vettrak record

Step	Who	What to do	Record
C. On the day			
9	**STUDENT**	Get there early with your photo ID and the PPE you need, and sign the attendance sheet. If you do not have photo ID or PPE, you cannot start and you do not get your money back.	Attendance sheet
10	Trainer	Before training starts, check that each student has an LLND that has been looked at and an enrolment that is complete. Check that each student's photo ID matches their enrolment, that they are fit to train and that they have the right PPE. Then run the safety induction. For licence units, check the ID and the licence assessment enrolment number again before the assessment. For the White Card, do the 100-point ID check before training starts.	ID check recorded
11	Owner	Put the LLND assessment, the Outcome Record and any consent form in the student's assessment file in Google Drive (04 Students).	Student file

When things change

Situation	Action
The course is not right for the person (before the course or on the morning)	They do not start. Tell them why in writing, and offer another date or their money back (see the Fee Administration and Refund Policy). They can appeal.
An enrolment is refused or cancelled	Tell the person why in writing and how they can appeal. The other owner, or an independent person, looks at any appeal.
The student cancels or does not come	Follow the Fee Administration and Refund Policy. Offer another date if it suits.
The course is cancelled or changed	Tell students as soon as you can. Offer them another date or their money back.
An employer books a group	Each student does steps 4 to 7 for themselves. Only share their details with the employer if they say yes.
The ID does not match	Do not start training or assessment. Write down what happened.
The student comes without photo ID or PPE, or more than 30 minutes late	They cannot start, and there is no refund (see the Fee Administration and Refund Policy).
There is no licence assessment enrolment number	Do not start licence training or assessment. Help the student apply through Service NSW, or offer them another date.

Situation	Action
The training is on site	This is only for working at heights, confined space and gas test atmospheres. The client fills in the On-site Training Checklist before the course is confirmed.

Procedure information

Responsibility: The owners approve this procedure and make sure it is followed.

Related documents: Enrolment Policy; 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; RPL and Credit Transfer Procedure; Fee Administration and Refund Policy; Completion and Certification Procedure; Privacy Policy; Complaints and Appeals Policy; Filing guide.

Requirements: Standards for RTOs 2025 (Outcome Standards 1.8, 2.1, 2.2, 2.4 and 4.3; Compliance Standards for USI and data reporting); Student Identifiers Act 2014; Privacy Act 1988; Work Health and Safety Regulation (NSW).

Document control: Version 3.0, approved by Greg Cusack on 26 October 2026. Replaces version 1.0 (18/02/2025). Next review: 4 October 2027.

Student summary

What students need to do before the course and on the day.

