

RECRUITMENT AND ENROLMENT POLICY AND PROCEDURES

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1 PURPOSE AND RESPONSIBILITIES

This policy and procedure document establishes a consistent method of recruitment and enrolment, allowing LTF to provide appropriate processes for all student recruitment and enrolment into courses on scope as outlined on LTF's Scope of Registration.

The Recruitment Officer is responsible for the process and procedures involving a customer's initial queries until they have completed their expression of interest and online registration. The Recruitment officer is to ensure that the information provided to all applicants and potential students is accurate and concise in order to allow them to make informed decisions regarding their flight training with LTF. It is important that the Recruitment Officer is familiar with the tasks of the Enrolment Officer and the Principal Executive Officer to ensure that the recruitment process is seamless and there is a smooth transition from the recruitment stage to enrolment.

The Enrolment Officer is responsible for the process and procedures from an applicant's expression of interest to their application approval. The Enrolment Officer is to ensure that applicants are treated fairly and equally throughout the application and enrolment process. It is important that the Enrolment Officer is familiar with the tasks of the Recruitment Officer and the Principal Executive Officer to ensure that there is a smooth transition from the recruitment stage to enrolment. This helps to avoid any potential misunderstandings or gaps in information that may arise if the Enrolment Officer is not aware of the tasks of the other officers.

The Principal Executive Officer is responsible for administering the eCAF and Enrolment Package to student applicants, the management of student details in the appropriate Student Management System, PRISIMS and all other systems and databases maintained by LTF upon confirmation of enrolment post orientation and induction for International Students. The Principal Executive Officer oversees the activities of the Recruitment Officer and the Enrolment Officer and ensures that they comply with LTF's operational policies.

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2 SCOPE

This policy outlines the approach that LTF will take to:

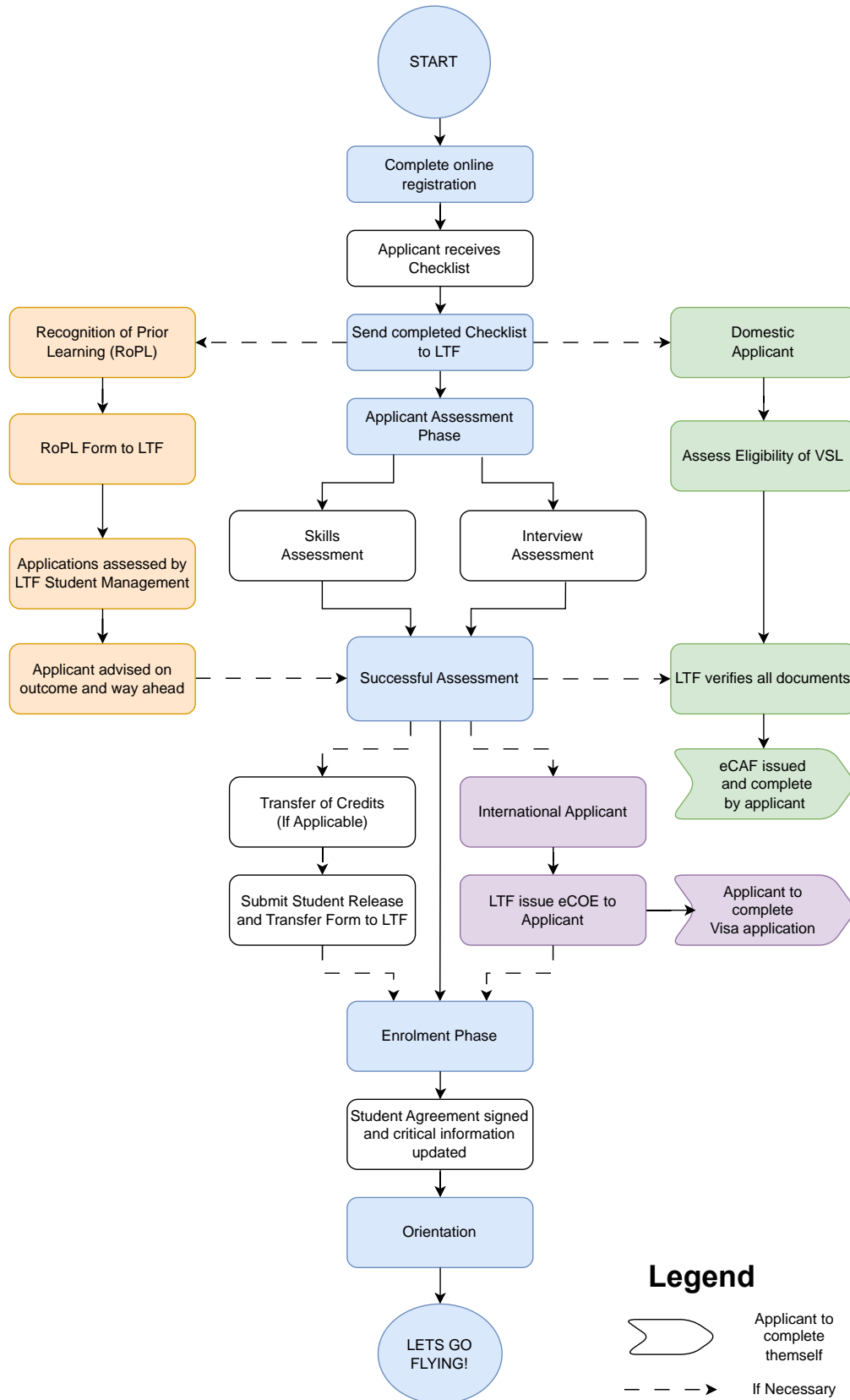
- Recruit and enrol students into the various courses available at LTF according to the scope of registration for the specific course.
- Provide students with adequate information regarding the recruitment process, enrolment process, training/services provided, third-party arrangements, rights and obligations that they are or will be involved in within the period that they are at LTF.
- Select applicants for enrolment to a course at LTF.
- Arrange any special requirements applicants may have with regards to their prior experience or current circumstances
- Enrol applicants into a course at LTF according to the individual applicant requirements.
- Hand over applicants to student support services upon the successful completion of their enrolment to LTF.
- Ensure all LTF staff are aware of the policy and processes regarding student recruitment and enrolment.
- Ensure the recruitment and enrolment policy and procedure is maintained and relevant to current practices.

