

POLICY	Enrolment Process
<b>ASQA Standards 2025</b>	Outcome Standards) <b>Standard 2.1 – 2.2 – 2.3 and ASQA Practice Guides</b> <ul style="list-style-type: none"> <li>• <b>Practice Guide – Information</b></li> <li>• <b>Practice Guide – Training support</b></li> </ul>
<b>Scope</b>	This Policy and Procedure applies to: <ul style="list-style-type: none"> <li>• all prospective AACI students</li> <li>• AACI staff and contractors involved in pre-enrolment, enrolment, student administration, suitability review, learner support and records management</li> <li>• any third party involved in enrolment-related processes on AACI’s behalf, where applicable.</li> </ul>
<b>Purpose</b>	This Policy and Procedure ensures AACI enrolls students through a fair, transparent and documented process that: <ul style="list-style-type: none"> <li>• provides prospective students with clear, accurate, current and accessible information before enrolment</li> <li>• assesses whether the proposed training product is suitable for the student</li> <li>• identifies learner support needs before enrolment where possible</li> <li>• confirms enrolment only when required checks, declarations and conditions have been met.</li> </ul>
<b>Policy Statement</b>	AACI will only enrol a student where AACI has sufficient evidence that: <ul style="list-style-type: none"> <li>• the student has been given the information needed to make an informed decision</li> <li>• the proposed course is suitable for the student’s needs and intended outcomes</li> <li>• any identified support needs have been considered</li> <li>• AACI can provide or arrange the support reasonably required for the student to participate.</li> </ul> Where AACI determines that the proposed course is not suitable, or that required support cannot reasonably be provided, AACI will not proceed with enrolment and will, where appropriate, suggest an alternative pathway.
<b>Responsibilities</b>	<b>Chief Executive Officer / RTO Manager</b> Has overall responsibility for AACI’s enrolment system and final oversight of significant suitability or enrolment issues. <b>Student Administration / Enrolment staff</b> Provide pre-enrolment information, collect enrolment documentation, establish student files, coordinate required checks, and issue confirmation of enrolment once acceptance conditions are met.

	<p><b>AACI delegate responsible for suitability review</b> Reviews pre-training review outcomes, LLN/digital capability information, support needs and any conditions affecting suitability, and records the enrolment decision.</p> <p><b>Trainers, assessors or learner support staff</b> Provide input where support needs, reasonable adjustments or course participation issues need to be considered before enrolment.</p>
<p><b>Definitions</b></p>	<p><b>AQF</b> means Australian Qualifications Framework</p> <p><b>Credit</b> means a credit (also known as Credit Transfer (CT) is the process of awarding credit for a unit or units of competency (UoC), attained from another Registered Training Organisation (RTO) which are the same as the unit or units of competency in a AACI qualification.</p> <p><b>Enrolment</b> means the documented process by which AACI accepts a student into a training product after pre-enrolment information, suitability review and required enrolment checks have been completed.</p> <p><b>Prospective student</b> means a person considering enrolment in an AACI training product.</p> <p><b>Suitability</b> means the extent to which the proposed course matches the student’s intended outcomes, capabilities, support needs and likely ability to participate successfully with available support.</p> <p><b>Training support</b> means the support services, staff access and reasonable support arrangements available to help a student progress through the training product.</p> <p><b>Enrolment</b> means the process of a student making a decision to study a course with AACI. For enrolment purposes, the student may be an individual or part of a cohort enrolled by a corporate client / employer to meet requirements of their employees’ job role/s.</p> <p><b>Language, Literacy and Numeracy</b> or <b>LLN</b> refers to the Australian Core Skills Framework (ASCF) Five Core Skills, these being Learning, Reading, Writing, Oral Communication and Numeracy. These Five Core Skills have been identified by the ASCF as the essential skills for individuals to hold to participate effectively in society. <b>(see Schedule 1 Details each level)</b></p> <p><b>Mode of delivery</b> means the distance education delivery method that has been adopted to deliver training and assessment at AACI.</p> <p><b>Recognition of Prior Learning (RPL)</b> means an assessment process that assesses the competency(ies) of an individual that may have been acquired through formal, non-</p>

