

# ENROLMENT FORM

## PERSONAL DETAILS (Legal name as per birth certificate, copy of ID required)

1) FAMILY NAME \_\_\_\_\_  
GIVEN NAME \_\_\_\_\_

2) DATE OF BIRTH \_\_\_/\_\_\_/\_\_\_\_ 3) Gender (Tick ONE box only)  FEMALE  MALE  OTHER

4) PHONE Home \_\_\_\_\_ Work \_\_\_\_\_ Mobile \_\_\_\_\_  
Email \_\_\_\_\_ Fax \_\_\_\_\_

5) HOME ADDRESS \_\_\_\_\_  
SUBURB \_\_\_\_\_ STATE \_\_\_\_\_ POSTCODE \_\_\_\_\_

6) POSTAL ADDRESS \_\_\_\_\_ STATE \_\_\_\_\_ POSTCODE \_\_\_\_\_

USI (Please Tick) I have a USI  I DO NOT have a USI  (USI = Unique Student Identifier)

## COURSE OF INTEREST

COURSE TITLE \_\_\_\_\_ DATE – From \_\_\_/\_\_\_/\_\_\_\_

COURSE VENUE \_\_\_\_\_ DATE - To \_\_\_/\_\_\_/\_\_\_\_

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

## 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 COLLECTION

### LANGUAGE & CULTURAL DIVERSITY

7) In which country were you born?  
Australia  <sup>1101</sup>  
Other – please specify \_\_\_\_\_

8) Do you speak a language other than English at home?  
No, English only  <sup>1201</sup>  
Yes, other – please specify \_\_\_\_\_

9) Are you of Aboriginal or Torres Strait Islander origin?  
No   
Yes, Aboriginal   
Yes, Torres Strait Islander

### DISABILITY

10) Do you consider yourself to have a disability, impairment or long-term condition?  
Yes   
No  No – Go to Question 12

11) If yes, then please indicate the areas of disability, impairment or long-term condition: (you may tick more than one)

Hearing/Deaf  <sup>11</sup>  
Physical  <sup>12</sup>  
Intellectual  <sup>13</sup>  
Learning  <sup>14</sup>  
Mental Illness  <sup>15</sup>  
Acquired brain impairment  <sup>16</sup>  
Vision  <sup>17</sup>  
Medical condition  <sup>18</sup>  
Other  <sup>19</sup>

### SCHOOLING

12) What is your highest COMPLETED school level? (Please tick ONE box only)

Year 12 or equivalent  <sup>12</sup>  
Year 11 or equivalent  <sup>11</sup>  
Year 10 or equivalent  <sup>10</sup>  
Year 9 or equivalent  <sup>09</sup>  
Year 8 or below  <sup>08</sup>  
Never attended school  <sup>02</sup>

13) Are you still enrolled in secondary or senior secondary education?  
Yes  Y  
No  N

### PREVIOUS QUALIFICATIONS ACHIEVED

14) 14. Have you SUCCESSFULLY completed any of the qualifications listed in question 15?  
Yes  No  No – Go to Question 16

15) If YES, please tick ANY applicable boxes

Bachelor Degree or Higher Degree  <sup>008</sup>  
Advanced Diploma or Associate Degree  <sup>410</sup>  
Diploma (or Associate Diploma)  <sup>420</sup>  
Certificate IV (or Advanced Certificate/Technician)  <sup>511</sup>  
Certificate III (or Trade Certificate)  <sup>514</sup>  
Certificate II  <sup>521</sup>  
Certificate I  <sup>524</sup>  
Certificates other than the above  <sup>990</sup>

### EMPLOYMENT

16) Of the following categories, which BEST describes your current employment status?  
(Tick ONE box only)

Full-Time employee  <sup>01</sup>  
Part-Time employee  <sup>02</sup>  
Self-employed - not employing others  <sup>03</sup>  
Employer  <sup>04</sup>  
Employed - Unpaid worker in a family business  <sup>05</sup>  
Unemployed – Seeking full-time work  <sup>06</sup>  
Unemployed – Seeking part-time work  <sup>07</sup>  
Not employed – Not seeking employment  <sup>08</sup>

### STUDY REASON

17) Of the following categories, which BEST describes your main reason for undertaking this course/traineeship/apprenticeship? (Tick ONE box only)

To get a job  <sup>01</sup>  
To develop my existing business  <sup>03</sup>  
To start my own business  <sup>03</sup>  
To try for a different career  <sup>04</sup>  
To get a better job or promotion  <sup>05</sup>  
It was a requirement of my job  <sup>06</sup>  
I wanted extra skills for my job  <sup>07</sup>  
To get into another course or study  <sup>08</sup>  
For personal interest or self-development  <sup>12</sup>  
Other reasons  <sup>11</sup>

### OFFICE USE ONLY

Fees Paid \$ \_\_\_\_\_ Receipt No \_\_\_\_\_

### COMMENTS

STUDENT SIGNATURE: \_\_\_\_\_ COURSE COST: \_\_\_\_\_ DATE: \_\_\_/\_\_\_/\_\_\_\_

PHOTO ID ATTACHED:  Passport/Aust. Birth Cert/Citizenship  Drivers Licence/Photo Card  Other, please state \_\_\_\_\_

# TERMS & CONDITIONS OF ENROLMENT

## Enrolment & Selection

1. Courses are open to all adults 16 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.
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

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 (link) 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

1. Please refer to the course flyers for information on all fees, including course fees; administration fees; materials fees and any other charges.
2. A non-refundable deposit must be paid, prior to course commencement, to confirm a place into a course.
3. 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.
4. Deposits are non-refundable (deposits are outlined on each course flyer) but can be transferred to another course or student.
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. An administration fee will be charged to any student who withdraws from a course in excess of 3 working days prior to course commencement.
7. No refunds will be issued once the course has commenced
8. 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, an administration fee of \$80 will be charged.

