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Policy: Determining Course Suitability

Overview

House of Learning (HOL) is committed to ensuring that each student who enrolls with us has every opportunity to satisfactorily complete their course.

This means that prior to enrolment, HOL undertakes a number of checks to ensure course suitability. These checks are collectively known as the 'Pre-Training Review' (PTR).

PTRs are undertaken to identify that a student:

1. That the student has the academic level to undertake and successfully complete the course of choice or whether the student will need additional support to successfully complete the course,
2. That the course selected is suitable to the student and meets their needs and career goals

LLN Evaluation

The term 'Language, Literacy and Numeracy' (LLN) refers to the Australian Core Skills Framework (ACSF) Five Core Skills, these being Learning, Reading, Writing, Oral Communication and Numeracy. These Five Core Skills have been identified by the ASCF as the essential skills for individuals to hold to participate effectively in society including the workplace and Education Sector.

Core Skills are critical to almost all areas of work. This is particularly true in many vocations where Language, Literacy and Numeracy skills influence the performance of workplace tasks such as comprehending written work instructions. Further information available at the following two sites:

<https://www.education.gov.au/australian-core-skills-framework>
www.precisionconsultancy.com.au/acs_framework

The LLN Assessment will assess the Five (5) Core Skills in the ACSF following areas.

- Reading
- Writing
- Numeracy
- Oral Communication
- Learning

The LLN Assessment used by HOL is generated by LLN Robot. LLN Robot is the first assessment tool approved by the Federal Department of Education and Training after reviewing its accuracy in determining Student LLN levels as part of the VET Student Loans implementation process. Using trigger word and phrase analysis software developed by The Learning Resources Group, LLN Robot have determined the ACSF profile of every current national unit of competency from Certificate 1 to

Diploma. The ACSF scores for units/qualifications are sourced directly from publications provided by training package owners (SSO/former ISC), otherwise they are calculated by the LLN Robot system.

LLN Robot, is an online system that combines ACSF testing, Course profiling and LLN Support into one easy to use package.

HOL evaluates the Language, Literacy and Numeracy (LLN) skills of students prior to formally accepting their enrolment into a qualification.

LLN evaluations are done to indicate whether a student:

1. Has the LLN skills to be able to successfully complete the course
2. Needs additional coaching or support to successfully complete the course
3. Does not have the sufficient LLN skills to successfully complete the course

HOL determines a recommended LLN level for each course we deliver based on the Australian Core Skills Framework (ACSF). HOL will generally accept students with one LLN entry level lower than recommended for that course. However, students with lower levels may be accepted and this is evaluated on a case-by-case basis by the Individual Learning Needs and Student Welfare Coordinator.

Students LLN results will be saved to their individual files located on the Z drive in the Student Records folder.

A link to complete the LLN is typically provided to the student before completing the PTR; however, may be issued after holding the PTR conversation with the student. Where this is the case, the student will be advised that the enrolment into the course is dependent upon successful completion of the LLN.

Each course has the recommended minimum entry level documented and this varies from course to course. This information is available on our website www.houseoflearning.com.au.

Where a student does not meet the minimum level for one or more categories and they are enrolling into a Certificate I, II, III or IV qualification, they will be referred to Individual Learning Needs and Student Welfare Coordinator who will then review the gaps the LLN indicates.

Where the student is one level below the recommended minimum, the Individual Learning Needs and Student Welfare Coordinator will generally put the student forth for entry but will put together an Individual learning plan (ILP) for that student and provide this to the Trainer.

Where the student is two or more levels below the recommended minimum, the Individual Learning Needs and Student Welfare Coordinator will discuss this further with Student Welfare and will make a determination as to whether the student can be admitted to the course, should be moved to a different stream, undertake a lower-level course (where available), or not admitted to the course at this time.

Where the student is admitted to the course, an ILP is put together and provided to the Trainer.

All students with an ILP are recorded and the Individual Learning Needs and Student Welfare Coordinator contacts the Trainer (and in some cases the student) to see how they are travelling and whether additional support is required.

In some cases, it may be identified that the student may also have welfare requirement and Student Welfare may be included in the construction of the ILP as required.

More details of the LLN process is outlined in our Language, Literacy and Numeracy (LLN) Policy.

