

## ENROLMENT POLICY

### STUDENT ADVICE, SELECTION, ENROLMENT & INDUCTION

#### PURPOSE

The purpose of this policy is to ensure that Go Educate Institute provides clear, accurate, and accessible advice to prospective students, enabling them to make informed decisions about course enrollment. The policy also outlines the principles and processes for selecting students based on their needs, career goals, and the requirements of the chosen course.

This policy applies to all personnel, contractors, and third-party providers involved in the provision of advice to prospective students and the selection process for course enrolment. It encompasses all courses on the Scope of Registration delivered by Go Educate Institute.

Go Educate Institute is committed to providing accurate and comprehensive advice to prospective students and ensuring that the selection process is fair, transparent, and aligned with the requirements of the *Standards for RTOs*. This approach ensures students are placed in courses that best meet their needs and capabilities, supporting their educational and career goals.

The organisation ensures individuals are advised, prior to enrolment, about the suitability of the training product for them, taking into account their skills and competencies.

The organisation has a system for reviewing the skills and competencies of individuals, taking into account the requirements of the training product, prior to enrolment, including their language, literacy and numeracy proficiency and Digital Capability, as appropriate to the training product, and provides advice, based on the review, to individuals about the suitability of the training product for them.

#### RATIONALE

Under the 2025 Standards for RTOs, the approach taken by Go Educate Institute to student advice, selection, enrolment and induction ensures that individuals seeking educational opportunities receive accurate, transparent, and comprehensive advice prior to enrolment.

By implementing a structured **Pre-enrolment Review**, prospective students are guided towards training products that align with their skills, competencies, and career aspirations. This method safeguards both the learner's investment in education and the integrity of Go Educate Institute by ensuring that students have the necessary foundation skills and prerequisites to successfully complete their chosen course. Additionally, providing clear pathways and referral options where training is deemed unsuitable demonstrates a commitment to student success.

Go Educate Institute's emphasis on accessibility and equity ensures that all individuals, including those with specific learning needs or preferences, are considered in the selection process. By assessing foundation skills before enrolment, potential barriers to learning are identified early, allowing for the implementation of support services where appropriate. This proactive approach fosters an inclusive learning environment.

Ensuring prospective students are fully informed about course expectations, support services, and potential financial implications reinforces the principle of consumer protection. Through structured procedures for verifying student identity, confirming academic suitability, and authenticating prior learning, the process mitigates risks to applicants, other stakeholders and Go Educate Institute. The overall approach not only enhances educational outcomes and upholds the reputation and credibility of the organisation within the vocational education sector.



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## STUDENT ENTRY PROCEDURE

On application for enrolment, Go Educate Institute ensures that all individuals are able to seek admission to a course program on the same basis. Where students have particular needs, these are discussed in open consultation with the student, and where appropriate, reasonable adjustments will be made in order to facilitate the individual's enrolment.

Prospective students apply for enrolment into one or more Training Product(s).

**Training product** means an AQF qualification, a skill set, a unit of competency, accredited short course or module.

**Training support services** means services and resources designed to support and skill VET students to meet training product requirements and complete the training product in which they are enrolled.

Go Educate Institute provides quality course services, including training and assessment that is suitable and appropriate for each individual.

**Foundation skills** refer to fundamental skills a person needs to participate in education and training, the workplace and the community. They are a combination of Language, Literacy, Numeracy and Digital Capability (LLND) skills along with employability and learning skills.

Foundation skills include:

- Reading skills,
- Writing skills,
- Oral communication skills,
- Numeracy skills,
- Learning skills,
- Problem solving skills,
- Initiative and enterprise skills,
- Teamwork skills,
- Planning and organising skills,
- Self-management skills,
- Technology skills.

Go Educate Institute undertakes a pre-enrolment review process with every applicant to be aware of:

- Their foundation skills levels,
- Whether the applicant may require support to improve their foundation skills levels,
- Understanding the skills and experiences of the applicant, and how these may impact on their course progress, and
- Conditions that may require adjustment of training and assessment methods, such as flexibility with timing, reasonable adjustments or the use of alternate technologies and resources.

Go Educate Institute reviews the applicant's situation against the minimum competencies needed to successfully complete the course and identify possible reasonable adjustments.

**Suitable** means the training and assessment meets the individual's needs, links to likely job and/or participation outcomes and minimises duplication of the individual's existing competencies.

**Appropriate** means the training and assessment is delivered to regulatory and industry standards, uses delivery modes and durations optimised for the individual's needs and includes reasonable support to facilitate the individual's participation and attainment.

Go Educate Institute has implemented this student entry procedure to ensure that students are confirmed to be **academically suited** to undertake the particular course they wish to study.



To ensure individuals are academically suited, Go Educate Institute's student application and enrolment processes include the requirements that:

1. Applicants satisfy minimum academic admission requirements, and
2. Applicants satisfy any other specified entry requirements or admission requirements for the specific course, and
3. Go Educate Institute reasonably believes that each individual applicant is academically suited to undertake the course.

