

The information contained in this form is used for enrolment and statistical purposes; to assist in research and evaluation by relevant government agencies, Core Industry Training (RTO Code 91712) and Jigsaw Training Group (RTO 32423).

Privacy Statement and Student Declaration

Under the Data Provision Requirements 2012, Core Industry Training and Jigsaw Training Group are required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this enrolment form and your training activity data) may be used or disclosed by Core Industry Training or Jigsaw Training Group for statistical, regulatory and research purposes. Core Industry Training or Jigsaw Training Group may disclose your personal information for these purposes to third parties including:

- School - if you are a secondary student undertaking vocational education and training, including a school based apprenticeship or traineeship;
- Employer - if you are enrolled in training paid by your employer;
- Commonwealth and State or Territory government departments and authorised agencies; NCVER;
- Organisations conducting student surveys; and Researchers

Personal Information disclosed by NCVER may be used or disclosed for the following purposes:

- Issuing a VET Statement of Attainment or VET Qualification, and populating Authenticated VET Transcripts;
- Facilitating statistics and research relating to education, including surveys;
- Understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including program administration, regulation, monitoring and evaluation.

You may receive an NCVER student survey which may be administered by an NCVER employee, agent or third party contractor. You 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 VET Data Policy and NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

I declare that the information I have provided to the best of my knowledge is true and correct. I consent to the collection, use and disclose of my personal information in accordance with the Privacy Notice above.

STUDENT DECLARATION (Core and Jigsaw)

STUDENT ACKNOWLEDGEMENT

By agreeing to the terms and conditions, I acknowledge that:

- I confirm the accuracy of the information provided in this document.
- I give my permission for Core Industry Training or Jigsaw Training Group to act on my behalf to contact ASQA or any Registered Training Organisation I have been previously enrolled with to obtain information about my enrolment status and past academic results (i.e. withdrawal and/or Statement of Attainment). Any fees charged by the other RTO/s will be my expense.
- I give Core Industry Training and Jigsaw Training Group permission to provide evidence of my attendance, course progress and copies of any certification documentation I obtain to my Direct Recruitment Employment Consultant.
- I give Core Industry Training and Jigsaw Training Group permission to create, search or locate my Unique Student Identifier if I have not provided it.
- I have read and understood the Student Handbook relevant to my Training (either Core Industry Training or Jigsaw Training Group) and understand my rights and responsibilities as a student. I understand the relevant refund policies and also how I can make a complaint.
- I will abide by my own responsibilities as a student as outlined in the Student handbook.
- I acknowledge that if there is any part of the Handbooks I do not understand or am not comfortable with that I have contacted Core Industry Training or Jigsaw Training group for clarification.
- I confirm that I know the Student Handbooks are available at all times on the relevant websites.
- I understand that my training may be delivered by an approved third party on behalf of Core Industry Training or Jigsaw Training Group.
- I consent to the disclosure of my details by the RTO to government agencies as required. Please read the Privacy Notice and Student Declaration.
- I have received and understood the terms and conditions of enrolment
- I have been informed of how my training and assessment will be conducted.
- I declare that all the information provided in this enrolment is true and correct and I am aware that consequences that may occur for providing false, misleading or incomplete information may be cancellation of my enrolment or withdrawal of any offer made by Core Industry Training or Jigsaw Training Group.

TERMS and CONDITIONS of ENROLMENT

STUDENT ACKNOWLEDGEMENT

Enrolment, Fees and Payments

A fully completed enrolment form must be provided before you can commence your training. This includes any eligibility documentation which is required by a specific funding body.

Course fees will be invoiced upon confirmation of enrolment and all payments are expected within seven days of invoice generation.

Payment methods include credit card, direct deposit or payment plan. If applicable we will not take more than \$1,500 in advance.

Payment Plans

Students who choose to pay their tuition fee by instalment will work with our admin team to work out a payment that works best for the individual. Payment plans are generally only considered for amounts of \$1,000.00. Once the tuition fee is paid in full, the payments will cease.

Sensitive information is only kept for the duration of training in a secure password protected environment and destroyed upon full payment of the tuition fee.

Final certificates will only be issued when all course fees have been received and fees may apply for re-issuance of replacement certificates.

Refunds

Course refunds will be considered under the following circumstances:

Where a student enrolls in a qualification or unit that is postponed. Students will be provided with the opportunity to either commence on the amended commencement date or withdraw with a full refund (no penalty or administration fees).

Where a student chooses to withdraw from a program prior to commencement, (in writing), a full refund of all monies will be paid to the student. If applicable, a small charge may be charged for administration and services provide prior to cancellation.

If an enrolled student decides to cancel and not participate in a qualification within two weeks of commencement, a \$50 administration fee will be charged and if applicable, the remainder of the fees refunded.