Pre-Training Review Process

Once a student has registered an expression of interest, they are referred to a staff member within Student Services who is trained to hold a PTR conversation.

We will work through a PTR form for the course. The PTR form varies from state to state and payment options to payment option to allow for different legislation requirements.

The PTR form is a series of questions which the students answers and is recorded in the form.

The student is then sent a copy of the PTR and the Program Services Agreement which confirms that the student is academically suitable for the course and provides details of the course.

During the PTR conversation, the following will be discussed with the prospective student:

1. Their career goals and rational for wanting to undertake this course
2. Their recent work history
3. Their education
4. A self-assessment of their computer literacy
5. If they have any special requirements that HOL may need to be aware of (these include physical, medical, learning, or other needs that we may need to be aware of)
6. Whether they can commit to the duration of the course and the number of classes per week
7. The amount of work they are required to undertake outside of class hours
8. Payment options
9. Confirmation of their eligibility to study as a Domestic Fee for Service Student.
10. Verification of identity
11. Whether they already have a USI or not and whether they give us verbal permission to create a USI for them (all calls are recorded)
12. Whether they would like to purchase printed copies of resources (if their course material is available online)
13. Whether they may be eligible for Credit transfer or would like to apply for Recognition of Prior Learning (RPL).

At the end of the PTR conversation and when the LLN assessment has been completed, the Student Support Officer conducting the PTR will answer a series of questions about the students' oral communication.

Impact of Age on Eligibility:

Under 17 Years of Age

All children and young people in Victoria aged from 6 to 17 years are legally required to be at school unless they have been granted an exemption from school attendance (the 'exemption').

Depending on the student's circumstances, exemptions are granted by a school principal or the Department of Education and Training (the Department)'s Regional Director.

NOTE: An exemption only applies to the specific training provider and program listed on the exemption letter or certificate.

HOL cannot ask for an exemption on a student's behalf. The exemption process must be managed by the student's school and should involve the student and their parents/carers. HOL can give a student a letter of offer to support their exemption process. Students can attach this letter to their Exemption from School Application Form.

HOL can undertake all or part of a Pre-Training Review with the student so that we can issue a letter of offer that explains why the training would be suitable and appropriate for the student. This will help the school principal or Department Regional Director decide whether enrolment in training is in the student's best interests. They may decide not to grant an exemption until they have seen a letter of offer.

An exemption can only be approved if the training is:

- on a full-time basis of at least 25 hours a week; or
- a combination of training and employment for an average of at least 25 hours a week.

The below table explains what exemption documents HOL must check, sight, and retain before enrolling a student under 17.

If the student:	HOL must sight and retain:	And ensure that it:
has completed year 10	a copy of the signed and completed endorsement page from the 'Exemption From School Application Form' OR correspondence or a certificate signed by the School Principal or a Department Regional Director.	identifies the Training Provider and the training to be undertaken OR identifies the relevant employer if the student is to undertake an Apprenticeship/ Traineeship.
has not completed year 10	correspondence or a certificate signed by the Department Regional Director.	
is not currently, or has never been, enrolled in a Victorian School (for example, students enrolled in home schooling, or students who have moved to Victoria from interstate or overseas)	correspondence or a certificate signed by the Department Regional Director.	

As part of the enrolment and Pre-Training Review process, HOL will sight and retain this evidence required as above.

HOL will provide advice to the student regarding the above requirement however are not responsible for obtaining the exemption. The Youth Pathways and Transitions Team at the relevant Department Regional Office listed below can provide the student and school with assistance to arrange the Exemption from School evidence.

Youth Pathways and Transitions Team (Regional Office Contacts):

North East	pathways.transitions.nev@education.vic.gov.au
North West	pathways.transitions.nwv@education.vic.gov.au
South East	pathways.transitions.sev@education.vic.gov.au
South West	pathways.transitions.swv@education.vic.gov.au

HOL must notify the student's previous school and the relevant Department Regional Office (refer to above list of regional contacts) if a student under 17 makes any changes to their enrolment, such as disengaging or exiting, changing to part-time, or reducing program hours to below 25 hours a week.