Go Educate Institute focuses on supporting individuals to understand how their options may affect their future and, ultimately, helping them to choose the right training. This includes being prepared to suggest, in some instances, that none of its offerings are right for an individual. Where this is the case, Go Educate Institute refers prospective students to relevant government websites in their jurisdiction as a good place to start to determine more suitable course options.

Jurisdiction	Course Gateways
Australian Government	Australian Training Directory <a href="https://www.myskills.gov.au/">https://www.myskills.gov.au/</a>
Australian Capital Territory	Skills ACT <a href="https://www.skills.act.gov.au/">https://www.skills.act.gov.au/</a>
New South Wales	Smart & Skilled <a href="https://smartandskilled.nsw.gov.au">https://smartandskilled.nsw.gov.au</a>
Northern Territory	VET NT <a href="http://www.vet.nt.gov.au/">http://www.vet.nt.gov.au/</a>
Queensland	QLD Skills Gateway <a href="http://www.skillsgateway.training.qld.gov.au">http://www.skillsgateway.training.qld.gov.au</a>
South Australia	Skills Gateway <a href="http://www.skills.sa.gov.au">http://www.skills.sa.gov.au</a>
Tasmania	Skills Tasmania <a href="http://www.skills.tas.gov.au/learners">http://www.skills.tas.gov.au/learners</a>
Victoria	Victorian Skills Gateway <a href="http://www.education.vic.gov.au/victorianskillsgateway">http://www.education.vic.gov.au/victorianskillsgateway</a>
Western Australia	Jobs & Skills <a href="https://www.jobsandskills.wa.gov.au">https://www.jobsandskills.wa.gov.au</a>

## ENROLLING STUDENTS UNDER SCHOOL-LEAVING AGE

Go Educate Institute has a range of responsibilities when enrolling a student under seventeen (17) years of age.

Typically, all children and young people aged under seventeen (17) years are legally required to be at school unless they've been granted an 'exemption' from school attendance.

Depending on the student's circumstances and state or territory of operations, exemptions are granted by a school principal or the relevant department of education and training.



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<p><b>NSW</b></p> <p><b>School Aged Child not attending school</b></p>	<p>A school aged child may leave school only if they participate in one of the following on a full-time basis:</p> <ul style="list-style-type: none"> <li>• Approved education or training, or</li> <li>• If the person is of or above the age of fifteen (15) years: <ul style="list-style-type: none"> <li>○ paid work, or</li> <li>○ a combination of approved education or training and paid work.</li> </ul> </li> </ul> <p>Full time paid work generally means an average of twenty-five (25) hours per week over a four (4) week period.</p> <p>All school aged children not in school must hold a '<i>Certificate of Exemption.</i>'</p> <p>A school aged child who has completed year 9 and wants to leave school may only do so if they undertake a full-time apprenticeship or traineeship and obtain approval from their school principal by lodging an application for exemption from enrolment at school with their school principal. In this situation, full time paid work means Full-time as defined in the appropriate award.</p>
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## Supporting Individuals Under School-leaving Age

### *Letters of Offer*

Go Educate Institute can give an applicant a letter of offer to support their exemption process. Students can attach this letter to their *Exemption from School Application Form*.

Go Educate Institute may undertake all or part of a **Pre-Enrolment Review** below with the applicant so that a letter of offer that explains why the training would be suitable and appropriate for the applicant can be issued. This may help the school principal or Department 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.

### *Approval is Needed to Change Program or Training Provider*

Typically, an exemption only applies to the specific training provider and program listed on the exemption letter or certificate. All changes to a student's program, program hours or training provider while under the school leaving age in the relevant jurisdiction, must be formally agreed by the original approver of the exemption – either the school principal or relevant department.

Go Educate Institute sights and retains formal approval of changes to a student's exemption before updating details of their enrolment.

### *Students Who Take Longer to Complete Training*

Go Educate Institute does not need to obtain further documentation if the student takes longer to complete the training than indicated on the exemption.

### *Students Who Stop Attending or Complete Training*

Go Educate Institute writes to the relevant Department and the student's previous school (where relevant) to advise if a student under the school-leaving age in the relevant jurisdiction stops attending, disengages from, or completes their training. The previous school will support the student by talking to them about alternative pathways to education, training and employment.

### *Child Safe Environments*

Please also refer to our Child Safety and Wellbeing Policy for further information on supporting students under the age of eighteen (18) years.



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## Process & Procedures Relating to Student Entry

These Go Educate Institute's student entry procedures:

- Specify the requirements a student must meet to be determined to be academically suited to undertake a particular approved course,
- Specify that the results of assessing a student's competence in reading and numeracy under the procedure must be reported to:
  - the student as soon as practicable after the assessment, and
  - the Secretary in the form, manner and by the time requested by the Secretary, and
- Describe the process (including the tools) for validly and reliably assessing a student's competence in reading and numeracy against the *Australian Core Skills Framework*.

