

Student ENROLMENT agreement FORM



2016

RTO DETAILS:

HEAD OFFICE ADDRESS:	OTHER DELIVERY LOCATIONS ADDRESSES:
25 Victoria Crescent, St. Albans. Vic 3021 PHONE: (03) 93564646 0414376163 0423618155 EMAIL: contact@guidestartesting.com.au	Please find address details of ALL Guidestar Training Delivery Locations attached at the back of this form for your convenience Please note these are delivery sites only and all correspondence has to be directed to the HEAD OFFICE. See details on the left

Please read the Victorian Government VET PRIVACY statement below before you complete the STUDENT ENROLMENT AGREEMENT FORM. Similarly, at the back of this enrolment form and in your Student Information Booklet is Guidestar Training & Professional Services Privacy and Confidentiality, Fees and Refund, Complaints and USI policy among other. Kindly read them

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. 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).

Collection of your data

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

Guidestar Training & Professional Services 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.

A student's USI may be used for specific VET purposes including the verification of student data provided by **Guidestar Training & Professional Services**; 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).

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).

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Survey participation

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

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 Guidestar Training & Professional Services' Privacy Officer in the first instance by phone [03-935646] or email contact@guidestartraining.com.au

Further information

For further information about the way the Department collects and handles personal information, including access, correction and complaints, go to: <http://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>.

STUDENT ACKNOWLEDGEMENT:

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

Student signature:..... Date:.....

IMPORTANT INFORMATION FOR THE STUDENT AT ENROLMENT

Instructions to guide you in filling this form

Dear Student,

Welcome to Guidestar Training & Professional Services. We trust you will enjoy training with us. Please read the following information as it will help you.

For the Course you are interested in:

- Please fill in the application/PTR form from where we will assess your numeracy and literacy skills.
- Upon successful application/PTR form, complete this student enrolment agreement form in full and submit to GTPS Reception or staff member in your location
- Do you have a valid POLICE CHECK? (Police Check needs to be no more than 1-year-old). GTPS staff can help with information on how to apply for one if you do not have any. Police Check is a requirement for your placement part of the course.
- Do you want to be considered for CT, RCC or RPL? If so, this enrolment agreement and the PTR/Application forms have a section for you to complete.
- Your Student Enrolment Agreement Form should have as an attachment:
 - PHOTO ID
 - CURRENT ADDRESS proof
 - PR and CITIZENSHIP proof (If government funded)
 - Other Evidence as relevant to VTG eligibility criteria
- For detailed information about assessments and other learning related matters to help you decide on your enrolment please consult the information booklet available at our GTPS reception or online (www.guidestartraining.com.au)

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LANGUAGE AND CULTURAL DIVERSITY

In which country were you born?

Australia: Yes: No:

Other (Please Specify) _____

Town or Place of Birth: _____

Do you speak a language other than English at home? (If more than one language, indicate the one that is spoken most often)

No, English only (English only skip the next question)

Yes, Other Specify: _____

How well do you speak English?

Very Well: Well Not well Not at all

Are you of Aboriginal or Torres Strait Islander origin?

(For students of both ATSI origins, mark both "Yes" boxes)

No

Yes, Aboriginal

Yes, Torres Strait Islander

DISABILITY

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

(If answer is No, please skip the next question)

Yes No

If YES, then please indicate the areas of disability, impairment of long term condition: (You may indicate more than one area)

Hearing/Deaf Physical Intellectual

Learning Mental Illness Acquired Brain Impairment

Vision Medical condition Other _____

Please Note that for the areas you have indicated above, GTPS may require you to provide a letter from your GP or other Professional Contact Re: suitability to do course. GTPS may also require your written consent to contact your GP or Professional Contact for support during your learning. Sign consent here. Sign: _____ Date: _____

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SCHOOLING

What is your highest **COMPLETED** school level? *(Tick ONE Box only)*

- Completed Year 12
- Completed Year 11
- Completed Year 10
- Completed Year 9 or Equivalent
- Completed Year 8 or Lower
- Never Attended School

In which **YEAR** did you complete that school level? _____

Are you still attending secondary school? Yes No

HIGH SCHOOL EDUCATION DETAILS

Please provide detailed information about your high school education:

Name of High School attended: _____

Country High School was located: _____

If your high school education was in Australia, in **which state?** _____

PREVIOUS QUALIFICATION ACHIEVED

Have you **SUCCESSFULLY** completed any of the qualifications? Yes No

If **NO** skip this question and go to the next
 If **'YES'** please enter one of these Prior Education Achievement Recognition Identifiers applicable to the qualification level
A= Australian
E= Australian Equivalent
I=International
 If you have multiple Prior Education Achievement Recognition Identifiers See box marked "A" below for any one qualification, use the following priority order to determine which identifier to use

1. A= Australian
2. E= Australian Equivalent
3. I= International

- A E I**
- Bachelor Degree of Higher Degree
 - Advanced Diploma or Associate Degree
 - Diploma (or Associate Diploma)
 - Certificate IV (or Advanced Certificate Technician)
 - Certificates other than the above
 - Certificate III (Or Trade Certificate)
 - Certificate II
 - Certificate I
 - Certificates other than the above

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EMPLOYMENT

Of the following categories, which BEST describes your current employment status? (Tick ONE box only)

- 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
- Not employed – not seeking employment

Which of the following classifications BEST describes your current or recent occupation? (Tick ONE box only)

1. Managers
2. Professionals
3. Technicians and Trade Workers
4. Community and Personal Service Workers
5. Clerical and Administrative Workers
6. Sales Workers
7. Machinery Operators and Drivers
8. Labourers
9. Other

Which of the following classifications BEST describes the Industry of your current or previous employer? (Tick ONE box Only)

- A. Agriculture, Forestry and Fishing
- B. Mining
- C. Manufacturing
- D. Electricity, Gas, Water and Waste Services
- E. Construction
- F. Wholesale Trade
- G. Retail Trade
- H. Accommodation and Feed Services
- I. Transport, Postal and Warehousing
- J. Information, Media and Telecommunications
- K. Financial and Insurance Services
- L. Rental, Hiring and Real Estate Services
- M. Professional, Scientific and Technical Services
- N. Administrative and Support Services
- O. Public Administration and Safety
- P. Education and Training
- Q. Healthcare and Social Assistance
- R. Arts and Recreation Services
- S. Other Services

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STUDY REASON

Of the following categories, which BEST describes your main reason for undertaking this course (Tick ONE box only)

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

VICTORIAN STUDENT NUMBER (VSN)

To be completed by all students aged up to 24 years:

Since 2009 in schools and since 2011 for vocational education and training (VET) organisations and Adult Community Education providers, a Victorian Student Number (VSN) has been allocated upon enrolment to each individual student aged up to 24 years. Students should report their VSN on all subsequent enrolments at a Victorian school or training organisation. In particular, all students who are currently enrolled in either a VET provider or a Victorian school (including those already participating in a VET in schools' program) should obtain their VSN from their current education or training organisation and report their VSN on this enrolment form. Students who are enrolling for the first time since the VSN was introduced will get a new VSN.

Enter your Victorian Student Number (VSN) - Read the VSN section above first

No more questions if you have provided your VSN

Have you attended any Victorian school since 2009 or done any Training with a vocational education and training (VET) registered training organization or an Adult and Community Education provider in Victoria since 2011?

No I have not attended a Victorian school since 2009 or a TAFE or other VET training provider since the beginning of 2011?

No more questions if you answer No above.

Yes - I have attended a Victorian school since 2009:

Most recent Victorian school attended: _____

and / or

Yes – I have participated in training at a TAFE or other training organisation since the beginning of 2011

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List the most recent training organisations with which you have participated in training in Victoria since 2011
(List up to 3 training organisations)

(i)	
(ii)	
(iii)	

(For Official Use Only – VSN allocated:

UNIQUE STUDENT IDENTIFIER (USI)

Do you have an USI no? Yes No
 If YES please write the Number here

Please write the name that you used when you applied for your USI, including any middle names.
 First Name: _____ Middle Name: _____ Family Name: _____

If you do not yet have a USI and want Guidestar Training & Professional Services 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
 First Name: _____ Middle Name: _____ Family Name: _____

Please sign here for consent _____ Date: _____

COURSE DETAILS:

Please tick the course(s)/qualification(s) that you are interested to complete with Guidestar Training & Professional Services