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3 ABBREVIATIONS AND DEFINITIONS

| Term | Definition |
|-------------------------|--|
| LTF | Learn To Fly Melbourne, also refers to Learn to Fly Australia Pty Ltd |
| RTO | Registered Training Organisation |
| RoPL | Recognition of Prior Learning |
| VET | Vocational Education and Training |
| VSL | VET Student Loans |
| LLN | Language, Literacy and Numeracy |
| Applicant | A person seeking to enrol in any course or unit of study at LTF. An applicant can be either a domestic applicant or an international applicant |
| Domestic Applicant | Any applicant that an Australian citizen or a qualifying New Zealand citizen or permanent humanitarian visa holder, who is usually resident in Australia. |
| International Applicant | Any applicant that is not considered a domestic applicant |
| Student | A person who has been accepted and has completed the enrolment process with LTF and is still currently studying in any course or unit of study at LTF. |
| Reasonable Adjustment | A term applied to modifying the learning environment or making changes to the training delivered to assist a learner. |
| Genuine Student | A person is deemed to be a Genuine student when they: <ul style="list-style-type: none"> - Are reasonably engaged in the course. - Has been provided with information about the requirements for the course, and the cost and duration of the course. - has satisfied course requirements for the course or participated in assessment activities for the course. - has provided up-to-date contact details that would allow the department to verify their enrolment. - if they are enrolled in another course, whether their concurrent enrolments would make successful completion of a course by the student impossible or highly improbable. |

4 PROCEDURE OVERVIEW



4.1 MARKETING AND ADVERTISING

Throughout the process of recruitment and enrolment, LTF is committed to treat all applicants courteously and expeditiously. Information provided for the applicants at any point in the enrolment and recruitment must be factual, accurate and updated to LTF's course details (as stated in the Course Student Handbook). This is so that applicants may:

- Make well informed choices about studying at LTF.
- Be aware of the requirements that are in place for the various courses.
- Be aware of LTF as the issuer of their qualification/ statement of attainment.
- Be aware of their individual rights and responsibilities when undertaking the course at LTF.

