**FYI Enrolment Form**

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| **Personal Details** |
| Title |   | Surname/Family Name |   |
| Other/Middle Name |   |
| Preferred Name |   |
| Given Name(s) |   |
| Date of Birth |  / /  | Gender | Male | Female |Non Binary |Prefer not to say |
| Town/City of Birth |   | Country |   |
| Phone Number (best) |   | Phone (other) |   |
| Email Address |   |
| USI  |  Unique student ID (if known) | VSN  |  (Victorian student number – if known) |

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| **Residence** |
| Street name & number |   |
| Suburb/Town |   | Postcode |   |

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| **Emergency Contact** |
| Contact Person |   |
| Relationship to you |   | Contact Number |   |

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| **Intended Course of Study** |
| [ ]  CHC30121 Certificate III Early Childhood Education and Care |
| [ ]  CHC43115 Certificate IV in Disability |
| [ ]  CHC43415 Certificate IV in Leisure & Health |
| [ ]  CHC33015 Certificate III in Individual Support |
| [ ]  CHC50121 Diploma of Early Childhood Education & Care |
| Commencement Date |  / /  | Delivery Mode:  | [ ]  Face to Face |
| [ ]  Online  | [ ]  Evening | [ ]  Other (Specify) |

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| **Schooling** |
| Are you currently attending secondary school? | [ ] Yes  | [ ] No |
| Highest School Level/Grade Completed:  |   | In what year? |   |
| Where did you complete it? |   |
| Do you hold any prior higher education? | [ ]  No  | [ ] Yes (If yes, select the highest qualification you hold below) |
| [ ]  Certificate I | [ ]  Diploma (or Associate Diploma) |
| [ ]  Certificate II | [ ]  Advanced Diploma or Associate Degree |
| [ ]  Certificate III (or Trade Certificate) | [ ]  Bachelor Degree or Higher Degree |
| [ ]  Certificate IV (or Advanced Certificate/Technician) | [ ]  Certificates other than |
| Please select what best describes your prior education completed: |
| [ ]  Australian  | [ ]  Australian Equivalent  | [ ]  International (not recognized in Australia) |

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| **Recognition of Prior Learning/Credit Transfer** |
| Do you hold any prior qualifications and/or workplace experience relevant to your course enrolment? Would you like to apply for Recognition of Prior Learning or Credit Transfer? |
| [ ]  Yes *(please request an RPL/CT form. To be Completed by student)*  | [ ]  No |

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| **Study Reason** |
| Please select only ONE of the following which best describes your primary reason for undertaking this course. |
| [ ]  To get a job | [ ]  Requirements for my job |
| [ ]  To develop my existing business | [ ]  Extra skills for my job |
| [ ]  To start my own business | [ ]  To get into another course of study |
| [ ]  To try a different career | [ ]  For personal reason or self-development |
| [ ]  To get a better job or promotion | [ ]  Other reasons not listed |

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| **Indigenous Status** |
| Indigenous Status | [ ] Neither Aboriginal nor Torres Strait Islander  | [ ] Aboriginal | [ ] Torres Strait Islander |
| Primary Language Spoken |   |
| English Proficiency | [ ] Very Well Spoken  | [ ] Well Spoken | [ ] Not Well Spoken | [ ] Not at All Spoken |

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| **Impairments** |
| Do you consider yourself to have a disability, impairment or long-term condition? | [ ] Yes [ ] No |
| If yes, please state any relevant information |   |

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| **Employment Status** |
| Please select only ONE of the following which best describes your current employment status.  |
| [ ]  Full time employee | [ ]  Employed – unpaid work |
| [ ]  Part time employee | [ ]  Extra skills for my job |
| [ ]  Self-employed – not employing others | [ ]  To get into another course of study |
| [ ]  Self-employed – employing others | [ ]  For personal reason or self-development |
| Please select only ONE of the following which best describes your current or recent occupation. |
| [ ]  Managers | [ ]  Sales Workers |
| [ ]  Professionals | [ ]  Machinery Operators and Drivers |
| [ ]  Technicians and Trade Workers | [ ]  Labourers |
| [ ]  Community and Personal Service Workers | [ ]  Other |
| [ ]  Clerical and Administrative Workers | [ ]  N/A (skip to course information) |
| Please select only ONE of the following which best describes the industry of your current or previous employer.  |
| [ ]  Agriculture, Forestry and Fishing | [ ]  Information, Media and Telecommunications |
| [ ]  Mining | [ ]  Financial and Insurance Services |
| [ ]  Manufacturing | [ ]  Rental, Hiring and Real Estate Services |
| [ ]  Electricity, Gas, Water and Waste Services | [ ]  Professional, Scientific and Technical Services |
| [ ]  Construction | [ ]  Administrative and Support Services |
| [ ]  Wholesale Trade | [ ]  Public Administration and Safety |
| [ ]  Retail Trade | [ ]  Education and Training |
| [ ]  Accommodation and Food Services | [ ]  Health Care and Social Assistance |
| [ ]  Transport, Postal and Ware housing  | [ ]  Arts and Recreation Services |
| [ ]  Other |

