

Application and Enrolment Policy

1. Purpose

To provide guidance on the application and enrolment process for students.

2. Scope

This policy is relevant to all people involved in the pre-enrolment, and enrolment stages of the student journey. It relates to information provided to students prior to and at the time of enrolment, and enrolment administration.

3. Principles

- a) Prior to enrolment students must have access to sufficient information to make informed decisions about enrolment.
- b) Students apply for enrolment and pay course fees via an online application form. Enrolment is not finalised until the student completes an enrolment form and student identity and eligibility for enrolment are confirmed.
- c) Enrolment at GSD is only available for domestic students (Australian or New Zealand Citizens, permanent residents, or holders of Australian permanent humanitarian visa), or non-domestic students who hold an eligible visa.
- d) Enrolment at GSD is not available for international students on a Student Visa (subclass 500)
- e) Government subsidised training is only available for students who meet the eligibility requirements under the relevant funding agreement.
- f) All students must provide sufficient evidence of identification to verify their identity and citizenship status prior to commencement of training
- g) GSD may cancel any outstanding or incomplete enrolments at any time
- h) All students must provide a valid USI at the time of enrolment
- i) All students must complete a basic language, literacy, and numeracy (LLN) assessment at the time of enrolment or provide evidence of having successfully completed training at an equivalent or higher AQF level.
- j) GSD may place a hold on a student's enrolment if:
 - a. Fees are not fully paid prior to scheduled commencement of training
 - b. Proof of identity has not been provided
 - c. The USI provided is not valid
- k) Requests for changes to enrolments (e.g., course transfers, withdrawals, cancellations, suspensions, and extensions) must be made in writing within 1 week of the commencement of training.
- l) Where a student transfers their enrolment, the fees paid will be transferred to the new enrolment, and any difference in the fees payable must be paid prior to the commencement of training in the new enrolment.

4. Roles, responsibilities, and delegations

This section should be used to list the roles and responsibilities related to this policy.

Role	Responsibility
Compliance Support Officer and National Compliance Manager	Updating marketing and pre-enrolment materials to ensure sufficient and accurate information is provided to all prospective students
Any GSD representative present at the time of enrolment	Checking identification and citizenship evidence at time of enrolment Checking eligibility for government subsidy
RTO Administrators	Validating USI information Communications with students to collect additional information required for enrolment Finalising enrolments Cancelling outstanding or incomplete enrolments Managing and communicating enrolment holds Accepting, assessing, and processing requests for changes to enrolment
Trainers/Assessors	Reviewing LLN assessment results and assessing for additional learning support requirements
National Compliance Manager	Internal auditing for compliance Leading review and improvement for application and enrolment policies, processes, and systems Responding to and managing complaints about the admissions or enrolment process.

Information	
Approval Date	04/07/2022
Effective Date	04/07/2022
Review Date	04/07/2023
Policy Owner	National Compliance Manager
Approving Authority	CEO and Managing Director
Legislation and Standards	Standards for RTOs 2015 Relevant State government funding arrangements
Related policies and procedures	Fees and Refunds policy Complaints and appeals policy GSD RTO Continuous Improvement Policy Training for people under 18 policy
Related forms	Application form (online) Enrolment form (online/paper-based form) Attendance form