## When is a Student Academically Suited?

A student is academically suited to a course when:

- Go Educate Institute reasonably believes the student is academically suited, and
- The student satisfies any entry requirements for the course, and
- The student satisfies one of the following requirements:
  - Go Educate Institute obtains a copy of a *Senior Secondary Certificate of Education* that has been awarded to the student by an agency or authority of a state or territory for the student's completion of year 12, or
  - the student is assessed using the *ACER Core Skills Profile for Adults (CSPA)*, as displaying competence at or above Exit Level 3 in the *Australian Core Skills Framework (ACSF)* in both reading and numeracy and Go Educate Institute reasonably believes that the student displays that competence, or
  - Go Educate Institute obtains a copy of a certificate that a qualification at level 4 or above in the Australian Qualifications Framework has been awarded to the student by a body registered to award the qualification in the AQF in Australia and the course was delivered in English.

## Senior Secondary Certificate Requirements

Go Educate Institute can only accept a copy of a year 12 certificate from an Australian state or territory.

### *Where a Student Cannot Provide a Copy of a Certificate*

If a student cannot provide a copy of a qualification certificate for their *Australian Qualifications Framework* level 4 or above qualification, Go Educate Institute may accept from the student a copy of their authenticated transcript from the Student Identifiers Register as proof, provided it evidenced completion of the relevant qualification.

## Assessing Competency in Reading and Numeracy

Go Educate Institute ensures the required LLN assessment process is conducted with honesty and integrity.

The results of assessing a student's competence in reading and numeracy under the procedure are reported:

- To the student as soon as practicable after the assessment, and
- To the Secretary in the form, manner and by the time requested by the Secretary.

Go Educate Institute retains these results for at least five (5) years.



If a student fails to achieve the required standard of language, literacy and numeracy (LLN) on sitting, the student may re-sit based on Go Educate Institute's assessment of readiness. *The Australian Council for Educational Research's (ACER's)* recommendation is that at least three (3) months between assessments should provide enough time for progress to be made and improvement to be able to be demonstrated. This would allow time for the learner and Go Educate Institute to implement any targeted LLN support and to have sufficient time for the learner to improve their LLN skills to the required level. Re-sit within three (3) months will be a risk indicator.

Please refer to the **Pre-enrolment Review** process below for further information on specific student entry procedure activities.

### Assessment of Need

Go Educate Institute will conduct assessment of needs before commencement of training or after it confirms the learner's eligibility during the **Pre-enrolment Review**. In such cases, Go Educate Institute will ensure that the assessment of need is undertaken at the earliest possible opportunity and any identified support needs issues are managed. Upfront assessment of need is done by conducting the following:

1. *Special Needs and Disability*

Learners intending to enrol for training are requested to advise of any physical or other impairments and needs (e.g. English language difficulties, Dyslexia) which may adversely affect their ability to successfully undertake the training. (See Additional Support Policy)

2. *Language, Literacy and Numeracy Abilities of Learners*

Learners intending to enrol for training are assessed on their language, literacy and numeracy abilities to determine their capability to successfully undertake the training and determine whether any additional support is needed. This is done by conducting LLN assessment as part of the enrolment process. (See Additional Support Policy for more information)

3. *Competency Assessment*

Learners are assessed on their present knowledge and previous experience of the relevant course they are enrolling into. Using the information provided in the enrolment form and the outcome of the Pre-enrolment Assessment Form, the assessor can determine the best training plan to suit the learner's needs.

4. *Recognition of Prior Learning, Credit Transfer and Amount of Learning*

Mutual recognition, credit transfer and recognition of prior learning (RPL) are acknowledged and accepted as a standard practice of the Company. Each learner's skills and experiences relevant to respective vocational competencies are considered in the development of their learning plans. Go Educate Institute determines how the learner's existing skills, knowledge and experience impacts the amount and level of training they will provide prior enrolment.

Go Educate Institute ensures that learners are made aware of opportunities for recognition prior to the commencement of training and that adequate information, support and opportunities are provided to learners to engage in RPL.

### Unique Student Identifier (USI)

1. All prospective learners are required to provide their Unique Student Identifier, in accordance with requirements of Student Identifier Act.
2. Go Educate Institute will advise prospective learners with no USIs on how to obtain one and refer them to USI website: <http://www.usi.gov.au/Pages/default.aspx>. A USI can also be created for the student (ONLY with the student's permission) at the following USI portal: <https://portal.usi.gov.au/org/>.





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3. In the event that the student authorises Go Educate Institute to apply for a USI on the student's behalf, Go Educate Institute will ensure to shred any personal information provided by the learners after they have successfully obtained a USI for them.
4. It will verify and maintain all student identifier provided by the learner through its Student Management System (SMS).

## PRE-ENROLMENT REVIEW

Go Educate Institute conducts a **Pre-Enrolment Review** of current competencies including foundation skills prior to enrolment of each student.

