

ENROLMENT AGREEMENT FORM



PERSONAL DETAILS (Legal name as per photo ID, which will need to be sighted to verify legal name)

1) FAMILY NAME _____
 GIVEN NAME _____

2) DATE OF BIRTH ___/___/____ Town & city of birth _____ 3) SEX (Tick ONE box only) Female Male

4) POSTAL ADDRESS _____

5) SUBURB _____ STATE _____ POSTCODE _____

PHONE Home _____ Work _____ Mobile _____
 Email _____ Fax _____

USI I give permission for Accurate Training Institute to access my Unique Student Identifier (USI) for the purpose of recording my results. If I do not have a USI in place, I am willing for Accurate Training Institute to set up my USI on my behalf. USI _____

COURSE OF ENROLMENT

COURSE CODE INSERT UNIT OR QUALIFICATION CODE DATE - From ___/___/____

COURSE TITLE INSERT UNIT OR QUALIFICATION TITLE DATE - To ___/___/____

Where did you hear about this course? Newspaper Website Internet Yellow Pages Word of Mouth Radio Google

EMERGENCY CONTACT DETAILS

Full Name _____ Relationship _____
 Contact number _____ Mobile _____

In the event of an emergency do you give the RTO permission to organise emergency transport and treatment and agree to pay all costs related to the emergency? **YES / NO**

AVETMISS DATA COLLECTION

LANGUAGE & CULTURAL DIVERSITY	DISABILITY	SCHOOLING
6) In which country were you born? Australia <input type="checkbox"/> ¹¹⁰¹ Other – please specify _____	10) Do you consider yourself to have a disability, impairment or long-term condition? Yes <input type="checkbox"/> No <input type="checkbox"/> No – Go to Question 12	12) What is your highest COMPLETED school level? (Please tick ONE box only) Year 12 or equivalent <input type="checkbox"/> ¹² Year 11 or equivalent <input type="checkbox"/> ¹¹ Year 10 or equivalent <input type="checkbox"/> ¹⁰ Year 9 or equivalent <input type="checkbox"/> ⁰⁹ Year 8 or below <input type="checkbox"/> ⁰⁸ Never attended school <input type="checkbox"/> ⁰²
7) Do you speak a language other than English at home? No, English only <input type="checkbox"/> ¹²⁰¹ English only – Go to Question 9 Yes, other – please specify _____	11) If yes, then please indicate the areas of disability, impairment or long-term condition: (you may tick more than one) Hearing/Deaf <input type="checkbox"/> ¹¹ Physical <input type="checkbox"/> ¹² Intellectual <input type="checkbox"/> ¹³ Learning <input type="checkbox"/> ¹⁴ Mental Illness <input type="checkbox"/> ¹⁵ Acquired brain impairment <input type="checkbox"/> ¹⁶ Vision <input type="checkbox"/> ¹⁷ Medical condition <input type="checkbox"/> ¹⁸ Other <input type="checkbox"/> ¹⁹	13) In which YEAR did you complete that School level? _____
8) How well do you speak English? Very well <input type="checkbox"/> ¹ Well <input type="checkbox"/> ² Not well <input type="checkbox"/> ³ Not at all <input type="checkbox"/> ⁴		14) Are you still attending secondary school? Yes <input type="checkbox"/> No <input type="checkbox"/>
9) Are you of Aboriginal or Torres Strait Islander origin? (For persons of both Aboriginal and Torres Strait Islander origin, mark both 'Yes' boxes) No <input type="checkbox"/> Yes, Aboriginal <input type="checkbox"/> Yes, Torres Strait Islander <input type="checkbox"/>		

