



learning

ENROLMENT FORM

Course Details	
Which course would you like to enroll into?	<input type="checkbox"/> CHC30113 Certificate III in Early Childhood Education and Care <input type="checkbox"/> CHC50113 Diploma of Early Childhood Education and Care <input type="checkbox"/> 22338VIC Certificate II in Building and Construction Pre-apprenticeship – Carpentry Stream <input type="checkbox"/> 22282VIC Course in the Management of Asthma Risks and Emergencies in the Workplace <input type="checkbox"/> 22300VIC Course in First Aid Management of Anaphylaxis <input type="checkbox"/> HLTAID004 Provide an emergency first aid response in an early childhood education and care setting <input type="checkbox"/> HLTAID001 Provide cardiopulmonary resuscitation <input type="checkbox"/> HLTAID003 Provide first aid <input type="checkbox"/> CPCCWHS1001 Prepare to work safely in the construction industry
Preferred start date:	<input type="checkbox"/> As soon as possible <input type="checkbox"/> From: ____/____/____
Have you ever studied with TRY Learning before?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Do you wish to apply for Course Credit (CT) ?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> I'd like more information
<i>If YES, then:</i> <ul style="list-style-type: none">Request for a Credit Transfer Application FormProvide copy of your transcript (for prior qualification/s) from USI portal to TRY Learning.	
Do you wish to apply for Recognition of Prior Learning (RPL) ? <i>If you indicate YES, you will be contacted to discuss this further.</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> I'd like more information
Referrals to Training	
Insert details of anyone who may have referred training (if applicable)	
Department/Centre (TRY Australia Employees only)	
Personal Details	
1. Enter your full name	
Title	<input type="checkbox"/> Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Miss <input type="checkbox"/> Ms <input type="checkbox"/> Dr
Surname (Legal Family Name)	
First Name (Legal Given Name)	
Middle Name (Legal Middle Name)	



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**Please write the name that you used when you applied for your Unique Student Identifier (USI), including any middle names. You must write your name, including any middle names, exactly as written in the identity document you choose to use for this purpose. See section on the USI at the end of this form for a detailed explanation.*

2. Enter your birth date	__ / __ / ____ dd mm yyyy	3. Gender (tick one box only)	<input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Other
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4. Enter your contact details

Home Phone		Mobile Phone	
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Email	
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5. What is the address of your usual residence?
Please provide the physical address (street number and name not post office box) where you usually reside rather than any temporary address at which you reside for training, work or other purposes before returning to your home.

Building/property name			
Flat/unit details		Street Number (e.g.5 or Lot 12)	
Street name		Suburb, locality of town	
State/Territory		Postcode	

6. What is your postal address (if different from above)?

Building/property name:			
Flat/unit details		Street Number (e.g.5 or Lot 12)	
Street name		Suburb, locality of town	
State/Territory		Postcode	
Email Address			

Language and Cultural Diversity

7. In which country were you born?	<input type="checkbox"/> Australia <input type="checkbox"/> Other, please specify:
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8. Do you speak a language other than English at home? <i>If more than one language, indicate the one that is spoken most often.</i>	<input type="checkbox"/> No, English only <input type="checkbox"/> Yes, other, please specify: _____
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9. Are you of Aboriginal or Torres Strait Islander origin? <i>For persons of both Aboriginal and Torres Strait Islander origin, mark both 'Yes' boxes.</i>	<input type="checkbox"/> No <input type="checkbox"/> Yes, Aboriginal <input type="checkbox"/> Yes, Torres Strait Islander
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Disability