All applicants, upon request, must have available to them the information regarding the courses at LTF. This information must also be available on the LTF website and must be updated as and when required. Information includes but is not limited to:

- General Information including:
 - o RTO Code/CRICOS Code and name of the training provider (LTF Brand Details)
 - o Course Entry Criteria
 - o Course duration, study modes and assessment methods
- Training and assessment information including:
 - o Estimated duration.
 - o Expected locations at which training will be provided.
 - o Expected modes of delivery
 - o Course qualification requirements comprising of core and elective units.
 - o Information and contact details of third-party arrangements (if any)
 - o Information in relation to the issuance of the AQF certification documentation
- Educational and support services that LTF will provide, including the following:
 - o Training and Assessment
 - o Student Support
 - o Reasonable Adjustment
 - o Fees and Refunds
 - o Protection of Tuition Fees (if applicable)
- The student's rights, including:
 - o Details of the complaints, grievances and appeals process.
 - o The student's rights as a consumer and
 - o The student's right to obtain a refund.
 - o The student's right to obtain a refund or re-credit of FEE-HELP Balance
- The student's obligations in relation to:
 - o Payment of fees for the provision of services, including payment terms, deposits and refunds (if applicable)

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- Any requirements the student must meet to enter and successfully complete their chosen course.
- Any materials and equipment that the student must provide during their course.

4.2 RECRUITMENT

The recruitment officer manages all student enquiries in relation to the courses conducted at LTF. Enquiries may come in any form (Phone call, Online, Email, walk-ins, etc.). The recruitment officer shall ensure that LTF staff who might manage student enquiries also have the same information and are able to accurately and factually convey the information. Key information that should be conveyed to the applicant includes:

- Recruitment and enrolment overall process and its related time requirements.
- Course prospectus or brochure.
- Explanation on all documents required within the recruitment and enrolment process.
- Costs and prices involved within the course.
- Any other information that may pertain to the applicant’s individual needs during the course (credit transfer, medical information etc.)

The recruitment officer will, upon request, provide to the applicant the website link for the applicant to complete his online registration as well as explain the various components to ensure the applicant can successfully complete his online registration.

Upon completion of the online registration, applicant will be provided with the application checklist to be completed. The recruitment officer or enrolment officer will provide support in explaining the various items within the checklist to ensure applicants understand their requirements. Applicants must be cautioned that failure to complete the application checklist will mean they are unable to proceed to the assessment phase.

Upon completion of the checklist, applicants must submit the completed checklist and all documents to the recruitment officer for verification. The enrolment officer will then assess the various needs of the applicant and advise the applicant on the way forward. The recruitment officer will also advise the PEO, Student support officer and the selection team on any specific information so that they may perform their roles within the enrolment process accordingly.

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4.3 DOCUMENT VERIFICATION

It is the responsibility of LTF to ensure that applicants qualify as genuine students and are applying to LTF for the sole purposes of flight training only. The Enrolment and Recruitment officers must ensure that the documents submitted by applicants are verified and legitimate. Having a complete set of documents at this point will also greatly benefit the application process and ensures a smooth enrolment.

The enrolment officer is to ensure that the documents submitted by any applicant is stored in a manner that will protect the applicant's personal information and privacy. Upon completion of the enrolment process, regardless of outcome, the enrolment officer is to submit a consolidated copy of all documents to the Principal Executive Officer for archiving.

On request, the Enrolment officer may require applicants to have their documents certified or notarised by their relevant local authorities before they are put into consideration. The Enrolment officer may also request for the applicant to submit the documents in person at LTF's campus. This is at the expense of the applicant. LTF reserves the right to reject any document submitted by an applicant if their verification cannot be done in accordance with the Australian notarial standards.

Exceptions to the document verification process may be done only if there is sufficient evidence to except that the applicant still demonstrates or possesses the attribute with which the document is supposed to indicate. For example, if an applicant has an expired IELTS result, they will be required to take the IELTS again unless they can demonstrate, through another document, proof that their English competency is still at or above the level as stated in the expired IELTS result.

