

## Course Enrolment Form

A separate form is to be completed for each participant

Please complete the following, using blue or black pen, and provide information as indicated.

All information must be completed and will be treated as **CONFIDENTIAL**.

Student Details						
Participant Name	First		Middle		Last	
Contact Information	Mob		Work		Home	
	Email					
Home Address						
	State		Post Code		DOB	
Emergency Contact	Name		Relationship			
	Mob		Work		Home	
Company Name						

Course Details (Confirmation of enrolment will be made prior to commencing the course)		
Course Name		Course Date/s

RPL / RCC and/or Mutual Recognition / Credit Transfer (refer to page 4)	
Will you be applying for any of the above?	<input type="checkbox"/> No <input type="checkbox"/> Yes > follow the procedure detailed in Student Handout
Do you have this Qualification or Statement of Attainment?	<input type="checkbox"/> Yes <input type="checkbox"/> No

Current Employment Status		
<input type="checkbox"/> Full Time	<input type="checkbox"/> Part Time	<input type="checkbox"/> Unemployed Not Seeking Work
<input type="checkbox"/> Employer	<input type="checkbox"/> Self Employed	<input type="checkbox"/> Unemployed Seeking Work

Reason For Study			
<input type="checkbox"/> To get a job	<input type="checkbox"/> Job requirement	<input type="checkbox"/> Try different career	<input type="checkbox"/> For another course of study
<input type="checkbox"/> Personal interest	<input type="checkbox"/> Better existing Business	<input type="checkbox"/> Start my own Business	<input type="checkbox"/> Promotion or better job
<input type="checkbox"/> Other: _____			

Previous Education			
What is the highest level of school you have completed?			
<input type="checkbox"/> Year 8 or Equivalent	<input type="checkbox"/> Year 10 or Equivalent	<input type="checkbox"/> Year 12 or Equivalent	<input type="checkbox"/> Never attended School
<input type="checkbox"/> Year 9 or Equivalent	<input type="checkbox"/> Year 11 or Equivalent	<input type="checkbox"/> Still attending school	<input type="checkbox"/> Year Finished: _____
Please indicate any successfully completed qualifications?			
<input type="checkbox"/> Certificate II	<input type="checkbox"/> Certificate III or Trade	<input type="checkbox"/> Certificate IV	<input type="checkbox"/> Diploma
<input type="checkbox"/> Advanced Diploma	<input type="checkbox"/> Bachelor Degree	<input type="checkbox"/> Other: _____	

**Turn Enrolment Form over and complete next page.**

### Learning Requirement Information

**Q1.** Do you consider yourself to have a disability, impairment or long term condition?

- Yes: Please give details below       No: Proceed to Q3  
 Hearing / Deaf       Acquired Brain Impairment       Vision       Learning  
 Intellectual Condition       Mental Illness       Physical       Medical  
 Other – provide details:

**Q2.** Do you require assistance from the trainer during the course?

- Yes: Please give details below       No

**Q3.** Do you have any language, literacy or numeracy difficulties?

- Yes: Please give details below       No

**Q4.** Do you have any dietary requirements or food allergies?

- Yes: Please give details below       No

**Q5.** In which country were you born?       Australia       Other: \_\_\_\_\_

**Q6.** How well do you speak English?       Very Well       Well       Not Very Well

**Q7.** Are you of the following origin?       Yes, Aboriginal       Yes, Torres Strait Islander       No, Other

### Student Declaration Please tick each box to confirm that you acknowledge the following:

- The information has been completed by me personally and the information I have given is correct.  
 I have read and agree to the conditions of the Course Fees, Cancellations and Refunds policy on page 3.  
 I confirm the above enrolment for myself/my company for training to be conducted by Capability Resources.  
 I understand that certificates will be issued on successful completion of the course and receipt of payment.  
 On occasions filming or photos may be taken of training activities and I hereby consent to Capability Resources taking and using photographic material for media and publicity purposes.

I acknowledge that I have received sufficient information (refer pages 3-6) regarding:

- |  |  |
|--|--|
| <input type="checkbox"/> Enrolment and Selection                     | <input type="checkbox"/> Course Fees, Cancellations and Refunds  |
| <input type="checkbox"/> Certificates                                | <input type="checkbox"/> Student Induction and Orientation       |
| <input type="checkbox"/> Parking                                     | <input type="checkbox"/> Options for Students Not Yet Competent  |
| <input type="checkbox"/> RPL, Credit Transfer and Mutual Recognition | <input type="checkbox"/> Privacy                                 |
| <input type="checkbox"/> Complaints, Grievances and Appeals          | <input type="checkbox"/> Legislative and Regulatory Requirements |
| <input type="checkbox"/> Access and Equity                           | <input type="checkbox"/> Harassment, Victimization & Bullying    |
| <input type="checkbox"/> Disciplinary Action                         | <input type="checkbox"/> Language, Literacy and Numeracy Needs   |
|  | <input type="checkbox"/> Access to Records                       |

### Signature Sign here once you have acknowledged the above information

Signed by Student		Date	/ /
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### Capable Training Pty Ltd trading as Capability Resources

