

ENROLMENT AGREEMENT FORM



PERSONAL DETAILS (Legal name as per photo ID, which will need to be sighted to verify legal name)

1) TITLE _____ FAMILY NAME _____
GIVEN NAME _____
OTHER NAMES _____

2) DATE OF BIRTH _____ Town & city of birth _____
3) SEX (Tick ONE box only) Female Male

4) ADDRESS _____

5) SUBURB _____ STATE _____ POSTCODE _____

Email (BLOCK LETTERS) _____ MOBILE _____

USI _____
I give permission for Knights College to access my Unique Student Identifier (USI) for the purpose of recording my results. If I do not have a USI in place, I am willing for Knights College to set up my USI on my behalf.

Yes
 NO

USI _____

COURSE OF ENROLMENT

COURSE CODE _____ INSERT UNIT OR QUALIFICATION CODE _____
CPP20218 ENROLMENT DATE _____/_____/_____
COURSE TITLE **Certificate II In security Operations**

Where did you hear about this course? Newspaper Website Internet Yellow Pages Word of Mouth Radio Google

EMERGENCY CONTACT DETAILS

Full Name _____ Relationship _____
Contact number _____ Mobile _____
In the event of an emergency do you give the RTO permission to organise emergency transport and treatment and agree to pay all costs related to the emergency?

YES NO

6) In which country were you born?
Australia ¹¹⁰¹
Other – please specify _____

7) Are you
 Aboriginal?
 Torres strait islander
 Other _____

8) Do you speak a language other than English at home?
No, English only ¹²⁰¹ *English only - Go to Question 9*
Yes, other – please specify _____

9) How well do you speak English?
Very well ₁ Well ₂
Not well ₃ Not at all ₄

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AVETMISS DATA COLLECTION

DISABILITY

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

- Yes No

If NO - Go to Question 12

11) If yes, then please indicate the areas of disability, impairment or long-term condition: (you may tick more than one)

- | | | | | | |
|----------------|--------------------------|----|---------------------------|--------------------------|----|
| Hearing/Deaf | <input type="checkbox"/> | 11 | Acquired brain impairment | <input type="checkbox"/> | 16 |
| Physical | <input type="checkbox"/> | 12 | Vision | <input type="checkbox"/> | 17 |
| Intellectual | <input type="checkbox"/> | 13 | Medical condition | <input type="checkbox"/> | 18 |
| Learning | <input type="checkbox"/> | 14 | Other _____ | <input type="checkbox"/> | 19 |
| Mental Illness | <input type="checkbox"/> | 15 | | | |

12) Of the following categories, which BEST describes your main reason for undertaking this course?

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

SCHOOLING

13) What is your highest COMPLETED school level? (Please tick ONE box only)

- | | | |
|-----------------------|--------------------------|----|
| Year 12 or equivalent | <input type="checkbox"/> | 12 |
| Year 11 or equivalent | <input type="checkbox"/> | 11 |
| Year 10 or equivalent | <input type="checkbox"/> | 10 |
| Year 9 or equivalent | <input type="checkbox"/> | 09 |
| Year 8 or below | <input type="checkbox"/> | 08 |
| Never attended school | <input type="checkbox"/> | 02 |

14) In which Year did you complete the above named course?

15) Where did you complete it?

16) Are you still attending secondary school?

- Yes
 NO

17) Do you have any Prior Education:

YES / NO

Please specify What level

- | | |
|--|---|
| <input type="checkbox"/> Certificate I | <input type="checkbox"/> Diploma Level |
| <input type="checkbox"/> Certificate II | <input type="checkbox"/> Bachelor Degree |
| <input type="checkbox"/> Certificate III | <input type="checkbox"/> Advanced Diploma |
| <input type="checkbox"/> Certificate IV | |

If YES, please Tick where the qualification was completed

- A - Australian qualification E - Australian equivalent I - International

18) Are you currently employed?

- Yes No

19) What best describe your Labour force status:

- Full time employee
- Part time employee
- Self employed- not employing others
- Self employed- employing others
- Employed/ unpaid worker in a family business
- Unemployed – Seeking full time work
- Unemployed – seeking part time work
- Not employed/ not seeking employment

20) If you are currently employed, please **Tick** which Industry of Employment:

- 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 Food 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 - Health Care and Social Assistance
- R - Arts and recreation Services
- S – Other Services

21) Please select which profession best describe your current employment

- 1 – Manager
- 2 – Professionals
- 3 - Technicians and Trades Workers
- 4 - Community and Personal Service Workers
- 5 - Clerical and Administrative Workers
- 6 - Sales Workers
- 7 - Machinery Operators and Drivers
- 8 – Labourers
- 9 - Other

OFFICE USE ONLY	COMMENTS
Fees Paid \$	
Receipt No	

STUDENT SIGNATURE: _____ **COURSE COST:** _____ **DATE:** ____ / ____ / ____

PHOTOIDSIGHTED: Drivers Licence Passport other, please state _____

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22. STUDENT IN CLASS AGREEMENT

I _____ I'm a student with Knights College in the course of **CPP20218 Certificate II in security Operations** will be in attendance at the College for the duration of the course/program from _____ to _____

The conditions for which I will agree upon are listed below and I understand that if I breach any condition whilst in training I understand that I could be terminated from the course and required to leave the College until further notice. I agree to the following, (tick) beside each term which states you understand that term.