Course code & name	Tick all boxes as applies. Ask if not sure		
	Class based Training	Workplace Training	Blended mode of delivery*
CHC33015 Certificate III in Individual Support (Ageing) (HACC) (Disability)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CHC43015 Certificate IV in Ageing Support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CHC43115 Certificate IV in Disability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HLT33115 Certificate III in Health Services Assistance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- *Blended mode of delivery: (a mix of class based and independent learning)
- Has a minimum number of units that a student must attend in class. The GTPS Training Coordinator has to authorise this arrangement as an assessment in terms of suitability to the respective student has to be done

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Placement Hours Required:

- CHC33015 Certificate III in Individual support: 120 hours
- CHC43015 Certificate IV in Ageing Support: 120 hours
- CHC43115 Certificate IV in Disability: 120 hours
- HLT33115 Certificate III in Health Services Assistance: 80 hours

Exception:

- Students already working in the industry.
- Exceptions must be authorized by the GTPS Training Coordinator/ Manager or Designate

Course Commencement Date: _____

RECOGNITION OF PRIOR LEARNING

Do you want to be considered for recognition of prior learning, current competencies or credit transfer?

- Yes** (If yes please ask for GTPS RPL Kit) **No**

**Specify you need RPL in what units? (Please note that for every unit that you apply RPL in we charge \$100)
You will also need to ask for Guidestar Training & Professional Services RPL Kit. Please talk to the GTPS
Trainer/ Assessor or Training Coordinator if you need more information in relation to the RPL process.**

<u>NO</u>	<u>UNIT</u>

Attach additional paper for your RPL units if needed.

OTHER REQUIRED DETAILS

How did you find out about this course?

- Friend Employer Internet Newspaper Ad Other: (Specify) _____

If you were referred by someone please give us their name: _____

If via a Newspaper Ad, please specify the Paper _____

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FEES & REFUND POLICY

Available upon request is additional information (appendix) on eligibility fee exemption, fee concessions and fee waiver

Fees Charges

This policy outlines how GTPS manages fees and refunds. The policy is guided by AQTF condition 5, option 3.

Scope

This policy covers all fees paid to and refunds provided by GTPS

Definitions

- **Fees** refer to any monies paid by students for training and assessment services
- **Refunds** refer to any monies paid back to students who withdraw or cancel their enrolment, or in instances where GTPS cancels a course.

Policy

- Prior to enrolment all students are provided with information on all fees payable and payment options
- Tuition fees are payable when a student's enrolment is confirmed
- Maximum tuition fee GTPS may require any student to pay upfront is \$ 500.
- Thereafter fee payments will be no greater than \$ 1500 in any one instalment
- Payment plan can be negotiated on an individual basis.
- Tuition fees due must be paid as per an agreed payment plan entered into during enrolment
- Students are encouraged to consult with GTPS administration should they be unable to comply with the payment plan during their course
- Issuance of qualifications or statement of attainment is withheld until all owed fees are paid.

Fees and refund policy is available in GTPS marketing materials, student information Booklet and on the website www.guidestartraining.com.au, as well as in the Student Agreement form

Fee Determination

Fees for government funded courses are guided by the Ministerial Directions and GTPS will adhere to the requirements set out in current year VTG guidelines about fees as updated and issued by the Department from time to time.

GTPS also adheres to any subsequent relevant requirements set out in

(a) Contract Notifications and

(b) Orders or regulations pursuant to the Act or the National Act with respect to the amount, imposition and collection of tuition fees and other fees for government subsidised training and financial and accountability requirements with regards to student fees (Fee Requirements) as if they were set out in the current VET Funding Contract.

Fees for self-funded courses will be set by the GTPS management Board. Such fees are considered fair and reasonable taking into account industry averages and recommended course charges, depth of knowledge and skills requirements, resource development and use, trainer charges and administrative costs. GTPS operates in a competitive environment and our fees and charges will reflect that reality

Non Refundable Registration fee for all students:

Both Government-funded and Self-Funded Students enrolling at GTPS are required to pay a non-refundable registration fee of \$ 50 upon which they get issued with a Student Pack.

