

# P-020 Student Engagement and Induction Policy and Procedure

## **Purpose**

To ensure that students are provided with relevant information about training, assessment and support services both prior to engagement with the RTO and upon commencement of training.

## **Compliance**

This policy relates to the following 2012 SNR standards: 15.5, 16.1, 16.3, 16.5, 20.1, 20.2, 23.2

This policy relates to the following 2015 SNR standards: 4.1, 5.1, 5.2, 5.3, 5.4

This policy relates to the following AQTF standards: 2.3, 2.5, 3.1

## **Definition**

### *Student Engagement*

Student engagement occurs PRIOR to enrolment, these are two way interactions between RTO representatives and students.

### *Induction*

Induction and orientation can be interchanged and occurs when a trainee/apprentice or student presents themselves for their first day of training. Inductions can also occur out on a work based visit where the student undertakes their first training session.

## **Requirements for student engagement**

RTO representatives are required to ensure that they provide accurate and update to date information about the RTOs courses in an ethical and honest manner.

RTO representatives are only to provide information to students which have been approved as per P-028 Advertising and Marketing Policy and Procedure.

Prior to or at the time of enrolment students must confirm that they have been provided with and understand the below documents in line with P-001 Enrolment Policy and Procedure:

- Suitability Discussion
- Enrolment Form
- Information about the qualification, packaging rules and units of competency, this may be in the form of but not limited to:
  - Training package qualification rules
  - Marketing materials
  - Learning and Assessment Strategy
  - Website

And will include all information below including but not limited to:

- Full course code and title
- Expected duration
- Delivery locations
- Mode/s of delivery and/or assessment
- Third party arrangements (if applicable and only with approval of CEO)

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- Entry requirements
- Materials students are required to provide
- Work placements
- Fees (amount, how fees can be paid, timing, refund arrangements)
- Funding entitlements (where applicable)
- Student Information Guide which contains
  - Student Code of Conduct
  - Discipline (what happens in the case of cheating, plagiarism or breach of the Code of Conduct)
  - Learners obligations and rights
  - Consumer rights (including complaints and appeals policies)
  - Support services (and any applicable fees for these services) (this is also provided on the statement of fees)
  - Detailed information about how work placements/practical placements are run (where applicable)
  - State specific information in relation to funded programs and requirements
  - Key legislation applicable vocational education and training (full list provided through the website)
  - Provider default notice
- Information about recognition (include RPL and mutual recognition) (Recognition of Information Guide)
- Information about how assessment will be conducted within the course

## Requirements for Student Induction

The following information must be reviewed with students at induction:

- Student code of conduct (students are to sign and submit to trainer/assessor)
- Relevant staff related to training and support services (trainers, administration, site coordinators, first aid, etc.)
- Days/classes/course content
- Assessments to be undertaken in the course/unit of competency
- Breaks to be provided
- Remind students of policies and procedures available in Student/Trainee Information Guide

Where induction occurs at an Ash delivery site or in a classroom:

- Emergency exits
- What to do in case of an emergency, incident or accident
- Facilities overview
- Resource/equipment use and restrictions (e.g. if specific equipment should not or cannot be used)