



Driver Academy
AUSTRALIA

RTO 46350

Enrolment and Student Journey Policy & Procedures

Version 2.2 – February 2026

Website: www.driveracademyaustralia.com.au

Email: enquires@driveracademyaustralia.com.au

Mobile: 0415 059 019

Address: 20 Elizabeth Street, Tanunda SA 5352

Version Control

Item	Summary of update	Version	Review date
1	New comprehensive Policy and Procedures document created to replace old, outdated policy suite.	V2.0	20/02/2026
2	Changes to pre-requisites after clarification confirmed	V2.1	24/02/2026
3	Approved student journey flowchart integrated	V2.2	26/02/2026

Quality area	Student Support; Governance
Author	Driver Academy Australia / Access Industry Solutions
Status	Pending Approval
Approved by	Paul Tanner
Approval Date	TBC

Copyright

Copyright, Intellectual Property, Professional Lien and Moral Rights

1. Ownership of Intellectual Property

All intellectual property rights, including copyright and any other proprietary or statutory rights, in all documents, materials, works, deliverables, methodologies, templates, frameworks, training and assessment materials, reports, data, and other content created, authored, developed, or supplied by AIS (the *Works*), whether in draft or final form, remain the sole and exclusive property of AIS, unless expressly agreed otherwise in writing. No right, title, or interest in the Works is transferred to the Client except as expressly set out in the Client Services Agreement and this copyright notice.

2. Entity-Specific Use and Non-Transferability

Any licence or right granted under this Agreement to use the Works is granted solely to the specific legal entity identified as the Client in the Client Services Agreement.

The licence:

- is personal to that entity; and
- must not be assigned, transferred, sublicensed, novated, shared, or otherwise made available to any other entity, including (without limitation) related bodies corporate, partners, shareholders, directors, officers, contractors, affiliates, successors, stakeholders, joint venture participants, or any other third party, whether now or at any time in the future, without the prior written consent of AIS, which may be granted or withheld in AIS's absolute discretion.

Any unauthorised transfer, sharing, or use of the Works by another entity constitutes a material breach of the Client Services Agreement and an infringement of AIS's intellectual property rights.

3. Professional Lien

AIS retains a professional lien over all Works created or supplied under the Client Services Agreement and this copyright notice.

Notwithstanding any other provision of the Client Services Agreement:

- AIS is not required to release, licence, assign, or provide final or editable versions of any Works; and
- the Client acquires no right to use, reproduce, publish, distribute, or rely upon the Works, until all outstanding invoices, fees, disbursements, and any accrued interest owing to AIS have been paid in full.

This lien survives termination or expiry of the Agreement.

4. Limited Licence (If Applicable)

Subject to full payment of all amounts owing, AIS may grant the Client a non-exclusive, non-transferable, non-sublicensable, revocable licence to use the Works solely for the purpose expressly agreed in writing and only for the benefit of the Client entity named in the Client Services Agreement.

Any use outside that agreed purpose or by any other entity constitutes an infringement of AIS's intellectual property rights.

5. Moral Rights and Integrity of Works

AIS does not waive and expressly reserves all moral rights (as defined in the *Copyright Amendment (Moral Rights) Act 2000 (Cth)*) in respect of all Works created by AIS under the Client Services Agreement and this copyright notice.

Without limiting the foregoing, the Client must not, without the prior written consent of AIS (which may be granted or withheld in AIS's absolute discretion):

- a) fail to attribute AIS as the author of the Works, or falsely attribute the Works to another person;
- b) amend, adapt, edit, alter, distort, crop, reformat, translate, excerpt, or otherwise modify the Works; or
- c) (c) do, or omit to do, any act in relation to the Works that would, or may reasonably be expected to, be prejudicial to AIS's honour, professional reputation, or standing.

6. Conditions on Consent

Where AIS provides consent under this notice, such consent may be subject to **reasonable conditions**, including but not limited to:

- mandatory attribution wording;
- quality control and audit requirements;
- version control and approval processes;
- restrictions on context, audience, format, or medium of use; and
- immediate withdrawal of consent if conditions are breached.
-

7. No Implied Consent

Nothing in this Agreement, any Client Services Contract, Statement of Work, or related document operates as a consent by AIS to any act or omission that would infringe AIS's moral rights or intellectual property rights, except to the extent expressly agreed in writing by AIS.

8. Survival

This clause survives termination or expiry of any Agreement and continues in full force and effect.

Contents

Purpose	5
Definitions	5
Scope	6
Responsibilities.....	6
Alignment	7
Policy.....	14
Systems and processes.....	14
Record keeping	15
Course Enrolments, Entry and Admission.....	15
Pre-requisites	18
Language, Literacy, Numeracy and Digital Literacy Skills (LLND)	18
Unique Student Identifiers and Student Numbers	18
Learner Code of Conduct.....	19
Completions	19
Withdrawals.....	19
Procedures	20
Learner Enquiry	20
Applicant Screening / Pre-Registration	20
Enrolment Application.....	20
Unique Student Identifier (USI)	21
Credit Transfer	21
Recognition of Prior Learning (RPL)	22
Course Fees and Invoicing.....	23
Enrolment Information	24
Training Plans	24
Learner Files	24
Record Maintenance	25
Policy Governance	27

Purpose

The purpose of this policy is to outline the procedures for enrolment and admission into Driver Academy Australia (The Academy)'s courses. It ensures that all enrolment and admission processes are conducted fairly, transparently, consistently and in compliance with relevant standards and regulations.

The Academy is committed to ensuring that learners and / or corporate entities meet the conditions of registration to enrol into their chosen unit(s) of competency, qualification or skill set and are fully aware of the services they will be provided with. The enrolment process will clearly outline:

- The training services to be provided.
- All applicable fees.
- Detailed information regarding
 - Chosen course entry requirements and the nationally-recognised qualification, unit(s) of competency or skill set to be achieved.
 - Units of Competency contained in their chosen course and the course duration.
 - Training Plans
 - Fees, Charges and Refunds
 - Credit Transfers
 - Recognition of Prior Learning (RPL)
 - Recognition of Current Competency
 - Licensing Requirements / Outcomes
 - Complaints and Appeals

The Academy ensures that learners and / or corporate entities are fully informed and eligible for the units of competency within the qualification or skill set they have chosen, promoting transparency and mutual understanding.