Once all documents have been verified and found to be satisfactory, the enrolment officer will then organise the skills assessment and the interview assessment for the applicant. The applicant will be advised the method of conduct for both and will be required to complete both to a satisfactory degree that will constitute a recommendation for enrolment. If the applicant is unable to do so, the applicant will be considered to have failed the application. See re-enrolments for more information.

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4.4 APTITUDE ASSESSMENTS

The Enrolment officer is to make the necessary arrangements to enable LTF to assess an applicant's suitability for enrolment to LTF courses. Assessment of an applicant must be holistic and consider an applicant's (1) academic qualifications (2) occupational competency or (3) cognitive aptitude. Applicants will therefore be sent for a skills assessment to establish cognitive aptitude and an interview assessment to establish occupational competency.

4.4.1 SKILLS ASSESSMENTS

The skills assessment will allow the enrolment officer to assess the applicant's cognitive ability. Skills assessment can be in any form deemed acceptable by the Principal Executive Officer. The results of the skills assessments will be documented as part of the applicant's information.

The Enrolment officer is to ensure that the applicant is briefed on the requirements of the skills assessment and is equipped with the tool necessary to access and complete the assessment. The Enrolment officer must facilitate and ensure an applicant is able to:

- Create an account on the assessment platform.
- Access and complete the assessments.
- Extract and submit results to LTF.
- Take a re-sit of the assessment should there be a need.
- Troubleshoot any issues that arise on the platform.
- Archive past results for LTF.

The outcome of the skills assessment, combined with the outcome of the interview assessment will form the basis in which an applicant is to be selected for the course.

4.4.2 INTERVIEW ASSESSMENTS

The Pre-enrolment interview is for the selection team to decide (with consultation from the Principal Executive Officer and Chief Executive Officer) if an Applicant is to be recommended for admission into their Diploma of choice based on their aptitude and responses during the interview. Applicants who are invited for a pre-enrolment interview would have submitted all documents required, completed any LLN requirements and completed their aptitude test (if applicable).

The Selection team will be appointed prior to the interview with the approval of the Principal Executive Officer. The selection team will consist minimally of one personnel from the student administration department and one personnel from the flight operations department.

The Pre-enrolment interview is a discovery conversation with the Applicant to identify traits and aspects that the Applicant may have that may or may not support his study with Learn To Fly.

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The enrolment officer will assign questions within questionnaire to the selection team members to be asked during the interview. The enrolment officer will issue a pre-enrolment interview schedule, informing the applicant of the details of his interview (date, time, meeting room URL). The applicant will be required to be in the google meet waiting room 5 mins before the start of the interview.

Broadly, the interview questions are designed to explore 3 aspects; (1) background of the Applicant, (2) Applicant’s interests, intentions and goals within the Aviation Industry and (3) any concerns the Applicant may have regarding studying at Learn To Fly. Examples of questions include:

Applicant’s Background

- Briefly introduce yourself to us
 - o What other interest and hobbies do you have?
- What is the highest level of education you have received so far?
 - o Details of school and how did you find that experience?
- Have you undertaken any type of employment?
 - o Are you planning on seeking employment while studying?
- How do you intend to fund the tuition fees?
 - o Do you have any plans if these options become unavailable?
- What are your ambitions/goals?

Applicant’s interests, intentions and goals within the Aviation Industry

- Why do you want to become a pilot?
 - o Why do you think you will make a good pilot?
- Why do you think Learn To Fly should accept you as their student?
- Assuming you complete the diploma, where do you see yourself 5 years from then?
- How much about flying at Learn To fly have you researched?
 - o What airport are we currently located at?
 - o What does our aircraft fleet consist of?
 - o What do you know about the Australian Flight Training Process? What are the licenses involved within the Diploma and outside of the Diploma?
- How much about the Aviation industry are you familiar with?
 - o What is you experience in the aviation industry?
 - o Have you heard of the terms VFR and IFR? If so, what are they?