## Course Fees paid in Advance

The RTO requires a minimum deposit, which will not exceed \$1000 per individual student, prior to course commencement. If the full course fees are below \$1000, the full fees may be required 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.

## Complaints and Appeals

The RTO recognises that differences and grievances can arise from time to time. The quick settlement of these matters is in the best interest of all parties concerned and the following steps are implemented to ensure this happens.

1. Inform the RTO if you are dissatisfied or have any concerns about our products, services, processes or policies.
2. Inform the RTO if you think you have been treated unfairly or unjustly. The RTO will discuss the matter with you and try to resolve the problem
3. If you are not satisfied with the resolution we will refer the matter to an independent mediator.
4. If all parties cannot reach a satisfactory solution you have the right to seek representation and appeal under the relevant State or Federal Law.

## 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 with specific reference to the RTO's enrolment and selection, course fees, payments and refunds, course requirements, privacy, complaints and grievances, occupational health and safety, access and equity, harassment and bullying policies and procedures as outlined in the Student Handbook.

## Credit Transfer

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 competences 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.

## Literacy, Numeracy and Numeracy (LLN)

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

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.

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.

## Access to Records

All student records, such as personal details and records of participation and progress, are kept within a secure area (both electronic and hard files). An electronic record of each Student's enrolment and participation is kept on the Student Management System for a period of 30 years, this record is password protected and is only accessible by employees of the RTO.

All students have the right to access their record of participation and progress within a timely manner, in order for a student to access their records they are required to forward a request in writing to the RTO. If the student wishes to provide a third party with access to their records, they should state this in their formal request in writing.

The RTO will provide, within 48 hours of receiving the written request, a transcript of the student's participation and progress.

## Legislative and Regulatory Requirements

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.

## Workplace Health & Safety

Our RTO is committed to providing and maintaining a safe and healthy environment for the benefit of all clients, visitors and employees.

The RTO monitors and maintains the appropriate Workplace Health and Safety levels and obligations under the Federal and State rules and regulations of the NSW Workplace Health and Safety Act 2011.

In consideration of all the RTO clients and students it is important that adherence to all legislative acts and regulations are observed while undertaking training. If students have any concerns or notice a condition or practice that seems unsafe, it is important it is brought to the attention of the RTO's management.

STUDENT SIGNATURE: \_\_\_\_\_ DATE: \_\_\_/\_\_\_/\_\_\_\_\_

## **DECLARATION OF UNDERSTANDING**

I \_\_\_\_\_,

**Declare that:**

- **I have read and understood the Workplace Training Group student handbook (available on the website: [www.wptg.com.au](http://www.wptg.com.au))**
- **I understand my obligation responsibilities as a student**
- **I have been offered the opportunity to access learning support**
- **I have been provided with a course outline and understand the assessment criteria**
- **I have been advised of the accreditation status of the course and the course provider**
- **I understand course cancellation guidelines and fee payments**
- **I have been advised of the qualification to be issued on completion**
- **All information I have provided is correct and true**

**Signed** \_\_\_\_\_ **Date** \_\_\_\_\_

**WPTG Representative** \_\_\_\_\_

**Course Name** \_\_\_\_\_

**Start Date** \_\_\_\_\_

## VERIFY MY USI

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We will need to verify your USI before we can release your certificates. You will need to provide the following information so that we can verify your USI:

- Your USI Reference Number
- Your First Name and Last Name
- Your Date of Birth

*If you haven't yet created your USI, please go to [www.usi.gov.au](http://www.usi.gov.au) to do so.*

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**PLEASE MAKE SURE YOU LIST YOUR NAME EXACTLY THE SAME WAY  
(SPELLING, MIDDLE NAMES ETC) AS THE DOCUMENT YOU USED  
TO CREATE YOUR USI**

### Declaration

I, \_\_\_\_\_, give permission for Workplace Training Group Pty Ltd to **VERIFY** my Unique Student Identifier (USI) based on the details below.

**Student's Full Name:** \_\_\_\_\_ *(please print FULL NAME clearly)*

**Signed:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**PLEASE PRINT CLEARLY. IF WE CANNOT READ YOUR HANDWRITING, WE CANNOT  
VERIFY YOUR USI AND THEREFORE WE CANNOT ISSUE YOUR CERTIFICATE!**

*Some letters/numbers can look similar to other letters/numbers (e.g. 5/S or 2/Z etc). Please make sure your handwriting is clear and precise to avoid any confusion*

- **USI:** \_\_\_\_\_
- **First Name:** \_\_\_\_\_
- **Last Name:** \_\_\_\_\_
- **Date of Birth:** \_\_\_\_\_