	<p>formal and informal learning to determine the extent to which that individual meets the requirements specified in the training package or VET accredited courses. For more information see our Policy.</p> <p><b>RTO Standards 2015</b> and Users' Guide means The Standards for Registered Training Organisations (RTOs) 2015 (the Standards) set out the requirements for an organisation to be registered as a training provider. The Users' Guide aims to help RTOs make sure their practices deliver a quality experience for every student at each stage of their 'journey' through the VET system.</p> <p><b>Statement of Attainment (SoA)</b> means a statement issued to a person confirming that the person has satisfied the requirements of the unit/s of competency or accredited short course specified in the statement.</p> <p><b>Third party</b> means any party that provides services on behalf of the RTO but does not include a contract of employment between an RTO and its employee.</p> <p><b>Training product</b> means a AQF qualification, skill set, unit of competency, accredited short course and module.</p> <p><b>Unique Student Identifier (USI)</b> means an individual education number for life. It also gives a student an online record of their VET training undertaken in Australia.</p> <p><b>VET</b> means Vocational Education and Training</p>
<p><b>Policy requirements</b></p>	<p><b>1. Pre-enrolment information</b></p> <p>Before enrolment is finalised, AACI will provide or direct the prospective student to current information about:</p> <ul style="list-style-type: none"> <li>• course code and title</li> <li>• delivery mode and structure</li> <li>• course duration and participation requirements</li> <li>• work placement or job-related requirements where applicable</li> <li>• entry requirements or prerequisites</li> <li>• fees, charges, payment terms and refunds</li> <li>• learner rights and responsibilities</li> <li>• complaints and appeals</li> <li>• support services and learner support pathways</li> <li>• RPL and Credit Transfer information</li> <li>• any third party that will provide training, assessment or support on AACI's behalf, where applicable.</li> </ul> <p><b>2. Suitability of the training product</b></p> <p>Before enrolment is accepted, AACI will assess whether the proposed course is suitable for the prospective student, taking account of:</p> <ul style="list-style-type: none"> <li>• intended career or training outcomes</li> <li>• job, licensing or regulatory requirements where relevant</li> <li>• LLN and digital capability where relevant to the course</li> <li>• support needs</li> </ul>

	<ul style="list-style-type: none"> <li>• any course-specific participation requirements</li> <li>• whether AACI can provide or arrange the support reasonably required.</li> </ul> <p><b>3. Learner support</b></p> <p>AACI will seek to identify support needs as early as possible, preferably before enrolment. Where support needs are identified, AACI will determine whether:</p> <ul style="list-style-type: none"> <li>• the course remains suitable</li> <li>• support can be provided or arranged</li> <li>• additional support conditions apply</li> <li>• reasonable adjustments should be considered</li> <li>• another pathway should be recommended.</li> </ul> <p>If support has an additional cost to the student, that cost must be explained before enrolment is finalised and the student’s agreement must be obtained.</p> <p><b>4. USI requirements</b></p> <p>AACI will request the student’s USI as part of enrolment and verify it before use in accordance with current student identifier requirements. Where a lawful exemption applies, AACI will manage the matter in accordance with current law and related AACI policy.</p> <p><b>5. RPL and Credit Transfer</b></p> <p>AACI will provide information about <b>Recognition of Prior Learning (RPL)</b> and <b>Credit Transfer</b> before enrolment and will explain any effect on the student’s pathway, duration, assessment or fees where relevant.</p> <p><b>6. Confirmation of enrolment</b></p> <p>AACI will only confirm enrolment once required documentation, checks and conditions have been completed. Formal confirmation will be issued in writing by AACI. Access to AACI learning resources and systems will only be provided once enrolment has been finalised.</p>
<p><b>Fee Information</b></p>	<p>AACI will ensure that students receive full and accurate information about course fees and charges, and the student’s rights, prior to enrolment or the commencement of training and assessment, whichever comes first, including:</p> <ul style="list-style-type: none"> <li>• fees that must be paid to AACI;</li> <li>• payment terms and conditions including refunds;</li> <li>• the student’s rights as a consumer, including but not limited to any statutory<sup>1</sup> cooling-off period, if one applies;</li> </ul>

<sup>1</sup> Consumer Projection Policy and Procedure.