Definitions

- **ASQA** means Australian Skills Quality Authority, the national VET regulator and the RTO's registering body.
- **AVETMISS** means Australian Vocational Education and Training Management Information Statistical Standard.
- **Evidence of Participation** means evidence of an Eligible Individual's participation in training and assessment provided by the Academy.
- **Compliance Standards** refers to the Compliance Standards for National Vocational Education and Training Regulator (NVR) Registered Training Organisations (RTOs) Instrument 2025.
- **Course** means any nationally recognised qualification, unit of competency, skill set or short course in which a student is enrolled with the Academy.
- **Credential Policy** refers to the Credential Policy for National Vocational Education and Training Regulator (NVR) Registered Training Organisations (RTOs) Instrument 2025.
- **Evidence of Participation** means evidence of an Eligible Individual's participation in training and assessment provided by the Academy.

- **Outcome Standards** refers to the Outcome Standards for National Vocational Education and Training Regulator (NVR) Registered Training Organisations (RTOs) Instrument 2025.
- **Pre-Training Review** means the process undertaken between the Academy and the prospective learner to determine the most suitable and appropriate training for the individual.
- **Services** means training, assessment, related educational and support services and / or activities related to the recruitment of prospective learners. It does not include services such as learner counselling, mediation or ICT support.
- **Student Management System (SMS)** refers to a software solution designed to manage all aspects of student data and administrative processes within a training organisation. It streamlines operations, enhances efficiency, and helps RTOs meet compliance requirements.
- **Training Contract:** Means the agreement signed by the employer and the learner specifying the type of course that will be undertaken. It details the training obligations of employers and learners. It also contains details on the commencement date for the training, the duration of the training period, and at what workplace/location the learner will receive practical experience.
- **Training Plan** refers the specific document created by the Academy for each learner which communicates their enrolment and expected hours of engagement, the order of how the units will be delivered, the duration for each unit and when assessment is to take place / is due (may also referred to as the Program Unique Supervised Hours).
- **Unique Student Identifier (USI)** is a unique reference number issued to an individual by the Australian Government, in accordance with the Student Identifiers Act 2014. It is made up of numbers and letters and enables an individual to look up and track their training achievements in an online database.

Scope

This policy applies to all The Academy's prospective learners, current learners, RTO staff, trainers, assessors, and administration staff involved in the enrolment and admission process for all nationally-recognised qualifications and courses offered by The Academy.

Responsibilities

The policy and procedures document applies all learners enrolling in a nationally-recognised qualification or course at The Academy.

Alignment

Outcome Standards, Compliance Standards and Credential Policy for National Vocational Education and Training Regulator (NVR) Registered Training Organisations (RTOs) Instruments 2025*

**Please note: the information below, including number formatting, while inconsistent, is a direct reflection of the regulatory instruments and number formatting as endorsed by the regulator ASQA.*

Outcome Standards:

Standard 2.1

VET students have access to clear and accurate information concerning the organisation, the relevant training product, and students are made aware of any changes that may affect them.

Performance indicator:

An RTO demonstrates:

- a. all information provided to VET students by the organisation or any third parties is clear, accurate and current;
- b. how it identifies which information VET students require prior to their enrolment and how that information is communicated to VET students prior to their enrolment;
- c. the following information is easily accessible to VET students:
 - i. the training product code and title, duration, modes of delivery, training delivery, location, training commencement dates, scheduling, any requirements to commence or complete the training product including assessment requirements, whether any licencing or occupational licence requirements apply, and details of any third party arrangements that apply to the delivery of the training;
 - ii. the training support services and wellbeing support services that are available to the VET student, and how the student can access those services;
 - iii. all fees, costs and charges associated with the provision of the training product which VET students may incur, including payment terms and conditions, any applicable refund policies and the availability of any relevant government training entitlements and subsidies;
- d. any obligations or liabilities which may be imposed on VET students undertaking the training product, including any obligations requiring VET students to acquire any materials, equipment or IT, any costs and processes associated with withdrawing from training, and costs and processes associated with obtaining a Student Identifier, and any requirements for VET students to undertake work placements;
 - i. the organisation provides all VET students with documentation prior to enrolment or before any fees are required to be paid which sets out:
 - ii. the training which the organisation or third parties will provide the VET student;
 - iii. all fees, costs and charges which the VET student will be required to pay; and
 - iv. any obligations or liabilities which may be imposed by the organisation or third parties on the VET student; and
- e. that it informs VET students, as soon as practicable, of any changes to training products or the organisation's operations that may affect VET students, including any changes relating to the transition of superseded, deleted, or expired training products.

Standard 2.2

VET students are advised, prior to enrolment, about the suitability of the training product for them, taking into account the student's skills and competencies.

Performance indicator:

An RTO demonstrates:

- a. taking into account the requirements of the training product – it has procedures in place to review, prior to enrolment, the skills and competencies of prospective VET students, including their language, literacy and numeracy proficiency and digital literacy; and
- b. based on the outcome of the review – it provides advice to each prospective VET student about whether the training product is suitable for them.

Standard 2.6

The wellbeing needs of the VET student cohort are identified and strategies are put in place to support these needs.

Performance Indicator:

An RTO demonstrates:

1. it identifies, by reference to the training product content, the wellbeing needs of the VET student cohort and appropriate wellbeing support services; and
2. it advises the VET student cohort of the availability of wellbeing support services, and any organisation students can contact, or additional action students can take to support their wellbeing.

Standard 2.7

Feedback and complaints management addresses concerns and informs continuous improvement of the registered training organisation.

Performance Indicator:

An RTO demonstrates:

- a. it operates a complaints management system that:
 - i. allows feedback and complaints about the organisation, any third parties, and any person employed or contracted by the organisation;
 - ii. ensures all parties are afforded procedural fairness;
 - iii. identifies reasonable timeframes for responding to and resolving complaints; and
 - iv. provides avenues for further action where complaints are not resolved;
- b. information about how to provide feedback and make complaints through the complaints management system is publicly available and easily accessible by VET students;
- c. VET students are supported to provide feedback and make complaints;
- d. outcomes of complaints are documented by the organisation and communicated to all parties to the complaint; and
- e. feedback and complaints are used by the organisation to inform continuous improvement.