Withdrawal, Course Cancellations, Fee Transfers and Refunds

- If GTPS cancels any course all tuition fees paid will be refunded 100% unless the student wishes to transfer the fee to another of GTPS courses. No registration fee will be applicable for such transfer. The student will consent in writing for the transfer of the fee to occur
- Any student who has paid in advance for a Short Course (below \$ 200) and cannot attend has an option of receiving a full refund or transfer the fee paid to the next available course
- All Students who intend to withdraw from any Qualification MUST put the request in writing and sign the GTPS Withdrawal Request Form.
- Withdrawal prior to a Qualification commencement will be acknowledged and any tuition fees paid will be refundable a 100% less the \$ 50 Registration fee.
- Once training for any qualification has commenced and a student decides to withdraw, all fees owed to GTPS at the time of withdrawal MUST be paid in full within a 14 days' period and no payment plan will apply. Calculation formula to determine the fee amount owing at time of withdrawal will be:
Course Tuition Fee (e.g. \$ 2000) divided by Course Duration (e.g. 24 weeks) = \$ 83 per every week of training covered at time of withdrawal
- Full tuition fees is payable to GTPS if any Student who has an extended study duration for any qualification decides to withdraw.

Payments

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- All GTPS **Short Courses** Fee of less than \$ 200, must be paid prior to the Short Course commencement or on the day of the course.
- All Self-Funded Students completing any GTPS qualification will be required to pay \$ 500 prior to course commencement and thereafter enter into a payment plan for the fee balance. The fee payments will be no greater than \$ 1500 in any one instalment

Statement of Fees for the Current Year.

Please note the delivery method for all GTPS courses is face to face and/or blended option. Blended option refers to a combination of class and independent learning.

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COURSE OR UNIT DESCRIPTION	Self-Funded Students	**Estimated Government Contribution per Qualification	Government Funded Students	
			Concessions	Non-Concessions
Enrolment or Registration fee	\$ 50	N/A	N/A (Part of \$ 60	N/A (part of \$250 & 300)
CHC33015 Certificate III in Individual Support	\$ 1,700	\$ 5,005	\$ 50	\$ 250
HLT33115 Certificate III in Health Services Assistance	\$ 1,800	\$ 5227	\$ 50	\$ 250
CHC43015 certificate IV in Ageing Support	\$ 2,700	\$ 10,625	\$ 60	\$ 300
CHC43115 Certificate IV in Disability	\$ 2,700	\$ 4,650	\$ 60	\$ 300
Any 2 X Certificate III Courses	\$ 2, 200	N/A	\$ 80	\$ 400
Any 2 X Certificate IV Courses	\$ 3, 200	N/A	\$ 80	\$ 400

**** All Government Funded Estimates assume no RPL and/or Credit Transfer is applicable to the student**

SHORT COURSE	CHARGES
HLTAID001 Provide Cardiopulmonary Resuscitation (CPR)	\$ 55
HLTAID003 Provide First Aid (Manual Pre- workshop coursework)	\$ 127
HLTAID003 Provide First Aid (Online Pre- workshop coursework)	\$ 110
HLTAID004 Provide an Emergency First Aid Response in an Education and Care Setting	\$ 150
Manual Handling Certificate of participation	\$ 50
22300VIC Course in First Aid Management of Anaphylaxis	\$ 60
22024VIC Course in Emergency Management of Asthma in the Workplace	\$ 50
HLTFS001 Follow Basic Food Safety Practices	\$ 65

OTHER CHARGES TABULATED

Description	Fee
RPL for any Certificate III unit of competency	\$100
RPL for any Certificate IV unit of competency	\$ 120
Completing any Certificate III unit of competency	\$ 130
Completing any Certificate IV unit of competency	\$ 150
1 st and 2 nd re-assessment of a unit of competency initially assessed as "NYS"	\$ 0
3 rd and consecutive re-assessments of a unit of competency assessed as "NYS"	\$ 50
Lamination of each certificate or other personal documents (Per pocket)	\$ 2
T-Shirts for Placement (Reimbursement of costs to RTO)	\$ 20
Replacement of Lost or damaged certificate (non-RTO's fault) for a qualification	\$ 100
Replacement of Lost or damaged certificate (non-RTO's fault) for an SOA	\$ 50
Separate SOA for a Unit of Competency in a Qualification	\$ 100
Personal documents Photocopy per page	\$ 0.20
Registered Mail postage charges Victoria	\$ 10
Registered Mail postage charges Interstate	TBD