10. Do you consider yourself to have a disability, impairment or long-term condition?	<input type="checkbox"/> Yes <input type="checkbox"/> No - <u>Go to question 12</u>
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<p>11. If yes, please indicate the area of disability, impairment or long term condition (<i>You may indicate more than one area</i>) Please refer to the Disability supplement for an explanation of the following disabilities.</p>	<p><input type="checkbox"/> 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"/> Medical condition <input type="checkbox"/> Other (please specify):</p>																																
<p>Schooling</p>																																	
<p>12. What is your highest COMPLETED school level (<i>tick one box only</i>) <i>If you are currently enrolled in secondary education, the Highest school level completed refers to the highest school level you have actually completed and not the level you are currently undertaking. For example, if you are currently in Year 10 the Highest school level completed is Year 9.</i></p>	<p><input type="checkbox"/> Completed Year 12 <input type="checkbox"/> Completed Year 11 <input type="checkbox"/> Completed Year 10 <input type="checkbox"/> Completed Year 9 or Equivalent <input type="checkbox"/> Completed Year 8 or Lower <input type="checkbox"/> Never attended School <u>Go to question 14</u></p>																																
<p>13. Are you still attending secondary or senior secondary education?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>																																
<p>Previous Qualification Achieved</p>																																	
<p>14. Have you SUCCESSFULLY completed any of the following qualifications?</p>	<p><input type="checkbox"/> Yes – <u>indicate below Question 15</u> <input type="checkbox"/> No – <u>Go to Question 16</u></p>																																
<p>15. If Yes, please enter one of these Prior Education Achievement Recognition Identifiers any applicable qualification level. A - Australian E - Australian equivalent I - International Note: If you have multiple Prior Education Achievement Recognition Identifiers for any one qualification, use the following priority order to determine which identifier to use: A - Australian E - Australian equivalent I - International</p>	<table border="1"> <thead> <tr> <th>A</th> <th>E</th> <th>I</th> <th></th> </tr> </thead> <tbody> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td>008 - Bachelor Degree or Higher Degree</td> </tr> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td>410 - Advanced Diploma or Associate Degree</td> </tr> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td>420 - Diploma (or Associate Diploma)</td> </tr> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td>511 - Certificate IV (or Advanced Certificate/Technician)</td> </tr> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td>514 - Certificate III (or Trade Certificate)</td> </tr> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td>521 - Certificate II</td> </tr> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td>524 - Certificate I</td> </tr> </tbody> </table>	A	E	I		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	008 - Bachelor Degree or Higher Degree	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	410 - Advanced Diploma or Associate Degree	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	420 - Diploma (or Associate Diploma)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	511 - Certificate IV (or Advanced Certificate/Technician)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	514 - Certificate III (or Trade Certificate)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	521 - Certificate II	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	524 - Certificate I
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	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	990 - Certificates other than the above
Employment				
<p>16. Of the following categories, which BEST describes your current employment status? <i>(Tick one box only) For casual, seasonal, contract and shift work, use the current number of hours worked per week to determine whether full time (35 hours or more per week) or part-time employed (less than 35 hours per week).</i></p>	<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 - Self-employed - employing others <input type="checkbox"/> 05 - Employed - unpaid worker in a family business <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			
Employment Details (Only fill out if currently employed)				
Employer's legal name				
Business address				
Contact Number		Email		
Supervisor		Position		
<p>17. Which of the following classifications BEST describes your current or recent occupation? (Tick ONE box only) If never employed go to Question 21.</p>	<input type="checkbox"/> 1 - Managers <input type="checkbox"/> 2 - Professionals <input type="checkbox"/> 3 - Technicians and Trade Workers <input type="checkbox"/> 4 - Community and Personal Service Workers <input type="checkbox"/> 5 - Clerical and Administrative Workers <input type="checkbox"/> 6 - Sales Workers <input type="checkbox"/> 7 - Machinery Operators and Drivers <input type="checkbox"/> 8 - Labourers <input type="checkbox"/> 9 - Other			
<p>18. Which of the following classifications BEST describes the Industry of your current or previous Employer?</p>	<input type="checkbox"/> A - Agriculture, Forestry and Fishing <input type="checkbox"/> B - Mining <input type="checkbox"/> C - Manufacturing <input type="checkbox"/> D - Electricity, Gas, Water and Waste Services <input type="checkbox"/> E - Construction <input type="checkbox"/> F - Wholesale Trade <input type="checkbox"/> G - Retail Trade <input type="checkbox"/> H - Accommodation and Food Services			

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	<input type="checkbox"/> I - Transport, Postal and Warehousing <input type="checkbox"/> J - Information Media and telecommunications <input type="checkbox"/> K - Financial and Insurance Services <input type="checkbox"/> L - Rental, Hiring and real Estate Services <input type="checkbox"/> M - Professional, Scientific and Technical Services <input type="checkbox"/> N - Administrative and Support Services <input type="checkbox"/> O - Public Administration and Safety <input type="checkbox"/> P - Education and Training <input type="checkbox"/> Q - Health Care and Social Assistance <input type="checkbox"/> R - Arts and recreation										
Study Reason											
19. Of the following categories, select the one which BEST describes the main reason you are undertaking this course/traineeship/apprenticeship (Tick ONE box only)	<input type="checkbox"/> 01 - To get a job <input type="checkbox"/> 02 - To develop my existing business <input type="checkbox"/> 03 - To start my own business <input type="checkbox"/> 04 - To try for a different career <input type="checkbox"/> 05 - To get a better job or promotion <input type="checkbox"/> 06 - It was a requirement of my job <input type="checkbox"/> 07 - I wanted extra skills for my job <input type="checkbox"/> 08 - To get into another program of study <input type="checkbox"/> 09 - For personal interest or self-development <input type="checkbox"/> 10 - Other reasons <input type="checkbox"/> 11 - To get skills for community/voluntary work										
Victorian Student Number (VSN)											
<p>To be completed by all students aged up to 24 years.</p> <p>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.</p> <p>Students must 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.</p> <p>Students who are enrolling for the first time since the VSN was introduced will get a new VSN.</p>											
20. Enter your VSN	<table border="1" style="width: 100%; height: 30px; border-collapse: collapse;"> <tr> <td style="width: 12.5%;"></td> <td style="width: 12.5%;"></td> <td style="width: 12.5%;"></td> <td style="width: 12.5%;"></td> <td style="width: 12.5%;"></td> <td style="width: 12.5%;"></td> <td style="width: 12.5%;"></td> <td style="width: 12.5%;"></td> <td style="width: 12.5%;"></td> <td style="width: 12.5%;"></td> </tr> </table>										
Have you attended any Victorian school since 2009, or done any training with a vocational education and training (VET) registered training organisation or an Adult and Community Education provider in Victoria	<input type="checkbox"/> No - I have not attended a Victorian school since 2009 or a TAFE or other VET training provider since the beginning of 2011.										



