

Policy

ABC Training and Consulting has a long history of delivery training and assessment in Australia and has been listed as a Registered Training Organisation (RTO) since 1999 (RTO no. #5800). As of 2019 our scope of registration includes qualifications in the Laboratory Operations; Manufacturing; Forest and Wood Products; and Sport, Fitness and Recreation Training Packages.

ABC Training and Consulting utilises a variety of marketing techniques including (but not limited to): Website (www.abconsulting.edu.au); Brochures / Flyers; Videos; Conference Stalls; Direct business development activities and also Word of Mouth, the latter two being where the majority of student enrolments stem from. Our RTO registration ID (#5800) is included on all marketing information. This code can be used to view our RTO record on the www.training.gov.au website.

In all cases marketing and enrolment processes are carried out in an ethical and compliant manner with full disclosure of key information (ie. Fees and Training requirements). Personal information is handled and maintained in a professional and secure manner, refer to our Privacy Policy / Procedure for more information.

Procedure

- Business Development staff, and in some cases administration staff, handle all new training enquiries. This includes the provision of an Expression of Interest form which gathers preliminary information required to determine the scope of training / assessment services required and generate a Training Proposal which outlines all fees and charges (refer to the Fees and Refunds Policy / Procedure).
- Once the signed Training Proposal is returned by a new client / student administration staff commence the enrolment procedure.
- Administration staff email the new student and include the following information:
 - Student Handbook
 - Enrolment link – to access our electronic enrolment form
 - Language, Literacy and Numeracy (LL&N) assessment – to determine if additional support is required.
- Students are required to complete the electronic enrolment form and also the LL&N assessment. The enrolment form is automatically sent through to administration upon being 'Submitted' however the LL&N assessment must be emailed separately.
- All students are required to have a Unique Student Identifier (USI), information about this number and how to apply for one can be obtained from: www.usi.gov.au

Training Enquiries and Enrolment

Policy & Procedure

- As part of the enrolment process students are required to provide identification to prove:
 - Australian citizenship (copy / image of a Birth Certificate or Australian Passport or Green Medicare Card or NZ Passport / International Passport with associated VISA).
 - Residential address in the state in which their training is being conducted, especially if they are going to be accessing Government funding (ie. User Choice).
- Once the enrolment form and associated paperwork / identification is received and processed students are divided into two categories depending on if they are trainees or fee for service students:
 - Trainees have a Training Contract which is registered with their local state / territory training authority, they receive a registration number and in some cases are eligible for government funding to help offset the training fees. Trainees are issued a Training Plan and Training Record Book. The Training Plan details the enrolment particulars including units of competency, it is required to be signed by the student and their employer and returned to administration for processing. The Training Record Book details all the units of competency including individual elements and performance criteria requirements, it is designed to be signed off periodically as the student progresses through their traineeship.
 - Fee for service students and some other funded students (ie. School based VETis students or Skilling Queenslanders for Work jobseekers) are not trainees and therefore do not have a Training Plan or Training Record Book.
- Administration Staff will regularly keep in contact with students and their employer representatives during the enrolment process to answer questions and issue reminders about the return of overdue paperwork.
- Students are provided access to a Student Portal upon their enrolment being completed. This portal show a real-time record of training progression and can be used to access and submit learning resources and assessments.
- Once the enrolment process is completed the student is allocated to a Trainer / Assessor (refer to the Provision of Training and Assessment Policy / Procedure).