***TBD – Means to be determined**

Please note that

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- The student tuition fees as published are indicative only and are subject to change given individual circumstances at enrolment.
- GTPS reserves the right to offer a discount to students based on research into client base and prevailing market rates.
- GTPS is compliant with the Equal Opportunity Act 2010 and therefore encourages all potential students to apply government funded training.
- For VTG eligibility, Fee Exemptions/Waiver, Concessions kindly speak to GTPS staff or ask for Fees and Refund Appendix

PAYMENTS PLAN (IF APPLICABLE – N/A if the figure is below \$ 200)

AMOUNT PAID TODAY	\$		
DATE MONEY PAID			
BALANCE DUE FOR THE COURSE	\$		
BALANCE 1 ST INSTALMENT	\$	BY END OF	
BALANCE 2 ND INSTALMENT	\$	BY END OF	
BALANCE 3 RD & FINAL INSTALMENT	\$	BY END OF	
STUDENT NAME (I agree to pay) as per the plan above	Sign	GTPS Rep (witness) sign	Date

- Please note short courses such as **Manual Handling, First Aid, Anaphylaxis, Asthma, CPR, etc.** all fall below \$ 200 per course and must be paid prior to course or (if negotiated) on the day of the course (see fee and refund policy).
- **Note there is no provision for more than 3 instalments**

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CONFIDENTIALITY & PRIVACY POLICY

At GTPS, we respect your privacy.

We are committed to protecting the privacy of individuals that relate to GTPS in anyway by responsible handling of their personal and sensitive information. This applies to students, staff, volunteers and any other persons whose information is collected by GTPS. All staff, volunteers and board members must sign a confidentiality undertaking (**See APPENDIX E – can request to see**) when they join GTPS. This commitment is in force for as long as they have association with GTPS and in some cases after. The confidentiality undertaking covers all information held by GTPS including soft and hard copies.

Collected information:

We use information for the purpose disclosed at the time of collection, or otherwise as set out in the Australian Privacy Principles (APPs) effected since 12 March 2014, replacing the National Privacy Principles and Information Privacy Principles.

Access and disclosure:

Students- please see how to in Students Record and retention policy

GTPS ensures strict access to confidential records. Electronic copies are password protected in the computer and hard copies securely locked up in a cabinet.

The password is regularly changed to ensure security is heightened. The key to files with personal information is kept by designated personnel who can only pass it on to someone else only at the authorisation of management.

We do not disclose your personal information except with your consent or as required under the law. Special circumstances though may arise such as the following where your information might end up being transferred:

- (i) If GTPS acquires, or is acquired by or merged with, another Registered Training Organization. In such circumstances, we will endeavor to the best of our ability to notify you before information about you is transferred and becomes subjected to a different privacy policy.

Quality of information gathered:

We endeavour to gather the most correct, accurate and current information as much as we can at GTPS. However, this may not always happen as people change their details without necessarily alerting GTPS for the same to be effected.

You have a right to request correction of personal informational for example spelling and address and any other information, however corrections are always done as addenda, with the original information remaining unaltered.

Strategies

GTPS defines the aims of this statement through two specific privacy and confidentiality policies which are Confidentiality and Privacy Policy and Record Management Policy.

GTPS will ensure that information collected from Students and staff is maintained in a private and confidential manner at all times and that such information is not divulged or communicated (directly or indirectly) to another person other than to the person to whom the information directly relates, to the regulatory authority or an authorised officer or as authorised, permitted or required to be given by or under any act or law, and where possible with the written consent of the person who provided the information

STUDENTS CODE OF CONDUCT POLICY

Purpose:

This policy clarifies expected standards of behaviour in relation to students for the duration they are enrolled with GTPS. It provides broad guidelines when it comes to individual decision making and its possible consequences. This policy applies to all GTPS students in all locations.

Legislative implications

This policy is informed by federal and state legislation. Students need to be aware that breaches of the code of conduct may also be a breach of legislation. All students are therefore informed that they have an obligation under the state and federal legislations to comply. GTPS has outlined the following examples but reiterates student is obligated to observe all relevant state and federal legislations.

Student's rights and responsibilities:

Students have a right to expect that:

- ✓ That they will learn in an environment that promotes justice, equity and enables pursuit of excellence
- ✓ They will be treated with respect and be listened to
- ✓ They will be supported through their learning
- ✓ Course content will be delivered by competent trainers
- ✓ As much information about the course is provided to the students prior to and during their learning.