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since 2011?

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

List the most recent training organisations with which you have participated in training in Victoria since 2011 (List up to 3 training organisations)

Unique Student Identifier (USI)

21. Enter your Unique Student Identifier* (If you already have one)

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

**From 1 January 2015, TRY Learning can be prevented from issuing you with a nationally recognised VET qualification or statement of attainment when you complete your course if you do not have a Unique Student Identifier (USI). In addition, we are required to include your USI in the data we submit to NCVER. If you have not yet obtained a USI you can apply for it directly at <https://www.usi.gov.au/students/create-usi/> on computer or mobile device. Please note that if you would like to specify your gender as 'other' you will need to contact the USI Office for assistance.*

USI Application through TRY Learning (if you do not already have one)

Application for Unique Student Identifier (USI)

If you would like TRY Learning to apply for a USI on your behalf you must authorise us to do so and declare that you have read the privacy information at <https://www.usi.gov.au/documents/privacy-notice-when-rto-applies-their-behalf>. You must also provide some additional information as noted at the end of this form so that we can apply for a USI on your behalf.

I [NAME]authorise TRY Learning to apply pursuant to sub-section 9(2) of the Student Identifiers Act 2014, for a USI on my behalf.



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- I have read and I consent to the collection, use and disclosure of my personal information (which may include sensitive information) pursuant to the information detailed at <https://www.usi.gov.au/documents/privacy-notice-when-rto-applies-their-behalf>, and NCVET policies, procedures and protocols published on NCVET's website at www.ncvet.edu.au

Town/City of Birth _____

(please write the name of the Australian or overseas town or city where you were born)

We will also need to verify your identity to create your USI. Please provide details for one of the forms of identity below. Please ensure that the name written in 'Personal Details' section is exactly the same as written in the document you provide below.

1. Australian Driver Licence

State: _____ Licence Number: _____

2. Medicare Card

Medicare card number _____

Individual reference number (next to your name on Medicare card): ____

Card colour: (select which applies)

Green Expiry date ____/____/____ (format MM/YYYY) (month/year)

Yellow Blue Expiry date ____/____/____ (format DD/MM/YYYY) (day/month/year)

- 3. Australian Birth Certificate:** Note that different details are required depending on the jurisdiction of issue. RTOs that wish to include the birth certificate option in their enrolment form should note the information items required set out at [http://usi.gov.au/help-centre/proof-of-ID/Pages/birth_certificate_\(australian\).aspx#](http://usi.gov.au/help-centre/proof-of-ID/Pages/birth_certificate_(australian).aspx#). Alternatively, they may wish not to include 'birth certificate' in their form.

State/Territory _____

Details vary according to State/Territory (see note above)

4. Australian Passport

Passport number _____



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5. Non-Australian Passport (with Australian Visa)

Passport number _____ Country of issue _____

6. Immicard

Immicard Number _____

7. Citizenship Certificate

Stock number _____ Acquisition date ____/____/____ (day/month/year)

8. Certificate of Registration by Descent

Acquisition date ____/____/____ (day/month/year)

Next of Kin/Emergency Contact

22. Contact Details

Name		Relationship to you	
Address			Postcode
Home phone	()	Work	()
Mobile		Email	

TERMS AND CONDITIONS OF ENROLMENT

INTRODUCTION: TRY Australia Children’s Services, herein after TRY Learning is a Registered Training Organisation, 21053 that delivers training and assessment services. These terms and conditions apply to students enrolled in courses delivered by TRY Learning. All enrolments into TRY Learning courses are subject to the below Terms and Conditions.

