

SOUTHERN SCHOOL OF NATURAL THERAPIES

STUDENT SELECTION, ENROLMENT AND INDUCTION/ORIENTATION POLICY AND PROCEDURES

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Purpose

This procedure describes the processes whereby SSNT selects, enrolls and inducts students.

Related ATQF standards

Standard 2: The Registered Training Organisation adheres to principles of access and equity and maximizes outcomes for its clients.

Condition 3: Compliance with Commonwealth, State/Territory legislation and regulatory requirements.

Scope

This procedure applies to all students seeking enrolment in and/or those enrolled in courses within the SSNT's scope of registration.

Responsible parties

The Deputy and Heads of Department are responsible for the control and implementation of this procedure.

Definitions

Pre-enrolment: This term is used to describe a 'stage of enquiry' when a prospective student is entitled to receive as much information as possible in order to make an informed decision concerning the selection of the course of training and the provider of the training.

Enrolment: The term assumes a student has participated in pre-enrolment activities at SSNT or has received pre-enrolment information by request. Enrolment has occurred when the student's application has been received, selected, processed and endorsed.

Student orientation/induction: This process is undertaken on the first day of attendance at the SSNT and may include a number of orientation activities.

Diversity Strategy: SSNT has considered its obligations and commitment to the provision of education services for people of all cultures, age, gender and interests. To meet this commitment the organization has defined the scope of its capabilities within the Code of Practice and the document referred to as the Diversity Strategy. These set out for all stakeholders the organisation's intentions to manage the needs of individuals as learners, to encourage and promote the value of diversity in learning, and to develop and implement a range of instruments to ensure fair access and equity for all students.

POLICY STATEMENT

The offer of accredited training services requires SSNT to meet a minimum standard of student services and support. These services are to be delivered at pre-enrolment, enrolment and during the progress of training.

At pre-enrolment, prospective students must be informed of their rights and obligations as students of SSNT.

Student selection processes must be documented and implemented in accordance with legal and regulatory requirements. These processes must be underpinned by SSNT's diversity strategy and its own policies and procedures governing student selection.

Students will not be discriminated against on social, cultural, language, literacy, age, sex, religious, physical matters.

SSNT will lay down in a Code of Practice, all responsibilities to its students for the conduct of education services and will provide access to this document on the website or on request of a hardcopy.

The SSNT will promote all policies and procedures implemented to assure the education services provided and will provide to prospective and current students a documented guide to this information which is in the student handbook diary and on the website.

SSNT will comply and promote its responsibilities with all relevant laws and regulations on matters of :

- occupational health and safety
- workplace harassment, victimisation and bullying
- antidiscrimination, including equal opportunity, racial vilification, disability discrimination
- vocational education and training
- privacy
- disability
- copyright

SSNT will provide additional support and welfare services or refer students to external agencies where personal difficulties are impacting on their training progress.

SSNT will implement strategies and processes as appropriate to assist with the identification of learner needs and it will develop programs of learning that are relevant to diverse groups of learners or refer to external agencies, as may be required.

PROCEDURES

Pre-enrolment

All potential students are to be provided with a course brochure that details accredited course, code, units of study and vocational outcomes. Brochures are to be accompanied by general course information (or details of access through SSNT web) detailing at least:

- selection processes
 - fees and charges
 - provision for language, literacy and numeracy assistance
 - learning support arrangements
 - learning strategies and methods
 - welfare and guidance services
 - grievances, complaints and appeals processes
 - disciplinary processes
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- SSNT approach to access and equity
 - Skills recognition processes

Prospective student enquiries are to be directed to the administration officer or to reception staff who have the appropriate course knowledge. Prospective students are to be encouraged to attend Information Sessions or to discuss with the administration officer or Manager-Student Services, details specific to intending VET students (see above).

Information Sessions are to be scheduled throughout the education year, and will offer prospective students information concerning

- selection processes
- course content and outcomes
- fees and charges
- provision for language, literacy and numeracy assistance
- learning support arrangements
- learning strategies and methods
- welfare and guidance services
- grievances, complaints and appeals processes
- disciplinary processes

- SSNT approach to access and equity
- Skills recognition processes

Prospective student's unable to attend information sessions (ie regional and country) are to be encouraged to discuss their enrolment application with the Administration Officer/Manager-Student Services and make an interview time to meet with the relevant Head of Department (HOD).

Student Selection

Applicants apply through VTAC and may apply directly as 'adult learners'.

Selection is undertaken in a fair and transparent manner, based on a demonstration of ability to successfully participate in the study program. This is demonstrated through VCE scores and interview results. Students will not be compromised on social, cultural, language, literacy, sex, religious or physical matters.

Adult learner applications are required to demonstrate readiness for a return to study or capabilities based on prior learning. All applicants will be interviewed and may be required to provide some written responses to questions.

Students who are returning to study or who have expressed learning difficulties, are to be considered for a 'graduated entry', where a reduced study load is to be offered and a mix of units selected for commencement to ascertain readiness and to provide a balanced course study load. This is to be arranged by the administration officer in conjunction with the relevant HOD.

Where applicants do not have the prerequisite requirements for course entry, as stated in the course information and at interview, they may be offered an alternative course more appropriate to their skill level, or will be advised of other training providers who could assist them in gaining the prerequisite skills.

Enrolment

All candidates are notified in writing of their application result. Appeals may be lodged in writing to the Principal and will be dealt with under the SSNT's '*Grievances, Complaints and Appeals Procedures*'.

All enrolled students are to be offered an orientation program. This must confirm responsibilities and provide further information regarding student services, vocational services and SSNT resources.

Students who are unable to attend orientation sessions are to be directed to the administration officer or Manager-Student Services and the SSNT web site for further information.

Students are to be issued with a Student Diary/Handbook summarising SSNT processes course information and student responsibilities.

Course fees are to be finalised on enrolment and subject selection. Adjustments for recognition applications, RPL and RCC, are made to the fees schedule on the outcome of the application.

Student Participation and Progress

Student progress is to be monitored and recorded by the lecturers (trainers/assessors) HOD and administrative officer. Issues arising over student progress are to be considered within the framework of the learning and assessment strategy governing the course, and adult learning principles underpinning the AQF qualification. See *Learning and Delivery Strategies*.

In addition, all staff are required to implement equity and access instruments developed to support learner progress if appropriate. These instruments include the SSNT's:

- Code of practice
- Diversity Strategy
- Graduate Commencement Procedure
- Reasonable Adjustment Principle

- Language, Literacy and Numeracy Strategy

These instruments are to be made available to all staff and students via the SSNT website, induction process, policies and procedures documentation (library) and on request of the administration officer.

Staff failing to consider these instruments in the delivery of VET education services will be required to undertake professional development at the discretion of the Principal.

ASSOCIATED DOCUMENTATION

- Orientation Program
- Course Application and Enrolment Form
- Student Information Brochures
- Student Diary/Handbook
- Complaints Application and Appeals
- Fees Refund Form
- Code of Practice
- Scope of Registration
- Diversity and Language, Literacy and Numeracy (LL&N) Strategies