

ENROLMENT FORM



Before you complete the Application form please read Guidestar Training & Professional Services Confidentiality & Privacy Statement, fees and refund policy as well as other policies and other instructional notes at the back of the form.

I'm applying as a (Please tick one)

(i) Fee for service student

(ii) Government Funded student

PERSONAL DETAILS:

Enter Your Full Name

| | |
|-----------------------|--|
| Family Name (surname) | |
| Given Names | |

Enter your birth date (DOB),

Day/Month/Year: ___/___/___

Sex (Tick ONE box only)

Male

Female

Victorian Student Number (VSN) Details. (for those aged 24 years or below at time of enrolment)

I have a VSN (Provide the details)

I do not have a VSN (provide reason below)

Because I'm new to the Victorian Education System and have never attended a School, TAFE or RTO

(For Official Use Only – VSN allocated.)

What is the address of your usual residence?

Street: _____

Suburb: _____

Post Code: _____

What is your postal or mailing address?(if different from your residential address)

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SCHOOLING

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

- Post graduate (Masters) in: _____
- Undergraduate (Degree) in: _____
- Diploma of: (indicate) _____
- Certificate (specify I, II, III, or IV) in: _____
- High School _____
- Primary school (specify Grade) _____
- Never attended school

High school Education Details (Please provide information about your high school education)

- Name of High School attended: _____
- Country where High School was located: _____
- Did you complete Year 12? Indicate Yes or No _____
- Year level obtained if never completed year 12 _____

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

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) _____

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COURSE DETAILS:

Qualification details. (Tick as appropriate)

Certificate III in aged care CHC30208

Certificate III in home and community care CHC30308

Placement Hours Required: 150 hours

Course Commencement Date: _____

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 _____

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

Yes (If yes please ask for an RPL form)

No

*Specify you need RPL in what units? (Please note that for every unit that you apply RPL in we charge \$50)
You will also need to ask for Guidestar Training & Professional Services RPL tool. Please talk to the Training Manager if you need more information in relation to RPL.*

| NO | UNIT |
|----|------|
| | |
| | |
| | |
| | |

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IMPORTANT INFORMATION FOR THE STUDENT AT ENROLMENT

Confidentiality & Privacy Statement

Guidestar Training & Professional Services is committed to protecting your privacy and confidentiality. Guidestar Training & Professional Services will only use your information for the purposes indicated/intended, unless otherwise consented to by you or as may be required by law.

Guidestar Training & Professional Services will seek to ensure information in our records is accurate, up to date and complete. Guidestar Training & Professional Services stores your information securely. We have a document storage and information technology practice that protects all private information in our care protecting it from unauthorized access, alteration or disclosure.

You can generally access your personal information by contacting Guidestar Training & Professional Services Director via a written request.

(For more details ask for our copy of privacy and confidentiality policy).

Thanks

Instructions to guide you in filling this form.

Dear Student,

Welcome to Guidestar Training & Professional Services. We trust you will enjoy training with us.

All our courses have been designed to provide you with practically applied knowledge, skills and values to help you perform competently in the area of study that you are applying for.

We wish you all the best as you study with us.

For the Course(s) you are interested in:

Step 1:

- Please fill in the application form where we will assess your numeracy and literacy skills.
- Upon successful application complete this enrolment form in full and submit to Guidestar Training & Professional Services Office in your location
- It is at this point that you need to apply for a POLICE CHECK or indicate whether you have a valid one (Done a few months prior). If you do not have one, the Guidestar Training & Professional Services staff will guide you through this process
- Consider at this point whether you want to apply for RPL or not. If interested, seek further information about the process including related payments from your trainer(s).
- Do not forget to attach a **PHOTO ID** for your enrolment from

Step 2:

You have an option to choose from the following qualifications and/or units.

Course Information and Charges:

| Course | Fee for service students | Govt Funded Students |
|---|--------------------------|----------------------|
| CHC30208 Cert III in aged care (Face to face & blended options) | \$ 1300 | *\$ 188 to- \$ 200 |
| CHC30308 Cert III in home and community Care (Face to face & blended options) | \$ 1300 | *\$ 188 to- \$ 200 |
| Dual Qualification CHC30208 - aged care and CHC30308 home & community care (Face to face & blended options) | \$ 1500 | *\$ 376 to \$ 400 |
| HLTFA301B- Apply First Aid | \$ 120 | \$ 120 |
| Manual Handling course - Certificate of participation | \$ 50 | \$ 50 |

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Step 3:

As part of the training, you need to complete the following:

- Attend all lectures and assessments
- Complete expected hours of placement.
- Complete all your class assessments/assignments/activities and hand them in to your trainer(s)
- Complete your journal where applicable

Please consult with your course Trainer(s) if you have any problems related to your learning. See our policies for more details in relation to specific issues.