DEFINITIONS Recognition of Prior Learning (RPL) is an assessment process that involves assessment of an individual’s relevant prior learning (including formal, informal and non-formal learning) to determine the credit outcomes of an individual application for credit. Credit Transfer is a process that provides students with agreed and consistent credit outcomes for components of a qualification based on identified equivalence in content and learning outcomes between matched qualifications. Non-accredited Course is a course that is not recognised by the Australian Quality Framework (AQF). Students enrolled in non-accredited courses cannot receive government subsidised funding for training.

FEE CATEGORIES: *Skills First Program:* The Victorian Government’s program for funding individual’s Entitlement to Funded Training. Full Fee category: The student, who is not eligible for government funding

PRE-TRAINING REVIEW: TRY Learning requires all learners to complete a Pre Training Review prior to enrolment, which will be used to determine individual learner’s suitability to enrol into a training program. As part of the Pre-Training Review, all learners are also required to complete a Language, Literacy and Numeracy (LLN) assessment

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prior to enrolling into a training program with TRY Learning. The LLN assessment will be used to determine any language, literacy or numeracy support that may be required for each individual learner through the training program. Try Learning may also refer learners to external organisations and agencies for additional support on a case-by-case basis. All costs relating to external additional support will be the responsibility of the learner or the learner's employer or referring agency.

ACCESS & EQUITY: Where a learner has disclosed disability, the learner will be assisted to complete an Individual Learning Plan (ILP). The ILP is used to identify, negotiate and document the type(s) of support required. Where possible, TRY Learning will provide the required support or reasonable adjustment. Reasonable Adjustment means a modification made to the learning environment, training or assessment methods used to enable students with a disability to access and participate in training on the same basis as those without a disability. The adjustment must be 'reasonable' in that it must not impose unjustifiable hardship on the person or the RTO. A disability or hardship can occur at any stage during a training program. A learner may acquire a disability after the initial Pre Training Review process. An ILP can therefore be requested at any stage of the training program. Learners can contact their trainer or TRY Learning team on (03) 8545 9536 to disclose a disability and discuss any reasonable adjustments required.

ENROLMENT: Once the Pre-Training Review has been conducted and the student is deemed able to enrol, a letter of acceptance will be forwarded to the student to confirm his/her enrolment directly by TRY Learning. Enrolment in a course does not guarantee that the student will successfully complete that course. TRY Learning reserves the right to cancel or postpone any training course due to insufficient registrations or other reasons beyond its control. Where a course is cancelled and not rescheduled a full refund of the course fee collected from the student will be provided. Where a course is rescheduled, student has the option to transfer to the next scheduled course at no additional fee. All students will be required to complete the required enrolment documentation including providing evidence of eligibility if applying for Skills First funding. Where students are applying for Skills First subsidised funding, a hard copy original or a certified copy of identification evidence must be sighted by TRY learning prior to enrolment.

This evidence can be one of the below: >

- An Australian Birth Certificate (Not extract)
- A current Australian passport
- A current New Zealand passport
- A current green Medicare Card
- A Naturalisation certificate
- A proxy declaration for individuals in exceptional circumstances as per Clause 2.16- 2.20 of the current Skills First Funding Contract Eligibility Guidelines
- Formal documentation issued by the Australian Department of Immigration and Citizenship confirming permanent residency
- An Australian citizenship by descent abstract

OR if the individual is undertaking training under the Asylum Seeker VET Program and meets the requirements set out in Clause 17 of Schedule 1 of the Skills First Funding Contract,

- a Referral Letter from the Asylum Seeker Resource Centre or the Australian Red Cross

In addition, if the student's age is relevant to their eligibility for funding, proof of age is also required such as one of the below documents:

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- A current drivers licence or
- A current Learner permit or
- A Proof of age card
- A Keypass card

In all cases, applicants for enrolment must provide photo identification in order for TRY Learning to ensure that the Nationally Accredited qualification is being issued to the participant who has signed the enrolment documentation.

COURSE FEES: In the case where students fund the entire cost of the course, TRY Learning has measures in place to ensure that students receive a refund of fees for services not provided. This includes services not provided as a result of the financial failure or deregistration of TRY Learning. TRY Learning adopts a refund policy that is fair and equitable both to the student and TRY Learning. TRY Learning ensures that the contractual and financial relationship between the student and TRY Learning is fully and properly documented, and that copies of the documentation are made available to the student in the *Student Handbook* supplied at enrolment. Information includes: student code of conduct, course fees and refunds, course delivery, access to student records, complaints standards and other policies. Prior to enrolment, TRY Learning will provide all students with a Statement of Fees, which itemises all fees and materials required for the course. The current Statement of Fees for all TRY Learning's qualifications and courses are available from:

- TRY Learning Administration Team
- TRY Learnings' website

Course fees and charges can be different depending upon the course of study, and if the student is eligible for funding or not. Funding can change from one month to another; therefore fees and charges may also be subject to change. Relevant marketing materials will include the following caveat: 'The student tuition fees as published are subject to change given individual circumstances at enrolment'. Try Learning will endeavour to provide the most recent and correct fees and charges to students in a transparent and open manner. It is the student's responsibility to ensure that they have read and understood the information provided by TRY Learning regarding fees, payments, refunds and guarantees prior to enrolling in a course. If the information is difficult to understand, intending students should seek advice and explanation from the TRY Learning Administration team. TRY Learning must not charge fees for Credit Transfers in accordance with the Standards for RTO's 2015.

LEARNING SUPPORT: For students that have had individual support requirements identified, an Individual Learning Plan will be developed which will outline the strategies used to provide the student with additional support over and above what is normally offered in the course.

This may include:

- Additional one-on-one support from the trainer/assessor.
- Assigning of a mentor/coach that is able to provide additional support in the workplace and who works closely with the student and the trainer/assessor.
- Adjustments to the way training resources are accessed or provided.
- Adjustments to the way assessments are to be conducted or extra time for assessments.
- Additional online support
- Linking with additional resources in the community

WITHDRAWAL & REFUNDS: All withdrawals, requests for or refunds must be made in writing and sent to training@trylearning.org.au.

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Refunds for fee-for-service

Course fees for fee-for-service students may include a non-refundable deposit which will be detailed on the Course Outline and Student Agreement. The deposit is non-refundable, except in the circumstances detailed below.

- A full refund of any fees paid (including any deposit) will apply where a student withdraws or cancels their course in writing within the cooling off period. The cooling off period is 7 days and applies from the date of first enrolment or sign-up.
- A full refund of any fees paid (including any deposit) will apply if TRY Learning is required to cancel a course before it commences due to insufficient numbers or for other unforeseen circumstances.
- In the unlikely event that TRY Learning or any third parties responsible for delivering training and assessment on its behalf, is unable to deliver the course or any portion of the course as promised, the student will be issued with a refund for the course or portion of course that was not provided. This includes the following situations:
 - Where TRY Learning or any third parties delivering training and assessment on its behalf ceases to operate.
 - Where TRY Learning ceases to deliver the course in which a student is enrolled and the agreement is terminated.
 - Where TRY Learning needs to make a change to the terms of the student agreement (such as the way the course is delivered or conditions of enrolment) and a new agreement cannot be reached with the student to account for changes.
- In any of the above situations, TRY Learning will automatically conduct a refund assessment of all affected students and issue the refunds due accordingly. In these cases, there is no need for a student to make an individual application for a refund. Refunds will be issued within 28 business days.
- Students who withdraw from a course within the first four weeks after their commencement of training may seek a refund or a reduction in fees owing by making an application for a refund in writing using the Application for Refund Form. The application must include the details and reason for the request. Students who have not completed a Withdrawal Form are not eligible for consideration of a refund or reduction in fees.
- The refund assessment will be based on reviewing the services provided to the student and the costs incurred by TRY Learning to provide those services.
- The outcome of the refund assessment will be provided in writing to the student's registered address within 28 business days, outlining the decision and reasons for the decision along with any applicable refund or adjustment note. Refund decisions can be appealed following our Complaints and Appeals Policy and Procedure.
- A student not achieving the qualification or unit/s in which they enrolled due to exhausting their attempts at assessment, does not entitle the student to a refund.
- RPL application fees are non-refundable.

Refunds for Skills First students

- A full refund will be granted for Skills First students if they cancel their enrolment at least 14 days prior to their course commencing. The cancellation must be notified in writing to our head office.
- A full refund will also apply if TRY Learning is required to cancel a course due to insufficient numbers or other

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unforeseen circumstances.

- Skills First students who withdraw from a course within the first four weeks after their commencement of training and wish to seek a refund must request this in writing using the Application for Refund Form. Students who have not completed a Withdrawal Form are not eligible for consideration of a refund. A refund will apply for the Tuition Fees paid for any units that have not been commenced.
- Refunds will not be provided for materials fees if the student has received any or all course materials.
- The outcome of the refund assessment will be provided in writing to the student's registered address, within 28 business days outlining the decision and reasons for the decision along with any applicable refund or adjustment note. Refund decisions can be appealed following our Complaints and Appeals Policy and Procedure.