230 John Street (PO Box 551) SINGLETON NSW 2330 Web: [www.capres.com.au](http://www.capres.com.au)  
 Phone: +61 2 6572 2332 Facsimile: +61 2 6572 2330 Email: [admin@capres.com.au](mailto:admin@capres.com.au)

ABN: 95 108 621 101

## Student Information Handout

### Enrolment and Selection

- Classes are open to all adults 16 years and over.
- Courses with practical components (e.g. Safe Cutting & Welding, Working at Heights, Enter Confined Space) require full Personal Protective Equipment (PPE) to be worn by students. This includes steel cap boots, long sleeve shirt and long pants. For all other courses closed in footwear is required (**no thongs**). Students will not be permitted to attend training if the relevant PPE requirements are not met.
- We need to be advised if you have a medical condition or disability and need assistance in attending a class.
- As class placements are limited it is regretted class positions cannot be saved without the Payment Method Form being completed. The Payment Method Form secures your enrolment and course placement.
- It is your responsibility to note the date, time and location of the course as advertised. A confirmation form will be forwarded once course enrolment forms have been received.
- Capability Resources reserves the right to decline admission to a course; terminate a student's enrolment in a class at any time or change a course or trainer at any time without notice to course participants.
- Students participating in courses involving physical activity, field trips, practical demonstrations etc. do so at their own risk. Capability Resources has public liability insurance for classroom activities.
- If you are attending "Refresher Training", evidence of previous training is required at booking time to ensure training is appropriate and originals are to be sighted by trainer on commencement of training. Bookings cannot be accepted without this evidence.

### Course Fees, Cancellations and Refunds

- **Course Fees:** Fees should be paid 7 days prior to course commencement unless an order number has been provided (for approved customers only). Where course fees are greater than \$1000 per student, please pay a deposit of \$1000 per student only, with the balance payable once the course has commenced.
- **Cancellations:** Capability Resources reserves the right to cancel any course and a refund will be given if this occurs. Every effort will be made to contact students and employers so please ensure we have your correct contact details. Once a course has commenced, Capability Resources will ensure the full course is delivered.
- **Refunds:** Fees will only be refunded in the following circumstances
  - Where participants have overpaid the course fees, the amount overpaid will be refunded
  - Where participants are enrolled in training that has been cancelled, any fees paid will be refunded in full (or can be applied towards training on an alternative date).
  - Where participants withdraw from a course at least 5 working days prior to class commencement, any fees paid towards the course will be refunded, less a \$20 administration fee.
  - Where a participant is unable to commence their training due to serious illness or misadventure, any fees paid towards the course will be refunded, less a \$20 administration fee. This may be subject to the provision of a Medical Certificate when requested.
  - **We do not refund or transfer fees when you withdraw within 5 working days of course commencement.**

### Certificates

Certificates will be mailed to the Company Postal Address provided on the Payment Method Form, upon successful completion of the course and once course fees have been paid. A \$50 fee (incl GST) is charged for issuing replacement certificates.

### Student Induction and Orientation

Student Induction and Orientation is conducted for all new students on the first day of your course. It is essential for students to attend this session to understand the academic system and familiarise themselves with the facilities.

At Induction and Orientation all queries regarding course structure and timetables will be answered collectively with time for individual consultation if required. The Trainer will be available to answer any questions you have regarding the course.

At the end of the Induction you will be asked to sign a declaration that you have received, understood and agreed to undertake your training according to the policies and procedures of Capability Resources. Please complete this form and hand it back to the Trainer.

### Parking

For training conducted at our Skills Training Centre at 5-13 John St, Singleton, please park in a designated Capability Resources car space only. Alternatively, there is ample street parking available on John St or Harriet St.

### Options for Students Not Yet Competent

Students who are deemed not yet competent on completion of training and assessment can contact Capability Resources to discuss options for undertaking a course of action to achieve competency. A plan will be developed on a case by case basis at an additional cost to be determined during initial discussions.

### RPL / RCC and/or Mutual Recognition / Credit Transfer

If you have indicated on the enrolment form that you wish to apply for RPL/RCC and/or mutual recognition or credit transfer, please contact Capability Resources prior to the course start date to further discuss. One of our qualified trainers and assessors will meet with you personally and assist you in filling in the RPL/RCC and/or mutual recognition/credit transfer kit.

After the Kit has been completed, giving all relevant details and allowing time for you to gather the agreed evidence, please return to the office. The Training Manager will discuss your evidence with your assigned trainer and assessor and you will be advised of the outcome.

#### What does all this mean?

##### RPL/RCC

Recognition of Prior Learning (RPL) and Recognition of Current Competence (RCC) is the acknowledgement of competencies obtained through formal training, work experience and life experience. These processes are available to all participants and will be conducted in a manner fair to all parties involved. Through these processes we will determine whether a participant has already developed the skills and knowledge which would normally be acquired in a program of training. This allows for the opportunity to gain credentials without the duplication of learning effort.

##### Credit Transfer and Mutual Recognition

Capability Resources recognises the Certificates and Statements of Attainment issued by all other Registered Training Organisations. The applicant must provide:

- The original Certificate or Statement of Attainment, or
- A duplicate issued by the originating RTO

When the units of competency are not the same but may be equivalent, the outcomes shall be checked to ensure that they are equivalent.