Step 4:

Where applicable, you will be assessed in the following ways:

- Written assignments/oral questions
- Observations/demonstration in a simulated work environment by our assessor
- Third party workplace observations made by your workplace supervisor
- Student Journal
- Assessor's Observation check list

Step 5:

Upon completing your assessments, placements, assignments and related payments as stipulated for the particular course/unit you are undertaking, you shall receive your certificate/Statement of attainment that is nationally recognized. From the date you submit your final written work and other evidences, it shall take us

- 7 working days for the qualifications
- 4 working days for the short courses, to issue you with a certificate

Fees refund policy

Fees Charges

Prior to enrolment in each course, Guidestar Training & Professional Services provides full fees details regarding all courses. This information is available in the marketing materials of all our courses namely website www.guidestartraining.com.au, brochures, student information booklet, where possible newspaper adverts, pamphlets, as well as in our enrolment form. It is also worth mentioning that the **refund policy** is also clearly outlined in our brochures, enrolment forms as well as in the student information booklet normally given out to all students.

Fees Collection for Self-funded students

Guidestar Training & Professional Services does not require a student to pay upfront for their qualifications except if the course is priced at less than \$ 200. The following does however apply:

- \$ 50 Non-refundable enrolment fee for self-funded students

Fees Collection for Government funded students

Government Funded students are not expected to pay upfront for their course(s). They are however expected to put in a deposit of \$50 to enable them receive a student pack and be able to start class. They can pay the balance of their fee within the course period.

Please note that the Government funding is for a whole qualification e.g. Cert III in aged care or for completed units within a qualification should a student withdraw before completion. Cost of additional units outside of a qualification has to be met by the student. For example Cert III in aged care is 14 units and First Aid even though is a recognised Elective for Cert III in aged care cannot be added as the 15th unit as Government would pay only for the 14 that make up the course. In such situations the student would have to meet the cost of First Aid. See the pricing for the various additional units/short courses in the table below.

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Refund:

Should Guidestar Training & Professional Services cancel a course for any reason or delay a course by more than 4 weeks; students will be entitled to a full refund or transfer of the fees already paid to another/future or upcoming course to which they will consent to in writing. In this case the student will be given their preferred option.

If for any reason a student wishes to withdraw from the course, the intention to withdraw must be submitted in writing and the following rules shall apply:

- If they withdraw from a course priced at below \$ 200 before the commencement date, they get a 100% refund.
- If they withdraw from a course priced at below \$200 once it has commenced, there will be nil refund.
- If they withdraw from a course priced over \$200 and the student will have made prior payments by choice, the following refund guidelines shall apply:
 - 25-20 days before course commencement, they are entitled to a refund of their fees, less a 25% administration fee
 - 21-15 days before course commencement, they are entitled to a refund of their fees, less a 50% administration fee.
 - 14-5 days before course commencement, they are entitled to a refund of their fees, less a 75% administration fee - Should the student have made prior payments
 - Once the course has commenced, they forfeit their entire course fees

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 administration fee will be charged for this transfer. In such circumstances the student will consent in writing for the transfer of the fee to occur.

Please note that once training has commenced (full course or unit of competency), no refund is available to students who decide to discontinue their learning before finalising the course/unit of competency.

Payment terms:

For courses that cost under \$200:

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

For courses that cost above \$200:

Every student enrolled at Guidestar Training & Professional Services three payment options:

- 1) By choice could pay upfront the entire fee (not a requirement except for \$ 50 non-refundable enrolment fee for self-funded students
- 2) Pay in instalments (maximum 3) with:
 - At least \$ 50 being received prior to commencing class to cater for the student pack
 - 1st and 2nd instalment during the training and
 - 3rd instalment by the last day of the training- course i.e. before proceeding for work placement where this is applicable.