COMPLAINTS, CONCERNS, AND APPEALS: TRY Learning ensures that all students have access to a fair and equitable process for dealing with complaints or concerns and provides an avenue for students to appeal against such decisions which affect the student's progress. Every effort is made by TRY Learning to resolve the student's complaint or concern. To this end, the General Manager-RTO is the person to whom formal complaints or concerns are referred. During the Pre-Training Review the Complaints, Concerns and Appeals Policy and procedure is outlined to students. Where a complaint or concern cannot be resolved internally, TRY Learning provides an external independent person to hear the appeal or case. Refer to the Complaints, Concerns and Appeals Policy in the Student Handbook.

COURSE CLOSURE: A student's enrolment in a course remains current and open whilst the course is being undertaken. In this time they are expected to attend training sessions and submit their assessments within the timeframes as per the assessment timetable, including re-submissions. All courses undertaken by students will have an expiry date. The course will be closed off six (6) months after the final day of course delivery. Assessments received after the course closure date will not be accepted. If a student misses any session of the training, he/she will be expected to make up these sessions before submitting an assessment for marking. Students will be required to re-enrol in the course if all assessments are not received before course cut off date.

COURSE OUTLINES: For course related information refer to the course outlines available under each course page on www.trylearning.org.au.

ISSUANCE OF AQF CERTIFICATION DOCUMENTATION: TRY learning will issue AQF certification documentation only to a student who has been assessed as meeting the requirements of the training product as specified in the relevant training package. An administration fee of \$50 will apply for replacement or re-issuance of an AQF certification documentation upon submission of an application form. Refer to AQF Certification Policy on Student Handbook for further information.

GOVERNMENT SUBSIDED TUITION FEES (SKILLS FIRST): The Skills First funding contract provides eligible applicants with access to Victorian and Commonwealth government subsidised funding in vocational training through TRY Learning. Note: Under the Skills First Contract, TRY Learning must deliver subsidised training to Eligible Individuals in accordance with the requirements outlined in the Skills First contract. To determine if you may be eligible for government subsidised training, contact TRY Learning on 03 8545 9536.

INTELLECTUAL PROPERTY: Any material supplied by TRY Learning to the student including but not limited to training course materials (in document format, electronic format or otherwise), are for the student non-commercial use. The student must not re-publish, license, transfer, copy, reproduce or post on the internet, any of the TRY

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Learning materials without prior consent from TRY Learning.

THEFT, LOSS OR DAMAGE: TRY Learning does not accept responsibility for any loss or detriment arising by reason of theft, loss or damage to, or otherwise concerning any property belonging to the student.

PRIVACY: The Privacy Act 1988 legislates the manner in which private sector organisations should collect, use, keep secure and disclose personal information. The Australian Privacy Principles (APP) give individuals a right to know what information an organisation holds about them and a right to correct that information if it is wrong. TRY Learning ensures it operates consistently with the 13 Australian Privacy Principles and collects personal information that is necessary for the conduct of its business. TRY Learning ensures that it uses that information in the manner for which it was intended. TRY Learning includes a standard privacy notice in all enrolment forms, in accordance with the Victorian VET Student Statistical Collection Guidelines which advises students how their data may be supplied to and used by the Department of Education and Early Childhood Development. Refer to the Privacy Policy on the Student Handbook for further information.

PLAGIARISM: Plagiarism occurs when an individual attempts to pass someone else's work off as their own i.e. using someone's ideas, opinions, or theories in an assignment or essay, using pieces of information, such as graphs, statistics, drawings, that are not the student's own work. In most cases plagiarism occurs without intent to deceive. With adequate training and support, this should not recur. Where a trainer/assessor believes there to be an incident of academic misconduct involving plagiarism, cheating, and/or collusion, they will report this to the General Manager-RTO along with reasons for allegation.

The General Manager-RTO and Trainer/Assessor will then address this with the student by asking them to respond to the allegation and provide an explanation. The General Manager-RTO and Trainer/Assessor will then make a decision about the steps to be taken. This may include:

- Requiring the student to resubmit the assessment
- Using an alternative form of assessment to determine the student's understanding
- Where a student has repeated serious allegations of academic misconduct they may be given special or altered conditions for their assessment task or in serious cases they may be asked to withdraw from the course.

VICTORIAN GOVERNMENT VET STUDENT ENROLMENT PRIVACY NOTICE

The Victorian Government, through the Department of Education and Training (the Department), develops, monitors and funds vocational education and training (VET) in Victoria. The Victorian Government is committed to ensuring that Victorians have access to appropriate and relevant VET services. Any personal information collected by the Department for VET purposes is protected in accordance with the *Privacy and Data Protection Act 2014 (Vic)* and the *Health Records Act 2001 (Vic)*.

Collection of your data

TRY Learning is required to provide the Department with student and training activity data. This includes personal information collected in the TRY Learning enrolment form and unique identifiers such as the Victorian Student Number (VSN) and the Commonwealth's Unique Student Identifier (USI).

