



FACT ADELAIDE • STUDENT POLICY

# Enrolment Policy

Booking, preparation and getting ready for training

FACT-POL-10 | Revision 2026.1-D02

Proposed effective date: 1 October 2026

Next review: 1 October 2027

Policy owner: Allan Bartlett, Course Director

Phone review: amendments to reconcile

PHONE WORDING CHECK, APPROVAL AND PUBLICATION PENDING

Cover added 6 September 2026.

Saved review-pack wording; full phone amendments not yet reconciled.

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# Enrolment Policy

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*Clear information, suitability checks and a confirmed booking*

FACT-POL-10 / 2026.1-D02 • Prepared 6 September 2026

Draft for management review — not approved or published

Owner / proposed approver: Allan Bartlett / FACT management

Proposed effective: 1 October 2026 | Next review: 1 October 2027

## 1. Before a student commits

Provide accurate information before enrolment or payment: course code/title and outcome, delivery mode, location, duration, start time, required preparation, entry and licensing requirements, assessment, support, fees and cancellation/refund terms. Identify the responsible RTO and any actual third-party delivery arrangement. Do not promise a licence, job or guaranteed pass.

Use one controlled course-information version linked to the booking. Explain all mandatory costs and any approved optional charges. Keep evidence of the terms supplied and accepted, including a group quotation. Later policy changes must not increase a fee or remove an accepted benefit for an existing booking. [ASQA-info]

## 2. Suitability and support review

Review each prospective student's relevant language, literacy, numeracy and digital skills before enrolment, with a method proportionate to the course. Ask about experience, prerequisites and support needs without unnecessary sensitive detail. Discuss suitability and available support with the student rather than relying on a payment or self-declaration alone.

Use POL-01/POL-11 to agree support and reasonable adjustments. For a required interpreter, follow POL-20 before confirming arrangements. Where a requirement cannot be met, explain alternatives or a later suitable session. Do not collect a non-refundable payment while concealing a known barrier to participation.

## 3. Application, identity and USI

Collect accurate student and contact details, required reporting information and the correct course/session choice. Provide privacy and data-collection notices. Explain the original/authorised identity evidence to bring under POL-14 and obtain a verified USI or manage a valid exemption under POL-18.

For under-18 bookings, obtain appropriate parent/guardian booking consent, emergency and departure details and confirm course-specific age restrictions. Assess any eligibility, funding or visa condition only where it actually applies; do not require every Australian citizen to supply citizenship documents for ordinary fee-for-service training.

## 4. Payment and confirmation

For ordinary individual bookings, payment is normally required before training unless a written payment arrangement is accepted. Corporate credit terms follow the accepted quotation and POL-22. Use approved payment channels; never ask students to send full card details by email.

Keep individual prepaid fees within the applicable \$1,500 protection threshold unless the required protection arrangement has been established. Check the unearned balance, not merely the size of each instalment; distinguish genuine negotiated employer transactions from a person paying for an individual student. Management must approve the actual payment-control process. [ASQA-account]

Confirm the session, total fee/payment arrangement, issuing RTO, terms version and agreed support in writing. A provisional place or payment receipt must not be represented as completed eligibility verification. Resolve an unsuitable paid booking fairly under POL-13 rather than automatically keeping the fee.

## 5. Preparation and first-day check-in

Send access instructions, essential pre-study requirements, the booked start/check-in time, venue, PPE and identity reminders. Provide a way to report access difficulties and obtain assistance before the course. Do not charge an undisclosed administration fee for helping someone complete enrolment.

Apply POL-03's prompt-start wording: be checked in and ready before training begins; entry closes at the scheduled start and late entry is not normally permitted. Consider exceptional circumstances and reasonable adjustments without omitting required learning. At induction, explain safety, assessment, support, privacy and review routes.

## 6. Changes, records and review

Notify students promptly of material service changes and offer the applicable options under POL-03/POL-13. A FACT cancellation preserves the refund choice regardless of how early notice is given. A paid or discounted booking does not remove consumer remedies.

Keep enrolment, suitability advice, accepted terms, support and payment records under POL-15. Restrict sensitive evidence. Students may challenge an enrolment decision under POL-07 or complain under POL-06. Review rejected enrolments, technical barriers and repeated misunderstandings to improve the process.

## Management review and release record

Internal appendix — do not publish this page as student-facing policy. Proposed procedures below are not evidence that staffing, contracts, controls or fees have been implemented.

### What changed

- Adds a pre-enrolment suitability step and accurate, course-specific disclosure.
- Aligns payment, privacy, USI, prompt starts and FACT cancellation remedies.
- Removes conflicting software claims, universal citizenship requirements and surprise assistance charges.

### Phone review reconciliation

Check the full accepted phone wording, including the Student Profile and pre-course steps, incomplete-enrolment administration fee and payment arrangements. The reviewed Student Behaviour policy refers to a possible \$50 administration fee; the saved Enrolment draft still contains an unresolved \$25/\$50 management note.

### Decisions and checks before release

- Confirm how the website checks suitability before final enrolment and when payment is collected.
- Approve ordinary assistance at no extra fee or disclose a lawful, justified optional service separately; resolve old \$25/\$50 conflicts.
- Verify the prepaid-fee control, actual payment channels, under-18 workflow and support contact.

Confirm the legal contracting entity and contact aliases, align linked documents and operational messages, brief staff, and record formal approval and publication separately in FACT-REG-01. Existing bookings retain their accepted terms and legal rights.

### Source and amendment record

Uploaded / business source: P11: Enrolment policy 2025.pdf; D09 Enrolment Policy 2023.docx; June 2026 T&Cs; Student Handbook final.docx.

A017 | 6 September 2026 | FACT-POL-10, initial renewed draft 2026.1-D01; management approval, implementation and public release pending.

Presentation amendment D02 | 6 September 2026 | FACT cover and version details added. Operative policy wording retained from review-pack D01. Complete phone amendments must be reconciled before consolidated wording approval; publication remains pending.

Approver / date: \_\_\_\_\_ Actual publication: \_\_\_\_\_

Current external sources checked 6 September 2026:

[ASQA-info | ASQA — Information, Standards 2.1–2.2](#)

[ASQA-support | ASQA — Training support, Standards 2.3–2.4](#)

[ASQA-account | ASQA — Accountability and prepaid fee protection](#)

[USI-create | USI Office — Create a USI for a student](#)

[ACCC-contract | ACCC — Contracts and unfair contract terms](#)

*These drafts are for review, not legal sign-off or a finding of operational compliance. Recheck relevant requirements before the proposed October release.*