	<ul style="list-style-type: none"> <li>• the student’s right to obtain a refund for services not provided if the arrangement is terminated early, or AACI fails to provide the agreed services.</li> </ul>
<p><b>Establish Student Needs and Suitability</b></p>	<p>AACI shall provide tools and processes, as far as possible, to ensure that students are enrolled in the course most suited to their needs. This may involve establishing individuals’ career goals, job requirements, regulatory or licensing requirements, and overall suitability and capability to undertake proposed course of study.</p> <ul style="list-style-type: none"> <li>• Prospective students will be discouraged from enrolling in the courses that are identified as unsuited to their needs or capabilities (in part through an LLN Robot Evaluation). In such cases, alternative courses or pathways will be offered where possible.</li> <li>• Any special support needs of students will be identified at the enrolment stage, if possible, and strategies to meet the needs developed. Students will not be enrolled in a course if it is known that AACI is unable to provide the support the student needs. If this occurs, every reasonable effort will be made to identify an alternative provider who can meet the student’s needs.</li> <li>• If a student insists on enrolling in a course that AACI staff believe is not suited to their needs, the circumstances must be noted on the student file within the student management system.</li> </ul>
<p><b>Student Support</b></p>	<p>AACI will actively seek to identify student support needs as early as possible and preferably at the pre-enrolment stage. Once a prospective student’s support needs are determined, access to suitable support services will be provided to enable the student to meet the requirements of the training product, training package or VET accredited course, were reasonably possible.</p> <p>AACI may require prospective students to undertake an assessment process to determine their support needs. Any processes used to determine individual support needs will be documented and retained on the student’s file:</p> <p>This Educational support may include:</p> <ol style="list-style-type: none"> <li>1. language, literacy, numeracy (and digital) (LLND)</li> <li>2. technology</li> <li>3. optional introductory subjects for students with less than 6 months in industry</li> <li>4. reasonable adjustments</li> </ol> <p>5 additional tutorials or other mechanisms such as assistance in using technology for online delivery.</p>

	<p>If the provision of support will attract an additional cost to the student, this cost must be made clear to the student prior to the enrolment being finalised. The student's agreement to any additional cost will be obtained.</p> <p>Any limitation to the support that AACI can offer to students who have identified themselves as needing additional support or have been identified by AACI as needed support, will be made clear to prospective students prior to the acceptance of their enrolment.</p>
<p><b>Financial Support, Entitlements and Obligations</b></p>	<p>AACI shall inform prospective students of any government funded subsidy available (AACI currently does not have rights to offer any type of Government subsidies) or other financial support arrangements associated with the provision of training and assessment to which the student may be entitled. Students will also be informed of any debt obligation associated with such funding, if applicable.</p>
<p><b>Recognition of Prior Learning and Credit Transfer</b></p>	<p>Registered Training Organisations such as AACI are not permitted to issue a qualification or Statement of Attainment unless the student has provided a Unique Student Identifier (USI).</p> <p>To avoid delays in the issuance of Qualifications and Statements of Attainment, students will be requested to provide their USI at the time of enrolment. Once the USI has been provided, AACI will verify the number with the USI scheme Registrar and students will then be provided with access to the learning materials.</p> <p>Certain student and course exemptions exist under the Student Identifiers Act 2014. If this is the case, students will not be required to provide a USI, however if they do not provide a USI, they will be unable to access their record of participation and achievement using the USI system. AACI will maintain such records in accordance with the requirements of the RTO Standards.</p> <p>Students' USI and other information will be secured in accordance with AACI's Privacy Policy</p>
<p><b>Unique Student Identifier (USI)</b></p>	<p>AACI is not permitted to issue a qualification or Statement of Attainment unless the student has provided a Unique Student Identifier (USI).</p> <p>To avoid delays in the issuance of Qualifications and Statements of Attainment, students will be requested to provide their USI at the time of enrolment. Once the USI has been provided, AACI will verify the number with the USI scheme Registrar and students will then be provided with access to the learning materials.</p> <p>Certain student and course exemptions exist under the Student Identifiers Act 2014. If this is the case, students will not be required to provide a USI, however if they do not provide a USI, they will be unable to access their record of participation and achievement using the USI system. AACI will maintain such records in accordance with the requirements of the RTO Standards.</p>

