



Course Enrolments Policy & Procedure

1. Purpose

This Policy and Procedure provides information on Course Enrolments at the Brush Farm Corrective Services Academy (BFCSA) to ensure compliance with legislated and regulatory requirements. This document assists staff to provide a consistent and timely enrolment service to both internal and external customers of BFCSA.

2. Scope

The Policy and Procedure applies to all forms of training conducted at, or on behalf of the BFCSA where the issuing of a full qualification, a Statement of Attainment or a Statement of Training is required. This document applies to both internal and external customers.

Reference should be made to the Enrolment Procedure and References document (D18/1004929) held with the Administrative Assistant (Course Enrolments Officer), Administration & Finance Unit when using this Policy and Procedure.

3. Definitions

CSNSW	Corrective Services NSW
BFCSA	Brush Farm Corrective Services Academy
BIMS	Business Integrated Management System
ASQA	Australian Skills Quality Authority
SIS	Student Information System
EDRMS	Electronic Document Records Management System
LMS	Learning Management System
RTO	Registered Training Organisation
AVETMISS	Australian Vocational Education and Training Management Information Statistical Standard.
NCVER	National Centre for Vocational Education Research Ltd

4. Policy Statement

BFCSA provide an efficient and equitable course enrolment process to support customers commencing courses and training programs at BFCSA.

5. Responsibility

The Director, Academy and Operational Training is to ensure that Policy documents are regularly reviewed and to ensure the most current approved version is available online and within EDRMS.

It is the responsibility of the user of the document to ensure that the most current version is being applied. It is the responsibility of each Training Unit Manager to ensure that all staff understand and apply the Course Enrolment Policy and Procedures at BFCSA.

Information and registering of courses, online training programs, assessment and recognition is managed by the sponsoring Training Unit Manager and/or Course Coordinator and it is their responsibility to ensure accurate, up to date information is provided to prospective course participants through consultation, via the BFCSA website (www.bfcса.nsw.gov.au) or CSNSW Broadcast email.

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The Administrative Assistant (Course Enrolments Officer) is the primary role responsible for processing applications for course enrolment.

Legislative Context

None applicable

6. Changes and Updates

All policies and procedures are subject to ongoing revision to reflect systems improvements. All online documentation is considered to be the current version.

7. Monitoring and Evaluation

This policy will be reviewed three years from the date of implementation, or earlier should a review be warranted.

8. Associated Documents

Costing Policy & Procedure (D11/481944)
Assessment Policy & Procedure (D09/329877)
Recognition Policy & Procedure (D09/073985)
BFCSA Code of Conduct and Ethics (D11/533771)
Standards for Registered Training Organisations (RTOs) 2015
Enrolments Officer – Procedures and References – (D18/1004929)

9. Procedure

9.1. Enrolment

9.1.1. General Information on Courses

General information on registered courses can be found on the BFCSA website at www.bfcsa.nsw.gov.au. BFCSA course and training programs may also be advertised via CSNSW Broadcast Email or provided to Managers/prospective participants by sponsoring Training Unit Manager or Course Coordinator.

Course and training programs may be promoted to prospective customers in the Asia Pacific region.

All BFCSA course information must comply with the Standards for Registered Training Organisations (RTOs) 2015 – Clause 4.1.

9.1.2. Submitting an application for enrolment

Current employees and contractors who hold a CSNSW Employee ID number must apply for enrolment in BFCSA courses and training programs by completing the “Online Course Enrolment form” available on BFCSA website at www.bfcsa.nsw.gov.au. An approving manager email address must be provided for this enrolment to progress.

External customers wishing to undertake BFCSA courses or training programs apply as outlined, however they must provide the email address of an approving Manager within CSNSW for enrolment to progress. Further advice may be sought from the sponsoring Training Unit Manager or Course Coordinator if required.

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If the selected course or training program is nationally accredited, the online Course Enrolment form captures statistical details including Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) data along with updating contact details. Data collection and privacy questions requested include:

- **Unique Student Identifier (USI).** From 1 January 2015 it has been a requirement for RTOs to report a USI for every student undertaking nationally accredited training in accordance with the AVETMISS data reporting requirements.
- **Personal Information.** Under the *Data Provision Requirements 2012*, BFCSA is required to collect and disclose personal information about enrolling participants to NCVET. From 2019 this information is only provided with consent of participant.

By submitting the course enrolment form, the prospective participant is acknowledging that they will attend the full program and abide by the program/BFCSA requirements.

9.1.3. Processing General Course Applications

The Administration Assistant (Course Enrolments Officer) processes applications for course enrolment for approved and registered course and training programs within SIS on a daily basis. If the preferred date selected by the prospective participant is not registered in SIS, the enrolment request will be processed for the next available date.

Where a course or training program has reached maximum enrolment numbers the Administrative Assistant (Course Enrolments Officer) will request advice on whether or not it is permissible to exceed the capacity limit and if so, to what level from sponsoring Training Unit Manager or Course Coordinator.