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- ✓ They can raise any issues they deem to be unfair, inconsistent to what has been promoted or anything associated with their learning. Our complaints policy explains how you can go about this. Please read it carefully
- ✓ Will be assessed as per the laid outlined assessment methods you have been informed about before the commencement of any course.

In return students are expected to:

- ✓ Be punctual in class and stay through to the end. Late arrivals and early departures disrupt learning for others and may result with you being deemed as having not attended class
- ✓ If not coming to class notify the GTPS office via a phone call or email or send a message (SMS)
- ✓ Contact GTPS Trainer for alternative arrangements in relation to missed out classes.
- ✓ Do not up in class under the influence of drugs and/or alcohol
- ✓ Do not consume drugs and/or alcohol within the GTPS training premises
- ✓ Put mobile phones to vibrate or silent while in class
- ✓ No taping or recording of classes
- ✓ No photo taking of trainer's power points or other students work
- ✓ No photo taking of trainer or others students without their verbal or written consent. Please note photo taking without consent is a breach of someone's privacy and they can take legal action against you.
- ✓ Behave in a manner that allows other students to enjoy their learning
- ✓ Treat other students and Staff at GTPS with consideration and respect
- ✓ No negative/abusive remarks in class about other students, trainers or industry such as may be deemed disrespectful to the aforementioned or deemed as having a negative impact.
- ✓ No use of discriminative, rude, obscene, bullying, harassing, inappropriate language or actions
- ✓ Observe Evacuation Procedures and make note of all emergency exists
- ✓ Don't act in an unsafe manner toward self and others e.g. verbal and physical aggression or possession of weapons
- ✓ Report any potential hazards, near misses, accidents & incidents
- ✓ Do not lift and if you volunteer to assist with furniture arrangement for example, seek to do it with required assistance
- ✓ Do not attend to electrical equipment – reserved only for licensed personnel
- ✓ Complete assessments as laid out for the specific qualifications, monitor progress and observe assignments deadlines
- ✓ Ensure that all the information provided to the Trainer and GTPS for our records is accurate
- ✓ Notify GTPS manager of any contact changes (email, phone, address etc.) for this to be amended in their records
- ✓ Not use oppressive or misleading practices, falsify or wrongly withhold information.
- ✓ Respect and observe copyright requirements of electronic resources availed to them for learning purposes e.g. CD's.
- ✓ Not plagiarise. See more information in our Plagiarism policy
- ✓ Be responsible for own personal belongings and DO NOT BRING valuables to class for example money and expensive jewellery
- ✓ Notify of any condition(s) that might affect your learning e.g. health issues that need attention that may have been missed out during the enrolment process

Please note that failure to observe the outlined classroom guidelines may lead to discontinuation of a student from the course without further reference.

UNIQUE STUDENT IDENTIFIER (USI) REQUIREMENT

From 1 January 2015, every NEW and EXISTING Vocational Education and Training (VET) student undertaking nationally recognised training must have a Unique Student Identifier (USI).

What is a USI?

Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016.

Benefits of USI:

Once you create your USI you will be able to:

- Give your USI to each training organization you study with
- View and update your details in your USI account
- View and download your training records and results (transcript) from early 2016 onwards
- Manage who can view your transcript

Please note that your USI account will not have your records and results (transcript) for the first year and will available in 2016.

How to get a USI:

It's free and easy to create your USI please visit the link below and follow the steps. Just go to USI.gov.au and follow the prompts on the STUDENT SECTION. Alternatively, you can provide consent to GTPS to create the USI for you

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STUDENT DISCIPLINE POLICY

This policy works hand in hand with the CODE OF CONDUCT POLICY

To ensure all learners receive equal opportunities and gain the maximum from their time with us, these rules apply to all students who attend any of our sessions. Any person(s) who displays dysfunctional or disruptive behaviour may be asked to leave a class or in extreme cases the course.

Dysfunctional behaviour may include:

- ✓ continuous interruptions to the trainer whilst delivering the course content
- ✓ smoking in non-smoking designated areas
- ✓ being disrespectful to other participants
- ✓ harassment by using offensive language
- ✓ sexually harassing others
- ✓ acting in an unsafe manner that places themselves and others at risk

Any student who is asked to leave a session or course has the right of appeal through our appeals process.