	Students' USI and other information will be secured in accordance with AACI's <i>Privacy Policy</i>
<b>Confirmation of Enrolment</b>	<p>AACI will review the student's enrolment application against stated enrolment requirements (including open, fair and transparent entry criteria and application procedures, Training and Assessment Strategy, any course entry pre-requisites, Training Package requirements and completion of any requested LLN Evaluation) and advise the student, in writing (by email) once the enrolment has been accepted and finalised.</p> <p>Access to the AACI's learning platform will not be provided to the student until the enrolment has been finalised.</p> <p>If for any reason AACI is unable to accept the enrolment application, the applicant will be contacted and the reasons for the decision will be explained. Any alternative courses or pathways will be discussed with the applicant.</p> <p>A 'Welcome' email is sent upon enrolment, providing information to assist students to be fully informed prior to finalising the enrolment process and commencing studies.</p>
<b>Student access to records</b>	<p>AACI will ensure that current and past students are able to access their records on request. All students who hold a valid USI, and whose results have been reported into the USI system, will be able to access their records through that system.</p> <p>If a student's information is not held in the USI system, they will still be able to access their records by contacting AACI.</p>
<b>Guiding procedures</b>	<p>AACI is continually improving procedures to address the Enrolment Policy principles in this document, including but not limited to the following:</p> <ul style="list-style-type: none"> <li>• Updates to marketing collateral to align with the Training and Assessment Strategy for new training products including course webpages, course/subject outlines, and course flyers/brochures and fee information;</li> <li>• Annual updates to the Student Handbook (Student Information Guide);</li> <li>• Individual student-led enrolments;</li> <li>• Determining student needs, student support and any reasonable adjustments;</li> <li>• Recognition of Prior Learning and Credit Transfer processes;</li> <li>• Management of USI collection and verification.</li> </ul>
<b>Complaints and Appeals</b>	Any complaint or appeal in relation to the implementation of this policy will be managed in accordance with the Complaints and Appeals Policy and Procedure

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PROCEDURE	ENROLMENT PROCEDURE
<p><b>Summary</b></p>	<p><b>Step 1 – Provide pre-enrolment information</b> The prospective student is provided with, or directed to, current AACI pre-enrolment information and relevant course information before enrolment is finalised.</p> <p><b>Step 2 – Receive enrolment application</b> The student submits the AACI enrolment application and any required supporting documents.</p> <p><b>Step 3 – Conduct suitability review</b> AACI reviews the enrolment application together with any relevant:</p> <ul style="list-style-type: none"> <li>• Pre-Training Review outcome</li> <li>• LLN and digital capability information</li> <li>• support needs information</li> <li>• course entry requirements</li> <li>• RPL or Credit Transfer information</li> <li>• practical or placement requirements.</li> </ul> <p><b>Step 4 – Determine support needs and conditions</b> Where support needs are identified, AACI determines whether:</p> <ul style="list-style-type: none"> <li>• the student is suitable without conditions</li> <li>• suitable with support or conditions</li> <li>• not suitable at this time.</li> </ul> <p>If the course is not suitable, AACI will not proceed with enrolment and will, where appropriate, discuss alternative pathways.</p> <p><b>Step 5 – Check fees, declarations and USI</b> Before enrolment acceptance, AACI confirms that:</p> <ul style="list-style-type: none"> <li>• fee and refund information has been provided</li> <li>• any additional support costs have been explained and agreed if applicable</li> <li>• required declarations are completed</li> <li>• the student’s USI has been received and verified, or a lawful exemption process applies.</li> </ul>