TRY Learning provides data to the Department in accordance with the Victorian VET Student Statistical Collection Guidelines, available at <http://www.education.vic.gov.au/training/providers/rto/Pages/datacollection.aspx>.

Use of your data

The Department uses student and training data, including personal information, for a range of VET purposes

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including administration, monitoring and planning, including interaction between the Department and Student where appropriate.

The data may also be subjected to data analytics, which seek to determine the likelihood of certain events occurring (such as program or subject completion), which may be relevant to the services provided to the student.

Disclosure of your data

As necessary and where lawful, the Department may disclose VET data, including personal information, to its contractors, other government agencies, professional bodies and/or other organisations for VET-related purposes. In particular, this includes disclosure of VET student and training data to the Commonwealth and the National Centre for Vocational Education Research (NCVER).

Legal and Regulatory

The Department's collection and handling of enrolment data and VSNs is authorised under the *Education and Training Reform Act 2006* (Vic). The Department is also authorised to collect and handle USIs in accordance with the *Student Identifiers Act 2014* (Cth) and the *Student Identifiers Regulation 2014* (Cth).

Survey participation

You may be contacted to participate in a survey conducted by NCVER or a Department-endorsed project, audit or review relating to your training. This provides valuable feedback on the delivery of VET programs in Victoria. Please note you may opt out of the NCVER survey at the time of being contacted.

Consequences of not providing your information

Failure to provide your personal information may mean that it is not possible for you to enrol in VET and/or to obtain a Victorian Government VET subsidy.

Access, correction and complaints

You have the right to seek access to or correction of your own personal information. You may also complain if you believe your privacy has been breached. For further information, please contact TRY Learning's Privacy Officer in the first instance by phone 03 8545 9536 or e-mail training@try.org.au.

Further information

For further information about the way the Department collects and handles personal information, including access, correction and complaints, go to <http://www.education.vic.gov.au/Pages/privacypolicy.aspx>. For further information about Unique Student Identifiers, including access, correction and complaints, go to <http://www.usi.gov.au/Students/Pages/student-privacy.aspx>.

STUDENT DECLARATION

DATA PROVISION REQUIREMENTS

Iunderstand that:

Student's full name

Under the Data Provision Requirements 2012 and Department of Education and Training requirements it is mandatory that TRY Learning collects my personal information within this enrolment document. My personal information contained in TRY Learning enrolment forms my training activity data may be used or disclosed by TRY Learning for statistical, regulatory and research purposes to relevant third parties such as:

- School – if you are a secondary student undertaking VET, including a school based traineeship;

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- Employer – if you are enrolled in training payed by your employer
- Commonwealth and State or Territory government departments and authorised agencies;
- NCVER (National Centre for Vocational Education Research LTD)
- Organisations conducting student surveys
- Researchers

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

- populating authenticated VET Transcripts;
- understanding how the VET market operates, for policy, workforce planning and consumer information;
- facilitating statistics and research relating to education, including surveys and data linkage
- pre-populating TRY Learning's student enrolment forms
- administering VET, including program administration, regulation, monitoring and evaluation.

I may receive an NCVER student survey which may be administered by a government employee or NCVER employee, agent or third party contractor or other authorized agencies. I may opt out of the survey at the time of being contacted. NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

ACCEPTANCE OF TERMS AND CONDITIONS

I agree to abide by the following terms and conditions of enrolment:

1. I confirm that the terms and conditions have been made available to me prior to enrolling.
2. I confirm that I have been given access to the Student Handbook, Course Outline and a Statement of Fees prior to enrolling.
3. I agree that it is a condition of my enrolment that I achieve satisfactory academic progress throughout my course at a rate that will enable me to complete the course in the nominated duration, unless extenuating circumstances exist, in which case I agree to advise TRY Learning immediately of any reason that prevents me from progressing through my course.
4. I agree that I will endeavour to meet the requirements of the course selected and to abide by the rules and regulations of TRY Learning. I understand that if I breach any of TRY Learning's terms and conditions or my behaviour is deemed unacceptable, my enrolment may be cancelled and I may not be entitled to any refund of the tuition fees or other charges paid to TRY Learning under the Contract as applicable at that time.
5. I understand that all Policies relating to TRY Learning's delivery of courses is available in Student Handbook and from TRY Learning Administration team.
6. I understand that it is my responsibility to read these policies.
7. I agree that all lessons and any related material supplied by TRY Learning are copyright and remain the property of TRY Learning.
8. I agree to advise TRY Learning of any change of my address and/or contact details while I am enrolled in any course.
9. I authorise TRY Learning to release administrative information concerning my training and assessment at

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TRY Learning (including academic progress and attendance information) to any person who may lawfully require that information, as well as parents/guardians.