To progress an enrolment for a prospective participant the Administration Assistant (Course Enrolments Officer) must request an approval email from the relevant Approving Manager. A copy of this approval request is forwarded to the prospective participant and the BIMS allocated supervisor.

It is the responsibility of locations to apply their own internal processes to ensure that the appropriate manager/supervisor indicates final approval and training officers/rosters etc. are advised as required. If no approval email is received no action will be taken.

Once the enrolment approval has been received from the relevant manager enrolment can be processed by the Administration Assistant (Course Enrolments Officer). An email is sent confirming their enrolment with a copy of this emailed to the nominated approver and BIMS allocated supervisor.

Applicants who have previously enrolled in a course or training program at BFCSA will already have their details (including AVETMISS data) recorded in SIS. With each new online course enrolment submitted by the individual, SIS will automatically be updated with any new information.

9.2. Courses and Training Programs with Specific Entry Requirements

In some courses, applicants may have to demonstrate that they meet entry requirements. It is the responsibility of the sponsoring Training Unit Manager in consultation with the Course Coordinator to check that course enrolments are accurate on SIS prior to the commencement of a course. They are also required to determine that the entry onto the specified course is according to the criteria set down.

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9.3. Newly recruited Overseers, Casual Correctional and Community Corrections Officers

Training programs for newly recruited Overseers, Correctional Officers and Community Corrections Officers are scheduled following the recruitment processes managed by Human Resources. New recruited staff are allocated to these programs by Human Resource officers during the recruitment process. This is done in consultation with the sponsoring Training Unit. On commencement newly recruited staff are required to complete the online enrolment form to ensure compliance RTO data reporting requirements.

9.4. Recognition/Variation of Enrolment

Requests for Recognition or Variations to enrolment should be referred to the relevant Training Unit Manager in the first instance.

9.5. Course Withdrawal

It is the Course Coordinator's responsibility to update the enrolment status of participant on SIS **ONLY** after the course has commenced.

Where a participant is unable to attend, advice must be given in writing to the Administration Assistant (Course Enrolment Officer) within 7 working days.

Course or Training Program withdrawals can also be provided by the relevant Manager, Supervisor, or Course Coordinator in writing via email to the Administration Assistant (Course Enrolment Officer). A copy of this email should also be provided to the approving Manager and participant. The Administration Assistant is required to update participant status record within SIS to "Withdrawn".

9.6. Attendance without approval

If a participant attends a BFCSA course or training program without being enrolled, the trainer must make a determination on whether or not to accept them into the course. If accepted, the trainer must ensure that the online course enrolment form is completed before commencement of the course.

9.7. Course Cancellations

A decision must be made by the sponsoring Training Unit Manager to cancel a course on the basis of the following:

- a) Insufficient class numbers
- b) Changed need or organisational priority of the course as determined by stakeholders or the Director, Academy and Operational Training

The relevant Training Unit Manager will determine the minimum number of participants however, it is recommended for reasons of cost efficiency courses with fewer than 6 participants are to be cancelled or rescheduled. Every effort should be made to reach a minimum number of participants for all courses run at BFCSA.

Course Coordinators and Training Unit Managers have the responsibility to monitor current enrolments and enrolments awaiting approval for each course. Where course numbers are low the course coordinator should follow up enrolments awaiting approval to determine if the course can proceed or be cancelled.

Courses which are negotiated for delivery at other locations are the responsibility of the site officer coordinating the training e.g. Training Officer, Manager of Security. These officers must ensure the minimum number of participants in consultation with the relevant sponsoring Training Unit Manager.

Monitoring course participant numbers can be achieved by running the Low Numbers Report outlining courses with 6 or less participants on a weekly basis. Training Unit Managers and Education Support Officers have access to run this report to ensure monitoring course numbers and cancellation of courses within appropriate timeframes. Course cancellation should be advised at least 7 working days prior to the commencement of the course.

Once the Administration Assistant (Course Enrolments Officer) has received confirmation of a course cancellation, a notification email is to be sent to the participants. Participants are then to be transferred to the next available course. If the cancelled course was to be held in a regional location, participants can only be transferred to another course at the same regional location. If no alternate regional location is available the participant will need to contact BFCSA for future course dates.

If a course is cancelled with less than 7 working days' notice, the Administration Assistant (Course Enrolments Officer) will advise the participants via email and the Course Coordinator will call each participant to ensure they are aware of the cancellation.

9.8. Cancellation Fees

9.4.1 Current employees or contractors

No cancellation fees are charged to cost centre of internal customers (CSNSW employees)

9.4.2 Fees for External participants

External, fee-paying participants are customers who will be invoiced on completion of the course.

Written notice of 7 days minimum prior to course commencement date is required if an applicant is unable to attend a course. Failure to give this notice will result in full fees being charged.

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