The Pre-Enrolment Review is designed to:

- Ensure students have the ability to communicate effectively in English at suitable level for the course,
- Ensure students understand employment pathways or opportunities the course can lead to, employer expectations and working conditions in this field of employment,
- Ensure students understand industry or regulatory requirements, such as minimum age or police checks, and hold these as relevant,
- Confirm students' aptitude for learning,
- Identify any competencies previously acquired Recognition of Prior Learning (RPL) or Credit Transfer,
- Ascertain a suitable, and the most suitable qualification for the student to enrol in, based on:
  - the individual's existing educational attainment, capabilities, aspirations and interests,
  - due consideration of the likely job outcomes, participation and/or further study opportunities from the development of new competencies and skills,
  - being vocationally relevant and reflecting industry requirements and the workplace setting,
  - minimising duplication of the individual's existing competencies, and
  - meeting the individual's needs,
- Ascertain that the proposed learning strategies and materials are appropriate for that individual, based on:
  - providing reasonable and accessible support to facilitate the individual's participation in training and attainment of skills, and
  - the Volume of Learning, amount of training, duration, delivery modes, materials, facilities and equipment are sufficient:
    - to meet the individual's needs, and
    - for the individual to consolidate skills and produce job-ready competencies,
- Where the proposed learning includes portions delivered online, identify the individual's digital capability, including access to necessary technology, and where necessary identify steps to overcome any barriers in this regard, and
- Ensure students understand course expectations, methods of delivery, cost of the course, additional expenses such as personal protective equipment, location of the course, recognition of prior learning, work placement requirements and attendance requirements.

Course Services are designed to build on a student's existing abilities and develop new ones. Applicants' existing educational and vocational attainment, other demonstrated capabilities, career aspirations and general interests are considered in course selections and services planning.

Applicants are not encouraged to undertake training where there is not a reasonable prospect of completion.



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Go Educate Institute does not enrol any individual in a training product that is not suitable or is inappropriate for the individual. The **Pre-Enrolment Review** is completed, and the outcomes known and documented, prior to acceptance of an individual's enrolment application.

The Pre-Enrolment Review is a comprehensive assessment where Go Educate Institute genuinely seeks to understand an applicant's needs. It's a conversation that encourages individuals to reflect on their own aspirations and guides their selection of suitable training.

The Pre-Enrolment Review is undertaken by skilled Go Educate Institute personnel who provide impartial advice and translate an individual's ideas about their future into tangible and suitable choices.

The Pre-Enrolment Review process encompasses:

- Student identification confirmation,
- Course information & requirements,
- Identifying individual needs and any support services needed, including:
  - Existing educational attainment, capabilities, aspirations and interests and individual needs,
  - Foundation skills assessment,
  - Confirmation of entry requirements and admission requirements met,
  - Consultation regarding any specific support needs,
- Previous competencies, credit transfer application (if relevant) and RPL application (if relevant),
- Employer engagement (if relevant),
- Government support eligibility (if relevant), and
- Final planning, course confirmation and enrolment decision.

Each of these components is outlined below.

### Student Identification Requirements

A number of Go Educate Institute projects require identification to be confirmed and verified identification evidence to be retained on file on admission to any nationally recognised course program. This may include:

- Evidence of student identity (for example, photo identification),
- Evidence of student eligibility to participate (for example, age, citizenship), and
- Evidence of entry requirements and admission requirements being met (for example, previous qualifications/study).

Each individual's identity is confirmed as an initial step in the Pre-Enrolment Review process.

### Course Information

During the Pre-Enrolment Review process, general and course specific information, including the relevant **Course Flyer Guide** is explained in further detail and student queries answered. This generally includes:

- Explanation of course content, competency standards, timelines and stakeholders,
- Outline of entry requirements and admission requirements,
- Duration of course and the delivery mode of course,
- Identification of specific resource requirements for the course,
- Explanation of assessment procedures relevant to course,
- Go Educate Institute's procedures and processes, and
- Fees, charges and refunds information.

Please refer to the **Information Provision Policy** for further information.





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## Identifying Individual Needs

### Entry and Admission Requirements

As a component of the Pre-Enrolment Review process, Go Educate Institute reviews all enrolment applications to ensure individuals meet course entry requirements and course admission requirements relating to the individual's suitability being met prior to acceptance of an individual into a course.

Go Educate Institute's approach is conducted with honesty and integrity.

Go Educate Institute:

- Reviews prospective student's skills to ensure they have the necessary language, literacy, numeracy and digital proficiency, and other foundation skills as relevant, to undertake the intended training product.
- Informs prospective students about the extent of support services available (including the limits of Go Educate Institute's ability to respond to individual needs) to allow prospective students opportunity to decide if the organisation is able to meet their needs.
- Ensures all applicants have the resources to access the required online environments, such as a computer and appropriate internet access, where relevant.
- Provides advice to prospective students about the training product(s) appropriate to meeting their needs, taking into account each individual's needs and any support services needed.

The approach used to review skills and competencies (and provide necessary advice to prospective students) depends on the nature of the training product and the student cohort. Different strategies are used where an applicant wishes to enrol in a one-year, full-time program compared to an applicant seeking to enrol in a low cost, short duration, skill set course. Strategies for reviewing applicant foundation skills and competencies (and providing relevant advice) are adapted and proportionate to the context.