Standard 2.8

Effective appeal processes are available where decisions of the RTO or a third party adversely impact a VET student.

Performance Indicator:

An RTO demonstrates:

- a. it operates an appeals management system that:
 - i. allows VET students to appeal decisions of the organisation, any third parties, and any person employed or contracted by the organisation, where those decisions adversely affect the student;
 - ii. ensures all parties to the appeal are afforded procedural fairness;
 - iii. specifies reasonable timeframes for actioning appeals; and
 - iv. provides avenues for review by an independent party if requested by the appellant (at no or low cost to the appellant);

- b. information about how to appeal an adverse decision through the appeals management system is publicly available and easily accessible by VET students;
- c. outcomes of appeals documented by the organisation and communicated to the appellant; and
- d. the outcomes of appeals are used by the organisation to inform continuous improvement.

Standard 4.2

Roles and responsibilities of registered training organisation staff and third parties are clearly defined and understood.

Performance Indicator:

An RTO demonstrates:

- a. it supports staff members to understand the components of this instrument [these Standards] and any other instrument [the Compliance Requirements] made under section 185 of the Act, as in force from time to time, which are relevant to each staff members' role as an employee of the organisation;
- b. it informs staff members of any changes to regulatory or legislative requirements that may affect the organisation's delivery of services;
- c. it has a system in place for ensuring any third parties meet the requirements of this instrument [these Standards] and any other instrument [the Compliance Requirements] made under section 185 of the Act, as in force from time to time, and are aware of their obligations under this instrument [these Standards] and any other instrument [the Compliance Requirements]; and
- d. the roles and responsibilities of persons engaged by the organisation are well-understood and documented, ensuring accountable decision-making.

Standard 4.4

A registered training organisation undertakes systematic monitoring and evaluation of the organisation to support quality delivery and the continuous improvement of services.

Performance Indicator:

An RTO demonstrates:

- a. it has a system in place for monitoring and evaluating its performance with the requirements set out in this instrument [these Standards] and any other instrument [the Compliance Requirements] made under section 185 of the Act, as in force from time to time;
- b. how outcomes derived from monitoring and evaluating its performance are used to inform continuous improvement; and
- c. it has mechanisms in place to lawfully collect and analyse data including any feedback received from VET students, staff, industry, VET regulators, state and territory training authorities and employers of current or former VET students.

Compliance Standards – Information and Transparency:

7. Marketing and advertising

- 1. A registered training organisation must ensure any advertisements or marketing materials published or disseminated by the organisation, a third party or an expert engaged by the organisation:
 - a. include the organisation's registration code or a link to the part of the National Register where the organisation's registration code is located;
 - b. where the advertisements or marketing materials refer to the organisation's services – accurately represent those services, including by distinguishing the types of training and assessment that will result in the issuance of AQF certification documentation from any other training and assessment delivered by the organisation or a third party;

- c. include accurate information regarding any financial support arrangements available in respect of the services referred to in the advertisements or marketing materials; and
 - d. do not refer to or imply a connection with another person unless the consent of that person has been obtained.
2. Where the advertisements or marketing materials refer to a training product, a registered training organisation must ensure the advertisements or marketing materials:
 - a. include the code and title of the training product as published on the National Register;
 - b. accurately represent the training products on the organisation's scope of registration;
 - c. only refer to a training product that is no longer current while it remains on the organisation's scope of registration and new enrolments are permitted; and
 - d. only represent that completion of a training product will lead to a licensed or regulated outcome where this has been confirmed by the relevant industry regulator.
3. Where advertisements or marketing materials refer to services that a registered training organisation has engaged an expert or third party to deliver – the organisation must ensure the advertisements or marketing materials identify which services will be delivered by the expert or third party, including where an expert or third party is
 - a. recruiting prospective VET students on behalf of the organisation; or
 - b. delivering training and assessment on behalf of the organisation.

8. Guarantees and inducements

A registered training organisation must not make any verbal or written guarantees that a VET student:

- a. will successfully complete a training product
- b. can complete a training product in a manner which is inconsistent with any of the requirements set out in an instrument made under section 185 of the Act, as in force from time to time; or
- c. will obtain a particular employment outcome, where obtaining such an employment outcome is not within the organisation's control.

Compliance Standards – Integrity of Nationally Recognised Products:

13. Nationally Recognised Training logo

A registered training organisation must ensure that it uses the NRT logo in accordance with the requirements specified in the NRT Logo Conditions of Use policy.

14. Transition of training products

1. Unless otherwise approved by the National VET Regulator a registered training organisation must ensure:
 - a. where a training product is superseded:
 - i. no individuals are enrolled in the superseded training product from the period commencing one year from the date the replacement training product was included on the National Register; and
 - ii. all VET students enrolled in the superseded training product have completed the training product and been issued the relevant AQF certification documentation or have been transferred into the replacement training product in a timely manner;
 - b. where an AQF qualification is no longer current and has not been superseded – all VET students enrolled in the training and assessment leading to the qualification have, within a period of two years from the date the qualification was removed or deleted from the National Register:
 - i. completed the qualification; and
 - ii. received all AQF certification documentation relating to the qualification;
 - c. where a skill set, unit of competency, accredited short course or module is no longer current and has not been superseded – all VET students enrolled in the training and assessment

have, within one year from the date the training and assessment is deleted from the National Register:

- i. completed the training and assessment; and
 - ii. have received all AQF certification documentation relating to the training and assessment.
2. A registered training organisation must ensure the organisation does not allow individuals to commence training and assessment in a training product that has expired, been removed or deleted from the National Register.