- The Student Engagement team will alert the Training Manager and General Manager, Quality and Compliance of a disengaging or exiting, changing to part-time, or reducing program hours to below 25 hours a week.
- The Individual Learning Needs and Student Welfare Coordinator will advise the Training Manager and General Manager, Quality and Compliance if they become aware of a student's non-attendance or disengagement from their studies.
- The General Manager, Quality and Compliance will notify the student's previous school and the relevant Department Regional Office if a student under 17 makes any changes to their enrolment, such as disengaging or exiting, changing to part-time, or reducing program hours to below 25 hours a week.

Students under 18

Students under 18 at the time of enrolment need Parent/Guardian Approval. HOL obtains parent/guardian approval during the enrolment process. Enrolment paperwork is sent to the parent/guardian for signature as well as the student.

Eligibility to study as a Domestic Fee for Service Student

If the student is:	HOL can accept ANY of these:
an Australian citizen	<ul style="list-style-type: none"> ✓ Australian birth certificate (not birth extract) ✓ Current Australian Passport ✓ Australian citizenship certificate ✓ Current green Medicare card ✓ Australian certificate of registration by descent
a NZ citizen	<ul style="list-style-type: none"> ✓ Current New Zealand Passport ✓ New Zealand birth certificate ✓ New Zealand citizenship certificate ✓ Current green Medicare card
a permanent resident	<ul style="list-style-type: none"> ✓ Current green Medicare card ✓ Formal confirmation of permanent residence granted by the Department of Home Affairs AND the student's foreign passport or ImmiCard
holder of an Australian Temporary Resident or Bridging Visa Holder	<ul style="list-style-type: none"> ✓ The student's foreign passport AND Confirmation through the Visa Entitlement Verification Online (VEVO) system that the student has study rights and sufficient visa duration.

If the student is:

HOL can accept **ANY** of these:

(excluding Student Visa)

Refer to the section *Sighting, Verifying and Retaining Evidence of Eligibility* for the mechanisms for HOL to obtain verification of student eligibility documents.

Student's name on their document used for eligibility evidence and their USI must match

Where the student is unable to provide eligibility evidence with their name matching the name as per their USI, they will be required to update either their USI or their identity documents before verification can be completed.

Proving age

HOL **only** need to collect proof of age if the document used to prove eligibility to study as a Domestic Fee for Service Student does not include a date of birth

We can accept these additional documents as proof of age:

- ✓ current drivers licence
- ✓ current learner permit
- ✓ Proof of Age card
- ✓ 'Keypass' card
- ✓ Current foreign passport.

Proof of Address

As part of HOL's entry process, we require that all students provide photographic ID evidence which includes their current address.

If the documents the student has already provided does not list their current address HOL will seek further evidence with a preference for photographic ID:

HOL will seek one of the following:

- Current Drivers Licence (must have a Victorian address)
- Current Learners Permit (must have a Victorian address)
- Proof of Age Card
- 'Keypass' Card

Note: - a letter provided by VicRoads while the student is awaiting their driver's Licence/learner permit card is acceptable.

*For the purpose of obtaining Victorian white card for eligible HOL enrolled students, HOL National Sales Manager, or the General Manager – Quality and Compliance, can authorise proof of photo ID outside of the normal ID's photo id includes tertiary student id with photo or other id cards with photo and DOB.

Other Identity Document Options

If a student does not have a valid form of Photo ID as per the list above, the matter will need to be referred onto the Student Admissions & Engagement Coordinator for approval before the enrolment can be finalised.

Other Identity Documents to prove residential address which may be considered:

- Victorian Marine Licence photo card.
- Victorian Firearm Licence photo card.
- Victorian Security Guard/Crowd Controller photo card.
- Australian Police Force Officer photo identity card.
- Utility Bill in Student's name
- Lease
- Bank Statement
- Rates Notice

The PTR provides guidance to staff members as to the type of ID required.

Course Costs

During the PTR, students will be provided with an estimated outline of course costs through a Statement of Fees. All relevant course fees are available on the HOL website including Fees and Charges and Refund Policy.

Sighting, Verifying and Retaining Evidence of Eligibility

Students must provide evidence of eligibility, prior to completion of the enrolment process, as specified according to the relevant program they are accessing.