PREVIOUS QUALIFICATIONS ACHIEVED	EMPLOYMENT	STUDY REASON
15) Have you SUCCESSFULLY completed any of the following qualifications? Yes <input type="checkbox"/> No <input type="checkbox"/> No – Go to Question 17	17) Of the following categories, which BEST describes your current employment status? (Tick ONE box only) Full-Time employee <input type="checkbox"/> ⁰¹ Part-Time employee <input type="checkbox"/> ⁰² Self employed - not employing others <input type="checkbox"/> ⁰³ Employer <input type="checkbox"/> ⁰⁴ Employed - Unpaid worker in a family business <input type="checkbox"/> ⁰⁵ Unemployed – Seeking full-time work <input type="checkbox"/> ⁰⁶ Unemployed – Seeking part-time work <input type="checkbox"/> ⁰⁷ Not employed – Not seeking employment <input type="checkbox"/> ⁰⁸	18) Of the following categories, which BEST describes your main reason for undertaking this course/ traineeship/apprenticeship? (Tick ONE box only) To get a job <input type="checkbox"/> ⁰¹ To develop my existing business <input type="checkbox"/> ⁰³ To start my own business <input type="checkbox"/> ⁰³ To try for a different career <input type="checkbox"/> ⁰⁴ To get a better job or promotion <input type="checkbox"/> ⁰⁵ It was a requirement of my job <input type="checkbox"/> ⁰⁶ I wanted extra skills for my job <input type="checkbox"/> ⁰⁷ To get into another course or study <input type="checkbox"/> ⁰⁸ For personal interest or self-development <input type="checkbox"/> ¹² Other reasons <input type="checkbox"/> ¹¹
16) If YES, please tick ANY applicable boxes Bachelor Degree or Higher Degree <input type="checkbox"/> ⁰⁰⁸ Advanced Diploma or Associate Degree <input type="checkbox"/> ⁴¹⁰ Diploma (or Associate Diploma) <input type="checkbox"/> ⁴²⁰ Certificate IV (or Advanced Certificate/Technician) <input type="checkbox"/> ⁵¹¹ Certificate III (or Trade Certificate) <input type="checkbox"/> ⁵¹⁴ Certificate II <input type="checkbox"/> ⁵²¹ Certificate I <input type="checkbox"/> ⁵²⁴ Certificates other than the above <input type="checkbox"/> ⁹⁹⁰		

OFFICE USE ONLY	COMMENTS
Fees Paid \$ _____ Receipt No _____	

STUDENT SIGNATURE: _____ COURSE COST: _____ DATE: ___/___/____

PHOTO ID SIGHTED: Drivers Licence Passport Other, please state _____

TERMS & CONDITIONS OF ENROLMENT

Enrolment & Selection (5.3)

1. Courses are open to all adults 18 years and over.
2. The student is responsible for notifying the RTO if they have a medical condition or disability or require assistance in their training.
3. A deposit must accompany enrolment to secure a placement within a course; this fee is also the Administration Fee.
4. It is the student's responsibility to note the date, time and location of the course as advertised.
5. Courses with low enrolments may be cancelled, every effort will be made to contact students, please ensure your contact details are correct.
6. Requests from the student to transfer or credit their course placement due to changed personal circumstances will be considered and every effort will be made to ensure a placement into an alternative course.
7. If you are unable to complete your course, due to changed personal circumstances, the RTO will make every effort to ensure you are placed into an alternative pre-scheduled course.
8. Students can only join after course commencement date if they meet all prerequisites. Full course fees are still payable for late enrolments.
9. The RTO reserves the right to decline admission to a course, terminate a student's enrolment in a class or change a course or tutor at any time without notice.
10. Students participate in courses involving physical activity; field trips, practical demonstrations etc. and do so at their own risk. The RTO's students are covered by public liability insurance whilst working within the RTO's premises.

Training Guarantee (5.3)

The RTO will guarantee to complete all training and/ or assessment once the student has commenced study in their chosen qualification or course of study, unless the student submits a formal Letter of Withdrawal notifying the RTO that they wish to withdraw. If a student voluntarily drops out, this guarantee is valid for a maximum of six months from initial course commencement date.

Course Fees, Payments and Refunds (5.3)

1. Please refer to the course flyer for information on course fees, including any required deposit; administration fees; materials fees and any other charges (if applicable).
2. An **administration fee of \$150** is required to be paid prior to course commencement to secure a place within the course, if the student withdraws from the course at any time, they will forfeit this fee. **If the total course fee is less than \$150**, then the total of the course is to be paid prior to course commencement to secure a place within the course.
3. The Administration Fee is non-refundable, but can be transferred to another course or student.
4. Certificates and Statements of Attainment are issued to students who are assessed as competent in the units completed. The cost of the certificates is included in the course fees.
5. Refunds may be made in the following circumstances:
 - a. Participants have overpaid the administration charge
 - b. Participants enrolled in training that has been cancelled by the RTO
 - c. Participant advises the RTO prior to course commencement that they are withdrawing from the course
 - d. If the participant withdraws from a course or program due to illness or extreme hardship as determined by the RTO
6. No refunds will be issued once the course has commenced
7. Students are responsible for the safe storage of their Certificates and Statements of Attainment. If a student requires a reissue of their Certificate or Statement of Attainment, a **certificate re-issue fee of \$80** will be charged.
8. If a student is deemed not yet competent on completion of training, they will be offered an opportunity to be reassessed. If a student is deemed not yet competent a second time, they will be given another opportunity for reassessment.
9. If a student is required to be reassessed, they will be provided with further guidance from their trainer prior to reassessment.
10. In most cases there will be no reassessment fee. If a reassessment fee is applicable, this fee will be included on the course flyer.
11. If a student is deemed competent in some but not all the units of competencies required, a Statement of Attainment will be issued and the student will be given a six month period to undertake reassessment if required.