Please refer to the relevant **Training and Assessment Strategy** for specific information on foundation skills requirements and the approach for foundation skills assessment.

### Academic Suitability – Foundation Skills Assessment

Where a course has specific academic suitability admission requirements, as part of the Pre-Enrolment Review students are required to complete a **Foundation Skills Assessment** to ensure that the student has the skills required to complete the course.

Go Educate Institute's Foundation Skills Assessments are:

- Aligned to the *Australian Core Skills Framework (ACSF)*, *Digital Capability Skills Framework (DLSF)* and the *Core Skills for Work Developmental Framework (CS4W)*, as relevant.
- Aligned to the specific requirements of the training product, delivery modes and other contextual factors.
- Administered under the direct supervision of an Go Educate Institute representative to ensure the authenticity of the assessment results.

The results of Foundation Skills Assessments are reported to applicants as soon as practicable after the assessment has occurred.

If the student is unable to complete the Foundation Skills Assessment satisfactorily, the relevant Go Educate Institute representative will complete a further **Foundation Skills Assessment Report**, making recommendations on required actions that may include:

- Refusal to process the individual's application for enrolment, on the basis that the applicant has not met the entry requirements or admission requirements to support their successful completion of the course, or
- The required strategies and actions to be taken to assist the individual to be able to complete the course, if this option is possible under course admission requirements.



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The Foundation Skills Assessment Report is provided as soon as practicable to the *Chief Executive Officer*, who makes a final determination on the report's recommendations within five (5) working days.

Go Educate Institute does not enrol any applicant where a significant LLND gap is identified. Instead, an alternative training product may be offered that matches their current skills and a referral to career counselling for appropriate pathway advice may be made.

### Provision of Support Services

Go Educate Institute provides a range of educational, training support services and wellbeing support services to students, to enable them to meet the training product requirements and progress through / complete the training product in which they are enrolled.

### **Consultation with Individuals Living with a Disability**

There may be times and situations in which a student may require '*reasonable adjustment*' of the training and assessment methods implemented by Go Educate Institute to meet their specific individual needs. Go Educate Institute has formal consultation arrangements in place to determine and support these needs that occur during the Pre-enrolment Review process.

Please refer to the **Access, Equity, Welfare, Wellbeing and Student Support Policy** for further information.

## **SIGHTING & RETAINING EVIDENCE OF ELIGIBILITY**

Before Go Educate Institute enrolls a student in government subsidised training, it makes sure they're eligible. This includes confirming the student is an Australian or New Zealand citizen or a permanent resident of Australia.

Go Educate Institute also confirm the student's age (if it's relevant to their eligibility).

Go Educate Institute establishes eligibility in a robust way that can be verified at an audit or review. This includes sighting and retaining copies of documents.

### **Types of Acceptable Evidence**

#### *Proving Citizenship/Permanent Residence*

Go Educate Institute accepts these documents as proof of citizenship/ permanent residence:

An Australian citizen:

- 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:

- Current New Zealand Passport
- New Zealand birth certificate
- New Zealand citizenship certificate
- Current green Medicare card

A permanent resident:

- Current green Medicare card
- Formal confirmation of permanent residence granted by the Department of Home Affairs AND the student's foreign passport or *ImmiCard*

An asylum seeker enrolling under a relevant Asylum Seeker VET program



- A 'Referral to Government Subsidised Training - Asylum Seekers' form from the Asylum Seeker Resource Centre or the Australian Red Cross
- Confirmation through the *Visa Entitlement Verification Online (VEVO)* system that the student has a valid visa type accepted for participation in exceptional circumstances
- A proxy declaration signed by the training provider CEO or a government or community services provider, approved by the relevant Department.

#### Proving Age

Go Educate Institute only needs to collect proof of age if the document used to prove citizenship/residence doesn't include it and the student's age is relevant to subsidy eligibility, for example.

Go Educate Institute accepts these documents as proof of age:

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

#### Using a proxy declaration

If a student doesn't have any of the accepted forms of evidence of eligibility, they may be able to make a case to show they're in exceptional circumstances.

Exceptional circumstances might include where a student:

- Grew up in a remote location and their birth was not registered
- Is experiencing disadvantage or estrangement from family or guardians and they don't have access to identity documents.

If the student is in exceptional circumstances, we may accept a proxy declaration under agreement and approval with the relevant funding department.

#### Future Enrolments

Go Educate Institute retains copies of students' eligibility evidence on file so they can use it again the next time they enrol. To be used in future, each document must still be current and valid.

#### Sighting and Retaining Evidence

There are seven ways to sight and retain evidence of eligibility.