Compliance Standards – Accountability Requirements:

17. Third party arrangements

1. A registered training organisation must ensure that where services are delivered by a third party on the organisation's behalf, the provision of the services is governed by a written agreement that:
 - a. is entered into by the organisation and third party as soon as reasonably practicable prior to the third party delivering any of the services set out in the agreement;
 - b. requires the third party to cooperate with the VET Regulator where the Regulator conducts any audit of the registered training organisation's operations;
 - c. requires the third party to provide accurate responses to requests for information from the Regulator relevant to the third party's delivery of the services;
 - d. prohibits the third party from:
 - i. using the NRT logo;
 - ii. using the organisation's branding;
 - iii. issuing any AQF certification documentation; and
 - e. contains the following particulars:
 - i. the business or trading names of the parties to the agreement;
 - ii. the dates on which the agreement will commence and end;
 - iii. all the parties' obligations concerning the delivery of the services; and
 - iv. an entitlement for the organisation to regularly monitor the quality of the services being delivered by the third party.
2. A registered training organisation must notify the VET Regulator of any written agreement made pursuant to subsection (1) within:
 - a. 30 calendar days of the agreement being entered into or prior to the obligations under the agreement taking effect, whichever occurs first; and
 - b. 30 calendar days of the agreement ending.

18. Prepaid Fee Protection Measures

1. Where a registered training organisation or third party receives prepaid fees from or on behalf of an individual in excess of \$1500 in relation to the same VET course (the **threshold prepaid fee amount**), the organisation must:
 - a. where the organisation is a government entity or an Australian university – comply with the requirements set out in subsections (2) and (3); or
 - b. where the organisation is any other registered training organisation – implement one or more of the arrangements set out in subsection (4).

Requirements for government entities and Australian universities

2. The registered training organisation must have a policy in place for circumstances where the organisation is unable to provide the services to which the threshold prepaid fee amount relates (*prepaid fee policy*).
3. A registered training organisation's prepaid fee policy must specify how an individual who has prepaid will:

- a. be placed into an equivalent course at a location suitable to the individual and receive all services for which the individual has prepaid at no additional cost to the individual; or
- b. be refunded the prepaid fees for services yet to be delivered which are in excess of the threshold prepaid fee amount.

Requirements for other registered training organisations

4. The registered training organisation must implement one or more of the following arrangements:
 - a. an unconditional financial guarantee from a bank operating in Australia, provided:
 - i. at all times, the guarantee is at least equal to the total amount of prepaid fees held by the organisation in excess of the threshold prepaid fee amount; and
 - ii. the costs of establishing and maintaining the guarantee are met by the organisation.
 - b. a current membership with a tuition assurance scheme operator which, if the organisation is unable to provide services for which the individual has prepaid, must ensure:
 - i. the individual will be placed into an equivalent course at a location suitable to the individual and receive all services for which the individual has prepaid at no additional cost to the individual; or
 - ii. if an equivalent course cannot be found – the individual will be refunded the prepaid fees which are in excess of the threshold prepaid fee amount.
 - c. any other fee protection measure approved by the VET Regulator.

Compliance Requirements:

Schedule 2: Nationally Recognised Training Logo Conditions Of Use Policy

1. The Nationally Recognised Training Logo:
 1. The Nationally Recognised Training (NRT) Logo is a distinguishable mark of quality for promoting and certifying national vocational education and training leading to Australian Qualifications Framework (AQF) certification documentation.
 2. The NRT Logo is a registered trademark.
2. Authorisation to use the NRT Logo:

Registered training organisations are authorised to use the NRT Logo in accordance with this policy.
3. Overarching principles:
 1. The NRT Logo may only be used by registered training organisations in accordance with this policy and any requirements imposed in an instrument made under section 185 of the *National Vocational Education and Training Regulator Act 2011*.
 2. The NRT Logo may only be used in association with nationally recognised training which may include:
 - a. training package qualifications
 - b. accredited qualifications
 - c. accredited courses
 - d. training package skill sets
 - e. units of competency and accredited modules.
 3. All nationally recognised training is listed on the National Register (at training.gov.au).
 4. The NRT Logo must not be used in a way that creates misleading impressions.
4. Use of the NRT Logo on AQF certification documentation:
 1. The NRT Logo must be depicted on all AQF certification documentation issued by a registered training organisation.
 2. The NRT Logo must not be depicted on other testamurs or transcripts of results.
5. Use of the NRT Logo in other circumstances:
 1. The NRT Logo may be used in some other circumstances as detailed below.

Advertisements and promotional information in any medium (including but not limited to print, television, radio, banners, and internet)

2. Registered training organisations may use the NRT Logo to promote nationally recognised training provided that training is within the organisation's scope of registration.
3. In using the NRT Logo for this purpose, the organisation must not create the impression that the NRT Logo applies to, or is associated with all training provided by the organisation, if this is not the case.
4. The NRT Logo cannot be used by an organisation where the training is accredited, but is outside the scope of the organisation's registration. Where training is being promoted and does not meet the requirements stipulated in the VET Quality Framework or is outside the organisation's scope of registration, it must be made clear the NRT Logo is not associated with that training.
5. Use of the NRT Logo is only permitted where there is a direct relationship to an AQF qualification and/or unit of competency as specified within training packages or VET accredited courses.

Student information

6. Where a registered training organisation uses the NRT Logo in promotional material such as brochures, handbooks or prospectuses that also refers to training offered by the organisation, the promotional material must clearly distinguish between nationally recognised training within the scope of the organisation's registration and any other type of training offered by the organisation.

Corporate stationery, business cards, buildings, training resources and merchandise

7. The NRT Logo must not be used on products such as corporate stationery, business cards, building signage, merchandise and marketing products (e.g. mouse pads, pens, satchels, or packaging around products), or learning resources supporting training.

6. Standards for the use of the NRT Logo:

Format for reproduction

1. The NRT Logo can only be reproduced from hard or electronic copies provided by the VET Regulator.
2. The NRT logo consists of both the triangular shape and the descriptor. The triangle is not to be used without the descriptor. The typeface is Fritz Quadrata. Under no circumstances is the descriptor to be typeset in any other typeface.
3. The complete NRT Logo may be varied in size. The size and position of the NRT Logo on the final product is at the discretion of the product designer. Although the size of the logo may be varied, the proportions of the triangle and the descriptor in relation to each other may not be varied. Under no circumstance is the logo to be reproduced in mirror image or be rotated.

Two colour reproduction

4. Where the NRT Logo is reproduced in colour, it must comply with the following colour requirements. Deviation from these colours is not permitted, nor are colours to be swapped around or stippled. The only colours to be used are:

GREEN PMS 343

RED PMS 192

One colour reproduction

5. Where the NRT Logo is reproduced in one colour, it should preferably be in GREEN PMS 343 or, where this is not suitable, it may be reproduced in black. In some situations the background colour may clash or the logo may not be prominent. In those situations, the black logo may be reversed out to display in white.