1. All discipline issues are handled professionally and confidentially in order to achieve a satisfactory resolution.
2. All parties have a clear understanding of the steps involved in the discipline procedure via an initial meeting
3. Students are provided with details of external authorities they may approach.
4. All Disciplinary issues are managed fairly and equitably and as efficiently as possible.

Student disciplinary problems may be managed through an informal or a formal process or both if deemed necessary

FIT AND PROPER TO STUDY & WORK IN THE SECTOR POLICY

GTPS would like to ensure that all the students who enrol for any course are able to undertake the course without interruption and receive the support they are entitled to. In this regard GTPS has put in place a policy to ensure that GTPS is well informed of a student's capacity and ability to cope with the requirements of the course.

Each course has defined competency skills that are obtained through theory and practical work placements in the relevant industry. During theory and/or practical sessions, students get exposed to real life circumstances/scenarios.

Depending on one's health and past/current experiences or circumstances some students may find it hard to go through a course. For example, a student who may have lost a loved one while in palliative care may find sitting through theory or practical placement of the "...palliative approach" unit too confronting or unbearable. This may trigger past grief and pain thus affecting their emotional and mental wellbeing. Against this background, GTPS encourages students to carefully answer the questions:

Do you consider yourself to have a disability, impairment or long term condition? And if YES, then please indicate the areas of disability, impairment of long term condition: truthfully and comprehensively.

When these questions are truthfully answered, GTPS is able to support the student by talking to them further and seeking necessary contacts (to be supplied by the student) for ongoing support e.g. treating psychologist, GP etc

GTPS may request for a letter from a GP or other professional contact who may advise whether they deem a particular student, known to them, as able to complete the qualification or otherwise. In some instances, the professional may advise against a student completing a course or advise on a more suitable option. A professional may be aware of potential negative health triggers in a course unbeknown to a potential student.

Once a written advice is obtained from a professional that a student is fit to undertake a particular course, GTPS will go ahead and accept the student whereas the reverse will apply. Both GTPS and the student will keep in close consultation with the relevant professional for the duration of the course.

Besides being fit and proper to study for a qualification, the community and health sector (where all GTPS courses fall under) also requires that an individual be fit and proper to work in this sector given that the sector cares for the most vulnerable in society such as children, the elderly and persons with a disability.

GTPS therefore encourages potential students to carefully consider among other things the following:

- (a) Have you ever been convicted of an offence against a law of the Commonwealth or of a State or Territory and if so, what was the seriousness of the offence;
- (b) Do you have a current police check – within one year for GTPS purposes?
- (c) Is your police record clean? Please note for the purposes of your placement, the placing organisations and/or facilities require a clean police record.
- (d) Are you physically fit? For example, do you have a health condition that might not allow you to be on your feet for extended periods of time? Carers in this sector work on average 8 hours a day.
- (e) Do you have a back problem that might affect your manual handling capabilities? Though largely there is "no lifting policy" in most organisations/facilities, a carer may be required to do minimal bending, twists and squats while transferring clients or residents
- (f) Are you on medication that causes drowsiness, lethargic outcomes, body weakness, temper, extreme fatigue etc?
- (g) Any other relevant matter as can fit within this policy

According to GTPS pre-training review procedure, student may be asked for a doctor's certificate, a letter or a statement from the doctor stating that a potential student is physically and mentally fit to undertake a course and to work within the community service and health sector, a letter from any other relevant professional e.g. a counsellor stating that a potential student is physically and mentally fit to undertake a course and to work within the community service and health sector and or a written consent from the student for GTPS to keep in touch with the Doctor or Professional provided by the student for the duration of the course for the purposes of supporting the student throughout the course.

Please note a doctor's or professionals letter/statement does not preclude GTPS from undertaking disciplinary action against a student in the event the student endangers the health and safety of GTPS staff, other students or staff and clients of placement facilities.