	<p><b>Step 6 – Accept or decline enrolment</b></p> <p>The enrolment decision must be documented. The possible outcomes are:</p> <ul style="list-style-type: none"> <li>• <b>Accepted</b></li> <li>• <b>Accepted with conditions/support</b></li> <li>• <b>Not accepted</b></li> </ul> <p>Reasons must be recorded where the application is not accepted or is accepted with conditions.</p> <p><b>Step 7 – Issue confirmation of enrolment</b></p> <p>Where accepted, AACI issues written confirmation of enrolment and provides the student with the relevant welcome/commencement information, training plan and access details as applicable.</p> <p><b>Step 8 – Create and maintain student record</b></p> <p>AACI establishes and maintains a student file containing the enrolment evidence and decision records.</p> <p><b>Recordkeeping</b></p> <p>AACI will retain evidence of:</p> <ul style="list-style-type: none"> <li>• pre-enrolment information provided</li> <li>• enrolment application and required declarations</li> <li>• PTR and suitability review outcomes</li> <li>• LLN and digital capability outcomes where used</li> <li>• learner support decisions and any conditions</li> <li>• RPL/Credit Transfer discussions where relevant</li> <li>• USI verification status</li> <li>• fee and refund information provided</li> <li>• enrolment acceptance or non-acceptance decision and reasons</li> </ul> <p>confirmation of enrolment communication</p>
<p><b>Action/Method</b></p>	<p><b><u>Pre Enrolment Disclosure</u></b></p> <p>In order to ensure that the potential student has been informed prior to making a decision to commence the enrollment at AACI, potential students are directed to AACI website, pre-enrolment page that contained all relevant policies, procedures, guides and marketing information and are emailed relevant information.</p> <p>In particular the applicant must completion the PTR process prior to enrolling in a AACI course. A prospective student then has the opportunity to correspond (via telephone, email etc) with AACI to discuss any issues or concerns regarding;</p> <ol style="list-style-type: none"> <li>a) Course availability and mode of delivery,</li> <li>b) expected Course duration, days of study and study requirements.</li> <li>c) previous formal training requesting copies of any relevant qualifications and explain the RPL process and pathways to further study or employment.</li> </ol>

- d) If the student is enrolling in a course that has pre-requisites attached to the course, the student is required to provide evidence to support their entry into the course.
- e) Training and assessment requirements
- f) understanding of pre-enrolment information supplied (including Support services available to the student)
- g) Fees and charges including Course fees, Book fees, cost of print manuals and Administration Fees
- i) hardship declaration (see below)
- h) Student rights and obligations (see Student Handbook)
- i) AACI Guarantee to the Student
- i) distance education delivery mode of a course
- j) requirements for satisfactory academic progress, complaints and appeals policies and procedures;
- k) informed of the obligations of maintaining evidence to support Eligibility Exemptions
- l) learning and supportive resources available to students;
- m) any necessary work placement (volunteer or paid) requirements for a course, including the minimum qualification required of a supervisor and type of Animal Care facility assessments need to be performed in.

This procedure can be carried out individually or online through AACI email and/or website.