10. I understand that should a new version of the National Qualification be endorsed and released by the relevant authorities, TRY Learning must manage the transition of its students to the new version in accordance with the Australian Skills Quality Authority's directions and that this circumstance does not constitute TRY Learning's default on delivery of the course.
11. I understand that TRY Learning is responsible for the compliance of training and assessment, and release of AQF certification for any accredited training that I enrol in.
12. I have read and understood my rights as a learner if the RTO closes down or ceases to deliver the agreed training or assessment.
13. I hereby acknowledge that I have read, understood and agree to the terms of the Fee Charges and Refunds Policy.
14. I understand that if my enrolment is funded through Skills First Funding program, it may impact my future entitlements for Skills First funded training programs where I can:
 - Commence a maximum of two government funded courses in a calendar year;
 - Undertake a maximum of two government funded courses at any one time;
 - Commence a maximum of two government funded courses at the same level within the AQF in their lifetime and;
 - Commence a maximum two government funded accredited courses with the title 'Course in...' in their lifetime.
15. I have completed a Pre-Training Review and Language, Literacy and Numeracy Assessment before enrolment.

I, hereby declare that:

- The information I have provided in the enrolment form is true and correct to the best of my knowledge.
- I consent to the collection, use and disclosure of my personal information in accordance with the Privacy Notice provided on the Enrolment Form.
- I would like to enroll in the course outlined in this document and I understand my obligations, rights and relevant policies listed above.

Student Signature:		Date:	/ /
Parent/Guardian approval <i>Required If you are under 18 years of age</i>			
Parent/Guardian Name:			
Signature:		Date:	/ /



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Disability Supplement

Introduction

The purpose of the Disability supplement is to provide additional information to assist with answering the disability question.

If you indicated the presence of a disability, impairment or long-term condition, please select the area(s) in the following list:

Disability in this context does not include short-term disabling health conditions such as a fractured leg, influenza, or corrected physical conditions such as impaired vision managed by wearing glasses or lenses.

'11 – Hearing/deaf'

Hearing impairment is used to refer to a person who has an acquired mild, moderate, severe or profound hearing loss after learning to speak, communicates orally and maximises residual hearing with the assistance of amplification. A person who is deaf has a severe or profound hearing loss from, at, or near birth and mainly relies upon vision to communicate, whether through lip reading, gestures, cued speech, finger spelling and/or sign language.

'12 – Physical'

A physical disability affects the mobility or dexterity of a person and may include a total or partial loss of a part of the body. A physical disability may have existed since birth or may be the result of an accident, illness, or injury suffered later in life; for example, amputation, arthritis, cerebral palsy, multiple sclerosis, muscular dystrophy, paraplegia, quadriplegia or post-polio syndrome.

'13 – Intellectual'

In general, the term 'intellectual disability' is used to refer to low general intellectual functioning and difficulties in adaptive behaviour, both of which conditions were manifested before the person reached the age of 18. It may result from infection before or after birth, trauma during birth, or illness.

'14 – Learning'

A general term that refers to a heterogeneous group of disorders manifested by significant difficulties in the acquisition and use of listening, speaking, reading, writing, reasoning, or mathematical abilities. These disorders are intrinsic to the individual, presumed to be due to central nervous system dysfunction, and may occur across the life span. Problems in self-regulatory behaviours, social perception, and social interaction may exist with learning disabilities but do not by themselves constitute a learning disability.

'15 – Mental illness'

Mental illness refers to a cluster of psychological and physiological symptoms that cause a person suffering or distress and which represent a departure from a person's usual pattern and level of functioning.

'16 – Acquired brain impairment'

Acquired brain impairment is injury to the brain that results in deterioration in cognitive, physical, emotional or independent functioning. Acquired brain impairment can occur as a result of trauma,

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hypoxia, infection, tumour, accidents, violence, substance abuse, degenerative neurological diseases or stroke. These impairments may be either temporary or permanent and cause partial or total disability or psychosocial maladjustment.

'17 – Vision'

This covers a partial loss of sight causing difficulties in seeing, up to and including blindness. This may be present from birth or acquired as a result of disease, illness or injury.

'18 – Medical condition'

Medical condition is a temporary or permanent condition that may be hereditary, genetically acquired or of unknown origin. The condition may not be obvious or readily identifiable, yet may be mildly or severely debilitating and result in fluctuating levels of wellness and sickness, and/or periods of hospitalisation; for example, HIV/AIDS, cancer, chronic fatigue syndrome, Crohn's disease, cystic fibrosis, asthma or diabetes.

'19 – Other'

A disability, impairment or long-term condition which is not suitably described by one or several disability types in combination. Autism spectrum disorders are reported under this category.