

Enrolment Agreement Form



Course of Enrolment

Course Code _____
 Course Title _____

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

1) Family Name _____
 Given Name _____ Middle Name _____
 2) Date of Birth ___/___/____ Town/City of birth _____ 3) Gender Female Male Other
 4) Street Address _____
 5) Suburb _____ State _____ Postcode _____
 6) Telephone Home _____ Work _____ Mobile _____
 7) Email Address _____

8) USI
 USI Number: _____
 I give permission for LDO Group Training Pty Ltd t/as LDO Training to access my Unique Student Identifier (USI) for the purpose of recording my results.
 OR
 If I do not have a USI in place, I am willing for LDO Group Training Pty Ltd t/as LDO Training to set up my USI on my behalf. Please provide details required:
 Drivers Licence (State: _____) Number: _____ Expiry Date: _____
 Card Number (e.g., top right corner for NSW licence): _____

9) Citizenship Australian Citizen Permanent Resident Temporary Resident Other (please specify: _____)
 10) Do you wish to apply for Recognition of Prior Learning (RPL)? Yes No

AVETMISS Data Collection

Language & Cultural Diversity	Disability	Schooling
11) In which country where you born? Australia <input type="checkbox"/> ¹¹⁰¹ Other – please specify _____ 12) Do you speak a language other than English at home? No, English only <input type="checkbox"/> ¹²⁰¹ English only – Go to Question 14 Yes, other – please specify _____ 13) 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 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"/>	15) 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 17 16) 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	17) Are you still attending secondary school? Yes <input type="checkbox"/> No <input type="checkbox"/> 18) 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 19) In which YEAR did you complete that School level? _____

Previous Qualifications Achieved
 20) Have you **successfully** completed any of the following qualifications?
 Yes No No – Go to Question 22
 21) If YES, then tick ANY applicable boxes
 Bachelor Degree or Higher Degree ⁰⁰⁸
 Advanced Diploma or Associate Degree ⁴¹⁰
 Diploma (or Associate Diploma) ⁴²⁰
 Certificate IV (or Advanced Certificate/Technician) ⁵¹¹
 Certificate III (or Trade Certificate) ⁵¹⁴
 Certificate II ⁵²¹
 Certificate I ⁵²⁴
 Other education (including certificates or overseas qualifications not listed above) ⁹⁹⁰

Employment
 Employer: _____
 Job Title: _____
 22) Of the following categories, which BEST describes your current employment status? (Tick ONE box only)
 Full-Time employee ⁰¹
 Part-Time employee ⁰²
 Self-employed - not employing others ⁰³
 Employer ⁰⁴
 Employed - Unpaid worker in a family business ⁰⁵
 Unemployed – Seeking full-time work ⁰⁶
 Unemployed – Seeking part-time work ⁰⁷
 Not employed – Not seeking employment ⁰⁸

Study Reason
 23) Of the following categories, which BEST describes your main reason for undertaking this course/ traineeship/apprenticeship? (Tick ONE box only)
 To get a job ⁰¹
 To develop my existing business ⁰³
 To start my own business ⁰³
 To try for a different career ⁰⁴
 To get a better job or promotion ⁰⁵
 It was a requirement of my job ⁰⁶
 I wanted extra skills for my job ⁰⁷
 To get into another course or study ⁰⁸
 For personal interest or self-development ¹²
 Other reasons ¹¹

Terms & Conditions of Enrolment

1. Enrolment & Selection (5.3)

- a) The student is responsible for notifying LDO Group Training Pty Ltd t/as LDO Training if they have a medical condition or disability or require assistance in their training.
- b) A deposit must accompany enrolment to secure a placement within a course; this fee is also the Administration Fee.
- c) It is the student's responsibility to note the date, time and location of the course as advertised.
- d) Courses with low enrolments may be cancelled, every effort will be made to contact students, please ensure your contact details are correct.
- e) 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.
- f) 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.
- g) Students can only join after course commencement date if they meet all prerequisites. Full course fees are still payable for late enrolments.
- h) The RTO reserves the right to decline admission to a course, terminate a student's enrolment in a class or change a Trainer/Assessor at any time without notice.
- i) Students participate in courses involving physical activity; field trips, practical demonstrations etc. and do so at their own risk. LDO Group Training Pty Ltd t/as LDO Training's students are covered by public liability insurance whilst working within the RTO's premises.

2. Course Fees, Payments and Refunds (5.3)

- a) 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).
- b) In line with the RTO's Fee Protection Policy the RTO will not collect more than \$1,500 prior to course commencement.
- c) 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.
- d) Refunds may be made in the following circumstances:
 - i. Participants have overpaid the administration charge
 - ii. Participants enrolled in training that has been terminated by the RTO
 - iii. Participant advises the RTO prior to course commencement that they are withdrawing from the course more than 5 days prior to course scheduled commencement date.
 - iv. If the participant withdraws from a course or program, prior to course commencement, due to illness or extreme hardship as determined by the RTO
 - v. In the event that the RTO fails to provide the agreed services
- e) A deposit of no more than \$1,500 is required prior to course commencement; this deposit is to confirm a place in the course. Please refer to the Course Flyer for the deposit amount required.
- f) An administration fee of \$100 is required to be paid prior to course commencement. If the student withdraws from the course prior to course commencement, they will forfeit this administration fee.
- g) No refunds will be issued once the student has commenced the course
- h) 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.
- i) 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.
- j) If a student is required to be reassessed, they will be provided with further guidance from their trainer prior to reassessment.

