



**Upper Beaconsfield Community Centre Inc.**  
 10-12 Salisbury Road, Upper Beaconsfield 3808  
 ABN 86 016 259 616 Reg No. A000A5447

## TRAINING ENROLMENT FORM

### Personal Details: (PLEASE PRINT CLEARLY)

Title: Mr Ms Mrs Miss Gender: <input type="checkbox"/> Male <input type="checkbox"/> Female		Full Surname:		All Given Names:	
Date of Birth:		Country of Birth:		Australian Citizen:	
Address:				Preferred Name: (for name tag)	Suburb:
				State:	Post Code:
Telephone:	(HOME):		(MOBILE):		(email):

### Victorian Student Number (VSN)

Do you have a Victorian Student Number?  Yes – please specify number \_\_\_\_\_  
 Yes – but the VSN is unknown  
 No – I have never been issues with a VSN

### Enrolment Details: (PLEASE PRINT CLEARLY)

Course name:		Course code:		Course start date:	
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**Which category best describes your current employment status (Please tick)**

<input type="checkbox"/> 01 Full time employee	<input type="checkbox"/> 02 Part time employee	<input type="checkbox"/> 03 Self-employed, not employing others
<input type="checkbox"/> 04 Employer	<input type="checkbox"/> 05 Employed – unpaid family worker	<input type="checkbox"/> 06 Unemployed – seeking full time work
<input type="checkbox"/> 07 Unemployed – seeking part time work	<input type="checkbox"/> 08 Not employed – not seeking employment	<input type="checkbox"/> 09 Not stated

Do you speak a language other than English at home:  Yes  No If Yes – please specify .....

How well do you speak English?: (Please tick)  Very well  Well  Not well  Not at all

What is your highest completed school level?: (Please tick)  Year 12  Year 11  Year 10  Year 9 or equivalent  
 Year 8 or below  Did not go to school Completed in year .....

### Have you successfully completed any Qualifications previously:

Qualification Gained	Training Institution and Location	Year

Are you still at school? (Please tick)  Yes  No

Are you of Aboriginal or Torres Strait Islander origin? Yes/No

### Learning Styles

When you are learning, do you like (you may select more than one):	YES (✓)	NO (✓)		YES (✓)	NO (✓)
Group Discussions			Question / Answers		
Videos			Overheads		
Written materials			Computer assisted learning		
Practical			Self-paced learning		
Role Play			Excursions		
Teaching others			Assignments		
Flip charts / whiteboards			Other (please specify)		
Lectures					

**Recognition of Prior Learning (RPL) - Recognition of Current Competency (RCC) credit Transfer - CT**

Do you wish to apply for RPL/CT for this course / qualification?  Yes  No

**Where did you find out about this training program?**

- Newspaper  Yellow Pages  Referral  Flyer  Signs  Friends / Colleague  
 I am a previous student  Other (please specify) \_\_\_\_\_

**Access and Equity** (THIS INFORMATION IS OPTIONAL and WILL BE KEPT STRICTLY CONFIDENTIAL)

UBCC prohibits discrimination towards any group or individual in any form. Do you consider yourself to have a disability, impairment or long-term condition? If for any reason, including any medical condition or disability, literacy or numeracy concerns or cultural considerations, you think you may not be able to fully and effectively participate in the program please advise us. This will enable us to endeavour, wherever possible, to ensure your fullest participation.

- Hearing / deaf  Physical  Intellectual  Learning  Vision  Medical Condition  Other (please specify) \_\_\_\_\_  
 Not Applicable

Would you like to receive advice on support services, equipment and facilities which may assist? (if available)  Yes  No

**Attendance Reasons** (this information will be kept confidential)

Which best describes your reason for undertaking the course? (Please tick)

- 01 To get a job  02 To develop my existing business  03 To start my own business  04 To try for a different career  
 05 To get a better job or promotion  06 It is a requirement of my job  07 I wanted extra skills for my job  
 08 To get into another course of study  12 For personal interest or self development

**Emergency Contact Details**

Emergency Contact:

Relationship to you:

Telephone:

Mobile:

**PRIVACY OF INFORMATION COLLECTED**

Upper Beaconsfield Community Centre Inc. is in receipt of Government Funding and is required to provide statistical data in return. The Centre complies with the requirements of the Information Privacy Act 2001, and Health Records Act 2001. The Centre's Information Collection Statement can be viewed at the office.

**Learner Declaration**

- In accordance with the Privacy Amendment Act 2000 I give permission for UBCC training representatives to discuss my personal details, training program development and assessment evidence with my employer, colleague or supervisor.
- I hereby acknowledge that I have provided all relevant information above and that I have received a copy of the Client Information brochure which includes the UBCC refund policy.
- I authorise UBCC to disclose any personal information that may be beneficial to the tutor to assist in delivery of the course.