Policy

The Academy uses a streamlined approach to the management of the RTO with a strong focus on business outcomes and customer satisfaction. The Academy's management systems will incorporate a continuous improvement model that suits the organisation's operations and complies with the VET Quality Framework. The Academy will ensure that everyone involved in the organisation is aware of and works within the standards of the VET Quality Framework.

The Academy also ensures that its operations align with expectations and obligations required for the licensing requirements under the driver instructor licensing authorities for each state (e.g. SA Registrar of Vehicles for the Department of Infrastructure and Transport).

With a commitment to providing clear and equitable enrolment and admission processes, The Academy will ensure learners meet the eligibility and entry requirements for their chosen course.

The Academy will provide prospective learners with accurate information about courses, fees, and requirements to support informed decision-making.

The Academy will ensure that all learners and / or corporate entities meet all the requirements as part of the registration process which forms the basis of the learner's enrolment which is then authorised by that learner, concurrently with or prior to accepting course money from the learner (corporate contracts are managed in accordance with each relevant registration).

Systems and processes

The Academy is committed to:

- Maintaining sound administrative practices and processes to ensure secure and effective management of learner records;
- Having established processes for managing learner records – this includes processes for managing course enrolments, learner files, results and attendance, course completions and withdrawals;
- Maintaining a file for each enrolled learner and storing learner records in secure room at head office and / or on a secure data system / server, with backups and appropriate data protection systems in place. Each learner file includes copies of all relevant documents relating to the learner's enrolment, identification documents, delivery and certification;
- Recording all learner information on its AVETMISS-compliant aXcelerate Student Management System (SMS). Information stored in this system includes mandatory statistical enrolment questions, class attendance, course enrolment information, results and unit attainment, and records of issuance of AQF certification;
- Storing records of qualification and unit attainment and issuance for at least 30 years on the SMS as required by ASQA;
- Regularly conducting internal audits of learner files to ensure the records are accurate and complete. Any issues identified during a learner file audit will be rectified and root cause of the issue identified to avoid re-occurrence including logging issues and improvements on the *Continuous Improvement Register*; and

- Ensuring that all statistical reporting for any national recognised training delivered within each state.

Record keeping

The Academy ensures that:

- Learner records will be kept for the following minimum periods of time;
- Evidence of assessment decisions for fee-for-service learners are kept for a **minimum of two (2) years** past the date of course completion or withdrawal;
- Records of unit attainment and issuance of Statement of Attainment (SOA), issuance of AQF qualification certificate and Record of Results will be kept for a period of 30 years on the learner management system as per the regulatory requirements;
- Learner records are stored and disposed of in line with legislation in the relevant jurisdiction;
- Learners are able to access the records that the Academy holds about them by putting a request in writing using the *Access to Records Request Form* as per *The Academy's Privacy Policy and Procedures*; and
- Learner files will be made available to ASQA and their auditors upon request.

Course Enrolments, Entry and Admission

- Individuals must demonstrate that they meet the entry criteria for a course;
- Learners will be required to complete a pre-enrolment registration process so The Academy can assess pre-requisite requirements and ensure the course is suitable for the learner and meets their goals, aspirations and learning needs. This also ensures The Academy is able to support the learner appropriately in the course;
- Once deemed suitable, the applicant will complete the full Enrolment Form and confirm their enrolment with the required fees
- Where the learner is not deemed suitable for enrolment, the application will be denied and the reasons will be provided to the learner in writing;
- All learners will be required to sign the Applicant Declaration in their Enrolment Form to show acceptance of the Enrolment Terms and Conditions; and
- Learners may be provided with a *Letter of Offer* with details of the course they have been enrolled in, delivery location, start and expected completion dates, and will be required to authorise an individual Training Plan that reflects the enrolment discussions.

Blended Delivery Model

Driver Academy Australia offers blended learning, where the underlying knowledge components of the units of competency can be completed via an online learning platform (aXcelerate), and the practical training and assessments must be completed face-to-face. In essence, learners can also enrol and complete the course via distance education or regional location, providing they have adequate internet and IT access, and can attend a scheduled training and assessment sessions at suitable times and locations to be scheduled by the Academy. This means, it is suitable for those learners who prefer to study at their own pace at their own time in their own space also referred to as 'self-paced' learning, providing they complete the course within the required 12 months.

If required, on request face-to-face support via video conferencing with tools, such as ZOOM, can be provided. The face-to-face practical delivery component allows participants to benefit from the wealth of knowledge offered by the trainers and allows plenty of opportunity to participate in industry relevant discussions and ask questions.

For certain cohorts, such as regional learners, practical training may be delivered at a designated regional venue or at an employer's premises. Such arrangements must be scheduled well in advance to allow adequate time for planning and coordination. In these cases, all practical components for the relevant units will be consolidated and delivered in a single, scheduled session at the conclusion of the course. The practical assessment will be held at the conclusion of that training.

Irrespective on how the learner decides to complete their chosen course, The Academy trainers and assessors endeavour to be available to provide assistance and support. All trainers and assessors are qualified transport and industry professionals, whose guiding principle is to provide a positive learning experience and help learners successfully complete their course or qualification.

Online Training and Learner Engagement

Where training and assessment sessions are delivered online through interactive video conferencing platforms or via the Learning Management System (LMS) aXcelerate, The Academy requires active learner participation and meaningful contribution throughout each session and/or unit of competency.

Online learning activities are monitored to verify attendance, participation, and learner authenticity. This monitoring ensures that learners are appropriately engaged, progressing in accordance with course requirements, and that the individual participating in the training is the enrolled learner.

Learners are expected to maintain a professional learning environment during online sessions. The use of mobile phones, social media, gaming, or engagement in unrelated activities during scheduled training is not permitted, unless expressly authorised by the trainer for learning purposes.

All online participants will be provided with clear instructions for accessing the LMS and attending scheduled sessions. Further information regarding online learning requirements is available in the Learner Handbook. The Academy's trainers and session hosts are responsible for documenting learner attendance, participation, and contribution for each session. The LMS (aXcelerate) automatically records learner logins, attendance, and

course progression. Where applicable, system-generated reports from video conferencing platforms will also be utilised to support attendance and participation records.

