

# STUDENT ENROLMENT AGREEMENT FORM



2014 FORM

## A: PROVIDER DETAILS

HEAD OFFICE ADDRESS.	OTHER DELIVERY LOCATIONS ADDRESSES.
25 Victoria Crescent, St. Albans. Vic 3021 <b>PHONE. (03) 93564646   0414376163   0423618155</b> <b>EMAIL. <a href="mailto:contact@guidestartraining.com.au">contact@guidestartraining.com.au</a></b>	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 at the HEAD OFFICE. See details on the left

Please read the PRIVACY statement below before you complete the STUDENT ENROLMENT AGREEMENT FORM.  
Also refer to your Student Information Booklet for all student related policies such as REFUND, COMPLAINTS etc

### Privacy Statement:

I understand that: Guidestar Training & Professional Services PTY Limited is required to provide the Victorian Government, through the Department of Education and Early Childhood Development, with student and training activity data which may include information I provide in this enrolment form. Information is required to be provided in accordance with the Victorian VET Student Statistical Collection Guidelines, which are available at <http://www.skills.vic.gov.au/Pages/training/providers/rto/Pages/datacollection.aspx> The Department may use the information provided to it for planning, administration, policy development, program evaluation, resource allocation, reporting and/or research activities. For these and other lawful purposes, the Department may also disclose information to its consultants, advisers, other government agencies, professional bodies and/or other organisations. I have been advised by GTPS that I may be contacted and requested to participate in a National Centre for Vocational Research Survey or a Department-endorsed project or audit or review.

*The Education and Training Reform Act 2006 requires Guidestar Training & Professional Services PTY Limited to collect and disclose my personal information for a number of purposes including the allocation to me of a Victorian Student Number and updating my personal information on the Victorian Student Register.*

For more information in relation to how student information may be used or disclosed please contact HELEN DOBSON or MONICAH IRUNGU on phone (03) 93564646 or email [contact@guidestartraining.com.au](mailto:contact@guidestartraining.com.au)

I acknowledge and agree to the terms described in this privacy statement

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(s) you are interested in:

- Please fill in the application form where we will assess your numeracy and literacy skills.
- Upon successful application 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 RPL? If so, the student enrolment agreement form has a section for you to complete with all necessary instructions.
- Your Student Enrolment Agreement Form should have as an attachment:
  - PHOTO ID
  - CURRENT ADDRESS proof
  - PR and CITIZENSHIP proof (If government funded)
- 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](http://www.guidestartraining.com.au))

## B. STUDENT DETAILS:



# STUDENT ENROLMENT AGREEMENT FORM

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: \_\_\_\_\_**

## 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

# STUDENT ENROLMENT AGREEMENT FORM

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 or than the above
- Certificate III (Or Trade Certificate)
- Certificate II
- Certificate I
- Certificates other than the above

## 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

# STUDENT ENROLMENT AGREEMENT FORM

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

# STUDENT ENROLMENT AGREEMENT FORM

## 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.**

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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

# STUDENT ENROLMENT AGREEMENT FORM

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:

<b>COURSE DETAILS:</b>
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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*
CHC30212 Certificate III in aged care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CHC30312 Certificate III in Home and Community Care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CHC40312 Certificate IV in Disability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CHC40108 Certificate IV Aged Care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CHC40212 Certificate IV in Home and Community Care	<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

**Placement Hours Required.** (please tick as applies)

- Certificate IV qualifications Class based and Blended mode of learning: 200 hours
- Certificate III qualifications Class Based and Blended Mode of Learning: 150 hours

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**Exception.**

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

**Course Commencement Date.** \_\_\_\_\_

<b>RECOGNITION OF PRIOR LEARNING</b>
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**Do you want to be considered for recognition of prior learning, current competencies or credit transfer?**

Yes (If yes please ask for an RPL application form)  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 tool. Please talk to the GTPS Trainer/ Assessor or Training Coordinator if you need more information in relation to the RPL process.**

NO	UNIT

*Attach additional paper for your RPL units if needed.*

<b>OTHER REQUIRED DETAILS</b>
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**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** \_\_\_\_\_

# STUDENT ENROLMENT AGREEMENT FORM

## 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

The following fee information is provided to each student prior to enrolment.