Sight:	Retain:
1. An original document, presented in person	A photocopy or electronic copy
2. An original certified copy of the document, presented in person or sent by post	A photocopy or electronic copy
3. Confirmation the student's details are verified to match a current and valid document in the <i>Document Verification Service (DVS)</i>	A transaction record showing the document was verified in the DVS
4. A green Medicare card displayed on a <i>Digital Wallet</i> through the <i>Express Plus Medicare</i> mobile app	A written declaration



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Sight:	Retain:
5. A digital 'Keypass' card using the <i>Australian Post Digital iD mobile app</i>	A written declaration
6. An email or pdf document the student has obtained from the VEVO system that confirms they hold a permanent visa AND an original or certified copy of the student's foreign passport or <i>ImmiCard</i>	Electronic or paper copies of both documents
7. Your own VEVO check on the student's behalf, that shows they hold a permanent visa and that the details on the VEVO check match the details on their foreign passport or <i>ImmiCard</i>	The VEVO transaction record that shows the student's details and permanent visa status

#### *Sighting Certified Copies of a Document*

A certified copy is made when a student presents their original document and a photocopy of it to a 'certifier'.

The certifier will examine:

- The original, to check it isn't a copy or forgery, and
- The copy, to check it's identical to the original.

The certifier writes or stamps the copy with the words: '*Certified to be a true copy of the original seen by me.*' They sign and date it and write or stamp their details.

For information about who can be a certifier, refer to the specific guidelines in the relevant State and Territory.

#### *Formally Confirming Permanent Residence*

In most cases, permanent residents will have a green Medicare card and can use this as evidence of eligibility.

If the student doesn't have a green Medicare card, you can confirm permanent residence through VEVO.

There are two ways this can be done:

1. The student can log in to their own VEVO account and generate a summary of their visa information.
2. If the student gives you their permission and identifying information, Go Educate Institute can do a VEVO check on their behalf.

If a student provides a self-generated VEVO check, this may be in the form of an email or pdf document.

Go Educate Institute:

- Confirms the logo of the Department of Home Affairs on the VEVO check.
- Confirms information in the VEVO check that clearly shows the student has a permanent visa.
- Confirms the student's name on the VEVO check is the same as it is on their passport or *ImmiCard*.

#### *Using the DVS*

The *Document Verification Service (DVS)* is a Commonwealth Government service. It's a national online system that allows organisations to compare an individual's identifying information with a government record.



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When using the DVS, Go Educate Institute sights confirmation from the *Gateway Service Provider* that the details on the student's document match a current and valid record in the DVS database and retains a transaction record that shows the student's details, and that they were verified to match a valid and current document in the DVS.

If a student's evidence can't be verified through the DVS, Go Educate Institute provides the opportunity to provide it in another way before making a final decision about their eligibility.

#### *Skills Victoria - Subsequent Enrolments*

If Go Educate Institute has sighted and retained evidence of a student's citizenship and (where relevant) their age (in accordance with the requirements of the *Evidence of Eligibility and Student Declaration form*), it may use this evidence for any subsequent enrolments by that student, provided that:

- The evidence, if verified by any means other than through the DVS, has not expired when a subsequent enrolment occurs,
- The evidence, if verified through the DVS without retaining an expiry date, is only used for subsequent enrolments that occur within the same calendar year as the DVS check,
- The information evidence continues to be retained for audit, review or investigation purposes, and
- Go Educate Institute makes all other assessments of the student's *Skills First Entitlement* for each subsequent enrolment.

## FINALISING THE PRE-ENROLMENT REVIEW

As a Pre-Enrolment Review is conducted, Go Educate Institute representatives complete the **Pre-Enrolment Review Record** to confirm that all components of the process are completed effectively.

As all Pre-Enrolment Review activities above are completed, the Go Educate Institute representative clearly documents:

- Details of which of the key learning objective(s) the proposed course aligns with as follows:
  - enable the individual to obtain the required skills to make them job-ready,
  - assist the individual to undertake further education, and/or
  - promote/enable access to training for a disadvantaged individual, and
- How the proposed course aligns with the stated key learning objective(s), and
- The rationale for how the selected course is being both suitable for the individual, and the most suitable course option for the individual, and
- The overall Pre-Enrolment Review decision.

On conclusion of this process, a **Course Fees Agreement** (including statement of fees) is then prepared by Go Educate Institute in order to make a formal enrolment offer to the prospective student and/or relevant supporting employer. Please refer to the **Fees, Charges and Refunds Policy** for further information.

## ENROLMENT

Go Educate Institute assesses all enrolment applications to ensure they meet the enrolment requirements of the course and to confirm their ability to complete the requested training product.

Where the enrolment of an individual would require unreasonable adjustments to the course program, the student's admission for enrolment will not be processed. Decisions on the acceptance or otherwise of enrolment applications are free from bias and discrimination.



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### Confirmation of Enrolment

A student's enrolment application into a course program is accepted and enrolment confirmed once:

- All pre-enrolment information has been provided and discussed,
- Student identity has been confirmed,
- All Pre-Enrolment Review processes are conducted, and
- A Course Fees Agreement has been completed and signed by all parties.

The date on which the **Course Fees Agreement** is completed and signed by all parties is confirmed as being the **official date of enrolment**.

