



LEARNER ENROLMENT AND COMPLETION

At Signature Training our approach to enrolment and induction is to provide a pathway for learners to make informed decisions about their training and assessment and enter a training pathway that is the right fit for the learner and their current or future employer.

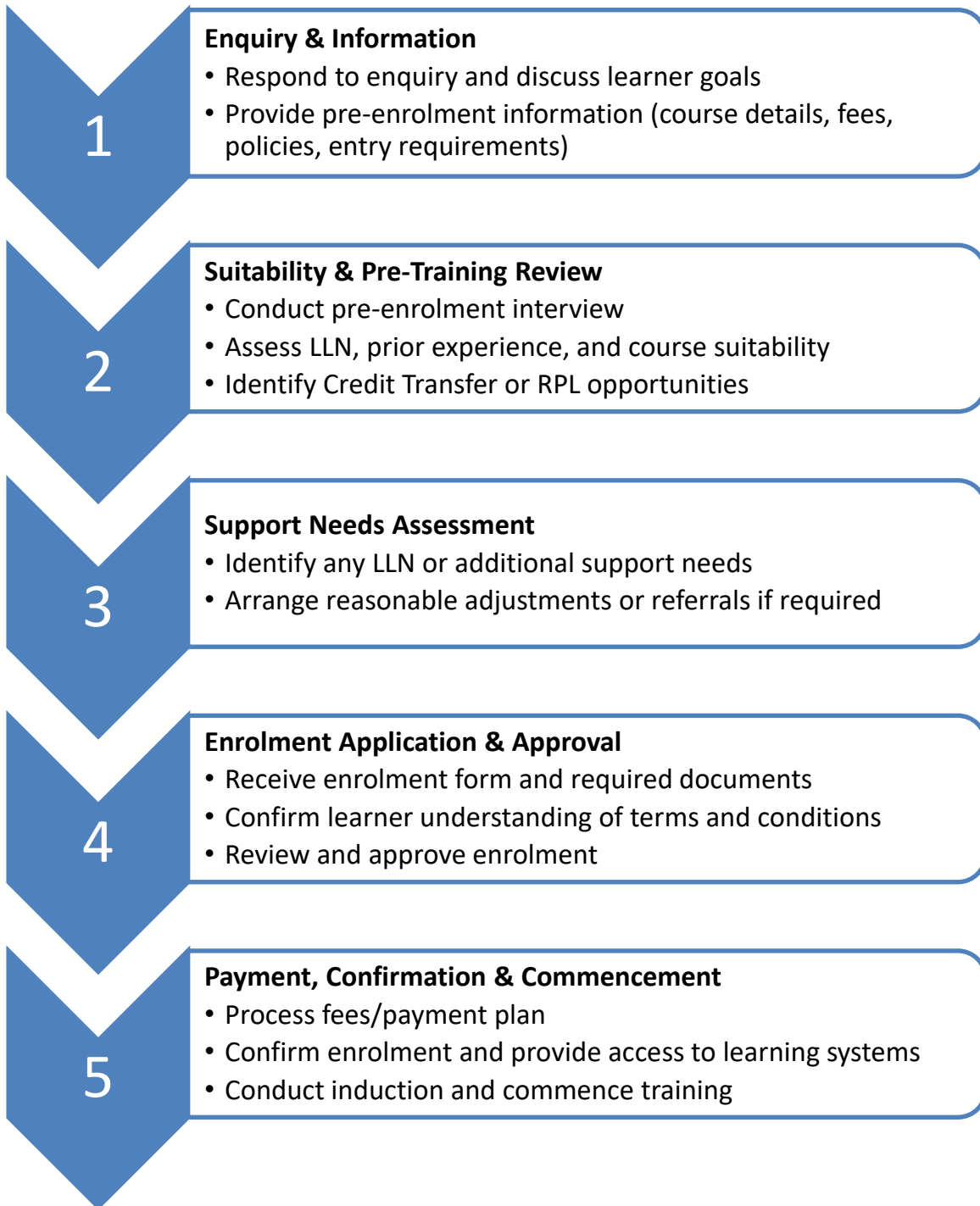
We strive to identify a learner's needs during the enrolment process to ensure that our services to each individual learner are appropriately adjusted to allow for their unique requirements.

To achieve this, we will:

- Provide persons making an enquiry with accurate and ethical marketing and pre-enrolment information that enables them to make confident and suitable decisions about selected training programs
- Conduct a one-on-one enrolment interview face-to-face at our Parramatta premises to individually assess the person's needs and circumstances and provide them information about their rights and obligations
- Provide information about special requirements for their desired training program and pathways to obtain these
- Provide information about the occupational outcomes produced by their selected program and discuss how these align with their occupational goals and aspirations
- Validate that applicants meet the entry requirements for their selected program to ensure that they have the greatest opportunity for success and completing the course
- Determine if the applicant has the required access to information technology including modern computer systems and access to the internet if applicable.
- Determine that the applicants have appropriate language, literacy and numeracy skill and abilities to meet the requirements of their desired training program
- Determine if the applicant has any special needs which may require reasonable adjustment at the point of enrolment to allow training programs to be suitably adjusted
- Ensure there are no unnecessary barriers for persons to participate in the training program of their choice
- Provide comprehensive administrative support that allows the applicant to complete enrolment efficiently and commence training at an agreed time and place; and
- Inform applicants about alternate pathways to training such as gaining credit transfer for current competence or recognition of prior learning.



Signature Training will apply the following steps during the enrolment process:



Please refer to the above description and associated process diagrams for detailed information on the steps to be taken to fully engage with and induct a learner into a course program offered by Signature Training.



Completion Procedure

Whilst this is a typical process where the learner has achieved all outcomes, there are circumstances where a learner may finalise their enrolment early for personal or academic reasons. Where this is the case, the learner is requested to complete the form Application for Course Deferment / Transfer / Withdrawal. This provides the learner the opportunity to specify their reasons and select to indicate their preference to defer their enrolment, to transfer their enrolment to another course or to terminate their enrolment altogether.

Where the enrolment is being deferred or terminated, learners will be issued a statement of attainment to recognise the outcomes they have achieved during their enrolment. A learner who defers and returns to complete a course will be eligible to recommence their training and receive a credit transfer for any completed units of competency. The Chief Executive Officer will review these applications and interview the learner to understand their circumstances. A decision will be made and recorded on the application. Learners will be informed of this decision in writing.



Version Control and Accountable Officers

It is the joint responsibility of the Implementation Officer and Responsible Officer to ensure compliance with this policy.

Responsible Officer	CEO
Implementation Officer	RTO Manager
Last Approval	13/11/2025
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Approved by	Chief Executive Officer
Associated Documents	
Version Control	
Version 2.2	

OFFICE USE ONLY			
Written/reviewed by	Authorised for release by	Version number	Signature of authorising person
Jeevanjot Minhas	Jeevanjot Minhas	2.2	Jeevanjot Minhas
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2.0	14/03/2022	Reviewed and updated	
2.1	16/02/2024	Update of Authorised Signatory	
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