

UNITY TRAINING SERVICES ENROLMENT POLICY

Unity Training Services Management and staff are committed to determining client needs through initial contact and interview and providing services to meet those needs. Unity Training Services staff will provide timely and accurate advice to all potential and enrolling students. Unity Training Services Staff and management will at all times respond in a responsible manner to all reasonable requests for information about Unity Training Services' Training and Assessment services.

Enrolment Procedures

- On receiving initial contact by a potential or enrolling student Unity Training Services staff shall enquire concerning any specific needs and ensure that the student is handed or mailed a Course Enrolment Form relevant to their course enquiry. Following receipt of the completed and signed course enrolment form. Unity Training Services management will:
 - On receiving the enrolment form from the participant, the Training Manager shall review any specific learner needs (e.g. RPL and LL&N needs)
- Receive course enrolment fee and provide a receipt record to the student.
- On acceptance, enroll the student in the relevant course via the Student Management System.
- Provide the student with confirmation of course enrolment, course information and advice concerning courses start date and orientation program.
- All students enrolled at Unity Training Services have access to their own records that relate to their current or past training and assessment records. Students may contact reception during office hours and may request a copy of their student records subject to privacy requirements.
- On receiving a request for information concerning RPL (Recognition of Prior Learning) Unity Training Services staff shall ensure that enquirers are handed or sent the 'RPL Application form' and provided with information about the process of RPL.