- I will not smoke in the building (anywhere)
- I will not smoke in front of the building
- I will not gather around the entry of the building
- I will treat the toilets with respect so other tenants will not complain
- I will not use bad language in the building or whilst on the course
- I will not engage in the taking of drugs/alcohol whilst in attendance at class
- I will not engage in the viewing of pornographic material on student computers
- I will not behave in a manner that would make another person complain
- I will not go onto any other floor apart from the ground
- I will treat all Knights College staff, students and other tenants in the building with utmost respect
- I will complete my own work and not copy, cheat or anything else that would be deemed unfair for me to receive an accreditation from Knights College
- I understand that if I am 30 minutes or later (8.30am) for class I will be sent home.
- I understand that \$150 administration fee will be deducted from the enrolment fee ,if I apply for refund (please read the refund Policy)**
 - **Do you consent to this. Yes No**
- Mobile Phones are to be switched off during class time.
- I have read and understood the information given in the student handbook which can be accessed online a _ and www.knightscollege.edu.au/internationalstudenthandbook
- If you are a temporary resident, Knights College requires a VEVO check (Visa Entitlement Verification Online Check)
- Do you provide Knights College permission to perform a VEVO check?

I sign this document in the total understanding that non-compliance could see me removed from the course/program and I further understand that in some cases a report may be lodged with the Licensing Regulation Division.

----- Student Signature -----	----- Knights College Representative Signature SHWETA RANI -----
Student Name (BLOCK LETTERS)	Knights College Representative Name (BLOCK LETTERS)

First name: _____	Surname: _____
Course Code-CPP20218 _____	Date: _____

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PUBLIC LIABILITY WAIVER

I acknowledge that I am enrolled in the above Course with Knights College that has physical activities that may include Self-defence, role plays, scenarios, activities.

I understand that I must not do any act or assist another person in doing any act that may put me or any other person's health or welfare at risk of harm or any danger.

Due to the nature of the physical activity I maybe exposed to potential risks of injury. If I wish to participate in these activities I must tick YES and sign the form below.

YES

NO

I understand that by ticking YES and signing this form Knights College / staff / trainers / contractors or any venue owner associated with Knights College, cannot be held liable for any injury that I may sustain due to myself or another participant or any other persons accident, mistakes or negligence, which may result in an injury to myself or another person. This includes any form of pain and/or suffering.

Question 1

- Do you have any injuries or disabilities that you wish to declare?

If YES, please state in detail what those injuries or disabilities are:

YES - Details _____

NO

If you do not wish to participate in any physical activities, that may include self-defence, role plays, scenarios, activities at your own risk YOU MUST TICK NO in Question (2) BELOW and then sign this form.

If you would like to participate in physical activities, that may include Self-defence, role plays, scenarios, activities tick YES and then sign this form.

Question 2

YES, I wish to participate:

NO, I do not wish to participate

Question 3

Is there any way that Knights college might support you to complete this course?

Yes

Please specify:

No

By signing this form I agree not to hold Knights College liable for any injury that I may sustain when participating in physical activities that may include self-defence, role plays, scenarios, activities.

Your full name:	Signature:
Date:	
Knights College Staff: SHWETA RANI	Signature:
Date:	

ENROLMENT AGREEMENT FORM



TERMS & CONDITIONS OF ENROLMENT

Enrolment & Selection (5.3)

1. The student is responsible for notifying Knights College if they have a medical condition or disability or require assistance in their training.
2. A deposit must accompany enrolment to secure a placement within a course; this fee is also the Administration Fee.
3. It is the student's responsibility to note the date, time and location of the course as advertised.
4. Courses with low enrolments may be cancelled, every effort will be made to contact students, please ensure your contact details are correct.
5. Requests from the student to transfer or credit their course placement due to changed personal circumstances will be considered and every effort will be made to ensure a placement into an alternative course.
6. If you are unable to complete your course due to changed personal circumstances, Knights College will make every effort to ensure you are placed into an alternative pre-scheduled course.
7. Students can only join after course commencement date if they meet all prerequisites. Full course fees are still payable for late enrolments.
8. Knights College reserves the right to decline admission to a course, terminate a student's enrolment in a class or change a Trainer/Assessor at any time without notice.
9. Students participate in courses involving physical activity; field trips, practical demonstrations etc. and do so at their own risk. Knights College students are covered by public liability insurance whilst working within the RTO's premises.

Course Fees, Payments and Refunds (5.3)

Any student request for a refund must be made in writing to Knights College.

The official refund request date will be the date Knights College receives this request in writing, as determined by Knights College. Knights College strongly recommends email requests for refunds are supported by a phone call to ensure receipt of your email.