### Notification of Enrolment

Upon acceptance of enrolment Go Educate Institute provides learners with an electronic or written confirmation of enrolment and all necessary enrolment documents needed by the learner to start their training. This includes:

1. Upon acceptance of enrolment Go Educate Institute provides learners with an electronic or written confirmation of enrolment and all necessary enrolment documents needed by the learner to start their training. This includes:
  - a. USI details (if applied for the client);
  - b. student log in;
  - c. training resources and how to access them;
  - d. trainer and assessor information;
  - e. subcontracting arrangements (if applicable);
  - f. details of the fee chargeable;
  - g. Information on how to access support.
2. Each client receives a copy of the student handbook which outlines key information including their rights and responsibilities as a learner.
3. All clients sign an acknowledgment that they have received, read and understood Go Educate Institute policies and details within the student handbook.

### Non-Acceptance of Enrolment Application

Where a prospective student does not have the required skills and competencies, Go Educate Institute advises them of the training products that might be best suited to them and/or the support services and learning programs available that might enable them to build the required skills and competencies needed.

Should the prospective student not be accepted into the course program they have applied for, the individual will be provided with formal notice of this non-acceptance:

In writing,

- With reasons provided for this non-acceptance,
- With any alternate options or actions recommended by Go Educate Institute, and
- With relevant information on how the prospective student may raise a complaint or seek to have the decision reviewed.





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## INDUCTION

Go Educate Institute induction sessions with students may be individual or in groups, and include:

- Further explanation of course content, competency standards, timelines and stakeholders,
- Provision of initial course resources, information or activities.

Go Educate Institute personnel conducting the induction process are responsible to ensure all paperwork is completed.

## CANCELLATION OF COURSES

1. It is NOT normal policy to cancel scheduled training programs.
2. Go Educate Institute will ascertain the reason if an enrolled learner indicates that they wish to discontinue training. If Go Educate Institute finds that the reason is related to the performance and delivery and assessment of its training, it will make reasonable efforts to address concerns related to the delivery and assessment of training.
3. If, for some unforeseen reason, the learner decides to cancel training, Go Educate Institute will offer the learner an opportunity to attend the training program on another date, at another location (if available) or in another delivery mode.

## TRANSFER OF ENROLMENT

1. **Transfer to another “course date”** – Only requests made more than a week prior to the commencement of training will be entertained. Requests for transfers to other course dates made within a week of the commencement of training will be considered invalid.

Requests must be made in writing using the Transfer Request Form. Transfer approvals are subject to course availability.

2. **Transfer to another “course”** – Clients who wish to transfer to another course offered by Go Educate Institute must submit their request in writing no less than 7 days prior to the commencement of training. A transfer fee of **\$190** will be payable PLUS the difference between the original course fee paid and the full course (not promotional fee).

Transfer approvals are subject to course availability. No refund is applicable where a student chooses to transfer to another course of lesser value. Workshop components of a course cannot be transferred to another course enrolment, for courses with workshop components.

The original course end date is transferred to the new course, and if the student wishes to extend the new course beyond the original course enrolment expiry, extension fees will be payable in accordance with Go Educate Institute's extension fees.

Upon transferring to another course, a student relinquishes their enrolment in the original course.

Requests must be made in writing using the Transfer Request Form.

3. **Transfer to another “client”** – enrolment is non-transferable.

## EXTENSION REQUESTS

1. Extension requests must be made in writing using the Course Extension Request Form prior to the maximum course completion time.



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2. A fee of **\$125** will be charged for each additional month requested beyond your original course end date.
3. No refund will be approved for any extension period not utilised.
4. To be considered for an extension outside of our standard policy (with a waiver of the \$125 monthly fee), extreme hardship, extenuating circumstances, or a debilitating medical condition **MUST** be proven with supporting documentation that is submitted to our office for review.

To be considered for an extension outside our standard policy, you must complete the Course Extension Request Form and provide supporting documentation which may include detailed letters or documentation from medical specialists, death certificates, legal documentation, and documentation that may prove extreme hardship. To be eligible for an extension due to a medical condition suffered by you, you must provide a medical certificate and supporting documentation that must include a Medical Information Form that is fully completed by a Medical Practitioner or a duly executed written medical authority that will allow us to obtain the information requested on the Medical Information Form.

All documentation must be original documentation or copies of original documentation certified by a Justice of the Peace and must be posted to 14 Burwood Road, Burwood NSW 2134 for our review. The student can request the return of original documents.

Go Educate Institute will make our decision based solely on the supporting documentation provided with your Extension Request. Based on our review of the request for Extension, we may or may not grant a partial or full waiver of the monthly extension fees. Your request will be responded to in writing within 10 business days of the request being received.

## CLIENT RECORDS OF ENROLMENT

1. Go Educate Institute is obligated to report all enrolments, in compliance with national reporting requirements. (See Reporting and Records Management Policy)
2. Individual client records are created for each enrolment and maintained for a period of 30 years. (See Reporting and Record Management Policy)
3. Go Educate Institute will ensure that all individual clients have access to their own records, and the progress of their learning. This is enabled through the learner management system. (See Reporting and Record Management Policy)
4. Go Educate Institute will only create learner records when there is evidence of a valid enrolment.