Fee Protection (7.3)

The RTO requires a minimum deposit, which will not exceed \$1,500 per individual student, prior to course commencement. If the full course fees are below \$1,500, the full fees may be required to be paid prior to course commencement. Please refer to the course flyers for deposits and course fees.

Following course commencement, full fees will be required to be paid by either a payment plan (if remaining fees are over \$1500), or in full (if the remaining fees are below \$1500) for tuition and other services yet to be delivered.

IMPORTANT INFORMATION

I have read and understand the terms and conditions of my enrolment, as stated above. I acknowledge and agree with the terms and conditions of enrolment with specific reference to the RTO's enrolment and selection, USI, course fees, payments and refunds, course requirements, Language Literacy and Numeracy requirements, complaints and appeals, Workplace Health and Safety, support services that will be provided for me, legislative and regulatory policies and procedures, which are also provided to me in the Student Handbook. By signing this document I also give permission for the RTO to access my Unique Student Identifier for the purpose of my training.

Consumer Guarantee (5.3)

The RTO guarantees that the services provided by the RTO will be:

- provided with due care and skill
- fit for any specified purpose (express or implied)
- provided within a reasonable time (when no timeframe is set for the training).

Cooling Off Period (5.3)

Students are eligible to cancel their enrolment by placing a formal notice of cancellation in writing to the RTO Manager (a letter or email is acceptable) within 10 business days of enrolment, without attracting a cancellation fee, unless the student has already commenced the training.

Complaints and Appeals (6.1)

If a student, trainer or staff member is experiencing any difficulties, they are encouraged to discuss their concerns with Senior Management. The RTO administrative staff will make themselves available at a mutually convenient time if a student wishes to seek assistance.

If a Staff member or Student wishes to make a formal complaint they are required to complete a Complaints and Appeals Form, which is included in the Student Handbook. Once the form has been completed, the form should be submitted to the RTO for actioning.

Please refer to the Student Handbook for more details on the complaints and appeals process.

Credit Transfer (3.5)

The RTO recognises the Australian Qualifications Framework and Vocational Education and Training (VET) qualifications and VET statements of attainment issued by any other Registered Training Organisation.

Credit Transfer will be awarded for all units of competencies that directly align with units from the qualification the student has enrolled. Evidence of competencies achieved must be supplied for recognition to be processed (ie presentation of original certificate or transcript).

Please refer to the Student Handbook or contact the office for the procedure on how to apply for a Credit Transfer.

Language, Literacy and Numeracy (LLN) (1.7)

LLN support is available to provide students with advice and support services in the provision of language, literacy and numeracy assessment services. Students needing assistance with their learning should be identified upon enrolment. Trainers and staff within the RTO can provide students with support to assist the student throughout the learning process.

Language, Literacy and Numeracy skills are generally included and identified in Training Packages and accredited course programs. In identifying language, literacy and numeracy requirements, students' are required to have basic skills in:

- Count, check and record accurately
- Read and interpret
- Estimate, calculate and measure

All students undertaking a Certificate III qualification or below are required to undertake an LLN Assessment.

Support Services (1.7)

The RTO caters to diverse client learning needs and aims to identify and respond to the learning needs of all clients. Clients are encouraged to express their views about their learning needs at all stages of their learning experience from the initial enrolment and induction stage. The RTO will analyse who the target candidates are and whether an individual, a specific group or a broad target group and will determine the key characteristics and needs of candidates, including disabilities.

The RTO is committed to providing clients requiring additional support, advice or assistance while training. To achieve this and to ensure the quality delivery of training and education, the RTO provides client vocational counselling to improve and extend training outcomes. Students are advised to make an appointment with their trainer in the first instance, if required the student can then schedule an appointment with the RTO for further counselling.

Legislative and Regulatory Requirements (8.5)

All students will undergo an induction with the RTO, which will include the student's rights and responsibilities against the relevant Commonwealth, State or Territory legislation and regulatory requirements. Students are issued with a Student Handbook, which also includes the Student's rights and responsibilities that will affect their participation in vocational education and training.

The student acknowledges that they must observe The RTO's policies and procedures, according to State and Federal Government legislative and regulatory requirements, as set out in the Student Handbook.

STUDENT SIGNATURE: _____ DATE: __/__/____

RTO REPRESENTATIVE: _____ DATE: __/__/____