



SUSSEX NEIGHBOURHOOD HOUSE Inc.

ENROLMENT POLICY

PHILOSOPHY

Sussex Neighbourhood House Inc. (the House) acknowledges that “education is one of the most determinative factors in an individual’s economic and social future”, and therefore access to education is of extreme importance to community development and social empowerment.

Sussex Neighbourhood House Inc. supports the principle that all members of the community have the right to access, and participate in House courses/programs, regardless of age, race, gender, culture, religion, ethnicity, sexual orientation, ability, socio economic status, health issues.

In the broader education environment, enrolment and participation is legally required by the Disability Discrimination Act 1992 (DDA), Disability Standards for Education 2005 and the Convention on the Rights of People with Disability (CRPD).

PURPOSE OF POLICY

- To maximize potential and success for each participant.
- Assist the staff and participants of the Sussex Neighbourhood House Inc to facilitate the enrolments of all students on an equitable basis.
- Facilitate the creation of a culture of inclusion throughout the neighbourhood house, and specifically in the provision of education and social courses/programs.
- To ensure that, at the point of enrolment, all the appropriate information is exchanged regarding the student, the courses/programs and Sussex Neighbourhood House Inc policies and procedures.
- To actively discriminate in favour of participants with special needs who wish to participate in courses/programs and activities.

PRACTICE AND PROCEDURES

- Reception staff, adult education staff and management are responsible for ensuring that each potential participant is dealt with respectfully, fairly and without discrimination and that each potential participant receives and understands all information relevant to their rights, responsibilities, and processes for their potential success in learning at Sussex Neighbourhood House Inc, in accordance with current legislation, and House policy.

- To facilitate maximum participation for all individuals, students and their associates will be consulted regarding any disabilities or special needs, and the adjustments they will require in order for them to achieve equal access to education. This consultation should be on-going. Sussex Neighbourhood House Inc will make every effort to comply with the Disability Discrimination Act 1992 by attempting to make the reasonable adjustments required to facilitate the participation of a student with a disability on the same basis as other students. Enrolment for people with special needs is dependent on whether needs can be met without undue hardship, determined at a meeting between the prospective participants, House Manager, tutor of specific class and the referring person (where applicable).

Prior to enrolment:

A person enquiring into the possibility of enrolling in a course/program or activity should be informed of the range of courses/programs available.

It is recommended that all participants meet with/be interviewed by an appropriate member of staff to discuss:

- What they wish to attend
- The appropriate course and subsequent pathway to achieve the participant's goals
- Any pre-requisites required for enrolment into a course
- Any additional support needs of the participant, and potential sources of that support
- Any adjustments which may be required to enable the student to participate

All participants will be provided with information relating to:

- Assessment and placement procedures for each course
- Privacy Policy
- Fees and Charges
- Availability of Recognition of Prior Learning (RPL) and Recognition of Current Competency (RCC) for selected courses
- Course content and requirements
- Certification and Course credit arrangements

Upon enrolment:

Participants will be provided with information appropriate to the course/program/activity and which may include:

- Participants' rights & responsibilities, Code of Conduct
- Client Complaint and Appeal Policy and Procedures
- Complaint and Grievance procedures relating to staff
- Complaint and Grievance procedures relating to other participants
- Fees and Charges Policy, and refunds
- Student Information Booklet

At any time

Participants may request a meeting with a tutor, or other member of staff to discuss any difficulty they may be experiencing, or any complaint they may wish to make.

Participants may obtain access to records relating to their enrolment, placement, assessment, or achievements to date.

CANCELLATIONS

- A course enrolment is not complete until an enrolment form has been completed, and payment has been received.
- Course fees are required to be paid as confirmation of the student's enrolment. These fees are not refundable except where: a student notifies the House at least 7 days in advance of the course starting; if the House cancels a course after a student has paid fees or where ACFEB's Fees and Charges Policy applies.
- Where the neighbourhood house has cancelled a course, or has rescheduled a class, leaving a student unable to attend that course or session, the student will then be offered a refund for the cost of that course/program or session.
- In the case that a person is experiencing financial hardship related to fees and charges, they are encouraged to discuss their fees with the Manager at the time of enrolment. The Manager is empowered to exercise discretion with regard to fees after consideration of all relevant circumstances.