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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **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) Gender ☐ Female ☐ Male ☐ Other | | | | | | | | | | | | | | |
| 4) Street Address |  | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5) Suburb |  | | | | | | | | | State | |  | | | | | | | | | Postcode | | | |  | |
| Telephone Home |  | | | | | Work | | |  | | | | | | | | | | Mobile | | |  | | | | |
| Email Address |  | | | | | | | | | | | | | | | | | | | | | | | | | |
| USI | I give permission for AOP 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 AOP 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 AOP 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**  *6) In which country were you born?*  Australia ☐1101  Other – please specify \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  *7) Do you speak a language other than English at home?*  No, English only ☐1201 *English only – Go to Question 9*  Yes, other – please specify \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  *8) How well do you speak English?*  Very well ☐1 Well ☐2  Not well ☐3 Not at all ☐4  *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 ☐  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 ☐11  Physical ☐12  Intellectual ☐13  Learning ☐14  Mental Illness ☐15  Acquired brain impairment ☐16  Vision ☐17  Medical condition ☐18  Other ☐19 | | | | | | | | | | | **Schooling**  *12) What is your highest COMPLETED school level? (Please tick ONE box only)*  Year 12 or equivalent ☐12  Year 11 or equivalent ☐11  Year 10 or equivalent ☐10  Year 9 or equivalent ☐09  Year 8 or below ☐08  Never attended school ☐02  *13) In which YEAR did you complete that School level?*  *\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*  *14) Are you still attending secondary school?*  Yes ☐  No ☐ | | | | | | | |
| **Previous Qualifications Achieved**  *15) Have you* ***successfully*** *completed any of the following qualifications?*  Yes ☐ No ☐ *No – Go to Question 17*  *16) 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**  *17) 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**  *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 ☐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 | | | | | | | | | | | | |
| **Office Use Only** | | | | **Comments** | | | | | | | | | | | | | | | | | | | | | | |
| **Fees Paid $**  **Receipt No** | | | |  | | | | | | | | | | | | | | | | | | | | | | |

**Student Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Course Cost: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date: \_\_ \_\_/\_\_ \_\_/\_\_ \_\_ \_\_ \_\_**

**Terms & Conditions of Enrolment**

# Enrolment

1. The student is responsible for notifying AOP 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, we 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. AOP 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. AOP’s students are covered by public liability insurance whilst working within the RTO’s premises.

# Course Fees, Payments and Refunds

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 our Fee Protection Policy we 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.
4. Refunds may be made in the following circumstances:
   1. Participants have overpaid the administration charge
   2. Participants enrolled in training that has been terminated by the RTO
   3. Participant advises the RTO prior to course commencement that they are withdrawing from the course
   4. If the participant withdraws from a course or program, prior to course commencement, due to illness or extreme hardship as determined by the RTO
   5. In the event that the RTO fails to provide the agreed services
5. Students are required to pay a deposit of $500 at the time of accepting the offer. The $500 is part of the total tuition fees.
6. No refunds will be issued once the student has commenced the course
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 $50 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.
12. The RTO is responsible for the issuance of AQF certification documentation.

# Cooling Off Period

AOP 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.

# Changes to Agreed Services

Where there are any changes to the agreed services that will affect the learner, including in the event of AOP closing down, we 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.

# Fee Protection

AOP 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 $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.

# Consumer Guarantee

AOP 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).

# Complaints and Appeals

If a student is experiencing any difficulties, they are encouraged to discuss their concerns with Senior Management. AOP 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

AOP 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.

# 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 AOP 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 are required to undertake an LLN Assessment.

# Support Services

AOP 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.

AOP 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 us.

# 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 AOP’s policies and procedures, according to State and Federal Government legislative and regulatory requirements, as set out in the Student Handbook.

# Privacy Protection

AOP 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.

AOP 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 our site, unless a student is notified beforehand.

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| **STUDENT DECLARATION** | |
| 1. I declare that the information contained in this Enrolment 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 AOP enrolment and selection 4. I consent to AOP providing my information to Australian Commonwealth and State Governments for the purpose of reporting to the Government as part of my enrolment. | 1. I understand that I will be required to pay a deposit with this Enrolment Agreement Form and that the deposit is non-refundable. 2. By signing this document, I give permission for the RTO to access my Unique Student Identifier for the purpose of my training. 3. 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. |
| **APPLICANTS SIGNATURE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ DATE: \_\_ \_\_/\_\_ \_\_/\_\_ \_\_ \_\_ \_\_**  **RTO REPRESENTATIVE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **PHOTO ID SIGHTED:** ☐ Drivers Licence ☐ Passport ☐ Photo ID ☐ Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | |
| Email: studyataop@gmail.com  RTO ID: 45854 | |

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| --- | --- | --- |
| INTERVIEW QUESTIONS – To determine students suitability for entering into the course | | |
| QUESTION | **POSSIBLE ANSWERS** | **OTHER COMMENTS** – Interviewer is to add additional notes here, which should expand on the “Possible Answers” |
| Why have you decided to enrol into this course? | * To get a job * To develop new skills * Work in the industry currently * Want to develop my existing skills |  |
| What level is your current skills and knowledge of the course you wish to enrol? | * *Limited Experience* - I am new to the industry * *Some Experience* - I have worked in the industry for 1-3 years * *Intermediate Experience* - I have worked in the industry for 3-6 years * *Extensive Experience* - I have over 6 years’ experience in the industry |  |
| What is your expectation upon completion of training? | * To get a job * To get a pay rise * To be able to apply for a higher position * To get a better job * To learn new skills |  |
| Are there any specific training needs you may have? | * I may require flexibility in my training to meet my personal needs * I may require adjustment to training to meet my learning needs * I have a disability and would like further assistance * I do not have access to materials and equipment to assist with my learning and assessment * I may need adaptive technology or specific equipment to assist with my learning * I have a cultural need and training may need to be adapted to meet my needs * I would like to be referred to a support service to assist me with my learning (ie language and literacy) * I have a physical disability and may need the training and assessment environment to be adjusted * I have difficulty with language, literacy and/or numeracy and may need some assistance * I have financial difficulties and would like to negotiate a payment plan |  |
| We provide a range of Support Services for our students, are there any special needs that you need help with? | * I may need equipment to be modified due to physical disability (eg. Ramps, disability toilets and classes held in rooms accessible to persons with disabilities) * I may need equipment to be modified to assist my learning (eg. lowering benches, enlarging computer screens, providing chairs with support) * I may need assessment tools to be modified to assist with my disability (eg. Oral exam instead of written or allowing additional time for a scribe to write an exam for person with a disability) * I may need the course delivery to be adjusted, as I have a disability or a personal need (eg. Providing student notes or research materials in different formats or by accessing a Sign Language Interpreter) * I may need assistance from disability organisation that represents or provide services to people with a disability * English is not my first language, I will need assistance with language * I am currently working and would like to complete assessments within the workplace * I will need support with my learning * I will need specialist support equipment or personnel * I am interested in undertaking tutorials to assist with my learning * I will need assistance with using technology * Referral to LLN training or assistance |  |
| *Office Use Only* | * **LLN testing is consistent with learner needs** * **Reasonable adjustment. Please state specific needs** * **Other notes?** |  |