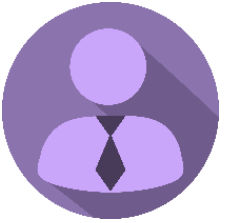


# Enrolment Procedure Vet Student Loans

**Client makes an enquiry regarding our Courses (via phone/email).**



## Administration

1. Answers call/email politely and professionally. Listens to client's needs.
2. Refers message to Business Manager/Director (BM) with the following details of the enquiry:
  - Full Name
  - Course they are interested in
  - Contact number
  - Email (if appropriate)

*NOTE: This message must be relayed to the BM ASAP. Admin can place the person on hold and inform BM of the enquiry details.*

3. If the BM is unavailable directly (i.e. not able to take call that is on hold) Admin is to inform the person that the BM will call them back as soon as possible and that they have left the BM a message to call. Admin is to then send an email with these details to the BM: [admin@atkinsonchildcarecollege.com.au](mailto:admin@atkinsonchildcarecollege.com.au)
  - Template email is in Dropbox>RTO>Administration>Email Template>ENQUIRY ACC and info pack for VET Student Loans- Includes VET student loans information and brochures.

## Business Manager/Director

1. Appointment for client organized to assess needs and entry into course with relevant documentation. Link sent to applicant for application to enrol form.
2. Application form completed online by applicant. Literacy test if required.
3. Training manager and BM Assess suitability for course and give offer of acceptance or referral to other literacy services (made by trainer with TAE or equiv)
4. Send eCAF to student for confirmation of acceptance of enrolment
5. Complete Acceptance of Enrolment Contract
6. Sets up system for client in Axcelerate, Generate chessn no.
7. Check USI (ADMIN-155) and inform student of Working with Children's Check requirements
8. Enrols as New User and in selected course on Moodle (see 'Admin Manual' for procedure)

## Administration

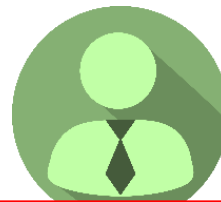
(see 'Admin Manual' for procedures).

1. Sends out 'Welcome Email' and welcome info to new student as first point of contact, followed up by a phone call and first day checklist. Assists in first units and tour of Moodle.
2. Creates Participant File in RTO Dropbox (soft copy) and in Filing Cabinet (hard copy).
3. Verifies clearance number for Working with Children Checks.
4. Progression eCAF sent quarterly, Invoice sent 14 days prior to census date
5. Places manila folder on Training Managers desk in allocated tray.

*Note: There must be a 24 hour turn around in files being finalized and giving them to Training*

## Administration and Training Manager

1. AM-Sends out 'Welcome Email' to new student.
2. Training manager follow up by a phone call.
3. TM-Organises First Day materials
4. TM- Manages students and staff and progress notes



## Trainers

Training Manager may allocate trainers marking and assessment visits etc. to trainers when needed.

- Train and assess
- Enter results in AXcelerate
- Inform TM if qual needs to