

STUDENT ENROLMENT

1. PURPOSE

The purpose of this policy is to ensure that Lexmar Services Pty Ltd (Lexmar Training) provides prospective students with accurate, transparent, and comprehensive information about our training products, services, fees, and support options. This policy ensures that our enrolment process is fair, equitable, and compliant with the Standards for Registered Training Organisations (RTOs), addressing the individual needs and circumstances of all students.

2. SCOPE

This policy forms part of Lexmar Training's Quality Management System and applies to all current and future students (including those enrolled by a third party), staff and educational activities.

3. POLICY STATEMENT

Lexmar Training is committed to providing all prospective and current students with clear, accurate, and timely information about our training products and services to enable informed decision-making. We ensure that our enrolment process is inclusive, accessible, and tailored to the individual needs of students, with a focus on supporting diversity, wellbeing, and the specific needs of students.

Prior to enrolment, Lexmar Training informs potential students of all pre-enrolment requirements including identification requirements, fees, charges and refunds, student support, training and assessment, and complaints handling procedures. This information is provided to students on our website, in our marketing and in the ***Student Handbook*** which is available for download and is also provided to students at the time of enrolment.

Students who are selected for entry into our programs are done so regardless of religion, gender, disability, sexuality, sexual preference, culture and ethnic background as described in our ***Access and Equity Policy Procedure***.

Lexmar Training considers and accepts student enrolments across many education and training programs and courses which fall into two (2) broad categories:

- Non-accredited courses.
- Nationally recognised qualifications and single units of competency courses.

General principles that underpin our selection and enrolment processes are as follows:

- Marketing and advertising strategies are accurate and ethical to ensure students are fully informed prior to application/enrolment (e.g., program eligibility, pre-requisite requirements and language, literacy, numeracy and digital skill levels).
- Lexmar Training is compliant with consumer protection regulation/legislation and all federal and state discrimination acts.

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Endorsed by:	Chief Executive Officer	Effective Date:	1.07.2025
Person Responsible:	Administration Officer	Next Revision Date:	1.07.2026

- Prospective students are informed of how their information will be collected, used, disclosed, and stored in accordance with Australian Privacy Principles.
- Lexmar Training provides advice to students about the suitability of the training product for them.
- Lexmar Training will not enrol an eligible candidate into a program that is at an inappropriate level for that student, or where competencies are not relevant to the student's career and/or educational objectives.
- Students are routinely screened to ensure eligibility for relevant funding programs and entry requirements are met, special needs are identified and opportunities for recognition are provided.

The selection and acceptance of students into Lexmar Training programs is based on:

- The prospective student's application being fully completed.
- All required documentation being submitted and verified, including the student's identification and Unique Student Identifier (USI).
- Program/course eligibility and pre-requisite requirements being met.
- Fees paid in accordance with the **Fees and Refunds Policy Procedure**.
- Consent and declarations being read, understood, and acknowledged.
- Parents or guardians must provide written consent for prospective students under 18 years of age.
- Students are informed of their right to make a complaint or appeal an enrolment decision as per the **Complaints Handling Policy Procedure** and **Assessment Appeals Policy Procedure**.
- Lexmar Training encourages the application for Skills Recognition and will process requests at the time of enrolment provided sufficient evidence is provided in accordance with the **Skills Recognition and Credit Policy Procedure**.

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4. PROCEDURES

Lexmar Training implements the following enrolment process:

4.1 Pre-Enrolment Information

- a) **Provision of Information:** Lexmar Training will provide prospective students with comprehensive information about each training product, including:
- i. Training product codes, titles, and details.
 - ii. Fees, charges, and refund policies.
 - iii. Modes of delivery and assessment methods, including any work placement requirements.
 - iv. Location, duration and study requirements of the course.
 - v. Entry requirements, including pre-requisites and suitability assessments.
 - vi. Recognition and credit transfer opportunities.
 - vii. Any equipment or materials that the student needs to provide.
 - viii. Available support services, including for students with disabilities.
 - ix. Any third-party arrangements relevant to the delivery of training or assessment.
 - x. Rights and responsibilities of the parties, and any reasonable adjustments that may be made.
- b) **Transparency:** All information provided will be accurate, up-to-date, and provided in a format that is accessible to all prospective students, ensuring they are fully informed before making any decisions.
- i. All prospective students will receive a detailed fee structure, including payment plan options, refund policies, and conditions specific to their delivery program.
 - ii. For students in subsidised programs, Lexmar Training will clearly outline deferral and cancellation policies to ensure transparency.
- c) **Access:** Students can access information from:
- i. Lexmar Training **website:** [Lexmar Training](#) where a range of policies, procedures, forms, course information, promotional material and links to external websites and support services is provided.