- The total amount of all fees including course fees, administration fees, material fees and any other charges
- Payment terms, including timing and amount of fees to be paid and any non-refundable registration fee
- The fees and charges for additional services, including such items as replacement of a lost certificate and the options available to students who are deemed not yet competent on completion of training and assessment
- The organizations fee and refund policy

This information is also available in GTPS marketing materials and on the website [www.guidestartraining.com.au](http://www.guidestartraining.com.au), student information booklet, where possible newspaper adverts, pamphlets, as well as on GTPS enrolment forms.

### 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 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.

# **STUDENT ENROLMENT AGREEMENT FORM**

## **GOVERNMENT FUNDED STUDENTS.**

Fees collected for Government funded students shall be done in line with the Ministerial Directions about fees as issued by the Department.

### **Fee Refund to Government Funded Students**

To enrol in any of the GTPS certificate courses students are required to pay a non-refundable registration fee of \$50 upon which they will be issued with a Student Pack. The registration fee is part of the tuition fees payable by the student for the certificate they are enrolled in. GTPS does not require tuition fees to be paid in advance, however, tuition fees due must be paid as per the agreed payment plan. Students are encouraged to consult with GTPS administration should they be unable to comply with the payment plan.

Students are required to give at least 7days notice to GTPS should they find that they are unable to commence the training. In such circumstance, GTPS will refund the total tuition fees paid less the registration fee \$50. If a student opts to withdraw once the course has commenced, all fees due must be paid to GTPS within a period of 14 days and the payment plan will not apply.

It should be noted that issuance of qualifications or statement of attainment will be withheld until all owed fees are paid. Students are therefore encouraged to adhere to the payment plan agreed upon at enrolment.

### **Course Cancellation/postponement by GTPS**

If for any reason GTPS cancels or postpones a course, the student will be entitled to a full refund including the registration \$50 fees.

### **Important to note.**

The Government only funds complete qualifications e.g. Certificate III in Aged Care or for completed units within a qualification. Cost of additional units of competency outside a qualification for example First Aid will not receive government funding and payment has to be made by the student. See the pricing for the various additional units/short courses in the table below.

## **SELF- FUNDED STUDENTS.**

GTPS does not require students to pay fees in advance for qualifications except for short courses where fees are less than \$ 200. To enrol as a self-funded student in any of our main certificate courses students are required to pay a non-refundable registration fee of \$50 upon which they will be issued with a Student Pack. GTPS does not require tuition fees to be paid in advance, however, tuition fees due must be paid as per the agreed payment plan. Students are encouraged to consult with GTPS administration should they be unable to comply with the payment plan.

Students are required to give at least 7days notice to GTPS should they find that they are unable to commence the training. In such circumstance, GTPS will refund the total tuition fees paid less the registration \$50 fee. If a student opts to withdraw once the course has commenced, all fees due must be paid to GTPS within a period of 14 days and the payment plan will not apply.

### **Course Cancellation/postponement by GTPS**

If for any reason GTPS cancels or postpones a course, the student will be entitled to a full refund including the registration fees.

### **Course Transfer**

If a student wishes to change their enrolment to another course delivered concurrently with the enrolled course, the fees paid will be transferable to the new course. No registration fee will be charged for this transfer. In such circumstances the student will consent in writing for the transfer of the fee to occur.

# STUDENT ENROLMENT AGREEMENT FORM

## ALL STUDENTS –PAYMENT FOR SHORT COURSES PRICED BELOW \$ 200.

For all GTPS short courses/units of competency (First Aid, Manual handling, Medication etc) that cost below **\$200**,

1. Payment must be made prior to being enrolled in the course or
2. on the day of the course

### Refunds for Short Courses

A student who has paid in advance for a short course and cannot attend has an option of receiving a full refund or transfer the fee paid to the next available course.