HOL collects and verifies identification documents as evidence of a student's eligibility to study as a Fee for Service (domestic) student.

Where any section above indicates a document must be sighted or verified, please use the table below to determine sighting and verifying options.

Below are the mechanisms for HOL to obtain verification of student eligibility documents:

MECHANISM	ID VERIFICATION	PROCESS
Over the Phone: Green ID for Eligibility	Students are asked verbal permission to undertake Green ID Online verification.	HOL verifies the student in Green ID, HOL then retain a transaction record showing the student's details were verified.
In Person: Photo of ID for Eligibility	Original ID is photographed by HOL staff member. (Copies of Green Medicare Cards must be in colour or they will not be accepted if reproduced in black and white).	Photo is printed out and HOL staff member signs and dates that they sighted original documentation. Note in relation to evidence of concession entitlement, HOL can sight and retain correspondence from the card issuer confirming that a concession is granted to an individual.

<p>In Person: Express Plus Medicare Mobile application for Eligibility</p>	<p>Green Medicare Card ID is provided by student via the Digital Express Plus Medicare mobile application.</p>	<p>Digital Express Plus Medicare mobile application verification completed within Pre-Training Review process. This includes a declaration:</p> <ul style="list-style-type: none"> • name of the authorised delegate who sighted the card • date the card was sighted • document number of the card • name of card holder.
<p>Via Traditional Mail</p> <p>Student does not have ID with them in one of the above scenarios, feels uncomfortable with the Green ID process or Green ID verification is unsuccessful.</p>	<p>Original ID is photographed or photocopied by student and the copy certified by an Authorised Certifier*. (Copies of Green Medicare Cards and Photo ID must be in colour or they will not be accepted if reproduced in black and white).</p>	<p>Student forwards certified copy via traditional mail.</p>
<p>Evidence sighted and retained as part of a previous enrolment</p>	<p>Original evidence sighted and retained as part of a previous enrolment can be used as evidence of eligibility.</p>	<p>HOL can use original evidence sighted and retained as part of a previous enrolment can be used as evidence of eligibility</p>

*Statutory Declarations Regulations 2018 - Schedule 2 for more information can be located at: <https://www.legislation.gov.au/Details/F2018L01296>

*For the purpose of obtaining Victorian white card for eligible HOL enrolled students, HOL National Sales Manager or the National Quality Assurance and Compliance Manager can authorise proof of photo ID outside of the normal ID's (e.g.: DL, Proof of age card key Pass card etc.). Accepted photo id includes tertiary student id with photo or other id cards with photo and DOB.

The PTR provides guidance to staff member as to the type of ID required for each payment option.

Program Services Agreement and Training Plan

Upon completion of the PTR conversation, the PTR, enrolment form, training plan and Program Services Agreement (PSA) are emailed to the student to electronically sign.

If a student has requested a Credit Transfer, HOL request access to their USI transcript to check and provide Credit Transfers or the student may provide a copy of their Record of Results or Statement of Attainment form their previous RTO. When a copy of results are provided students will be provided with a form to authorise verification of their results. Their certification documentation will then be verified with the issuing RTO and any applicable credit transfers are then applied. Refer to the following policies for further information:

- Student RPL and Credit Transfer Policy
- Verification of Qualifications and Units Policy

Students are then sent their Training Plan electronically. The Training Plan outlines key information regarding their course and whether they have been granted any Credit Transfers for their units. The information contained in the Training Plan is complemented by other documents, as applicable, such as the Individual Learning Plan. This document addresses any needs identified during the Pre-Training Review process, and specifies how the needs will be managed between the student and the trainer/s.

Individual Learning Plans may be created later in the course if the needs arise pass the enrolment process.

The Program Services Agreement confirms in writing the location of their course, classes per week, amount of study time required outside of class time and the cost to the student and how they are paying for their course.

They are also sent terms and conditions for their course and a number of key policies relating to their enrolment. The student is not officially enrolled into their course until the PSA is returned signed.

Please note that all students must attend orientation session scheduled for their particular intake. Failure to do so, may result in the cancellation of their enrolment.

Change of Name

Where the student changes or updates their name prior to enrolment HOL will update this prior to finalising their enrolment.

Also refer to the HOL Entry Procedure Policy.