Pre-requisites

Some courses provided by Driver Academy Australia have pre-requisites that you will need to meet prior to enrolment. Any pre-requisites are outlined on the information page for each course on the Academy website. If a course has pre-requisites, an applicant's enrolment will not be confirmed until they can demonstrate that they are able to meet the pre-requisites.

As part of the enrolment process, applicants are required to complete an induction video and formally acknowledge that they have watched and understood the material presented.

Pre-requisites include confirmation that the applicant:

- Is aged 20 or over;
- Holds a clean Driver's Licence with no prior infringements

Please note that following successful completion of The Academy's TLI41225 Certificate IV in Motor Vehicle Training (Car) course, should learners wish to obtain a **Motor Driving Instructor's licence** in South Australia, they must:

- Hold a current South Australian Driver's Licence;
- Have held an unconditional car licence for a minimum of two (2) years with no disqualifications in that time;
- Have held an Australian licence, or an overseas licence, for four years with no disqualifications in that time; and
- Other requirements will apply, and should be confirmed with the relevant regulatory bodies.

Language, Literacy, Numeracy and Digital Literacy Skills (LLND)

All nationally-recognised courses run by The Academy are delivered only in English, and if potential LLND issues are identified during enrolment or by the learner themselves, a short language, literacy, numeracy and digital literacy (LLND) assessment may be conducted to confirm their suitability. If a learner's skills are found to be insufficient for successful course completion, The Academy will advise them of the LLND outcome and discuss support options available to the person through specialist service providers; and returning for their enrolment when a satisfactory level has been achieved.

The Academy's *Learning, Literacy, Numeracy and Digital Literacy (LLND) Policy and Procedures* outlines further information on how the LLND process is applied to prospective learners.

Unique Student Identifiers and Student Numbers

The Academy complies with the requirements of the *Student Identifiers Act 2014* as required by Compliance Requirement, Clause 12 of the *Compliance Standards for National Vocational Education and Training Regulator (NVR) Registered Training Organisations (RTOs) Instrument 2025*. This means that The Academy collects Unique

Student Identifiers (USIs) from learners upon enrolment and ensures USIs are verified prior to the issuance of any certification documents.

In exceptional cases, learners may be allowed to commence training without a USI, provided they provide their USI to the Academy within 30 days of commencing the course or their enrolment may be withdrawn.

Every learner enrolled in a course at The Academy will be allocated number which the RTO uses to manage a learner's records within the organisation. This is separate from the USI.

This number links all enrolments, assessments, attendance, and outcomes for the learner, ensuring accurate and efficient record keeping, especially for returning or repeat learners. This number helps staff quickly retrieve information, supports compliance by making evidence easy to locate for audits, streamlines AVETMISS reporting, and reduces errors caused by learners sharing similar names.

It can also enhance privacy by allowing internal communications and processes to reference the number instead of personal details.

Learner Code of Conduct

All learners are expected to abide by the *Code of Conduct* – outlined in the *Learner Handbook* – during their course and involvement with the Academy. Where learners do not abide by the conduct, disciplinary action may be taken in line with The Academy's *Competency-Based Training Policy and Procedures*.

Completions

Upon completion of a course, learners will be issued with their certification documents in line with the Academy's *AQF Certification Policy and Procedures*. These will be issued within 30 days of an assessment decision being issued for the final unit(s) required to successfully complete a qualification, and all internal quality assurance processes being completed and verified by the CEO, including that all fees have been paid.

All records of completion and issuance of qualifications, skill sets and / or units of competency are stored on each learner's file in their SMS records.

Learners will be eligible to apply for the appropriate licence from the licensing authority for the state of their residence as per the process and requirements of that licensing body.

Withdrawals

Learners who wish to withdraw from their course are required to do so in writing to The Academy's office or via email at enquiries@driveracademyaustralia.com.au using the *Deferment, Suspension and Cancellation Request Form* in accordance with the Academy's *Deferment, Suspension and Cancellation Policy and Procedures*.

Where fees have been paid, a learner may wish to apply for a refund using the *Refund Request Form* as per The Academy's *Fees, Charges and Refunds Policy and Procedures*.

Any course withdrawal will prompt The Academy to issue a Statement of Attainment for any unit(s) and / or skill sets that have been successfully completed.

Procedures

Learner Enquiry

When a learner enquires about a course, The Academy's Student Liaison team must provide the learner with full details of the qualification or course they are considering enrolling in, including:

- Course Outline;
- Pre-enrolment registration;
- Applicable Fees;
- Learner Handbook; and
- Enrolment Form.

Applicant Screening / Pre-Registration

Prior to enrolment, applicants must complete a pre-enrolment registration. The Academy will then assess the registration, and may contact the learner, to determine learner suitability. This may be conducted over the phone or face to face.

Upon receipt of a completed expression of interest and / or pre-enrolment registration form, pre-requisite documentation and evidence must be reviewed by the Student Liaison team for completeness. This includes:

- Proof of age; and
- Current driver's licence status

If the learner is not suitable for the course, The Academy's Student Liaison team may discuss alternative courses with the learner.

Enrolment Application

If an applicant is deemed suitable for enrolment, they will be asked to complete the full enrolment form where the Student Liaison Team will review the documentation to ensure that:

- Enrolment Form information is complete;
- All required information has been provided;
- Evidence of supporting documentation – such as verified copies of qualifications, transcripts, CV or other as specified – have been provided;
- Suitability of delivery model and mode for the applicant. (e.g. is training in a suitable location for them to travel to, scheduling of sessions, distance learning, blended etc.) and whether they have any special needs; and
- All required identification documents and licenses have been sighted as originals and appropriate copies made for the learner's file against their SMS record.

Once an enrolment form has been received, the Student Liaison team will enter basic learner details in the aXcelerate SMS and create a file in the learner's name on The Academy's secure server, including but not limited to the following information:

- Learner name, student number, address and contact details;
- Current Driver's Licence for their state of residence;
- Current National Crime Check / Policy Check;
- Forms received; and
- Any other information that is available at this point.

