

# ACCREDITED COURSE ENROLMENT FORM



Targett Retail Training Pty Ltd is a Registered Training Organisation accredited to deliver Australian recognised qualifications that are either Government subsidised or fee-for-service arrangements. A requirement for eligibility is that applicants provide the following information for administrative and statistical purposes. All information will be regarded as confidential, by Target Training and will not be sold or forwarded to other commercial organisations.

## QUALIFICATION / COURSE DETAILS

Course Code: \_\_\_\_\_ Course Name: \_\_\_\_\_ Start Date: DD/MM/YYYY  
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## UNIQUE STUDENT IDENTIFIER (USI)

The USI is a mandatory Australia-wide student number which will allow students to track their training records via [www.usi.gov.au](http://www.usi.gov.au)  
**We strongly suggest you create your own USI for your personal records.**

Do you have a USI:

Yes – If yes, please provide your USI: \_\_\_\_\_

No - If no, you agree for Target Training to create a USI on your behalf and will call you for further details.

## PERSONAL DETAILS

Title \_\_\_\_\_

Surname: \_\_\_\_\_

Given Names: \_\_\_\_\_

Home Address: \_\_\_\_\_

Suburb: \_\_\_\_\_ State: \_\_\_\_\_ Postcode: \_\_\_\_\_

Telephone: \_\_\_\_\_ Work: \_\_\_\_\_ Mobile: \_\_\_\_\_

Email: \_\_\_\_\_

Date of birth: \_\_\_\_\_  Male  Female  Other \_\_\_\_\_

Emergency contact details: Name: \_\_\_\_\_ Contact Number: \_\_\_\_\_

Relationship: \_\_\_\_\_

In the event of an emergency do you give Targett Retail Training Pty Ltd permission to organise emergency transport and treatment and agree to pay all costs related to the emergency?  Yes  No

Are you living in State social housing or are you or your household on the State Housing Register? (NSW students only)  
 Yes  No

Were you born in Australia?  Yes  No Town & City of Birth: \_\_\_\_\_  
Please specify: \_\_\_\_\_

Are you...  an Australian citizen  Humanitarian Visa Holder  Other, please specify  
 New Zealand citizen  Permanent Australian resident \_\_\_\_\_

Main language spoken at home:  English  Other, please specify \_\_\_\_\_

How well do you speak English?  Very Well  Well  Not very well  Not at all

Are you of Indigenous background?  No  Aboriginal  Torres Strait Islander

Do you consider yourself to have a permanent and significant disability?  No  Yes

If yes:  Visual / Sight  Hearing  Physical  Intellectual  Mental Illness  
 Chronic Illness  Learning  Other \_\_\_\_\_

**PREVIOUS EDUCATION AND TRAINING**

Are you still attending school?

- No Highest Level completed: \_\_\_\_\_ Year left school: \_\_\_\_\_  
 Yes Current level: \_\_\_\_\_

Since completing school, have you completed any qualifications?

- No  
 Yes  Certificate I  Certificate II  
 Certificate III (or Trade Certificate)  Certificate IV (or Advanced Certificate/Technician)  
 Diploma / Assoc Diploma  Adv Diploma / Assoc Degree  Degree or higher  
 Other Education

Name of course: \_\_\_\_\_ Year completed: \_\_\_\_\_

**EMPLOYMENT DETAILS**

Employment Status:  Full Time  Part Time  Employer Self Employed  
 Self - Employed – not employing others

Unemployed – seeking part time work  Unemployed – Seeking full time work  
 Employed – unpaid worker in a family business  not employed and not seeking employment

Date commenced employment: \_\_\_\_\_ Ave hours worked per week: \_\_\_\_\_

Do you hold a health care card or pensioner card?  Yes  No

If yes, please provide a copy with this Enrolment Form.