Applicant’s Concerns

- If you were to find yourself struggling with parts of the course (Flying, Theory, planning etc.), how do you think you would overcome this?
- What is your preferred learning style? (Practical, Group-based, Classroom, cramming etc.)
- Do you think you would need additional support? (Counselling, remedial training, simulator training)

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The selection team will record the student responses in the pre-enrolment interview questionnaire. Using this information and the information from the expression of interest form, the selection team will make a recommendation for the PEO and CEO to decide if the applicant will be accepted. Prompts will be provided for the selection team to ensure a meaningful interview.

The outcome of the interview assessment, combined with the outcome of the skills assessment will form the basis in which an applicant is to be selected for the course. If the student is deemed suitable to undertake their course of choice, the recruitment officer will present the student with all possible payment options together with the schedule of fee payment.

4.5 ENTRY CRITERIA

LTF takes a consistent, fair and transparent approach to the selection and admission of all Applicants into its courses. Applicants are required to apply for enrolment and are accepted based on merit, academic suitability and on an individual case by case basis. Applicants will be judged consistently with no bias placed on their ethnic or cultural backgrounds. Applicants must be able to either produce documentation or demonstrate their academic suitability at the point of enrolment.

All applicants must, at a minimum, demonstrate the following requirements:

- Possess a Year 12 high School Certificate OR possess a secondary education completion certificate.
- Demonstrate a Cert IV or higher competency OR complete a Diploma or higher qualification.
- Meet the minimum requirements of LLN in Maths and English.
- Be recommended for enrolment by the pre-enrolment interview selection team.
- Meet the minimum requirements of any other aptitude test that LTF requires as part of its assessment criteria.

LTF will adjust these requirements in accordance with the policy stated above to ensure that applicants are treated fairly when measured to other applicants. Should the course capacity be reached, the enrolment officer will enrol students according to the date of when their enrolment is approved by the Principal Executive Officer. The remaining applicants will then be rolled to the next course intake and advised accordingly.

4.6 SPECIAL REQUIREMENTS

It is not uncommon for applicants to require additional arrangements as part of the application process, it is the responsibility of the Recruitment Officer and Enrolment Officer to establish what these additional needs are and to ensure that applicants are advised accurately.

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4.6.1 VET STUDENT LOANS

More information regarding VET Student Loans can be found in the 'VSL Manual for Providers' on the DEWR website [here](#). The Enrolment officer must establish if an applicant is eligible for VSL and advise an applicant on the necessary document to be produced as part of the VSL application.

Step 1 – Receive approval of enrolment to LTF.

The recruitment officer and enrolment officer will make no commitments to the eligibility or viability of VSL as an option to an applicant during the application process. The recruitment officer and enrolment officer may verify the documents to be used for the VSL application, but they may not make notice or confirm any portion of VSL with the applicant without approval from the Principal Executive Officer.

The enrolment officer will only process VSL applications once the applicant is confirmed for enrolment into a LTF course. LTF must reasonably believe the student is academically suited to undertake the course before the applicant can apply for the course to be funded by VET Student Loans.

Step 2 – Confirm VSL Eligibility

The Enrolment officer must assess the eligibility of an applicant for VSL. To be eligible for VSL, an applicant must meet the following requirements (these requirements are summarized to be specific to the courses conducted at LTF, for more information, refer to the VET Student Loans Manual for Providers.):

- Have a HELP balance that is more than \$0 (that is, has not used all their HELP loan limit)
- Meet the Citizenship and residency requirements:
 - o be an Australian citizen or
 - o a qualifying New Zealand citizen or
 - o a permanent humanitarian visa holder, who is usually resident in Australia.
- Have either completed Australia year 12 certificate OR completed an International Baccalaureate Diploma Programme (IB) diploma OR provide evidence of the completion of a qualification that is Certificate IV or higher.
- Completed the LLN assessment and have a result at or above Exit level 3 in the Australian Core Skills Framework.

Step 3 – Provide and upload student information into eCAF system.

The PEO will then submit the student's information provided by the enrolment officer into the eCAF system as verification and to trigger the issuance of the VSL request form to be completed by the student via eCAF. The student must submit the VSL request form no less than 2 business days after enrolment is completed. And must inform the PEO when this has been completed.