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- ii. **Student Handbook:** accessible from Lexmar Training's website or in person from the office. The **Student Handbook** can also be issued to students on request.
- iii. Contacting or visiting our office and speaking with our professional staff.
- iv. Lexmar Training may offer virtual pre-enrolment sessions to provide prospective students with the necessary details and answer questions, particularly for those enrolling in online programs.

4.2 Application for Enrolment Process

- a) All prospective students are required to complete an Application for Enrolment. These can be submitted via email or in person using the **Application for Enrolment Form**.
- b) Additional information and documentation will be required to process applications. These include:
 - i. Proof of identification, including a valid USI.
 - ii. Authenticated credentials of previously attained competencies for award of Recognition and/or Credit.
 - iii. Student consent declaration to the collection of information.
 - iv. Eligibility check for subsidised training.
- c) Online applicants will be required to verify their identity through a secure digital ID check as part of the online application process to confirm authenticity and accuracy of information.
- d) Enrolment staff will undertake credential authenticity to ensure the validity of qualifications presented of previously attained competencies for award of Recognition and/or Credit.
- e) Enrolment staff may conduct virtual assessments or document verification processes to accommodate remote learners, ensuring the enrolment process is accessible and secure. Prospective students can also track their enrolment status through the student portal on the LMS.
- f) Enrolment staff review enrolment applications to ensure all information has been provided, that the prospective student is eligible and meets pre-requisite requirements and has submitted relevant supporting documentation.
- g) As part of the enrolment process, Administration Staff will assess each prospective student's suitability for the chosen training product based on their existing skills, competencies, and educational background.

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4.3 Pre-enrolment Interview

- a) Lexmar Training will conduct pre-enrolment interviews to assess additional support needs, including Language, Literacy, Numeracy, and Digital (LLND) skills. Digital literacy assessments are available for students applying to online courses, helping to ensure they have the technical skills needed to succeed.
- b) Lexmar Training utilise the DigComp Framework and will request a prospective student undertake the [free online mydigiskills test](#) and forward their results to administration staff for review.
- c) During the enrolment process, Administration Staff will identify any additional support needs of the student, including LLND support, disability accommodations, and other individual learning needs. This assessment aligns with the Australian Core Skills Framework (ACSF) and the Australian Digital Capability Framework (ADCF).
- d) Based on the identified needs, Lexmar Training's nominated trainer will develop a tailored **Training and Assessment Plan** to ensure each student has access to the necessary resources, tools, and assistance to successfully complete their training.
- e) A student's application for recognition and/or credit is reviewed at this stage to determine if advance standing can be awarded. As part of this process, authenticity of credentials will be undertaken to ensure the validity of qualifications presented for previously attained competencies. Parts of this process may also incur fee adjustments.
- f) Where a prospective student identifies as a First Nations person or Torres Strait Islander and is employed by a client operating mine site, Lexmar Training will coordinate with the client's designated First Nations Support Person to be involved in the pre-enrolment interview or student support discussions. This collaborative approach helps ensure cultural safety and empowers the student to engage with the enrolment process in a culturally appropriate and supportive environment.

4.4 Determining and Supporting Students' Needs

- a) To ensure the prospective student is given the opportunity to make an informed decision, Lexmar Training will discuss available support services that are available to support their learning.

Supporting Students with Disabilities

- i. Lexmar Training will make reasonable adjustments to the training and assessment environment to accommodate the specific needs of students with disabilities, ensuring equal access and opportunities for all students.
- ii. Reasonable adjustments will be made in consultation with the student, and where appropriate, with their healthcare providers, to ensure that the

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adjustments meet the student's needs without compromising the integrity of the training outcomes.

Online Student Support

- i. Lexmar Training provides a comprehensive range of support services, including online tutoring, technical assistance, and mental health resources. Details about accessing these services are available on our website and from our ***Student Support Policy Procedure***.

