

ENROLMENT AGREEMENT FORM



PERSONAL DETAILS

First name*

Last name

* Please write the name that you used when you applied for your Unique Student Identifier (USI), including any middle names. If you do not yet have a USI and want Diabetes Qualified to apply for a USI on your behalf, you must write your name, including any middle names, exactly as written in the identity document you choose to use for this purpose.

Date of birth (DD/MM/YYYY)

Town/city of birth

Gender (tick one box only) Male Female Other

Postal address Street

Suburb

Postcode State

Home phone

Mobile phone

Email

Alternative email

COURSE OF ENROLMENT

7ci fgY title: **Chronic Disease Self-Management**

7ci fgY code: **CHCSS00075**

Start date (DD/MM/YYYY) End date (DD/MM/YYYY)

Where did you hear about this course?

- | | |
|--|---|
| <input type="checkbox"/> Diabetes Qualified e-news | <input type="checkbox"/> Event |
| <input type="checkbox"/> Word of mouth | <input type="checkbox"/> Diabetes Qualified website |
| <input type="checkbox"/> Google | <input type="checkbox"/> Facebook advertisement |
| <input type="checkbox"/> Workplace | <input type="checkbox"/> Other |

USI NUMBER

Unique Student Identifier

You may already have a USI if you have done any nationally recognised training, e.g. training at work, completing a first aid course, getting a white card, or studying at a TAFE. Please try to find out whether you already have a USI before attempting to create a new one by using the 'Forgotten USI' link on the USI website at <https://www.usi.gov.au/faws/i-have-forgotten-my-usi/>

If you do not have an existing USI number and would like Diabetes Qualified to apply for one on your behalf, please provide details for **one** of the forms of identity below.

I authorise Diabetes Qualified to apply for and retrieve my USI on my behalf

1) Driver's license number

State/Territory

2) Medicare number Line reference

3) Australian Birth Certificate

State/Territory

4) Australian Passport number

5) Non-Australian Passport number

6) Immicard number

7) Citizen Certificate

Stock number

Acquisition date (DD/MM/YYYY)

8) Certificate of Registration by Descent

Acquisition date (DD/MM/YYYY)

EMERGENCY CONTACT DETAILS

Full name

Relationship to you

Mobile

Alternative phone

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

PAYMENT METHOD

Please select **one** of the following payment options:

1) Pay via credit/debit card

Card number

Expiry date (MM/YYYY) CVV

Name on card

2) Pay via direct deposit

Account name: **Diabetes NSW**
 Bank name: **Commonwealth Bank of Australia**
 BSB: **062-231**
 Account number: **00905068**

AVETMISS DATA COLLECTION

Language & Cultural Diversity

1) In which country were you born?

Australia
 Other (please specify)

2) Do you speak a language other than English at home?

No, English only
 Other (please specify)

3) How well do you speak English?

Very well Well
 Not well Not at all

4) Are you of Aboriginal or Torres Strait Islander origin?
 (for persons of both Aboriginal and Torres Strait Islander origin,
 mark both 'Yes' boxes)

No Yes, Aboriginal Yes, Torres Strait Islander

Disability

5) Do you consider yourself to have a disability, impairment or long-term condition?

(Please refer to *Disability Supplement*, page 5)

Yes No - Go to question 7

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

Hearing/deaf Acquired brain impairment
 Physical Vision
 Intellectual Medical condition
 Learning Other
 Mental illness

Schooling

7) What is your highest completed school level, or equivalent?

Year 12 Year 9
 Year 11 Year 8 or below
 Year 10 Never attended school

8) In which year did you complete that school level?

9) Are you still attending secondary school? Yes No

Previous qualifications achieved

10) Have you successfully completed any of the following qualifications?

Yes No - Go to question 12

11) If yes, please select any applicable:

Bachelor Degree or Higher Degree
 Advanced Diploma or Associate Degree
 Diploma or Associate Diploma
 Certificate IV or Advanced Certificate/Technician
 Certificate III or Trade Certificate
 Certificate II
 Certificate I
 Certificates other than the above

AVETMISS DATA COLLECTION cont.

Employment

12) Of the following categories, which best describes your current employment status?

- Full-time employee
- Part-time employee
- Self-employed, not employing others
- Employer
- Employed, unpaid worker in a family business
- Unemployed, seeking full-time work
- Unemployed, seeking part-time work
- Unemployed, not seeking employment

Study reason

13) Of the following categories, which best describes your main reason for undertaking this course?

- To get a job
- To develop my existing business
- To start my own business
- To try for a different career
- To get a better job or promotion
- It is a requirement of my job
- I want extra skills for my job
- To get into another course of study
- For personal interest or self-development
- Other reasons

PRIVACY STATEMENT & STUDENT DECLARATION

Under the Data Provision Requirements 2012, Diabetes Qualified is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this enrolment form and your training activity data) may be used or disclosed by Diabetes Qualified for statistical, regulatory and research purposes. Diabetes Qualified may disclose your personal information for these purposes to third parties, including:

- School – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship;
- Employer – if you are enrolled in training paid by your employer;
- Commonwealth and State or Territory government departments and authorised agencies;
- NCVER;
- Organisations conducting student surveys; and
- Researchers.

Personal information disclosed to NCVER may be used or disclosed for the following purposes:

- Issuing statements of attainment or qualification, and populating authenticated VET transcripts;
- Facilitating statistics and research relating to education, including surveys;

- Understanding how the VET market operates, for policy, workforce planning and consumer information; and
- Administering VET, including programme administration, regulation, monitoring and evaluation.