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Step 4 – Provide statement of covered fees to student.

The PEO will then provide to the student a Statement of Covered Fees before the first census day.

4.6.2 RECOGNITION OF PRIOR LEARNING

Applicants who possess extensive life/work experiences in the relevant field of study or have attained competencies through the completion of prior studies will be advised on the availability of having said experiences/training recognised towards the course they applied for.

Upon request, the applicant will be provided the following documents to aid in the request for Recognition of Prior Learning

- Recognition of Prior Learning Kit
- Recognition of Prior Learning Form

Learn To Fly Melbourne will ensure that an applicant’s prior learning is recognised if it meets the criteria as stated within the Recognition of Prior Learning Kit. Training from any other Registered Training Organization will be accepted only if an individual’s prior learning can be substantiated to show that the key learning outcomes /unit of competencies have been achieved.

The applicant is to complete the RoPL form and submit it to the enrolment officer immediately. The enrolment officer will verify the submission to be accurate before submitting it to the PEO and Training Manager who will act at LTF’s RoPL Assessor. All applications for RoPL will be assessed by LTF’s RoPL Assessor only.

4.6.3 CREDIT TRANSFER

An applicant maybe transferring from another RTO that provides the same diploma as that conducted by LTF. In this case, the applicant would qualify to apply for credit transfer from his previous RTO and as part of his enrolment to LTF. The applicant will have to first complete and have a successful application to a LTF course before applying for credit transfer.

The enrolment officer will provide for the applicant the following:

- Authorisation for transfer of student records form
- Request for release of student information form

The applicant is to complete the documents and submit them to the enrolment officer. The Enrolment officer will then contact the applicant’s previous RTO to request for the students’ training records. The PEO and Training manager will then decide which credits the applicant has completed and where the applicant will be placed within the course. The following must be met for a successful transfer:

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- The student authorises the transfer of their records from the Integrated Training Provider to LTF
- The student meets the minimum licensing and experience requirements for entry into LTF's course.
- The student's records show satisfactory examination passes and satisfactory flight training records that are in line with LTF's approved Training Syllabus and timeframe.
- The student's records show that the remaining theory and flight training can be completed within LTF's Maximum Approved Timeframe
- LTF has a course and position available to the student to meet the approved timeframe.

4.6.4 ENROLLING AS A REPLACEMENT PROVIDER FOR STUDENTS

Tuition assurance protects students in the event a course provided by an approved VSL provider ceases to be provided after it starts but before it is completed. Affected students are offered a replacement course with another provider and where this is not possible, the students' FEE-HELP balance for the affected part of the course will be re-credited.

Where LTF enrolls students as the replacement provider: LTF will:

- Grant course credits for parts of the original course successfully completed by the student, as evidence by a statement of attainment issued in accordance with the Australian Qualifications Framework provided by the original Provider.
- LTF will not charge tuition fees for a replacement component of the replacement course.

4.6.5 RE-ENROLLING INTO A PART OF A COURSE

A student may apply to re-enrol into a course or part of a course that they had previously withdrawn from by emailing the RTO Manager and completing an Enrolment Form.

The RTO Manager will:

- review the application and the original enrolment documents.
- request any new information (if required)
- organise for the student to attend another re-enrolment interview.
- The RTO Manager may require the student to execute a new enrolment contract dependent on the time since the student originally withdrew from their studies.
- If successful, organise for the student to start in the next available intake (in consultation with the student) and organise the payment of any further tuition fees.

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4.6.6 INTERNATIONAL STUDENTS AND STUDENT VISA APPLICATIONS

LTF is a registered CRICOS provider, this allows LTF to enrol and teach international students. On top of the regulations that govern LTF as an RTO, we are also required to comply with the Education Services for Overseas Students (ESOS) Framework and the National Code which protects the interests of the overseas student.

While the enrolment process for domestic and international applicants is largely similar, international applicants will also have to secure for themselves a student Visa before they can be confirmed for enrolment. Additional scrutiny must be employed to ensure that all international applicants will be genuine students when enrolled at LTF.