Student ENROLMENT agreement FORM

STUDENT ENROLMENT DECLARATION AND AGREEMENT

I, the undersigned, declare and agree as follows:

1. That the information entered on this form is, to the best of my knowledge, true, correct and complete.
2. I agree to be bound by the standards of conduct, policies and procedures of Guidestar Training & Professional Services while I remain an enrolled student. These have are available in this enrolment form, other in the website and others in the student information booklet.
3. I give Guidestar Training and Professional Services **CONSENT** to apply for me the Unique Student Identifier (**USI**) No.
4. I agree to comply with any and all reasonable instructions given to me by Trainers/Assessors and staff members of Guidestar Training & Professional Services.
5. I accept that I will be required to attend work placement where applicable as part of my learning for which I may be required to provide evidence of a Police Check and/or a valid Working with children Check. I agree to pay all associated fees and charges related to the provision of such a document.
6. I accept that work placement might involve some basic manual handling even though most work places have “no lifting policy”. Therefore, I declare that **I do/do not** have any existing condition or injury which may prevent me from safely doing some or all of the required tasks in the workplace. I agree to provide full details of any such limitations to Guidestar Training & Professional Services before the course commences and to also let my Work Placement know of the same before placement commences.
7. As per the fees and refund policy, I agree to pay in full all specified course fees and charges related to my course(s) here.
8. If I do not pay the tuition fees as specified in the fees and refund policy, it has been made clear to me that I cannot obtain my qualifications certificate nor my statement of attainment
9. As per the policies provided to me in this enrollment form and in the Student Information Booklet –or as available in the website www.guidestartraining.com.au, and which I have read, I agree that my learning can be terminated for failure to observe the various reasons outlined in the Classroom Guidelines among others reasons.
10. I Have **CAREFULLY** considered and hereby **CONFIRM** that the course(s) identified below is **WHAT I WANT TO DO**
11. I, the undersigned student, do hereby accept the offer in GTPS for a position to study

Course code & name	Tick as applies
CHC33015 Certificate III in Individual Support (Ageing) (HACC) (Disability)	<input type="checkbox"/>
CHC43015 Certificate IV in Ageing Support	<input type="checkbox"/>
CHC43115 Certificate IV in Disability	<input type="checkbox"/>
HLT33115 Certificate III in Health Services Assistance	<input type="checkbox"/>

12. I have signed this enrolment form/ agreement voluntarily under no coercion as a sign that I wish to undertake the course(s)

Student ENROLMENT agreement FORM

STUDENT TO SIGN HERE

WITNESS TO FILL THIS SECTION

Student Name:	Witness Name:
Student Sign:	Witness Sign:
Date:	Date:

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Student ENROLMENT agreement FORM

PLEASE COMPLETE THIS EVALUATION FORM (optional), DETACH FROM THIS APPLICATION AND PASS ON TO A STAFF POST-ENROLMENT EVALUATION FORM

Thank you for enrolling as our student. Below please find a post enrolment evaluation which will help us serve you better in future.

scale	Not at all	Not very well	Fairly well	Very well	Extremely well	Y	N
	1	2	3	4	5		
	Poor	Fair	Good	Very good	Excellent	Yes	No

If any question is not relevant to you please select not applicable (N / A).

Please put a mark in the box you agree with.

Please tell us about your enrolment process	1	2	3	4	5	N/A
Well planned and organised?						
Took the amount of time you expected						
Clear and easy to follow instructions throughout the process?						
Staff were friendly						
Staff were helpful whenever you got stuck						

Please tell us about our terms and conditions in the enrolment form	Yes	No
Did you have a full understanding of our terms and conditions when you signed your enrolment form?		
Did you fully understand our terms and conditions during the application process		
Did staff clarify wherever you had questions or doubts?		

Any additional comments

Thank you once again for taking the time to complete this post enrolment evaluation form and have an outstanding day.

Student ENROLMENT agreement FORM

DELIVERY LOCATIONS ADDRESSES

ST. ALBANS DAY & EVENING CLASSES	UNITING CHURCH 24-28 East Esplanade St. Albans Vic 3021
WERRIBEE EVENING CLASSES	WAYAPERRI HOUSE 106 Duncans Road Werribee Vic 3030 <i>Opposite Werribee High school</i> <i>Next to BEST WESTERN Hotel</i>
NOBLE PARK AFTERNOON CLASSES	UNITING CHURCH NOBLE PARK Corner Joy Parade & Allan Street Noble Park Vic 3174 <i>Behind Coles Supermarket</i>
LALOR DAY AND EVENING	CITY LIFE CHURCH 70 Kingsway Drive Lalor Vic 3075

IF NOT SURE OF THE DIRECTION PLEASE CALL GUIDESTAR TRAINING HEAD OFFICE
(03) 93564646 | 0414376163 | 0400007566