## FYI Staff to Fill

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| **Citizenship** |
| Citizenship Status |
| [ ]  Australian Citizen | [ ]  Permanent Resident | [ ]  Overseas Resident (Unable to Enrol at FYI)  |
| Student Identification Presented |
| [ ]  Green Medicare Card | [ ]  Australian Birth Certificate |
| [ ]  Current Health Care card | [ ]  Proof of Identification Card |
| [ ]  Blue Pension Card | [ ]  Key Pass Card |
| [ ]  Victorian Drivers License/Learners Permit | [ ]  Australian Passport |
| [ ]  Current New Zealand Passport |  |

## Payment Details

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| **Fee and Payment Details** |
| [ ]  Skills First funded (non-concession)  |
| [ ]  Skills First funded concession card holder (Please present Health Care card if you have not done so yet) |
| [ ]  Funded job seeker with fee waiver referral |
| [ ]  Funded job seeker with referral and concession card holder (Please present Health Care card if you have not done so yet) |
| [ ]  Fees for service (full fee charge) |
| [ ]  Fees for service concession card holder (Please present Health Care card if you have not done so yet) |
| [ ]  Traineeship |
| Payment of fees is to be completed by:  |
| [ ]  Self | [ ]  Third Party | [ ]  Job network (see below) |

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| **Third Party** | N/A | [ ]  |
| If not yourself, payment of fees is to be completed by authorised personnel nominated for fees and charges.  |
| Nominee’s Name |   |
| Contact Number |   |
| Address |   |
| Signature  |   |
| Date |  / /  |

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| **Job Network/Provider Details** | N/A | [ ]  |
| Business Name |   |
| Business Address |   |
| Case Manager Name |   |
| Contact number |   |

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| **Employer Details** | N/A | [ ]  |
| Business Name |   |
| Business Address |   |
| Contact Person |   |
| Contact number |   |

## Guarantee

FYI Training supplies services and guarantees that your course will be:

* Provided with due care and skill
* Fit for the specified purpose; and
* Provided within a reasonable time

FYI Training ensures it uses an acceptable level of skill or technical knowledge and takes all necessary care to avoid loss or damage when providing course services.

Under this agreement, FYI Training ensures it:

* Treats all students fairly / reasonably and on an equal basis
* Provides a safe / open and conducive learning environment
* Provide additional personal coaching or mentoring sessions (if requested)
* Provides the training and support necessary to allow you to achieve competency
* Provides a quality training and assessment experience in compliance with ASQA Standards and is responsible for the issuance of the AQF certification documentation
* Maintains procedures for protecting your personal information
* Has established, documented and accessible consumer protection system, including feedback and complaints handling policies and procedures and a designated and identified consumer protection officer; and
* Provides students with details of these pathways for resolving or escalating complaints.

You have the right to:

* Expect that the quality of your training meets the standards, regulations and requirement set down by the Australian Skills Quality Authority (ASQA) and relevant government subsidy body (where applicable);
* Be informed about the collection of personal information and be able to review and correct that information; and
* Access FYI Training consumer complaints process.

Your obligations include:

* Attending all scheduled training sessions
* If you are unable to attend any session, a student must notify FYI Training soon as possible
* Providing accurate information to FYI Training
* Behaving in a responsible and ethical manner
* Treat everyone in the learning environment with the respect & courtesy
* Bringing your learning materials with you to scheduled activities
* Make yourself available for coaching or mentoring sessions (if deemed necessary)
* Submit your assessments within the designated timeframes required or set; and
* Ensure and acknowledge that all work submitted by you for assessment is your own work.

