

16 – ENROLMENT POLICIES AND PROCEDURES

Policy Number	MILCOM 16	Version Number	V7.0	Status	ENDORSED
Legal Name	MILCOM Communications Pty Ltd T/A MILCOM Institute				
Approved By	Chief Operating Officer (COO)				
Owner	National Compliance Manager				
Related legislation/ applicable section of legislation	SRTOs 2015	Standard 1 – Clause 1.7 Standard 5 – Clause 5.1 - 5.3 Standard 6 – Clause 6.1 – 6.6 Standard 8			
	2024-2025 Standard VET Funding Contract Skills First Program	MILCOM Institute ensures adherence to the 2024-2025 Standard VET Funding Contract Skills First Program, CANS, Ministerial directions and all 2018 Guidelines.			
	Vocational Education and Training (VET) Pre-qualified Supplier (PQS) Agreement	MILCOM Institute ensures adherence to the Vocational Education and Training (VET) Pre-qualified Supplier (PQS) Agreement Guidelines.			
	VIC/QLD/NSW/SA/WA/TAS/NT/ACT	Fee for Services Guidelines			
	Other applicable legislation, regulations and guidelines	<ul style="list-style-type: none"> • National Vocational Education and Training Regulator Act 2011 • Standards for NVR Registered Training Organisations 2011 • Vocational education and training (VET) legislation • Standards for VET Accredited Courses 2012 • Data Provision Requirements 2012 • VET Data Policy • Skills Australia Act 2008 • Department of Education and the Department of Employment and Training Act 2003 • Vocational and Training Act 2005 and Vocational Education and Training (Commonwealth Powers) Act 2010 - NSW • Vocational Education, Training and Employment Act & Regulation 2000 – QLD • Victorian Guidelines for VET - Providers (Victoria) • Education and Training Reform Amendment (Skills) Act 2010 • Privacy Act 1988 (Commonwealth) • Privacy and Data Protection Act 2014 • Racial Discrimination Act 1975 • Sex Discrimination Act 1984 • Disability Discrimination Act 1992 • the Further Education and Training Act 2014 (FET Act) • the Further Education and Training Regulation 2014 • Apprenticeship/ Traineeship policy and procedures which support the FET Act • the Vocational Education and Training Pre-Qualified Suppliers (VET PQS) Agreement • the User Choice 2016–17 Policy • the User Choice Pre-Qualified Supplier 2016–17 Policy. • Certificate 3 Guarantee Program Policy 2016–17 • Higher Level Skills Program Policy 2016–17 			
Contract and Compliance requirements	<ul style="list-style-type: none"> • http://www.asqa.gov.au/users-guide-to-the-standards-for-registered-training-organisations-2015/users-guide-to-the-standards-for-registered-training-organisations-2015.html • http://www.education.vic.gov.au/training/providers/rto/Pages/serviceagree.aspx • http://www.vrqa.vic.gov.au/Pages/default.aspx?Redirect=1 • http://www.vetab.nsw.gov.au/ • www.training.qld.gov.au/registration 				

Title and Policy Number

16 – Enrolment Policy and Procedure

Purpose

Milcom Institute implements this Enrolment Policy and Procedures to ensure that:

- Domestic students selected to study at MILCOM Institute are appropriately prepared to succeed in their chosen course
- The enrolment and selection process is ethical, fair, equitable, and transparent
- Access and equity principles are applied consistently
- Learners are enrolled in training products that align with their needs, existing skills, and career goals
- The enrolment process complies with the Standards for Registered Training Organisations (RTOs) 2015 (Cth)

This policy ensures that prospective learners receive sufficient and accurate information to make informed decisions about training prior to enrolment.

Scope

This policy applies to:

- All domestic students applying to study at MILCOM Institute
- All staff involved in recruitment, enrolment, and student administration

Responsibilities

CEO	Overall responsibility for compliance
Campus Manager	Implementation and staff compliance
Student Administration Officer	Conducts enrolment processing, PTR, LLN assessment, and record keeping

Policy Requirements

- Enrolment processes are student-focused, equitable, and transparent
- Accurate and current course information is provided prior to enrolment
- Learner needs are assessed through a Pre-Training Review
- Personal information is protected in accordance with privacy legislation
- Enrolment decisions are documented and retained in student files

Enrolment Procedures

Expression of Interest

Prospective learners may express interest via phone, email, website, or in person. Milcom Institute ensures that learners receive accurate and sufficient information to support informed decision-making

Pre-Enrolment Information

Learners are provided with the Student Handbook and relevant course information, including:

- Course code, title, duration, and delivery mode
- Entry requirements
- Fees and refund policy
- Assessment requirements
- Support services
- Complaints and appeals process

Application Process

Learners must submit:

- Completed Application Form
- Completed Pre-Training Review (PTR) Form

- Identification (photo ID)
- Academic transcripts and certificates (if applicable)

Applications may be submitted electronically or in person.