- k) In most cases there will be no reassessment fee. If a reassessment fee is applicable, this fee will be included on the course flyer.
- l) 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.
- m) The RTO is responsible for the issuance of AQF certification documentation (5.2).

3. Cooling Off Period (5.3)

LDO Group Training Pty Ltd t/as LDO Training protects the rights of the learner including but limited to the Statutory requirements for cooling-off periods.

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, unless the student has already commenced the training. Please refer to the Refund policy for process on acquiring a refund.

4. Changes to Agreed Services (5.4)

Where there are any changes to the agreed services that will affect the learner, including in the event of LDO Group Training Pty Ltd t/as LDO Training closing down, the RTO will advise the learner as soon as practicable. This includes changes to any new third-party arrangements or a change of ownership or any changes to existing third party arrangements.

5. Fee Protection (7.3)

LDO Group Training Pty Ltd t/as LDO Training requires a minimum deposit, which will not exceed \$1,500 per individual student, prior to course commencement. If the full course fees are less than \$1,500, the full fees may be required to be paid prior to course commencement. Please refer to the course flyer for an outline of all course fees.

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

6. Consumer Guarantee (5.3)

LDO Group Training Pty Ltd t/as LDO Training 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).

7. Complaints and Appeals (6.1)

If a student is experiencing any difficulties, they are encouraged to discuss their concerns with Senior Management. LDO Group Training Pty Ltd t/as LDO Training 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.

8. 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 competences achieved must be supplied for recognition to be processed (i.e. 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.

9. 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 is to 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.

10. Support Services (1.7)

LDO Group Training Pty Ltd t/as LDO Training 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 to course completion, through their trainer or RTO staff.

LDO Group Training Pty Ltd t/as LDO Training is committed to providing clients requiring additional support, advice or assistance while training. Please see the Student Handbook on the types of support provided by the RTO.

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 and/or assistance.

11. 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 LDO Group Training Pty Ltd t/as LDO Training's policies and procedures, according to State and Federal Government legislative and regulatory requirements, as set out in the Student Handbook.

12. Privacy Protection

LDO Group Training Pty Ltd t/as LDO Training respects the importance of securing any form of personal information which is collected from the student(s) and/or other Stakeholders. Information collected from students is only utilised

for the purpose gathering information on the student as part of their enrolment, training, assessment and certification process. All data is kept securely within either a locked filing cabinet or filed electronically within a password protected database.

LDO Group Training Pty Ltd t/as LDO Training has an obligation under Commonwealth and State legislation to provide information to certain government departments for the purpose of reporting data to the government. On occasion, the government regulatory body will require access to student records for the purpose of auditing the RTO against the Standards for RTO's. No student files will be removed from the RTO's site, unless a student is notified beforehand.

13. Privacy Notice

Under the Data Provision Requirements 2012 and National VET Data Policy (which includes the National VET Provider Collection Data Requirements Policy at Part B), Registered Training Organisations are required to collect and submit data compliant with AVETMISS for the National VET Provider Collection for all Nationally Recognised Training. This data is held by the National Centre for Vocational Education Research Ltd (NCVER), and may be used and disclosed for purposes that include:

- populating authenticated VET transcripts
- administering VET, including program administration, regulation, monitoring and evaluation
- facilitating statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

NCVER is authorised by the National Vocational Education and Training Regulator Act 2011 (NVETR Act) to disclose to the following bodies, personal information collected in accordance with the Data Provision Requirements or any equivalent requirements in a non-referring State (Victoria or Western Australia), for the purposes of that body:

- a VET regulator (the Australian Skills, Quality Authority, the Victorian Registration and Qualifications Authority or the Training Accreditation Council Western Australia)
- the Australian Government Department of Education, Skills and Employment
- another Commonwealth authority
- a state or territory authority (other than a registered training organisation) that deals with or has responsibility for matters relating to VET.

NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

STUDENT DECLARATION

1. I declare that the information contained in this Enrolment Agreement Form is true and correct.
2. I confirm that I have read, understood and consent to the Terms and Conditions of Enrolment and the Fee Payment and Refund Procedures
3. I acknowledge and agree with the terms and conditions of enrolment with specific reference to the RTO's enrolment and selection
4. I consent to LDO Group Training Pty Ltd t/as LDO Training providing my information to Australian Commonwealth and State Governments for the purpose of reporting to the Government as part of my enrolment.

5. By signing this document, I give permission for the RTO to access my Unique Student Identifier for the purpose of my training.
6. I understand that my rights and responsibilities as a student are outlined in the Student Handbook and that I should refer to this handbook for further information on USI, LLN Assessment, Complaints and Appeals, WHS, Support Services and other legislative and regulatory policies and procedures.
7. I hereby give permission to LDO Group Training Pty Ltd t/as LDO Training to film or photograph me during training and assessment

APPLICANTS SIGNATURE: _____ DATE: __/__/____

RTO REPRESENTATIVE SIGNATURE: _____

PHOTO ID SIGHTED: Drivers Licence Passport Photo ID Other: _____

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