### **Enrolment Procedure (Prospective Students)**

**After an applicant has completed the PTR process a course advisor shall**

#### **1. Verifying student eligibility for course enrolment**

- i. AACI (through telephone and/or email communication as part of the PTR process) are able to confirm that a candidate
- ii. the potential suitability of a particular course
- iii. has explained and understood a course's LLN requirements and the potential to undertake a LLN assessment (see LLN Robot)
- iv. satisfies a course's, entry requirements or pre-requisites
- v. has the availability, cost (funding), study options, delivery mode (distance) the student is applying to enroll in.
- vi. any work placement requirements for the course
- vii. fees and charges
- viii. Availability of Scholarships
- ix. Understand that there is No Government Funding available
- x. Payment Plans that may be for candidates suffering from financial hardship
- xi. the requirement to sign a course Training Plan prior to the start of the course.

#### **2. (Welcome Letter) – confirmation of enrolment**

	<p>Once the student has completed, signed and delivered to the AACI and AVNI shall confirm enrolment by email and deliver any necessary</p> <ol style="list-style-type: none"> <li>1. Course Training Plan,</li> <li>2. LLN Test requirements (if applicable),</li> <li>3. identification &amp; residency documentation requirements (if requested),</li> <li>4. any necessary declarations and evidence</li> <li>5. procedure and information to deliver access the Learner Resources in the Learning Management System (LMS).</li> </ol> <p><b>LLND and Learner Support</b></p> <p>AACI Staff shall process the enrolment application based on the steps in the “AACI Enrolment Sheet” Guidelines (see below) and save documents into the Student’s File.</p> <p>Completed Student Enrolment applications for each qualification are confirmed, processed within the student database in the order in which they are received by Administration staff.</p> <p>If accepted AACI admin staff shall generate and deliver by email a <b>“Confirmation-Welcome Letter”</b> that shall only then result in acceptance of the prospective student’s offer to enroll in a course (“the Agreement”).</p> <p>AACI shall in a timely manner arrange for delivery of</p> <ol style="list-style-type: none"> <li>1. any initial necessary             <ol style="list-style-type: none"> <li>i. Learner Resources,</li> <li>ii. LLND and Learner Support Resources and</li> <li>iii. Training Plan (including any Individual Learning Plan (ILP) (if required)</li> <li>iv. Assessment Resources or</li> <li>v. online access to AACI’s Learning Management System (LMS)</li> </ol> </li> <li>2. Support calls</li> <li>3. accounting statements (eg. Tax invoice)</li> <li>4. Welcome Pack.</li> </ol> <p>AACI Administration staff shall establish a Student File, ensure USI has been confirmed and access to AACI resources.</p> <p>If any documentation is not complete CEO will instruct administration staff to rectify.</p>
<p><b>Monitoring and review</b></p>	<p>AACI will review this Policy and Procedure at least annually and earlier where required by:</p> <ul style="list-style-type: none"> <li>• changes to standards or ASQA guidance</li> <li>• enrolment suitability issues</li> <li>• learner support issues identified after enrolment</li> <li>• student complaints or appeals</li> <li>• internal audit findings</li> <li>• continuous improvement actions.</li> </ul>

<b>Attached Documentation</b>	Schedule 1
<b>Related Legislation</b>	<p>ASQA 2025 Standards          (Outcome Standards)          Relevant standards:</p> <ul style="list-style-type: none"> <li>• <b>Standard 2.1 – Information</b></li> <li>• <b>Standard 2.2 – Suitability of training products</b></li> <li>• <b>Standard 2.3 – Training support</b></li> </ul> <p><b>Relevant ASQA Practice Guides</b></p> <ul style="list-style-type: none"> <li>• <b>Practice Guide – Information</b></li> <li>• <b>Practice Guide – Training support</b></li> </ul> <p>Student Identifiers Act 2014          Users' Guide Standards for Registered Training Organisations (RTOs) 2015          National Vocational Education and Training Regulator (Data Provision Requirements) Instrument 2020          RTO Standards 2015-Standard 1, Clauses 3.5, 5.1, 5.2, and 5.3          (Clause 5.1 to 5.3 – informing and protecting students)</p>
<b>Related Documentation</b>	<p>AACI LLN Policy and Procedure          AACI LLN and Learner Support Policy and Procedure          AACI Fees and Charges Policy and Procedure          AACI Refund Policy          AACI Statement of Fees          AACI Scholarships Terms and Conditions          Assessment Policy</p> <p>Student Information Guide          Student Record Management Policy          Student Pre-Enrolment          Privacy Policy          Access and Equity Policy          Recognition of Prior Learning Policy          National VET Data Privacy Notice          Continuous Improvement Policy</p>
<b>Review</b>	This policy and procedure will be reviewed annually or amended following continuous improvement strategies implemented by AACI.