### Fees and charges Tabulated

COURSE OR UNIT DESCRIPTION	DELIVERY METHOD	Self-Funded Students	Government Funded Students	
			Concessions	Non-Concessions
Enrolment/Registration fee		\$50	\$ 50	\$ 50
CHC30212 Certificate III in Aged Care	Face to face & blended options	\$1,500	\$ 50 (\$0 payable if \$50 enrolment fee is paid)	\$ 250 (\$200 payable if \$50 enrolment fee is paid)
CHC30312 Certificate III in home and community Care	Face to face & blended options	\$1,500	\$ 50 (\$0 payable if \$50 enrolment fee is paid)	\$ 250 (\$200 payable if \$50 enrolment fee is paid)
Dual CHC30212 Aged Care and CHC30312 HACC	Face to face & blended option	\$1,700	\$ 80 (\$30 payable if \$50 enrolment fee is paid)	\$ 400 (\$350 payable if \$50 enrolment fee is paid)
CHC40312 Certificate IV in Disability	Face to face & blended options	\$ 2,000	\$ 60 (\$10 payable if \$50 enrolment fee is paid)	\$ 300 (\$250 payable if \$50 enrolment fee is paid)
CHC40108 Certificate IV Aged Care	Face to face & blended options	\$2,000	\$ 60 (\$10 payable if \$50 enrolment fee is paid)	\$ 300 (\$250 payable if \$50 enrolment fee is paid)
CHC40212 Certificate IV in Home and Community Care	Face to face & blended options	\$2,000	\$60 (\$10 payable if \$50 enrolment fee is paid)	\$300 (\$250 payable if \$50 enrolment fee is paid)
Any two Cert IV's combined	Face to face & blended options	\$2,600	\$80 (\$30 payable if \$50 enrolment fee is paid)	\$400 (\$350 payable if \$50 enrolment fee is paid)
<b>REFUND FOR ALL GTPS QUALIFICATIONS</b>				
\$50 Enrolment/Registration		Non Refundable		
Tuition Fee Refund before course commences		100% refund of Tuition fee paid if GTPS cancels the course 100% refund of Tuition fee paid if student is unable to commence course		
Tuition Fee Refund before course commences		Nil Refund applies		

# STUDENT ENROLMENT AGREEMENT FORM

## SHORT COURSES

- Government funding does not apply to short courses
- Fees must be paid before or on the day of the course
- Fees not refundable except where the student is unable to attend

GTPS SHORT COURSES	CHARGES
First Aid Short Course	\$ 127
CPR Refresher	\$ 50
Manual Handling Certificate of participation	\$ 50
HLTHSE204D Follow safe manual Handling Practices	\$ 100
22099VIC Course in First Aid Management of Anaphylaxis	\$ 60
22024VIC Course in Emergency Management of Asthma in the Workplace	\$ 50
CHCCS305B Assist Clients with medication (pre-requisite HLTAP301A)	\$200 (except for cert IV students)
HLTIN301C Comply with infection control policies and procedures	\$ 120

## OTHER CHARGES

Description	Fee	Note
RPL for any Certificate III unit of competency	\$100	Maximum fees chargeable is \$1000
RPL for any Certificate IV unit of competency	\$150	Maximum fees chargeable is \$1500
First and second re-assessment of a unit of competency initially assessed as “not satisfactory”	\$0	Student will be notified after the assessment has been deemed NYS
Subsequent re-assessment of a unit of competency assessed as “not satisfactory” for the third and consecutive times	\$50	At this time the assessor will be working with the student and will advise the affected student as is necessary e.g. referral if required
Lamination per document		<b>\$ 2</b>
Personal photocopies (except official copies for the RTO)		<b>\$ 0.20</b>
Placement T-Shirts (cost for each)		<b>\$ 20</b>
Reprint of certificates – lost or damaged (not RTO’s fault)		<b>\$ 50</b>
Table of contents booklet		<b>\$15</b>
Postage charges for registered mail		<b>\$10</b>

Please note that

- GTPS reserves the right to offer a discount to students based on research into client base and ability to pay the fee.
- Blended option means a student does a combination of flexible independent learning and classroom attendance.
- There is no additional cost associated when a student is re-assessed for the first and second times. However third and consequent reassessments will attract a fee of \$ 50 per re-assessment.