## Privacy

Capability Resources recognises a student's right to privacy. Capability Resources Privacy Policy identifies how we handle information we learn about you. We collect and store your enrolment details and your progress reports in a secured location. Where State or Commonwealth funding supports training we are obliged to submit your enrolment details for statistical purposes.

We do not disclose information you provide to us. The information we collect from you is protected. Personal student files will only contain information pertinent to the student's training program.

The confidentiality of all personal information in our records will be protected under the NSW Privacy and Personal Information Protection Act 1988 and Privacy Amendment (Private Sector) Act 2000 No. 155, 2000.

## Complaints, Grievances and Appeals

Capability Resources recognises that differences and grievances can arise from time to time. The quick settlement of these matters is in the best interest of all parties concerned and the following steps are implemented to ensure this happens.

- Tell us if you are dissatisfied or have any concerns about our products, services, processes or policies.
- Tell us if you think you have been treated unfairly or unjustly.
- The Training Manager will review the complaint, grievance or appeal and determine a satisfactory outcome within 14 days.
- We will discuss the matter with you and try to resolve the problem
- Should the complaint, grievance or appeal not be resolved, the Training Manager will organise a panel to review the outcome within 7 days.
- Each appellant will have the opportunity to present their case to the Panel or Individual Person reviewing the appeal.
- Should the appellant not be satisfied with the outcome, the complaint, grievance or appeal will be forwarded to the General Manager who will determine a final decision.
- Students who are still unhappy with the outcome can take the following action:
  - Contact ASQA if unable to resolve the complaint by following the RTO's complaints and appeals procedure. To do this, a student should complete the Complaints Form available from [www.asqa.gov.au](http://www.asqa.gov.au)
- All complaints, grievances and appeals will remain confidential

## Legislative and Regulatory Requirements

You acknowledge that you must observe the relevant Commonwealth / State / Territory legislation requirements, in particular the OHS Act 2000 and corresponding Regulations 2006.

## Access and Equity

Capability Resources is committed to access and equity principles and processes in the delivery of its services and working environment in accordance with Sex Discrimination Act 1984, Human Rights and Equal Opportunity Act 1986, Racial Discrimination Act 5 1975, NSW Anti-Discrimination Act and Disability Discrimination Act 1992.

In the event of a situation that is considered by clients to be in violation of the Capability Resources Access & Equity Policy, students and clients are required to report the situation to the Capability Resources Manager.

## Harassment, Victimisation and Bullying

Capability Resources does not tolerate any harassment, victimisation, bullying or any such conduct that has the purpose or effect of interfering with an individual's work performance or creating an intimidating, hostile, or an offensive learning environment. This includes harassment, victimisation, bullying because of sex, race, national origin, religion, disability, sexuality or age.

Harassment is unlawful under Commonwealth and State legislation and all harassment, bullying and victimisation are contrary to the duty of care to provide a safe environment for work and learning.

In the event of a situation that is considered by clients to be in violation of Capability Resources' Company

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harassment, victimisation and bullying policy, report the situation to the Capability Resources Manager.

### Disciplinary Action

Capability Resources' goal is to create a fair and efficient environment for all students. Should any student act with disregard to any of the organisation's policies and procedures, it may be necessary for management to take the following disciplinary action:

#### Stage 1: Discussion and Verbal Warning

This is a verbal conversation where students and management will discuss the events, incidents and/or issues of concern. This discussion will result in recommendations for improvements, together with an appropriate action or training plan with timelines. Details will be recorded and signed by all parties. Where the incident or conduct has been unacceptable and of a serious nature, immediate training termination will take place.

#### Stage 2: Written Warning

If there is no significant improvement in performance as agreed in Stage 1, or another incident takes place, management will issue a written warning.

#### Stage 3: Third and Final Written Warning

If the disciplinary review process fails, management and the student will meet for a final meeting. Management will provide evidence that despite the course of action taken the issue persists. Students will be issued with the final Student warning resulting in management's right to take the necessary disciplinary action required. Documents of reason and action taken will be placed on the student's personal file.

### Students with LLN (Language, Literacy and Numeracy) Needs

Broadly as a student you must be able to count, check and accurately record, read, interpret, estimate, measure and calculate to ensure you meet the training standards.

There are a number of ways we can make adjustments to your training and assessment that will allow you to achieve the learning outcomes and support you with any Language, Literacy and Numeracy needs. These include:

- Providing you with an interpreter
- Providing you with writing material in plain English
- Reading written material to you
- Providing you with a writer for those who cannot write
- Using signs, pictures, and graphics
- Demonstrating your skills on the job

If you require any assistance please speak to your trainer.

### Access to Records

A student and/or their employer may access personal training information upon written request. Where an employer has requested access to an employee's training documentation, Capability Resources shall obtain written permission from the student prior to providing the information. Only relevant information will be provided to the employer. Where a student has refused their employer access to their personal training documentation, Capability Resources is unable to release such information unless instructed to do so under Freedom of Information.