## EMPLOYER ENGAGEMENT

As a component of the Pre-Enrolment Review process, Go Educate Institute ensures that employers or other parties who contribute to each student's course services and outcome are informed and engaged in the training and assessment on the development, delivery and monitoring of training and assessment. This may include course services involving work placements, employer sponsored courses and apprenticeship or traineeship arrangements.

All employers involved in Go Educate Institute course services receive the **Student Handbook** that provides a range of important information for employer involvement including:

- Employer and RTO responsibilities,
- Student attendance and behaviour expectations,



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- Equity commitment,
- Work health and safety requirements,
- Privacy arrangements,
- Competency-based training and assessment process,
- Complaints and appeals processes,
- Monitoring, evaluation and feedback arrangements,
- Further information contact details, and
- Any relevant required release from work or study.

Go Educate Institute ensures all students involved in workplace delivery have a range of processes and mechanisms implemented to engage the employer in the training and assessment process. This includes but is not limited to:

- Consultation prior to and during enrolment, and subsequent training and assessment sessions to gain input from the employer in areas such as the development of the training plan,
- Providing employer guidance on how to assist students to achieve competency through undertaking specific workplace tasks. This is undertaken through various contact and employer specific information and documents,
- Ensuring the assessment process is supported with supplementary evidence from the employer to contribute to the assessment outcome (such as *Other-party Reports*),
- Regular contact with the employer to confirm the student's progress, and
- Formal evaluation processes to gain further feedback on the training and assessment processes provided.

## ENROLMENT INFORMATION COLLECTION

All prospective students must complete and provide relevant enrolment information and personal data as a part of their enrolment application. This includes relevant *AVETMISS* data collection information and relevant student identifiers including the USI.

Prospective students have the option of commencing their enrolment information process online, by completing an online application for enrolment for their initial course of interest. This online application once received forms the basis of the initial enrolment information.

For prospective students that do not start the application for enrolment process online, a hard-copy **Application for Enrolment Form** is completed.

In either case, once provided, the application information provided is used by Go Educate Institute representatives as a component of the Pre-Enrolment Review, as it provides significant information on the student's background, prior skills and qualifications, current employment status and any specific individual needs.

Applications for enrolment are signed by individuals to confirm that the information being provided is a true and accurate record relating to their individual situation. This confirms the application process but does not constitute formal acceptance of the student's enrolment into the course. For applicants under the age of eighteen (18) years, a parent or guardian is also required to sign the application.

### Disclosure of Individual Needs

Disclosure of a disability or ongoing ill health, including mental ill health, is each individual's choice and is not a requirement for participation in a training product. However, applicants are encouraged to share all relevant information about the impact of any disability or other support need early in their engagement with Go Educate Institute to assist the assessment of applications and for student support purposes.

## FEE AND FEE WAIVIERS

1. Fees are collected in accordance with the Fee Administration procedure. (See Fee Administration and Refund Policy)



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2. Go Educate Institute will publish and make available to the learner and employer all fees and charges and its fees relating to training and its refund policy. The fees and charges may include:
  - a. compulsory fees;
  - b. additional charges or co-contributions;
  - c. methods of collection;
  - d. refund information.
3. Go Educate Institute will only charge the published tuition fee

### **MONITORING AND IMPROVEMENT**

1. The Admissions Officer will be responsible for ensuring compliance with the Enrolment Policy and Enrolment Procedure. All administration staff are responsible for the correct and accurate enrolment in accordance with this policy and relevant procedural documents.
2. All enrolment practices will be monitored by Go Educate Institute's admissions coordinator(s). Areas for improvement will be identified and discussed during the Continuous Improvement Meetings. (See Continuous Improvement Policy)
3. Learners are encouraged to provide feedback on their enrolment experience through the Continuous Improvement Procedure.
4. Learners are able to make a complaint or appeal an enrolment decision, as per Complaints and Appeals Policy.



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## VERSION CONTROL

Version Control Table					
Date	Summary of Modifications	Modified by	Version	Date of Implementation	Next Review Date
23/09/2021	Document creation based on default values	360RTO Solutions	v. 1.0	07/03/2023	06/03/2024
14/02/2023	Footer of document was updated	Go Educate	v. 1.1	07/03/2023	06/03/2024
06/07/2024	Assessment of needs section has been reviewed.	Go Educate	v. 1.2	06/07/2024	06/07/2025
24/03/2025	Added CRICOS provider number into document	Go Educate	v. 1.3	24/03/2025	06/07/2025
12/05/2025	Amended Enrolment Policy According to 2025 Standards for RTOs. Additional information was added: <ul style="list-style-type: none"><li>- Further detail to applicants under school-leaving age</li><li>- Further detail on additional needs and support</li><li>- Pre-enrolment Review section added</li><li>- More detail added to Sighting &amp; Retaining Evidence of Eligibility</li></ul>	Go Educate	V.2	1/07/2025	01/07/2026

## RTO INFORMATION

Document Name	Enrolment Policy V.2
RTO/Company Name	Go Educate Institute
RTO Code	45980
Manager	Admissions Officer