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## PAYMENTS PLAN IF COURSE BALANCE IS OVER \$ 200

<b>DATE MONEY PAID</b>		
<b>AMOUNT PAID TODAY</b>	\$	
<b>BALANCE DUE FOR THE COURSE</b>	\$	
<b>BALANCE 1<sup>ST</sup> INSTALMENT</b>	\$	<b>BY END OF</b>
<b>BALANCE 2<sup>nd</sup> INSTALMENT</b>	\$	<b>BY END OF</b>
<b>BALANCE 3<sup>rd</sup> &amp; FINAL INSTALMENT</b>	\$	<b>BY END OF</b>
<b>STUDENT NAME (I agree to pay )</b>	<b>Sign</b>	<b>GTPS Rep (witness) sign</b>
		<b>Date</b>

- Please note short courses such as **Manual Handling, First Aid, Anaphylaxis, Asthma, CPR, etc.** you pay on the day as the fee is below \$ 200 as per the fees and refund policy.
- **Note there is no provision for more than 3 instalments**

### STUDENTS CODE OF CONDUCT POLICY

**Purpose.**

Code of Conduct 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.
- ✓ 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

# STUDENT ENROLMENT AGREEMENT FORM

- ✓ 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.**

- ✓ Treat other students and workers at GTPS with consideration and respect
- ✓ Behave in a manner that allows other students to enjoy their learning
- ✓ Be punctual in class and participate as are able to
- ✓ Make a courtesy call to GTPS Trainer for alternative arrangements in relation to missed out units of competency, if a student is unable to make it to class
- ✓ Attend classes for units as agreed before progressing for the work placement
- ✓ Complete assessments as laid out for the specific qualifications. Please try and write legibly while taking care of simple grammatical mistakes that might altogether alter your intended answer if not taken care of.
- ✓ 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 & 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
- ✓ Observe some basic class guidelines (outlined below)
- ✓ Be responsible for own personal belongings. DO NOT BRING valuables to class for example money.

## **Classroom guidelines**

- ✓ Arrive on time. Late arrivals disrupt learning for others and might mean you will not be deemed as having attended class.
- ✓ Late arrivals and early departures -Trainer will not sign you in and you might have to redo that class
- ✓ If not coming to class notify the GTPS office via a phone call or email or SMS (93564646 or 0414376163, [contact@guidestartraining.com.au](mailto:contact@guidestartraining.com.au))
- ✓ Put mobile phones to vibrate or silent while in class
- ✓ No taping or recording of classes is allowed
- ✓ No photo taking of trainers power points or other students work
- ✓ No photo taking of trainer or other 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.
- ✓ 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
- ✓ No acting in an unsafe manner toward self and others e.g. verbal and physical aggression or possession of weapons

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

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## Students' Absences.

It is the responsibility of the student to follow up on any missed out units as a result of class absences.

## If Class is cancelled.

Where a class is cancelled, all effort will be made to send the cancellation message to all affected students via SMS and/or email in good time. Additionally, a note will be placed on the door or on the gate to the premises for those who may miss out on the message

## STUDENT DISCIPLINE POLICY

To ensure all learners receive equal opportunities and gain the maximum from their time with us, these rules apply to all students that 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 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.
5. Student disciplinary problems may be managed through an informal or a formal process or both if deemed necessary. The procedure may be implemented at any stage.

## FIT AND PROPER TO STUDY & WORK IN THE SECTOR POLICY.

GTPS would like to ensure that all the students that enrol to complete any course are able to do so with minimal 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.

