
Purpose:	The purpose of this policy is to ensure that all prospective students (learners), employers, and relevant stakeholders are provided with clear, accurate, accessible, and timely information to enable informed decision-making prior to enrolment. This policy supports informed learner choice and consent, ensures accurate representation of training products and services, and establishes a structured approach to identifying learner needs, capabilities, and suitability prior to enrolment. It also ensures appropriate support strategies, including Language, Literacy and Numeracy (LLN) support and reasonable adjustments, are identified and implemented where required, while meeting obligations under the 2025 Standards for RTOs across Quality Areas 1, 2, 3 and 4.
Scope:	This policy applies to all Beleco Academy staff, contractors, and third-party providers, as well as all prospective and enrolled learners and employers involved in enrolment decisions. It covers all published and verbal pre-enrolment information and applies to all Training Products within the RTO's scope of registration. This includes course information and marketing materials, pre-training review processes, LLN assessment and learner support identification, and all enrolment advice and suitability discussions.
Responsibilities:	The CEO is ultimately accountable for adherence to this policy.
Standards:	This policy aligns with the 2025 RTO Standards across Quality Areas 1 to 4. It ensures that learners are appropriately matched to training products and that the integrity of training and assessment is maintained through robust suitability checks. It supports learner protection by requiring early identification of individual support needs, including LLN and reasonable adjustments, and promotes learner progression and wellbeing. The policy also strengthens governance by ensuring accurate and auditable records of pre-enrolment processes and supports risk-based decision-making. Additionally, it ensures that all marketing, course information, and enrolment communications are accurate, consistent, current, and not misleading, thereby enabling informed consent prior to enrolment.
Policies:	This policy supports the <i>Credit Transfer and Recognised Prior Learning</i> and <i>Fees and Charges and Refunds</i> policies.
Procedures:	This policy is supported by the <i>Pre-Enrolment Enrolment and Student Administration</i> , <i>Language, Literacy, Numeracy Assessment</i> , <i>Credit Transfer and Recognised Prior Learning</i> and <i>Course Information</i> procedures.
Tools:	This policy is supported by application of the <i>Marketing and Advertising Register</i> , <i>Course Outline Template</i> , <i>Course Outline Publishing Checklist</i> , <i>Student Onboarding Checklist</i> , <i>Student Handbook</i> , <i>Pre-Training Review Checklist</i> , <i>Schedule of Fees & Continuous Improvement Register</i> .

Definitions

Standards means the *Standards for Registered Training Organisations (RTOs) 2025*.

Training Product means an AQF qualification, skill set, unit of competency, accredited course, or module delivered by Beleco Academy.

Informed Consent means a learner's decision to enrol based on clear, accurate, and complete information provided prior to enrolment.

Policy Statement

Prior to enrolment or commencement of training and assessment, Beleco Academy will implement a structured pre-enrolment process to ensure all learners are fully informed, suitable, and appropriately supported.

Beleco Academy will provide all prospective learners with:

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Document Name:	Pre-Enrolment Student Information & Support Policy	Document Approver:	Chief Executive Officer
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- a) *Pre-Enrolment Advice and Suitability Assessment*
- i) *Professional, ethical, and documented advice regarding the suitability of the Training Product*
 - ii) *A Pre-Training Review (PTR) to assess:*
 - ◆ *Learner goals and outcomes*
 - ◆ *Existing skills and knowledge*
 - ◆ *Digital literacy (where applicable)*
 - ◆ *Capacity to meet course requirements*
 - ◆ *Support needs and potential barriers*
- b) *Accurate and Complete Pre-Enrolment Information*
- i) *Current, accurate, and accessible information, including but not limited to:*
 - ◆ *Training Product details (content, duration, delivery mode, assessment requirements)*
 - ◆ *Entry requirements and prerequisites*
 - ◆ *Fees, charges, and refund conditions*
 - ◆ *Learner rights and obligations*
 - ◆ *RTO responsibilities and obligations*
 - ◆ *Available support services*
 - ◆ *Expected LLN levels and learning requirements*
 - ◆ *Work placement requirements (if applicable)*
 - ◆ *Government funding/subsidy arrangements (where applicable)*

Compliance Control:

All information must be consistent across marketing, course materials, and enrolment discussions.

- c) *Language, Literacy and Numeracy (LLN) Assessment*
- i) *All learners must complete an LLN assessment prior to enrolment*
 - ii) *LLN outcomes will determine:*
 - ◆ *Suitability for the course*
 - ◆ *Required support strategies*
 - ◆ *Need for reasonable adjustments*
- d) *Learner Support Needs Identification*
- i) *A consultative process will be undertaken to identify:*
 - ◆ *Educational support needs*
 - ◆ *LLN gaps*
 - ◆ *Disability or access requirements*
 - ◆ *Wellbeing considerations (where disclosed)*
 - ◆ *External support requirements*
- e) *Individualised Support Planning*
- i) *Where support needs are identified:*
 - ◆ *An Individual Training Plan will be developed*
 - ◆ *Reasonable adjustments will be documented and implemented*
 - ◆ *Support strategies will align with:*
 - ◆ *Training and assessment requirements*
 - ◆ *Learner capability*
 - ◆ *RTO capacity to support*
- f) *Enrolment Decision*
- i) *A learner will only be enrolled where:*
 - ◆ *They have received all required pre-enrolment information*
 - ◆ *Suitability has been confirmed*
 - ◆ *Required supports can be reasonably provided*

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- ◆ *The learner has provided informed consent*
- ii) *Where suitability cannot be established:*
 - ◆ *Enrolment will not proceed*
 - ◆ *Appropriate referral pathways will be provided*
- g) *Evidence and Recordkeeping*
 - i) *Beleco Academy will retain evidence of:*
 - ◆ *Pre-training review outcomes*
 - ◆ *LLN assessment results*
 - ◆ *Learner acknowledgement of information*
 - ◆ *Training and support plans*
 - ◆ *Enrolment decisions and rationale*
 - ii) *All records must be:*
 - ◆ *Accurate, complete, and version controlled*
 - ◆ *Securely stored and accessible for audit*

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