\_\_\_\_\_  
 (STUDENT SIGNATURE)

\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_  
 (DATE)

**OFFICE USE ONLY**

Student No. \_\_\_\_\_ Family Membership \$10.00 Total amount \$ \_\_\_\_\_ Rec No. \_\_\_\_\_

Cash/Cheque: \_\_\_\_\_ EFTPOS: \_\_\_\_\_

Entered into NOLLS Date \_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_ Initials: \_\_\_\_\_

**HOW TO ENROL**



**In Person**

10-12 Salisbury Rd,  
Upper Beaconsfield



**Mail**

PO Box 2, Upper  
Beaconsfield, 3808



**Phone or Fax**

5944 3484  
or fax 5944 4179

## CLIENT INFORMATION

**Upper Beaconsfield Community Centre (UBCC) aims to provide a quality service that consistently meets or exceeds clients' expectations and needs.**

### **Registered Training Organisation (RTO)**

UBCC is licensed as a Registered Training Organisation, which has agreed to operate within the Standards of the Australian Qualification Framework. This includes a commitment to recognise the training qualifications issued by other RTO's.

### **Management Policies and Practices**

UBCC has policies and procedures, which ensure sound financial and administrative practices. All fees are paid into a separate account with a recognised banking institution and accessed only when the service is rendered.

We have a refund policy which is fair and equitable. (Please see separate refund policy below)

Client records are held securely and confidentially and are available for client perusal on request. We maintain adequate insurance policies.

### **Client Service**

We have sound management practices to ensure effective client services. In particular we have client service standards to ensure timely issue of student assessment results and qualifications. These will be appropriate to competence achieved and issued in accordance with the national guidelines.

Our quality focus includes Recognition of Prior Learning, a fair and equitable Refund Policy, Grievance and Appeal Policy, an Access & Equity Policy and support services for clients. We take every opportunity to ensure that this information is disseminated, understood and valued by both clients and personnel alike. UBCC will ensure that fees and charges are known to clients prior to enrolment, that course content and assessment procedures are explained and that vocational outcomes are outlined.

### **Training and Assessment Standards**

UBCC has personnel with the appropriate qualifications and experience to deliver the training and facilitate assessment relevant to the training offered. All trainers will maintain a learning environment that is conducive to the success of the participants. We provide adequate facilities and use appropriate methods, materials and equipment.

### **Legislative Requirements**

UBCC meets all the legislative requirements of State and Federal Government.

### **Marketing and Advertising**

UBCC markets programs with integrity, accuracy, and professionalism, avoiding vague and ambiguous statements.

### **Access and Equity**

UBCC meets the needs of individuals, and the community as a whole through the integration of access and equity guidelines. UBCC ensures that equity principles for all people are implemented through the fair allocation of resources and the right to equality of opportunity without discrimination. UBCC prohibits discrimination towards any group or individual in any form.

### **Language Literacy and Numeracy (LLN)**

UBCC endeavours to obtain LLN information before commencement of a course, although a participant's individual needs may not be identified until after the course has commenced. In this case the trainer/assessor will consult internally to analyse the necessary requirements to meet the participants' individual needs. Where these needs cannot be met, a refund will be given to the participant. Where support needs go beyond what can be met with reasonable adjustment during the training and assessment process, and additional support is required, we will direct participants to a literacy specialist.

### **Credit Transfer (CT)**

Learners who consider they already possess competencies for some or all of the units of a program will be granted credit on the substantiation of the claims. These competencies may have been gained through formal or informal training, or work or life experience.

### **Recognition of Prior Learning (RPL)**

If you wish to apply for Recognition of Prior Learning or Recognition of Current Competency against a nationally endorsed Training Package you will need to identify and list the units for which you are applying on a separate sheet of paper to be attached to this enrolment form. UBCC will discuss your application and the process with you in advance of the course starting.

### **Entry Requirements**

In the case of entry requirements or prerequisites, these will be clearly indicated to the student and will need to be completed before commencing the course.

### **Support Services**

Additional support will be offered to students whose literacy and numeracy skills are assessed as being at a lower level. Where necessary, advice will be provided to those participants requiring literacy and/or numeracy support programs. UBCC recognises special needs that some students may have because of their individual background and experience. They may progress at a different level, and may encounter different learning barriers than others. We will endeavour to provide and maintain a professional learning support environment, so the student can progress at a pace consistent with their own expectations.

### **Conduct / Dress Standard**

A certain standard of behaviour is requested of all participants and the trainer reserves the right to ask any participant to leave a program or session. Learners must adhere to acceptable dress standards, this includes appropriate clothing to minimise risk to themselves.

### **Review**

We welcome feedback from all sources including participants, employers and staff. This feedback is included in the internal review of our programs.

### **Complaint and Appeal Process**

UBCC has a Complaints & Appeals procedure aimed at resolving any issues you may have in relation to your training.

If you are not happy with the results of any part of your training and assessment you may follow the following procedures as set out in the UBCC Complaints & Appeals Procedure.

#### **Step 1.**

All complaints must initially be discussed with or submitted in writing to The Training Coordinator at each training site.

A UBCC authorised representative will then follow the process through on your behalf. The matter will be investigated promptly and the outcome will be presented to you in writing, including the reasons for the decision.

If you are not happy with the outcome, you can appeal to the Department of Education Employment and Workplace Training (DEEWR).

### **Fees and Refund Policy**

All fees are payable before commencement of training. A refund will be available (less \$20 for administration costs) only if written notice of cancellation is provided to UBCC more than two business days before commencement of the course. No refund will be available if notification of cancellation is received less than two business days before commencement of the course.