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Against this background, GTPS encourages students to carefully answer the questions in the enrolment form that asks:

**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 or long term condition.**

*(You may indicate more than one area)*

Hearing/Deaf	<input type="checkbox"/>	Physical	<input type="checkbox"/>	Intellectual	<input type="checkbox"/>
Learning	<input type="checkbox"/>	Mental Illness	<input type="checkbox"/>	Acquired Brain Impairment	<input type="checkbox"/>
Vision	<input type="checkbox"/>	Medical condition	<input type="checkbox"/>	Other _____	<input type="checkbox"/>

When these questions are well answered, GTPS is able to support the student by talking to them further and seeking necessary contacts (to be supplied by the student) so that the student may be supported appropriately.

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 a 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 qualifications, 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:

- 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;
- Do you have a current police check – within one year for GTPS purposes?
- Is your police record clean? Please note for the purposes of your placement, the placing organisations and/or facilities require a clean police record.
- Are you physically ok? 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.
- 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
- Are you on medication that causes drowsiness, lethargic outcomes, body weakness, temper, extreme fatigue etc?
- Any other relevant matter as can fit within this policy

According to GTPS pre-training review procedure, GTPS may request from a student

1. 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.

# STUDENT ENROLMENT AGREEMENT FORM

2. 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.
3. 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 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. In consideration of my enrolment and provision by Guidestar Training & Professional Services of educational services and resources, 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 been availed to me in the student information booklet and others repeated in this enrolment form
3. I agree to comply with any and all reasonable instructions given to me by Trainers/Assessors and staff members of Guidestar Training & Professional Services.
4. 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. I agree to pay all associated fees and charges related to the provision of such a document.
5. I accept that I will be required to complete work placement which may involve some basic manual handling. 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.
6. 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.
7. 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
8. 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](http://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.

# STUDENT ENROLMENT AGREEMENT FORM

## AGREEMENT/ACCEPTANCE BY THE STUDENT

I, THE UNDERSIGNED STUDENT, DO HEREBY ACCEPT THE OFFER IN GTPS FOR A POSITION TO STUDY

Course code & name	Tick as applies
CHC30212 Certificate III in aged care	<input type="checkbox"/>
CHC30312 Certificate III in Home and Community Care	<input type="checkbox"/>
CHC40312 Certificate IV in Disability	<input type="checkbox"/>
CHC40108 Certificate IV Aged Care	<input type="checkbox"/>
CHC40212 Certificate IV in Home and Community Care	<input type="checkbox"/>

I ALSO AGREE TO ABIDE BY THE ABOVE CONDITIONS OF ACCEPTANCE.

I FURTHER ACKNOWLEDGE THAT I HAVE READ AND ACCEPTED THE POLICIES FROM GUIDESTAR TRAINING & PROFESSIONAL SERVICES AS OUTLINED IN THIS ENROLLMENT FROM, STUDENTS INFORMATION BOOKLET AND ALSO AVAILABLE IN THE GTPS WEBSITE

[WWW.GUIDESTARTRAINING.COM.AU](http://WWW.GUIDESTARTRAINING.COM.AU)

STUDENT TO SIGN HERE

WITNESS TO FILL THIS SECTION

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

# STUDENT ENROLMENT AGREEMENT FORM

PLEASE FILL THIS EVALUATION FORM FOR US AND DETACH IT FROM THIS APPLICATION AND PASS IT 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

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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
GLENROY DAY CLASSES	ST MATHEWS ANGLICAN CHURCH Corner Widford street & Melbourne Ave Glenroy Vic 3046
MELTON DAY CLASSES	DARLEY NEIGHBORHOOD HOUSE 33 Jonathon Drive Darley Vic 3340

IF NOT SURE OF THE DIRECTION PLEASE CALL GUIDESTAR TRAINING HEAD OFFICE

**(03) 93564646 | 0414376163 | 0400007566**