Pre-Training Review (PTR)

Milcom Institute conducts a PTR prior to enrolment to:

- Confirm the suitability of the course
- Identify existing skills, competencies, and experience
- Identify RPL or Credit Transfer opportunities
- Assess LLN and support needs
- Ensure alignment with learner goals

PTR may be conducted:

- Face-to-face
- Via telephone

Discussion outcomes are documented in the PTR Evaluation Form

Language, Literacy and Numeracy (LLN)

- All learners are required to undertake an ACSF-mapped LLN assessment prior to course commencement
- Where gaps are identified, appropriate support is provided
- Learners unable to meet minimum LLN requirements may be advised to pursue alternative pathways

Academic Requirements

Applicants must have:

- Completed Year 12 or equivalent **OR**
- Mature-age status (25+) with relevant work experience

Specific prerequisites may apply depending on the qualification.

Computer Literacy

Learners must have basic computer skills. Support will be provided where gaps are identified.

Minimum Age

Learners must be **18 years or older** at the time of enrolment.

Application Outcome

Successful Applicants

- Issued a **Letter of Offer and Student Agreement**
- Enrolment confirmed upon receipt of signed agreement and required payments

Unsuccessful Applicants

Applications may be declined where:

- Entry requirements are not met
- Course is unsuitable based on PTR outcomes
- Required skills or capacity to complete training is insufficient

Applicants will be notified in writing and may be offered alternative pathways.

Enrolment Confirmation

- Learners complete an Enrolment Form prior to commencement

- Student details are entered into the Student Management System (SMS)
- Student files are created and maintained securely

Deferral, Suspension and Cancellation

Milcom Institute may defer, suspend, or cancel enrolment due to:

- Compassionate or compelling circumstances
- Non-payment of fees
- Misconduct or breach of policies
- Failure to engage in training or assessment

All actions follow the Deferral, Suspension and Cancellation Policy and complaints and appeals procedures.

Attendance, Course Progress and Support

- Attendance and course progress are monitored throughout the course
- Learners identified as “at risk” are provided intervention and support
- Re-assessment opportunities are provided in line with the Assessment Policy

Records Management

Milcom Institute retains:

- Application and enrolment documents
- PTR and LLN records
- Signed student agreements
- Assessment and progress records

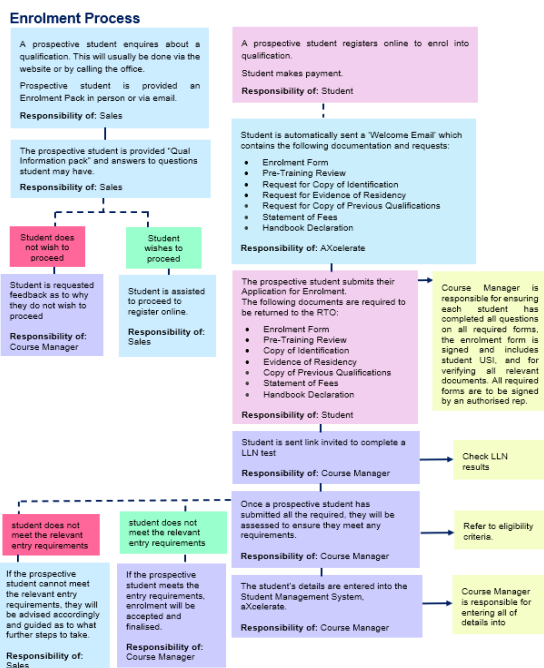
Records are retained in accordance with Standards for RTOs 2015 and data retention requirements.

Disclaimer

Milcom Institute does not:

- Guarantee employment outcomes
- Guarantee successful course completion
- Make migration-related claims

Step by Step Enrolment Process



Records Management

- All student support interactions are documented
- Records are stored securely
- Confidentiality is maintained in accordance with the Privacy Policy

Definitions and Abbreviations

Term	Meaning
Admission	The process of assessing and approving a learner's application
AQF	Australian Qualifications Framework
PTR	Pre-Training Review conducted prior to enrolment
LLN	Language, Literacy and Numeracy
SMS	Student Management System
Selection Process	Assessment of applicant suitability against course entry requirements

Monitoring, evaluation and review

COO must monitor, evaluate and review this policy and relevant procedures on an ongoing basis and suggest appropriate changes to the Compliance and Quality Assurance Department for approval.

Revision record

Date	Version Number	Revision description/ Nature of change (change/reasons for change/comments)
January 2026	7.0	Updated Format Removal of content associated with International Students Minor grammar and spelling errors Updation of Step by Step Process Adding of definitions and abbreviations Updated Footer