**FYI Training Refund Policy**

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**Enrolment Fees**

Enrolment fees paid for any course service to cover administrative components of service provision and are often mandatory fees in the cases of publicly funded courses. In these cases, enrolment fees are non-refundable once the course service has commenced.

FYI Training’s general refund arrangements for all course services, including the provision of refunds to employers/industry for additional charges paid beyond the student and government contributions, are as follows:

 **Refund Arrangements**

Materials Fees:

* Where a student withdraws from a scheduled course with at least 14 days’ notice prior to commencement of course a Full Refund will be offered.
* Where a student withdraws with less than 14 days’ notice prior to commencement of course then there will No entitlement to a Refund (Materials Fees only).

Tuition Fees:

* Where a student withdraws from a course within 14 days of the course commencing student will be entitled to a full refund of Tuition Fees.
* Where a student withdraws from a course after 14 days of the course commencing then Tuition Fees will be incurred at a pro rata rate based on 1 x month in advance payment being required. For example, if after 2.5 months student decides to withdraw from a 12-month Diploma Program, then a student will be liable for a pro rata Tuition Fees of 3 months out of 12 (25% of overall Tuition Fees).

**Refunds Due to Non-Provision of Services**

All fees levied are refunded in full if FYI Training is unable to commence the course service as agreed due to lack of Student numbers, a course or unit cancelled or re-scheduled to a time unsuitable to the student, a student is not given a place due to maximum numbers being reached, or other similar unforeseen circumstances.

A full refund of relevant tuition fees will be paid at any time during delivery if a class is cancelled because of declining student numbers, no available training personnel, FYI Training is no longer approved to deliver government supported courses in the relevant jurisdiction, where FYI Training closes or due to other unforeseen circumstances.

Where there is an instance of FYI Training being at fault due to unforeseen circumstances, FYI Training will endeavour to arrange for another course, or part of a course, to be provided to Students at no (extra) cost to the student as an alternative to a refund. Where the student agrees to this arrangement, FYI Training will not refund fees paid. overall Tuition Fees).

**Refunds Due to Request / Hardship Application**

Students may have extenuating circumstances that prevent them from attending scheduled course dates that may include but are not limited to illness, family or personal matters, or other reasons that are out of the ordinary.

Where delivery has commenced, course fees have been paid and an employer or Student believes a special circumstance refund is warranted, the client may apply for a refund by writing to the Chief Financial Officer via email at:

nedg@fyitraining.com

FYI Training generally approves a pro rata refund of fees and charges at any time during the course of delivery if Students withdraw for reasons of personal circumstances beyond their control, such as

* Serious illness resulting in extended absence from course activities;
* Injury or disability that prevents the student from completing their course; or
* Other exceptional reasons at the discretion of FYI Training.

In all cases, relevant documentary evidence (for example, medical certificate) is required. Details of all refunds are retained for audit purposes.

Any decision in assessing extenuating circumstances rests with the Chief Financial Officer and shall be assessed on a case-by-case situation.

All refund applications are assessed and processed within fourteen (14) days of the application being placed. The applicant will be advised in writing of the outcome of their application, including reasons for refusing a refund in cases where this occurs.

FYI Training does not provide a refund in cases where a student has withdrawn from a qualification but has completed all the requirements for a lower-level qualification, which attracted a lower student fee.

All clients have the right to appeal a refund decision made by FYI Training. Please refer to the FYI Training’s Complaints Policy for further information

**Agreement Signatures**

I acknowledge that I have read the Victorian Government’s VET Student Enrolment Privacy Notice.

|  |  |
| --- | --- |
| Student Name |   |
| Signature |   |
| Date |  / /  |

If you are under the age of 18 you will be required to have a legal guardian, co-sign this form.

As the legal guardian of the above referenced student, I acknowledge I must read the refund policy and acknowledge to also adhere to the guidelines set out this policy.

|  |  |
| --- | --- |
| Parent/Guardian Name |   |
| Signature |   |
| Date |  / /  |

**Agreement** **Signatures and Consent**

In accepting this agreement, I confirm that:

* I give FYI Training permission to use photos in public material and social media (including any photos where I may be recognised) as may be useful.
* I authorise images of my participation in training to be used by FYI Training for future marketing and business purposes.
* I understand that I retain the right to withdraw my consent at any time.

