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Managing Enrolment Practices

RTOs must provide accurate course information to prospective students, and support them to enrol in a suitable course.

RTOs are required to match students' goals and needs with course outcomes. During the enrolment process, individual needs must be identified and support requirements established. Inadequate enrolment processes could expose your RTO to complaints from students and non-compliance with the Standards for RTOs and Funding contractual arrangements.

This webinar will provide you with guidance and best practices in enrolment processes, protecting students, and managing credit transfer.

LEARNING OBJECTIVES

- Understand regulatory requirements for course enrolment
- Identify processes to inform students about course details
- Define ways to determine students' needs and support requirements
- Identify processes to support prospective students to make an informed enrolment decision



APPLICATION OBJECTIVES

- Implement effective measures to manage relevance and accuracy of information provided to students
- Monitor fees paid by students
- Monitor management of credit transfer



IMPACT OBJECTIVES

- Improve students' satisfaction
- Improve course completion
- Reduce risk of non-compliance with requirements in Clauses 3.5, 5.1-5.3 and 7.3

HOW IT WORKS



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