Any other arrangement from the 3 options provided above need to have been arrived at between the student and Guidestar Training & Professional Services accounts with the manager's approval or manager's designate

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Course Charges:

| Course | Charges Self-funded | Charges Govt Funded |
|---|---------------------|---------------------|
| CHC30208 Cert III in aged care (Face to face & blended options) | \$ 1300 | *\$ 188 to- \$ 200 |
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| Manual Handling course – Certificate of participation | \$ 50 | \$ 50 |
| Other charges - RPL process (Per each unit of competency being applied for | \$ 50 | \$ 50 |
| Re- assessment of a unit first and second times | \$ 0 | \$ 0 |
| Re- assessment of a unit third and consequent times | \$ 50 | \$ 50 |

Please note that

- (i) *Government funded courses cost \$ 188 (concession and health card holders) to \$200 to eligible students
- (ii) Blended options means that a student can do distance learning (by correspondence) and face to face (Classroom)

Complaints policy:

Policy

Guidestar Training & Professional Services is committed to providing all our customers with a guaranteed quality service.

Anyone can make suggestion on how Guidestar Training & Professional Services can improve services. Similarly anyone can make a complaint if they are dissatisfied with any aspect of the services offered by Guidestar Training & Professional Services.

Guidestar Training & Professional Services values your feedback and promises to act on it for our continuous improvement.

We have a suggestion box where you can drop your suggestion on how we can improve if you do not wish to speak to a staff member face to face.

We encourage that complaints that need director's attention be put in writing and that the complainant keeps a copy to ensure that appropriate questions can be asked and explanations provided should a customer feel that their complaint has not been addressed as they would have liked.

Students need to know they can contact VRQA for any learning related complaints should they feel dissatisfied with any handling of their complaints by Guidestar Training & Professional Services

Customers' complaints will be taken seriously by all staff of Guidestar Training & Professional Services, and will be actioned as per the stated timeframes in the procedures below.

Customers' complaints are taken seriously by all staff of Guidestar Training & Professional Services, and will be actioned as per the stated timeframes our procedures. For a detailed copy of **our procedures** in this policy please (See below) or ask for a copy at the reception. With the procedures, there is also a **complaints** form available upon request.

Complaints Procedure:

- If practical, please inform and discuss your complaint with the person whom you feel is responsible. The matter may end up being resolved informally at this stage.

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- If not practically possible to face the person who is the cause of what you perceive to be a wrong/injustice committed towards you, feel free to make an official complaint (in writing) addressed to the CEO of Guidestar Training & Professional Services.
- This may lead to an investigation being conducted.

To investigate a complaint

When a manager investigates a complaint, they should follow this procedure.

1. Do not assume guilt.
2. Advise on the potential outcomes of the investigation if the allegations are substantiated.
3. Interview all directly concerned, separately.
4. Interview witnesses, separately.
5. Keep records of interviews and the investigation.
6. Interview the alleged harasser, separately and confidentially and let the alleged harasser know exactly of what they are being accused. Give them a chance to respond to the accusation. Make it clear they do not have to answer any questions; however, the manager will still make a decision regardless.
7. Listen carefully and record details.
8. Ensure confidentiality, minimise disclosure.
9. Decide on appropriate action based on investigation and evidence collected.
10. Check to ensure the action meets the needs of the complainant and Guidestar Training & Professional Services
11. If resolution is not immediately possible, refer the complainant to more senior management. If the resolution needs a more senior manager's authority, refer the complainant to this manager.
12. Discuss any outcomes affecting the complainant with them to make sure where appropriate you meet their needs

Possible outcomes

If after investigation management finds the complaint is justified, management will discuss with the complainant the appropriate outcomes which may include:

- disciplinary action to be taken against the perpetrator (counselling, warning or dismissal)
- staff training
- additional training for the perpetrator or all staff, as appropriate
- counselling for the complainant
- an apology (the particulars of such an apology to be agreed between all involved)

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.
3. I agree to comply with any and all reasonable instructions given to me by 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.

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5. I accept that I will be required to complete work placement which may involve some 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

AGREEMENT/ACCEPTANCE BY THE STUDENT

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

Certificate III in aged care CHC30208

Certificate III in home and community care CHC30308

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 SPECIFICALLY:

- Privacy and confidentiality statement
- Fees refund policy
- Complaints policy:

STUDENT TO SIGN HERE

WITNESS TO FILL THIS SECTION

| | |
|----------------------|----------------------|
| Student Name: | Witness Name: |
| Student Sign: | Witness Sign: |
| Date: | Date: |

END

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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.