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| [ ] I choose to opt-out of this consent.  |

OR

I have read the terms and conditions of my course as stated within the documentation provided and I agree to abide FYI Training’s terms and conditions.

|  |  |
| --- | --- |
| Student Name |   |
| Signature |   |
| Date |  / /  |

If you are under the age of 18 you will be required to have a legal guardian, co-sign this form.

As the legal guardian of the above referenced student, I acknowledge I must read the refund policy and acknowledge to also adhere to the guidelines set out this policy.

|  |  |
| --- | --- |
| Parent/Guardian Name |   |
| Signature |   |
| Date |  / /  |

**Victorian Government VET Student Enrolment Privacy Notice**

The Victorian Government, through the Department of Education and Training (the Department), develops, monitors and funds vocational education and training (VET) in Victoria. The Victorian Government is committed to ensuring that Victorians have access to appropriate and relevant VET services. Under the Data Provision Requirements 2012, FYI Training is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Any personal information collected by the Department for VET purposes is protected in accordance with the Privacy and Data Protection Act 2014 (Vic) and the Health Records Act 2001 (Vic). 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 [www.ncver.edu.au](http://www.ncver.edu.au)).

**Collection of your data**

FYI Training is required to provide the Department with student and training activity data. This includes personal information collected in the FYI Training enrolment form and unique identifiers such as the Victorian Student Number (VSN) and the Commonwealth’s Unique Student Identifier (USI).

FYI Training provides data to the Department in accordance with the Victorian VET Student Statistical Collection Guidelines, available at <http://www.education.vic.gov.au/training/providers/rto/Pages/datacollection.aspx>.

**Use of your data**

The Department uses student and training data, including personal information, for a range of VET purposes including administration, monitoring and planning.

Your personal information (including the personal information contained on this enrolment form and your training activity data) may be used or disclosed by FYI Training for statistical, regulatory and research purposes. FYI Training 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.

A student’s USI may be used for specific VET purposes including the verification of student data provided by FYI Training; the administration and audit of VET providers and programs; education-related policy and research purposes; and to assist in determining eligibility for training subsidies.

**Disclosure of your data**

As necessary and where lawful, the Department may disclose VET data, including personal information, to its contractors, other government agencies, professional bodies and/or other organisations for VET-related purposes. In particular, this includes disclosure of VET student and training data to the Commonwealth and the National Centre for Vocational Education Research (NCVER).

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

* Issuing a VET Statement of Attainment or VET 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 program administration, regulation, monitoring and evaluation.

**Legal and Regulatory**

The Department’s collection and handling of enrolment data and VSNs is authorised under the Education and Training Reform Act 2006 (Vic). The Department is also authorised to collect and handle USIs in accordance with the Student Identifiers Act 2014 (Cth) and the Student Identifiers Regulation 2014 (Cth).

**Survey participation**

You may be contacted to participate in a survey conducted by NCVER or a Department-endorsed project, audit or review relating to your training. This provides valuable feedback on the delivery of VET programs in Victoria.

Please note you may opt out of the NCVER survey at the time of being contacted.

**Consequences of not providing your information**

Failure to provide your personal information may mean that it is not possible for you to enrol in VET and/or to obtain a Victorian Government VET subsidy

**Access, correction and complaints**

You have the right to seek access to or correction of your own personal information. You may also complain if you believe your privacy has been breached.

For further information, please contact FYI Training’s Privacy Officer in the first instance by phone 1300 884 133 or email nedg@fyitraining.com.au.

**Further information**

For further information about the way the Department collects and handles personal information, including access, correction and complaints, go to <https://www.education.vic.gov.au/pages/privacypolicy.aspx>.

For further information about Unique Student Identifiers, including access, correction and complaints, go to <http://www.usi.gov.au/Students/Pages/student-privacy.aspx>.

**Agreement Signatures**

I acknowledge that I have read the Victorian Government’s VET Student Enrolment Privacy Notice.

|  |  |
| --- | --- |
| Student Name |   |
| Signature |   |
| Date |  / / |

Parental/guardian consent is required for all students under the age of 18.

|  |  |
| --- | --- |
| Parent/Guardian Name |   |
| Signature |   |
| Date |  / /  |