LTF will not help an applicant to apply for a student VISA application. LTF will provide to the applicant a Confirmation of Enrolment, which will enable the student to complete his VISA application with the Australian immigration authorities.

Upon completion of the skills and interview assessment and with approval for enrolment to LTF, the student will be issued an invoice for AUD\$1,500 which is to be used by LTF to fund the creation of the Confirmation of Enrolment. Successful payment will enable LTF's PEO to trigger (VIA PRISMS) the issue of a COE. Only when an applicant has confirmed his receipt of a student visa will he be considered to have completed his enrolment to LTF.

As part of onboarding for international students, they will be required to update all their critical personal information with the enrolment officer. This is to ensure that LTF maintains a relevant set of information regarding LTF's students.

4.7 ONBOARDING OF NEW STUDENTS

Once a student has completed the enrolment process and coordinated all their special requirements, they be sent an enrolment agreement. Once the enrolment agreement is signed and returned to the PEO, the student is considered enrolled and can be given information regarding the orientation and course commencement dates.

The Enrolment officer will be responsible for preparing the following prior to orientation:

- Student ID card
- Student Attendance card
- Student training folder
- Online student portal account
- Student material list
- Student account in Flight School Manager (incl photos)

The Enrolment officer will also compile all documents into a single file and send it to the PEO for archiving.

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4.8 ORIENTATION

The PEO, with the help of the Recruitment Officer, Support officer, Enrolment officer, Training Manager and Safety Officer, is responsible for the conduct of the Course Orientation. During the Orientation, the following will be issued to the student:

- Student uniform
- Student identification cards

For a full list of items to be issued, see the Materials lists for the specific courses.

5 ASSOCIATED POLICIES

The following are associated policies that should be read in conjunction with this policy document:

- Student Orientation and Induction Policy
- Student Induction Checklist
- Enrolment Form
- Expression of Interest
- Letter of Offer
- Enrolment Agreement
- Payment in Arrears Agreement
- Student Handbook
- Marketing and Advertising Policy and Procedure
- Monitoring Academic Progress Policy and Procedure (Domestic and International)

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6 ASSOCIATED DOCUMENTS

The following are associated document that should be used as part of the enrolment and recruitment process:

| Document Title | Last updated | Comments |
|-------------------------------------|--------------|-------------------------|
| LTF Enrolment Process (Overview) | Mar 23 | For General Information |
| LTF Student Handbook | Aug 22 | |
| AVI50222 Application Checklist | Apr 23 | For Enrolment |
| AVI50519 Application Checklist | Apr 23 | |
| Expression of Interest Form | Mar 23 | |
| Interview Questionnaire | Apr 23 | For Interview |
| Interview Schedule | Apr 23 | |
| Recognition of Prior Learning Kit | Aug 22 | For RoPL |
| Recognition of Prior Learning Form | Aug 22 | |
| VET Student Loans Request Form | Aug 22 | For VSL Application |
| Student Transfer Form | Aug 22 | For Credit Transfer |
| Student Release Request Form | Aug 22 | |
| AVI50222 New Student Materials List | Apr 23 | During Orientation |
| AVI50519 New Student Materials List | Apr 23 | |
| ASIC Operational Letter | Apr 23 | |

7 LEGISLATIVE AUTHORITIES

[Standards for RTO's 2015](#)

[National Vocational Education and Training Regulator Act 2011](#)

[Privacy Act \(1988\)](#)

[Australian Consumer Law \(ACL\)](#)

[High Education Support Act \(HESA\) 2003 \(Cth\)](#)

[VET Student Loans Act 2016](#)

[VET Student Loans Rules 2016](#)

[Education Services for Overseas Students Act 2000 National Code 2018](#)

8 APPROVAL AND REVIEW DATES

| APPROVAL AND REVIEW | DETAILS |
|------------------------|---|
| Approval authority | Chief Executive Officer |
| Committee for approval | Compliance Committee |
| Administrator | RTO Manager Training Manager Student Support Manager Enrolment Manager Recruitment Manager Principal Executive Officer |
| Next Review | May 2024 |