Are you registered with a Job Active Provider?  Yes  No. If Yes, Client ID no.: \_\_\_\_\_

If employed, role title: \_\_\_\_\_ Start date: \_\_\_\_\_

Employer Name: \_\_\_\_\_

Business Address: \_\_\_\_\_

Suburb: \_\_\_\_\_ State: \_\_\_\_\_ Postcode: \_\_\_\_\_

Contact Person: \_\_\_\_\_ Job Title: \_\_\_\_\_

Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_ Mobile: \_\_\_\_\_

Average hours per week:  15-20  21-30  30+  Other \_\_\_\_\_

**REASON FOR STUDY**

Of the following reasons, which best describes your main reason for undertaking this course or traineeship?

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

**RECOGNITION OF PRIOR LEARNING (RPL)**

If you have significant experience, knowledge current training or real-life experiences in any of the units you may wish to apply for recognition of prior learning.

Do you wish to apply for RPL?  Yes  No

(If you tick yes, an RPL application will be issued to you for completion)

### EQUITY ASSISTANCE

Equity assistance may be available if you require assistance or support in any of the following categories. Please consult with the RTO representative if you require information.

Evidence must be supplied with this enrolment form which may include: A verbal assessment of the candidate by the trainer, a written statement from the learner (or parent/guardian if under 18), a written statement by the employer or a medical certificate.

Do you require assistance due to literacy or numeracy barriers including learning difficulties?  Yes  No

Do you require assistance due to language barriers?  Yes  No

Do you require provisions for a sign interpreter for hearing impairment?  Yes  No

Do you require provisions for a note taker for visual impairment?  Yes  No

### EVIDENCE OF IDENTITY

Your identification must be provided. Photo ID is required. Please select one (1) from the below list and attach a copy. If you are a permanent Australian resident a copy of your Medicare card is required as well.

Photo ID could be any of:

**Driver's Licence (Front and Rear)**

State of Issue: \_\_\_\_\_ Licence # \_\_\_\_\_

**Australian Passport** (Passport must be current or have an expiry date within the last two years)

Document # \_\_\_\_\_ Expiry Date: \_\_\_\_\_

**Non-Australian Passport** \* Visa must be current and valid

Passport # \_\_\_\_\_ Country of Issue: \_\_\_\_\_

**Photo Identification Card**

Document # \_\_\_\_\_ Expiry Date: \_\_\_\_\_

Secondary Evidence could be any of:(sometimes required for specific Government funded programs)

**Medicare Card**

Name: \_\_\_\_\_ Member # \_\_\_\_\_

Individual Ref # \_\_\_\_\_ Card Colour: \_\_\_\_\_ Expiry Date: \_\_\_\_\_

**Australian Birth Certificate**

State: \_\_\_\_\_ Registration # \_\_\_\_\_ Certificate # \_\_\_\_\_

Date and Year of Registration: \_\_\_\_\_ Date Printed: \_\_\_\_\_

### WHERE DID YOU HEAR ABOUT THE COURSE?

Newspaper  Website  Google  Yellow Pages

Word of Mouth  Radio  Other \_\_\_\_\_

### STUDENT HANDBOOK

Targett Retail Training Pty Ltd issues a student handbook to each student at the enrolment of course. Please indicate that you have received a student handbook and that the handbook adequately explained the procedures followed by the company in relation to their training, as well as the Target Training Consumer Protection Policy, and the Smart & Skilled Protection Policy/Fee Administration Policy (where relevant).

Handbook received and explained

## Terms & Conditions of Enrolment

### 1. Enrolment & Selection

- a) The student is responsible for notifying Targett Retail Training Pty Ltd if they have a medical condition or disability or require assistance in their training.
- b) It is the student's responsibility to note the date, time and location of the course as advised.
- c) Courses with low enrolments may be cancelled, every effort will be made to contact students, please ensure your contact details are correct.
- d) 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.
- e) 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.
- f) Students can only join after course commencement date if they meet all prerequisites.
- g) 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.
- h) Students participate in courses involving physical activity; field trips, practical demonstrations etc. and do so at their own risk. Targett Retail Training Pty Ltd's students are covered by public liability insurance whilst working within the RTO's premises.