The learner will then be linked to the learning management system, and be issued with a suitable training and assessment plan for approval.

Unique Student Identifier (USI)

All enrolled learners are required to have a Unique Student Identifier (USI) under the *Learner Identifiers Act 2014*. All learners must be able to provide a USI before a Registered Training Organisation (RTO) such as Driver Academy Australia can issue a Statement of Attainment (SOA) or Qualification Certificate, upon successful completion of training.

The Academy will request that each learner provides a verified USI and the Student Liaison team will validate it using the USI portal or through aXcelerate.

If a learner does not have a USI, the Academy will advise the learner to visit <http://usi.gov.au/> to create a USI before they enrol. To complete this process, the learner will be required to provide personal information, contact information and suitable identification.

The Academy is unable to issue Certificates, Records of Results and / or Statements of Attainment (SOA) until a USI has been provided and verified.

Credit Transfer

The Academy will recognise and accept Australian Quality Framework (AQF) Qualifications and / or Statements of Attainment (SOA) issued by other Registered Training Organisations (RTOs) and recognised training providers such as universities.

If a learner has successfully completed unit(s) of competency that are deemed equivalent to current units being offered in the course they have enrolled in, The Academy will grant a credit transfer (CT) for those units.

If the units have been superseded and are deemed or mapped as "equivalent" on TGA (www.training.gov.au), The Academy will grant a CT for those units. In some cases, additional mapping may need to be done to ensure the units are in fact 'equivalent'. If they are not, The Academy may require gap assessments to be completed or collect additional evidence to bridge those gaps.

For CTs to be affected, The Academy requires learners to provide the following evidence in support of successful attainment of those units:

- A USI (Unique Student Identifier) Transcript, which can be obtained by logging into the USI portal; or
- An original Certificate or Statement of Attainment (SOA) from the issuing RTO, which The Academy will verify with the issuing RTO; or
- A certified copy of the original Certificate or Statement of Attainment (SOA), which The Academy will verify with the issuing RTO.

The Academy will also accept copies that are certified or notarised by a Justice of the Peace (JP) or local police station.

If the units being sought for credit transfer (CT), cannot be established as equivalent, The Academy will require the learner to undertake study in those units and complete the assessment activities accordingly.

All consideration for credit transfers will be actioned in accordance with The Academy's *Credit Transfer Policy and Procedures*.

Recognition of Prior Learning (RPL)

The Academy recognises that some participants will have acquired vocational skills and knowledge from a variety of different sources, other than formal training.

The Academy will assess Recognition of Prior Learning (RPL) based on an individual's existing skills and knowledge that may have been acquired through:

- Previous training and education;
- Relevant work experience;
- Previous employment in relevant industry sector; and / or
- Hobbies or volunteering positions.

An assessor for The Academy will undertake a comprehensive process of evidence collection. All evidence – whether deemed supplementary, indirect or direct – must be credible, be able to be substantiated and must be current, as per the *Rules of Evidence*.

The assessor will determine the 'quality' of evidence submitted and will consider competency through a RPL assessment based on the learner's ability to (but not limited to):

- Submit evidence of subject-relevant training;
- Submit evidence of relevant work experience;
- Provide evidence such as authenticated documents or samples of work demonstrating relevance and currency; and
- Participate in an interview to ascertain current skills and knowledge, also known as a 'competency conversation'.

The Academy will verify all evidence for authenticity. This includes contacting referees, and all nominated third-parties to confirm that the provided work experience evidence is accurate, correct and current. In each case, the assessor will provide detailed instructions and guidance on suitable evidence that should ideally be submitted.

More information can be found in The Academy's *Recognition of Prior Learning Policy and Procedures*.

Course Fees and Invoicing

Fees and Charges

The Academy's Student Liaison team will advise the prospective learner that course fees vary depending on the state or region in which the course is delivered and the appropriate licensing requirements for that state.

Course fees include all learning materials, tuition, trainer / assessor support, and assessments of competency (whether assessment is via formal assessment or Recognition of Prior Learning (RPL)).

In accordance with the *Outcome Standard and Compliance Standards for National Vocational Education and Training Regulator (NVR) Registered Training Organisations (RTOs) Instruments 2025*, the Academy does not require learners to pay any more than \$1,500 before commencement of their course.

Upon enrolment into a course, The Academy will assess any prior learning an applicant may have. The Academy may then grant a learner Recognition for Prior Learning (RPL), if the prior learning evidence meets the competency requirements. The Academy will determine which units the learner will need to enrol to study and undertake standard assessment activities for, and which units they will receive RPL for.

Invoicing

Once an enrolment has been confirmed and accepted, The Academy's Student liaison team will issue invoice(s) to each learner via the SMS aXcelerate, in accordance with the course fees determined, based on the learner's enrolment and the specific units of competency in which the learner is enrolled, including:

- An invoice for the initial fees due (deposit); OR
- An invoice for units where RPL is applied for; AND /or
- A separate invoice for remaining units that are required to be completed as part of the remainder of the course.

Payment plans are structured according to the remaining outstanding amount, and initial discussions and confirmation with the learner and are actioned via the SMS aXcelerate.

Outstanding Fees and Charges

The Academy reserves the right to withhold Certificates or Statements of Attainment (SOA), and other records of results where any course or administration fees remain outstanding.

Cooling-Off Period

Under Australian Consumer Law, a '10 business day cooling-off period' does not apply where a learner has approached a RTO under their own initiative and while being fully aware of the RTO's 'Terms & Conditions' to book into a course.

The '10 business day cooling-off period' does apply, if a learner was directly approached (face-to-face, via phone or other medium) by a training provider or a marketing agent and signed up on the spot and required to pay for any course fees upfront.

All Fees and Charges will be actioned in accordance with The Academy's *Fees, Charges and Refunds Policy and Procedures*.

Enrolment Information

Once the Academy has confirmed an enrolment, the Student Liaison team will share information the learner needs prior to commencing training – e.g. induction video, timetable information, what to bring to training sessions (online and practical), along with all relevant enrolment information such as who their trainer / assessor is, how to contact them etc.

If there is a group of learners commencing together through the same employer or regional area, the Academy will send a group email confirmation, however, the email MUST NOT contain any personal information about any individual learner, including their email address. Group emails must be sent BCC to all learners and should be CC'd to employer contact person.