Promoting Wellbeing and Diversity

- i. Lexmar Training is committed to creating a training environment that actively promotes and supports the wellbeing and diversity of all students, including those from culturally and linguistically diverse backgrounds, First Nations students, and other underrepresented groups.
- ii. Regular assessments will be conducted to identify the wellbeing needs of the student cohort. Appropriate support strategies, including mental health resources, peer support programs, and safe learning environments, will be implemented as needed.
- iii. All students, particularly those studying remotely, will have access to scheduled wellbeing check-ins to address any academic or personal concerns. These check-ins support a positive learning environment and give students regular opportunities to discuss needs with support staff.

First Nations Student Support

Lexmar Training recognises the importance of cultural safety and self-determination for First Nations students. In support of this:

- i. With the student's consent, a First Nations Support Person may be engaged at key points throughout the learner's journey, including during enrolment, training, and support planning.
- ii. Where students are employed by client organisations (e.g. mining operations), this support person may be nominated by the client, such as a First Nations Support Person for mines.
- iii. This collaborative approach helps ensure that learning pathways are culturally appropriate, respectful, and aligned with the student's employment context and community values.

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4.5 Subsidised Program Pre-Enrolment (If Applicable)

- a) For subsidised enrolment, Administration Staff will commence the Enrolment Process with the relevant State Training Authority to notify the Department of the student enrolment. This process must be completed in advance of a student commencing their training. The process will:
 - i. Validate eligibility of student.
 - ii. Consider applications for recognition and/or Credit.
 - iii. Generate details of the fee chargeable, subsidies and loadings.
- b) The Enrolment Officers will complete an enquiry and obtain a Quote ID. Additional information required for the Notification of Enrolment is also supplied (this step cannot be completed if the enquiry is not successful.). A Notification of Enrolment is issued by the Department and copy will be kept on file and a copy given to the student.

4.6 Application Acceptance

- a) Submission of an application for enrolment does not guarantee that a student will be offered a place in their chosen program. Lexmar Training endeavours to ensure suitable candidates are accepted into a learning program where they are most likely to achieve success.
- b) On acceptance of an application for enrolment, Lexmar Training will email the student advising acceptance of enrolment. The student's information is updated in the Student Management System and the student will be informed of the course fee.
- c) For enrolment to be confirmed, this fee must be accepted and paid. Only when this fee is paid is a student accepted into their chosen program and a confirmation of enrolment notice issued.
- d) Lexmar Training will notify students of their enrolment status, deadlines, and orientation details via email, SMS, and the Student Management System (SMS). These communication methods ensure that students are kept up-to-date on all enrolment requirements and key dates.
- e) Subsidised students will be confirmed through the relevant State Training Authority's online system and a Commitment ID will be issued. A copy of the Student and Provider Fee Report must be retained, and the Commitment ID entered against the student record for that qualification for later reporting of progress through the qualification.
- f) Once the student has paid the invoiced amount the following occurs:

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- i. Student file is created.
- ii. Recognition and credits are applied to the student's enrolment.
- iii. Program specific information and confirmation of enrolment is sent to the student.
- iv. Resources are provided to the student.
- v. Individualised Training and Assessment Plans are developed and issued to the student.
- vi. Student commences their program/qualification.

4.7 Records Management

- a) All enrolment records, including those related to student support needs and adjustments, will be maintained securely and in accordance with Lexmar Training's **Records Management Policy Procedure**.
- b) All enrolment records will be securely maintained, adhering to Australian Privacy Principles. Digital records are stored in encrypted formats, accessible only to authorised staff. Students can request access to their records through a secure login on the LMS, ensuring data protection and privacy compliance.

4.8 Continuous Improvement

- a) Lexmar Training will collect feedback on the enrolment process from students through post-enrolment surveys and exit interviews. This feedback will guide improvements to the enrolment process and enhance the student experience, contributing to our commitment to continuous improvement.

5. VARIATIONS

Lexmar Training reserves the right to modify this policy as necessary to comply with changes in legislation or organisational needs.

6. DEFINITIONS

As defined in the Quality Management Strategy.

7. RELATED DOCUMENTS

- Student Support Policy Procedure
- Access Equity Policy Procedure
- Skills Recognition and Credit Policy Procedure
- Complaints Handling Policy Procedure
- Assessment Appeals Policy Procedure
- Application for Enrolment Form
- Student Handbook

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- Management of Records Policy Procedure
- AQF Credential Authenticity Checklist

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