

ENROLMENT PROCEDURE

Farnham Street Neighbourhood Learning Centre (FSNLC) is a dedicated Registered Training Organisation, which provides students with high quality services, including all relevant course information, advice and support relating to:

- **Enrolment**
- **Course fees, including fee refund policy** – Course fees are clearly identified on FSNLC's website.
- **FSNLC's Code of Practice** –During the enrolment process, students are made aware of FSNLC's Code of Practice (which is available on FSNLC website). Prospective students are informed of the requirements and standards FSNLC must meet as a Registered Training Organisation.
- **Training and Assessment procedures** – Once enrolled, students are guided through an outline of the training and assessment process. All assessments are standardised and meet the National Assessment Principles i.e. ESL FRAMEWORKS & The International Second language Proficiency Ratings (ISLPR).
- **Complaints and Appeals procedures** – Students have the right to appeal assessment decisions and/or lodge a formal complaint. The procedures for doing so are publicly displayed throughout the centre and students are explicitly informed of the process requirements i.e. The right to confidentiality, where to obtain forms, website links etc.

THE ENROLMENT PROCESS

ENROLMENT IN A COURSE

- Phone FSNLC Office or come into the centre to book an appointment **OR**
- Access an enrolment form on FSNLC website and contact us via email.
- Participants may enrol at any time.

Literacy and Course Pre-requisites are discussed during enrolment appointments and placement tests arranged to determine suitable ESL Course Level. Once suitability & appropriate course level is assigned & agreed upon students are then informed of course fees and payment methods.

COURSE FEES & PAYMENT METHODS

Details of course fees are available on FSNLC website.

On enrolment students will be required to make payment in respect of course fees unless the student qualifies for a discretionary exemption

Payment of course fees (and other applicable fees) can be made by cash only.

A receipt in respect of course fees will be provided to the payee at the time of payment.

ELIGIBILITY FOR GOVERNMENT SUBSIDISED PLACE.

All students who meet the residency/citizen requirements will be eligible for these courses.

PROCEDURES

Enrolment in a class is dependent on class size, availability, and the student's ability to meet class prerequisites (e.g. Participants will be placed into either ESL 1, 2, 3 or 4 classes dependent on the initial interview and assessment of student to determine the degree of English language acquisition and eligibility to placement).

PRE - TRAINING REVIEW

At the time of enrolment, students have their previous qualifications, skills and knowledge assessed. FSNLC recognises Australian Quality Training Framework (AQTF) qualifications and Statements of Attainment issued by other Registered Training Organisations. If a student thinks he/she may be eligible for RPL and supplies valid, authentic and sufficient evidence so as to allow an assessor to make a determination.

STUDENT ASSESSMENT

THE INTERVIEW /ASSESSMENT PROCEDURE

All assessments are conducted in accordance with the Australian Quality Training Framework for RTOs against the standards outlined in the units of competency in the relevant qualification.

Assessments may include:

- Recognition of Prior Learning (RPL)
- Pre-assessment to determine individual training needs
- Observational (rating oral/ aural skills with emphasis on speaking) assessment
- Formal assessment against the ISLPR Rating system

Every effort will be made to ensure learners are enrolled in classes appropriate to their level of skill development. Learners are expected to make available an accurate assessment of their skills and needs during the enrolment process.

To facilitate maximum participation for all individuals, the following information is sought upon enrolment via questions such as:

“Do you have any special needs that might need to be addressed to maximise your participation in the program in which you are enrolling into?”

“Do you work?”

“What are your study intentions?” or “Why do you want to study?” (Future goals and objectives)

In regard to training courses for which it is responsible, FSNLC wishes to ensure that any person who meets the entrance and enrolment criteria, has appropriate access to all FSNLC facilities and other courses offered at the centre.

FINAL STAGE

- Flexible learning (flexible delivery Plan) and assessment procedures will be conveyed to participants
- Tour of the Centre and if possible introduce student to ESL teacher/s.
- Once your enrolment with payment is processed, all course materials (course notes & assessment tasks), along with a suggested timetable will be issued.
- All records of student results will be sent to the Office for archiving/filing