Training Plans

The Academy will develop Training Plans that are specifically tailored to each learner's enrolment and will ensure that:

- The training plan is continually updated throughout the course to reflect progression and proposed commencement and end dates of each unit, assessment dates and due dates and that it reflects the current status of the learner's participation in the course;
- The proposed end dates on the training plan for incomplete units must match the end date for the corresponding unit in aXcelerate;
- Updates of the training plan are conducted regularly by the trainer / assessor and relevant data on aXcelerate is updated accordingly; and
- At the end of the course, the training plan has been completed and all details provided on the training plan are accurate. The Academy must also ensure all signatures have been collected as required.

Learner Files

File Creation

For every learner that enrolls in a course offered by the Academy, the Student Liaison team will create a new file and student number for the learner in the SMS/LMS aXcelerate. Files should be labelled with:

- SURNAME, First name

Returning learners will have their file linked / enrolled into the course they are enrolling in and retain their previous learner number.

The Academy must store all documents and copies of letters etc. relevant to admission, pre-enrolment registration and checks, and enrolment in the file against the learner in aXcelerate. Hard copies of any

documentation should be scanned in and stored on The Academy's secure server and / or uploaded into their profile on the SMS.

Throughout the learner's course, The Academy's Student Liaison team will file all documents relating to the learner in the learner's file (or against the learner profile in aXcelerate) once they have been processed accordingly. This includes (but not limited to):

- Updated training plans;
- Evidence of participation – attendance and notes;
- Assessment evidence and records of assessment outcomes;
- All learner correspondence and messaging;
- Contact records; and
- Consequent assessment moderations should also be added to file.

The Academy will keep copies of any correspondence sent to a learner in the learner's file. This may also be stored electronically against the learner's record in aXcelerate. Whenever possible The Academy will use aXcelerate to correspond with the learner, including but not limited to letters about progress, attendance reminders, emails to the learner etc. All trainers and assessors are required to use the LMS/SMS aXcelerate to communicate with the learners, to ensure all support and correspondence is properly logged and recorded.

The Academy will also keep copies of invoices sent to the learner on the learner's file and in aXcelerate.

Changes of Agreement

The learner will be advised in writing of any changes to agreement with the learner during their course, such as changes to training arrangements or assessment activities and arrangements, in accordance with the Standards.

Any changes to the agreement must be mutually agreed to by all the parties and changes to the Training Plan must be signed by the learner and the trainer or assessor.

Archiving Files

Once a learner has completed or withdrawn from their course, The Academy will archive the learner's file.

All evidence of assessment decisions for fee-for-service learners must be kept for a minimum of two (2) years past the date of course completion or withdrawal.

Evidence of the issuance of units of competency, AQF certification, statements of attainment and records of results will be stored electronically on aXcelerate for at least 30 years.

Record Maintenance

Recording Results

As training and assessment activities are completed, The Academy's trainers and assessors will provide any outstanding completed documents such as assessment and outcome records, task cover sheets, contact records, attendance rolls and other documents.

These must be recorded appropriately by the Student Liaison team in learner's file as relevant. For evidence of participation for training and assessment activities, the Academy will ensure:

- Evidence of learner work has the learner's name and their learner number, unit of competency code and title, date of activity and learner's signature on the document as a minimum;

- Trainer / assessor notes have detailed comments about what was discussed, the learner's name, trainer / assessor's signature, unit of competency and date on the record as a minimum; and
- Accurate recording all assessment outcomes in aXcelerate and save to the learner's file within five (5) working days of receipt (if not assessed on the system or auto-marked) to ensure any data submissions are accurate and up to date.

When updating aXcelerate, the Student Liaison team will check the following:

- Date noted on the document corresponds with the date on the training schedule;
- Correct learner has been selected in aXcelerate to update;
- Correct unit of competency is being updated (as per packaging rules of the qualification on TGA);
- DO NOT change course commencement date once it has been recorded in the system;
- DO NOT change a unit of competency commencement date if the training on the unit of competency has already been reported;
- Discuss with the RTO Manager if data for course and unit commencement is incorrect and accurately and realistically reflect the training period and the required volume of learning (as per the Training and Assessment Strategy (TAS)); and
- Ensure following codes are used when recording results in aXcelerate.

Outcome	Code
Not yet competent	20
Withdrawn	30
RPL started but result not yet available (if applicable)	40
RPL granted (if applicable)	50
RPL not granted (if applicable)	51
Credit transfer (if applicable)	52
Commenced and due to finish next calendar year	60
Commenced and due to finish in same calendar year	70
Not yet started	90

The Academy will also keep a copy of the relevant documents in the learner's file and on the SMS/LMS.

Recording Attendance

When receiving an attendance roll, The Academy's Student Liaison team will ensure it includes, as a minimum:

- Trainer's signature;
- Name of the trainer / assessors (and session host if applicable);
- Date of the training session(s);
- Unit(s) of competency covered in the session;
- Learner's names that attended;
- Attendance confirmation:

- Online training sessions – The session host will capture attendance at the start and end of each session and also utilise reporting tools to monitor when individuals joined and left the session
- Any online learning attendance and log-ins with automatically be captured by the LMS aXcelerate
- Practical sessions – Learner signatures / initials – Incoming and Outgoing (This means if a learner has prematurely left the class or only partially attended, this is recorded)

This data should be extracted and transferred against the learner's file and aXcelerate (where applicable). When online sessions are conducted, record of attendance data should be maintained and / or extracted and recorded against the learner's file in aXcelerate to ensure the learner has met the minimum required attendance.

Recording Other Progress

The Student Liaison team will also file other records of progress, events or activities that may be provided on the learner's file and in aXcelerate (where applicable) – e.g. record contacts as an event, checklist etc.

Policy Governance

All enrolment and admission systems and materials must be reviewed and approved by the CEO / Training Manager and / or RTO Manager before publication to ensure compliance with RTO standards and regulatory requirements.

The Academy will regularly monitor its enrolment and admissions processes to ensure ongoing compliance and will promptly address any non-compliant practices or areas of improvement identified, and document this in the *Continuous Improvement Register* accordingly.