REFUND POLICY ALL REFUNDS INCUR A \$150.00 administration fee for full fee paying students NO REFUNDS FOR SKILLS FIRST ELIGIBLE STUDENTS. All Refunds made to Knights College will incur an administration fee of \$150. Our Refunds policy is subject to the following conditions below:

- If you advise Knights College in writing no less than 3 working days prior to the commencement of your course we will provide a full refund minus the above administration fee.
- Where students have been asked to leave the classroom and not re-join for behavioural reasons the above refund policy will also apply.
- No payments nor refunds will be made to students from any government or third party funding.

In cases where you have been deemed eligible to receive a refund, refunds will be processed within 2 weeks of receiving the written request.

The method of making a refund payment to a student will be by direct payment to account of student listed on the enrolment form. Refunds will be made only in \$AUD. This means students will be responsible for any local bank fees or exchange rate costs associated with exchanging their refund.

Any request to receive a refund by another method can be requested for special consideration but may also come with additional administration fees to cover bank charges or additional processing and handling.

Refunds will not be made to third parties unless you have requested and authorised the refund in writing.

Cooling Off Period – 5.3

Students are eligible to cancel their enrolment by placing a formal notice of cancellation in writing to Knights College Manager (a letter or email is acceptable) within 10 business days of enrolment, without attracting a cancellation fee, unless the student has already commenced the training

Training Guarantee

Knights College will guarantee to complete all training and/or assessment once the student has commenced study in their chosen qualification or course of study, unless the student submit a formal "Letter of Withdrawal" notifying Knights College that they wish to withdraw. If a student voluntarily drops out, this guarantee is valid for a maximum of six months from initial course commencement date. In the event of Knights College not being able to provide the training that the student has enrolled, Knights College will provide a full refund or pro-rata of any units not completed.

I have read and understand the terms and conditions of my enrolment, as stated above. I acknowledge and agree with the terms and conditions of enrolment with specific reference to Knights College enrolment and selection, USI, course fees, payments and refunds, course requirements, Language Literacy and Numeracy requirements, complaints and appeals, Workplace Health and Safety, support services that will be provided for me, legislative and regulatory policies and procedures, which are also provided to me in the Student Handbook. By signing this document, I also give permission for Knights College to access my Unique Student Identifier for the purpose of my training.

STUDENT SIGNATURE: _____ DATE: / /

RTO REPRESENTATIVE: _____ DATE: / /

Consumer Guarantee

Knights College guarantees that the services provided by Knights College will be:

- Provided with due care and skill
- Fit for any specified purpose (express or implied)
- Provided within a reasonable time (when no time frame is set for the training).

On the Enrolment Agreement Form the supply of services starts when the services will be provided and the date they will be completed. If the Enrolment Agreement Form does not include the dates, i.e. for RPL or on the job training, Knights College guarantees to supply the service within a reasonable timeframe. What is 'reasonable' will depend on the nature of the training and other relevant factors such as the students' ability to complete the training and assessment.

What happens if this guarantee is not met?

In the first instance, the student should submit a complaint to Knights College identifying where Knights College has not met its requirements against the Consumer Guarantee, please refer to the Complaints and Appeals policy on Page 20 for how to submit a complaint.

If a student believes that Knights College has failed to meet one or more of the consumer guarantees, he/she is entitled to a remedy - for example, a refund, a further service to rectify the problem and in some circumstances compensation for consequential loss. In line with the Complaints and Appeals process, Knights College will provide the appropriate remedy.

If the problem is minor and can be fixed, Knights College will choose how to fix the problem.

Complaints and Appeals (6.1)

If a student is experiencing any difficulties, they are encouraged to discuss their concerns with Senior Management. Knights College administrative staff will make themselves available at a mutually convenient time if a student wishes to seek assistance.

If a Staff member or Student wishes to make a formal complaint, they are required to complete a Complaints and Appeals Form, which is included in the Student Handbook.

Once the form has been completed, the form should be submitted to Knights College for actioning. Please refer to the Student Handbook for more details on the complaints and appeals process.

Language, Literacy and Numeracy (LLN) (1.7)

LLN support is available to provide students with advice and support services in the provision of language, literacy and numeracy assessment services. Students needing assistance with their learning is to be identified upon enrolment. Trainers and staff within Knights College can provide students with support to assist the student throughout the learning process.

Language, Literacy and Numeracy skills are generally included and identified in Training Packages and accredited course programs. In identifying language, literacy and numeracy requirements, students are required to have basic skills in:

- Count, check and record accurately
- Read and interpret
- Estimate, calculate and measure

All students undertaking a Certificate III qualification or below are required to undertake an LLN Assessment.

Support Services (1.7)

Knights College caters to diverse client learning needs and aims to identify and respond to the learning needs of all clients. Clients are encouraged to express their views about their learning needs at all stages of their learning experience from the initial enrolment and induction stage to course completion, through their trainer or Knights College staff.

Knights College is committed to providing clients requiring additional support, advice or assistance while training. Please see the Student Handbook on the types of support provided by Knights College.

To achieve this and to ensure the quality delivery of training and education, Knights College provides client vocational counselling to improve and extend training outcomes. Students are advised to make an appointment with their trainer in the first instance, if required the student can then schedule an appointment with Knights College for further counselling and/or assistance.

This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.