## Schedule 1 Literacy and Numeracy Skills Levels

This guide below will assist you in choosing the most appropriate level of study at AACI.

### Literacy

Level 1	This level means you should be able to identify personally relevant information and ideas from texts on highly familiar topics, as well as convey simple ideas, opinions and factual information in writing with limited vocabulary. This is usually the level of non-English speakers or those that may have had problems at school and didn't complete Year 10 in Australia. At this level you will need focussed language, literacy and numeracy courses to prepare you before enrolling in a qualification.
Level 2	This level means you should be able to identify and interpret relevant information and ideas from texts on highly familiar topics, as well as write on familiar topics for a limited range of purposes using simple vocabulary and basic punctuation.
Level 3	You should be able to use a range of reading strategies to evaluate and integrate information and ideas to construct meaning from a range of text types, as well as communicate ideas and information in writing, using appropriate vocabulary, grammar, punctuation and reasonably accurate spelling. This level is the Australian adult average for reading. You will have no problem completing most Certificate IV qualifications.
Level 4	This level means you should be able to interpret and critically analyse complex texts, as well as communicate complex ideas and information in writing, displaying a broad vocabulary and accurate spelling and punctuation. This level is generally required for most Diploma qualifications.
Level 5	This level means you should be able to organise, evaluate and critique ideas from a range of complex texts, as well as generate complex written text, demonstrating sophisticated writing skills.

### Numeracy

Level 1	This level means you should be able to use everyday language or simple written symbols to communicate maths information. At this level you will usually need focussed language, literacy and numeracy courses to prepare you before enrolling in a qualification.
Level 2	This is the Australian adult average for numeracy. At this level you should be able to identify, understand and communicate relevant maths information and use strategies to solve familiar problems.
Level 3	This level means you should be able to understand and interpret maths information and apply problem solving strategies in a range of familiar and some less familiar contexts. You will have no problem completing most Certificate IV qualifications.
Level 4	This level means you should be able to interpret, extract and evaluate mathematical information embedded in a range of tasks and texts and apply appropriate problem solving methods. This level is generally required for most Diploma qualifications.
Level 5	This level means you should be able to understand tasks that include formal mathematical symbols and language and apply highly developed problem solving strategies in a broad range of contexts.

## Version Control and Responsible Officers Review / amendment history

**Policy Approved by:** Chief Executive Officer / RTO Manager

**Responsible Officer:** Chief Executive Officer / RTO Manager

**Next Policy Review Date:** 1 September 2026

Version	Date	Details
1.0	4 August 2021	Policy approved and issued
2.0	1 March 2022	Minor Changes
3.0	1 September 2022	RTO Registration TOID and contact details
4.0	1 May 2023	Update LLN Guide, Refund, Withdrawal and Cancellation Fees, costs of Printing Manual and overseas based students clarified and updated
5.0	1 September 2024	Updates – Reference to ASQA 2025 Standards
6.0	1 September 2025	Formatting – Major Changes ASQA 2025 Standards (Outcome Standards) Relevant standards: <ul style="list-style-type: none"> <li>• <b>Standard 2.1 – Information</b></li> <li>• <b>Standard 2.2 – Suitability of training products</b></li> <li>• <b>Standard 2.3 – Training support</b></li> </ul> Relevant ASQA Practice Guides <ul style="list-style-type: none"> <li>• <b>Practice Guide – Information</b></li> <li>• <b>Practice Guide – Training support</b></li> </ul>