You may receive an NCVER student survey which may be administered by an NCVER employee, agent or third party contractor. You may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at <https://www.ncver.edu.au/>).

Student Declaration and Consent

I declare that the information I have provided to the best of my knowledge is true and correct.

I consent to the collection, use and disclosure of my personal information in accordance with the Privacy Notice above.

Student's full name

Date

Parent/guardian's full name (required for all students under the age of 18):

Date

TERMS & CONDITIONS OF ENROLMENT

Enrolment & Selection (5.3)

1. The student is responsible for notifying the RTO if they have a medical condition or disability or require assistance in their training.
2. A deposit must accompany enrolment to secure a placement within a course; this fee is also the Administration Fee.
3. It is the student's responsibility to note the date, time and location of the course as advertised.
4. Courses with low enrolments may be cancelled, every effort will be made to contact students, please ensure your contact details are correct.
5. 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.
6. 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.
7. Students can only join after course commencement date if they meet all prerequisites. Full course fees are still payable for late enrolments.
8. 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.
9. 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.

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. In line with the RTO's Fee Protection Policy, the RTO will not collect more than \$1,500 prior to course commencement.
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.

TERMS & CONDITIONS OF ENROLMENT cont.

4. Refunds may be made in the following circumstances:
 - a) Participants have overpaid the administration charge
 - b) Participants enrolled in training that has been terminated 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, prior to course commencement, due to illness or extreme hardship as determined by the RTO
 - e) In the event that the RTO fails to provide the agreed services
5. 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. An administration fee of \$50 is required to be paid prior to course commencement which is included within the deposit fee, but may be entitled to a refund of the remaining deposit. If the student withdraws from the course prior to course commencement, they will forfeit this administration 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.
7. No refunds will be issued once the student has commenced the course
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, a certificate re-issue fee of \$80 will be charged.
9. 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.
10. If a student is required to be reassessed, they will be provided with further guidance from their trainer prior to reassessment.
11. In most cases there will be no reassessment fee. If a reassessment fee is applicable, this fee will be included on the course flyer.
12. 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)

Diabetes Qualified Pty Ltd 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.

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 the RTO 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.

Consumer Guarantee (5.3)

Diabetes Qualified Pty Ltd 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)

The RTO 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.

Complaints and Appeals (6.1)

If a student 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 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.

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 a basic ability to:

- 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)

Diabetes Qualified Pty Ltd 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. Diabetes Qualified Pty Ltd 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.

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.

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.

Student's full name

Date

DISABILITY SUPPLEMENT**Introduction**

The purpose of the Disability supplement is to provide additional information to assist with answering the disability questions 5 & 6, page 2.

If you indicated the presence of a disability, impairment or long-term condition, please select the area(s) in the following list:

Disability in this context does not include short-term disabling health conditions such as a fractured leg, influenza, or corrected physical conditions such as impaired vision managed by wearing glasses or lenses.

Hearing/deaf

Hearing impairment is used to refer to a person who has an acquired mild, moderate, severe or profound hearing loss after learning to speak, communicates orally and maximises residual hearing with the assistance of amplification. A person who is deaf has a severe or profound hearing loss from, at, or near birth and mainly relies upon vision to communicate, whether through lip reading, gestures, cued speech, finger spelling and/or sign language.

Physical

A physical disability affects the mobility or dexterity of a person and may include a total or partial loss of a part of the body. A physical disability may have existed since birth or may be the result of an accident, illness, or injury suffered later in life; for example, amputation, arthritis, cerebral palsy, multiple sclerosis, muscular dystrophy, paraplegia, quadriplegia or post-polio syndrome.

Intellectual

In general, the term 'intellectual disability' is used to refer to low general intellectual functioning and difficulties in adaptive behaviour, both of which conditions were manifested before the person reached the age of 18. It may result from infection before or after birth, trauma during birth, or illness.

Learning

A general term that refers to a heterogeneous group of disorders manifested by significant difficulties in the acquisition and use of listening, speaking, reading, writing, reasoning, or mathematical abilities. These disorders are intrinsic to the individual, presumed to be due to central nervous system dysfunction, and may occur across the life span. Problems in self-regulatory behaviours, social perception, and social interaction may exist with learning disabilities but do not by themselves constitute a learning disability.

Mental illness

Mental illness refers to a cluster of psychological and physiological symptoms that cause a person suffering or distress and which represent a departure from a person's usual pattern and level of functioning.

Acquired brain impairment

Acquired brain impairment is injury to the brain that results in deterioration in cognitive, physical, emotional or independent functioning. Acquired brain impairment can occur as a result of trauma, hypoxia, infection, tumour, accidents, violence, substance abuse, degenerative neurological diseases or stroke. These impairments may be either temporary or permanent and cause partial or total disability or psychosocial maladjustment.

Vision

This covers a partial loss of sight causing difficulties in seeing, up to and including blindness. This may be present from birth or acquired as a result of disease, illness or injury.

Medical condition

Medical condition is a temporary or permanent condition that may be hereditary, genetically acquired or of unknown origin. The condition may not be obvious or readily identifiable, yet may be mildly or severely debilitating and result in fluctuating levels of wellness and sickness, and/or periods of hospitalisation; for example, HIV/AIDS, cancer, chronic fatigue syndrome, Crohn's disease, cystic fibrosis, asthma or diabetes.

Other

A disability, impairment or long-term condition which is not suitably described by one or several disability types in combination. Autism spectrum disorders are reported under this category.