### 2. Course Fees, Payments and Refunds

- 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
  - 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 may be required prior to course commencement; this deposit is to confirm a place in the course. Please refer to the Course information flyer for the deposit amount required and timing of payment.
- f) No refunds will be issued once the student has commenced the course.
- g) 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.
- h) 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.
- i) If a student is required to be reassessed, they will be provided with further guidance from their trainer prior to reassessment.
- j) In most cases there will be no reassessment fee. If a reassessment fee is applicable, this fee will be included on the course flyer.
- k) 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.

- l) The RTO is responsible for the issuance of AQF certification documentation.

### 3. Cooling Off Period

Targett Retail Training Pty Ltd 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

Where there are any changes to the agreed services that will affect the learner, including in the event of Targett Retail Training Pty Ltd 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

Targett Retail Training 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.

### 6. Consumer Guarantee

Targett Retail Training 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).

### 7. Complaints and Appeals

If a student is experiencing any difficulties, they are encouraged to discuss their concerns with Senior Management. Targett Retail Training Pty Ltd 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

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)

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

Targett Retail Training 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.

Targett Retail Training 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.

### 11. 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 Targett Retail Training Pty Ltd's policies and procedures, according to State and Federal Government legislative and regulatory requirements, as set out in the Student Handbook.

### 12. Privacy Protection

Targett Retail Training Pty Ltd 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.

Targett Retail Training Pty Ltd 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

## STUDENT DECLARATION or PARENT/GUARDIAN (if student is under 18 years of age)

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 Targett Retail Training Pty Ltd providing my information to Australian Commonwealth and State Governments for the purpose of reporting to the Government as part of my enrolment.
5. I understand that if I am required to pay a deposit with this Enrolment Agreement Form that the deposit is non-refundable.
6. By signing this document, I give permission for the RTO to access my Unique Student Identifier for the purpose of my training.
7. 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.

Participant Name: \_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_

(Parent/Guardian signature required if student is under 18 years of age)

Guardian name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date \_\_\_\_\_

**OFFICE USE: (to be completed by Target Training representative at enrolment)**

AAC: \_\_\_\_\_ AAC Rep. Name: \_\_\_\_\_

Target Training Rep: \_\_\_\_\_ Date: \_\_\_\_\_

Contract type:  Non concession  Concession  Fee exempt  SBAT

Contract type:  Traineeship  FFS  Targeted Priorities  Other, specify: \_\_\_\_\_

Delivery mode:  Online  Classroom  Distance  Work based

Trainer/Assessor: \_\_\_\_\_

This is for the purpose of certifying that eligibility evidence has been sighted and that the applicant's identity is true and correct.

I confirm that in relation to (Student's Name) \_\_\_\_\_ has provided

a colour copy or has shown original Birth Certificate, Australian Passport or Permanent Visa; Doc No. \_\_\_\_\_

a colour copy of Green Medicare Card  a colour copy of Drivers Licence or Proof of Age (Front and Rear)

a colour copy or evidence of concession if applicable

Authorised RTO Representative: \_\_\_\_\_ Signature: \_\_\_\_\_

Position: \_\_\_\_\_ Date: \_\_\_\_\_

I have assessed the student's performance of the test against the performance indicators. Based on the results obtained, the student:

Has demonstrated they have the required level of LL&N to enable them to complete the course successfully with minimal support in this area required.

Has demonstrated they have the required level of LL&N to enable them to commence the course. All responses were not completely satisfactory so ongoing monitoring throughout the program will be required.

Does not have a sufficient level of LL&N skills and may require extensive additional support to complete this course successfully. I am referring this student to be further assessed to determine the level of support that can be offered with possible referral to external agencies required.

Has demonstrated they may require additional support with LL&N and I am able to provide this. The student and I will develop a support plan to ensure they are given the opportunity to develop their language, literacy and/or numeracy skills to enable them to complete the course successfully. \*

\*Please outline the arrangements made for supporting the student through the course.