Where a student cancels their enrolment after 14 days of commencement, fees paid up to date of cancellation are not refundable, unless evidence of extenuating circumstances can be supplied. In this instance, a student may apply for a refund by making a written request supported by documented evidence to the Director. The administration fee will still be charged in this instance.

All refunded fees are paid directly into a nominated bank account.

Course Participant/Course Materials

All relevant course material will be provided by throughout the duration of a course.

Computer access and a moderate level of computer skills will be required for some qualifications. Please speak to our administration team to discuss this prior to enrolment.

Students will be provided with information regarding the duration of their program before or at the start of their training.

Support from your trainer and our administration team will be available at all times during your course and you are encouraged to seek assistance and keep contact with your trainer on a regular basis.

Any changes to personal details during a course must be provided as soon as possible. Failure to do so may result in a re-issue fee for any certification documentation.

Language, Literacy and Numeracy

Our standard course material contains written documentation and assessments that require you to read and interpret and at times estimate and calculate. We recognise that not all people are able to easily write and perform calculations to the required standards and we are committed to providing assistance to people seeking to undertake training who may have special language, literacy and numeracy requirements. Referrals will be provided to specialist literacy and numeracy assistance agencies where appropriate.

Credit Transfer/Recognition of Prior Learning

You may be eligible for credit transfer if you have undertaken previous studies or RPL if you already hold extensive knowledge and experience in your area of study. Please talk to us about this prior to the completion of your enrolment so we can assist you in undertaking these processes if applicable.

Unique Student Identifier

All individuals studying nationally recognised training are required to have a Unique Student Identifier (USI) or "Student Identifier". Please visit www.usi.gov.au for more information.

Without a valid Unique Student Identifier, we are unable to issue students any completion documentation.

Assessment Submission / Course Cancellation

We reserve the right to cancel students from courses if time frames are not met, students fail to submit work, or make contact with their trainer or respond to reasonable requests/enquiries regarding their progress over a continuous period of three months. A re-enrolment fee of \$250.00 (two hundred and fifty dollars) will be payable for students wishing to continue in a course following a notice of cancellation.

All students are required to complete declarations for both theoretical assessment questionnaires and practical assessment tasks when submitting their work for assessment. Such declarations confirm that all work is that of each student.

Where plagiarism is evident, Core Industry Training reserves the right to take appropriate measures, which include the possibility of termination without financial recompense.

Disciplinary Procedures

At all times students are to act with honesty, integrity and responsibility throughout their training and assessment. Should a student, at any time, not act with honesty or integrity, disciplinary actions may be taken at the discretion of the management of Core Industry Training or Jigsaw Training Group. This may include removal from a course.

We reserve the right to decline admission to a course; terminate a student's enrolment at any time; or change trainer or assessor at any time without notice.

Students have the right to appeal these actions via the the Complaints and Appeals policy (available upon request) and also in the applicable Student Handbook.

Code of Conduct and Ethical Behaviour

We are committed to principles of access and equity and maximising outcomes for all students by ensuring that programs and services are relevant, accessible, fair and inclusive

We comply with the objectives of relevant Federal and State legislation and will meet the needs of individuals without discrimination regardless of sex, race, marital status, origin, language barriers, disability, and seek to assist individuals wherever possible to increase opportunities through vocational education and training by identifying barriers to participation and develop strategies that help overcome such barriers

WE WILL NOT will not condone or tolerate harassment, victimisation or bullying of any kind. This includes harassment, victimisation, bullying because of sex, race, national origin, religion, disability, sexuality or age.

Occurrences of such behaviour must be reported to management immediately for investigation and where necessary, disciplinary action will be taken.

Complaints and Appeals

We recognise that differences and grievances can arise from time to time and are committed to the early resolution of complaints and appeals in a manner that is fair and impartial to all parties involved. The following steps are implemented to ensure this happens:

Inform us if you are dissatisfied, or have any concerns about our products, services, or processes

If you feel you have been unfairly treated by a representative of Core Industry Training or Jigsaw Training Group

We will fully investigate all such complaints and appeals and strive to resolve them to the satisfaction of all parties. If you are not satisfied with the resolution we will refer the matter to an independent organisation.

Our complete complaints and appeals policy is available upon request and is also available via the Student handbook on our respective websites.

Privacy

We will protect, as is reasonably possible, all personal information whether recorded in a material form or not, about an individual whose identity is apparent, or can reasonably be ascertained, from such data.

Information contained in this enrolment form will be used for administrative and legal purposes only. No access to your enrolment details will be provided to any other party without your consent, in accordance with our Privacy Policy and relevant State/Territory privacy legislation.

Information collected during training and assessment will be used to record your progress. Occasionally State or Commonwealth funding programs that support training and assessment may request, as part of funding contracts, that we submit your personal and progress details for research, statistical analysis, program evaluation, post completion survey and internal management purposes

Disability Supplement

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, 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.