

**RTO: 40476****ENROLMENT FORM****Instructions:**

Fill in all sections clearly and carefully by writing in block letters.

**1 PERSONAL DETAILS**

Title: *(Please tick)*      Mr       Mrs       Miss       Ms       Dr       Other

Family Name: \_\_\_\_\_

Given Names: \_\_\_\_\_

Residential Address: \_\_\_\_\_ Post Code: \_\_\_\_\_

Postal Address: \_\_\_\_\_ Post Code: \_\_\_\_\_

Phone Numbers:    Home \_\_\_\_\_      Work \_\_\_\_\_      Mobile \_\_\_\_\_

Email: \_\_\_\_\_

Date of Birth \_\_\_\_\_      Gender:    Male / Female

Emergency/Next of Kin Contact Details:    Name \_\_\_\_\_      Phone: \_\_\_\_\_

**2 COURSE DETAILS**

<input type="checkbox"/> CHC33015 Certificate III in Individual Support (Ageing)	
<input type="checkbox"/> CHC33015 Certificate III in Individual Support (Disability)	
<input type="checkbox"/> CHC33015 Certificate III in Individual Support (Home & Community)	
<input type="checkbox"/> CHC43015 Certificate IV in Ageing Support	
<input type="checkbox"/> CHC43115 Certificate IV in Disability	
<input type="checkbox"/> HLTAID003 Provide First Aid	
Fee as per <a href="http://www.hopeinstitute.edu.au">www.hopeinstitute.edu.au</a> :	TOTAL

**3 PAYMENTS OPTIONS**

Cheque	Please make Cheque payable to "HOPE INSTITUTE"
Money Order	Please make Money Order payable to "HOPE INSTITUTE"
Bank Deposit	<b>Account Name: Hope Institute</b> <b>BSB: 06 2223</b> <b>Account No: 1133 5709</b> Use your name as reference.
Cash	Pay in the office to the Accounts department
Direct Debit	We use <b>EZIDEBIT PTY LTD</b> , a third party for direct debit payment options. Please fill the form, sign it and give to the Accounts department.

**3.1 PAYMENT by instalments**

Total Fee = \$		
1 <sup>st</sup> Instalment	\$	Date payable:
2 <sup>nd</sup> Instalment	\$	Date payable:
3 <sup>rd</sup> Instalment	\$	Date payable:

**FOR OFFICE USE ONLY**

Student ID:	USI Created: ___/___/___
	USI Activated: ___/___/___
College Staff Name:	Signature & date:

**4 LANGUAGE AND CULTURAL DIVERSITY**

Are you of aboriginal or Torres Strait Islander origin?  
*(For persons of both Aboriginal AND Torres Strait Islander origin, mark both "Yes" boxes)*

<input type="checkbox"/>	No
<input type="checkbox"/>	Yes, Aboriginal
<input type="checkbox"/>	Yes, Torres Strait Islander

Were you born in Australia? \_\_\_\_\_ If not, please specify? \_\_\_\_\_

Do you speak a language other than English at home?

<input type="checkbox"/>	No, English only <i>(Go to disability section)</i>
<input type="checkbox"/>	Yes, other – please specify

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How well do you speak English?  Very Well  Well  Not well  Not at all

**5 DISABILITY**

Do you consider that you have a disability, impairment or long-term condition? *(You may indicate more than one area)*

<input type="checkbox"/> No	<input type="checkbox"/> Vision	<input type="checkbox"/> Hearing/Deaf	<input type="checkbox"/> Physical	<input type="checkbox"/> Medical Condition
<input type="checkbox"/> Other	<input type="checkbox"/> Intellectual	<input type="checkbox"/> Mental Illness	<input type="checkbox"/> Learning	<input type="checkbox"/> Acquired Brain Impairment

**6 SCHOOLING**

What is your highest completed school level? \_\_\_\_\_ In which year did you complete that school level

<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"/> Did not go to school

Are you still attending secondary school? Yes  No

**7 PREVIOUSLY ACHIEVED QUALIFICATIONS**

Have you successfully completed any of the following qualifications?

<input type="checkbox"/> Yes <i>(please tick ANY applicable boxes)</i>	<input type="checkbox"/> No <i>( Go to the Employment section)</i>
<input type="checkbox"/> Bachelor Degree or Higher Degree	<input type="checkbox"/> Certificate III (or Trade Certificate)
<input type="checkbox"/> Advanced Diploma or Associate Degree	<input type="checkbox"/> Certificate II
<input type="checkbox"/> Diploma (or Associate Diploma)	<input type="checkbox"/> Certificate I
<input type="checkbox"/> Certificate IV (or Advanced Certificate/Technician)	<input type="checkbox"/> Certificates other than the above

**8 EMPLOYMENT**

Of the following categories, which BEST describes your current employment status? *(Tick ONE box only)*

<input type="checkbox"/> Full-time employee	<input type="checkbox"/> Employed – unpaid worker in a family business
<input type="checkbox"/> Part-time employee	<input type="checkbox"/> Unemployed – seeking full-time work
<input type="checkbox"/> Self employed – not employing others	<input type="checkbox"/> Unemployed – seeking part-time work
<input type="checkbox"/> Employer	<input type="checkbox"/> Not employed – not seeking employment

**9 STUDY REASON**

Of the following categories, which BEST describes your main reason for undertaking this course/traineeship /apprenticeship? (Tick ONE box only)

<input type="checkbox"/>	To get a job	<input type="checkbox"/>	To develop my existing business
<input type="checkbox"/>	To start my own business	<input type="checkbox"/>	To try for a different career
<input type="checkbox"/>	To get a better job or promotion	<input type="checkbox"/>	It was a requirement of my job
<input type="checkbox"/>	I wanted extra skills for my job	<input type="checkbox"/>	To get into another course of study
<input type="checkbox"/>	For personal interest or self development	<input type="checkbox"/>	Other reasons

## 10 Terms & Conditions

### 10.1 Hope Institute guarantee

Upon receipt of completed enrolment form and course fee, Hope Institute guarantee the followings:

- Provide services according to the terms & conditions of enrolment;
- Provide access to the course material & assessments in electronic form (e.g. USB);
- Provide trainer & administration support to the students throughout the enrolment;
- Mark, provide feedback & results on the submitted assessment tasks;
- Support students to achieve their goal of completion of the qualification;
- Provide support for students with specific and special needs identified by the parties within the capacity of the RTO;
- Issue results & qualification or statement of attainment/s upon satisfactory completion of the course requirements (if applicable);
- Provide a fair & reasonable complaints & assessment appeal process;
- Seek feedback on Hope Institute's services;
- Hope Institute will keep any information (including account details) in direct debit confidential. Information provided by you is considered confidential and will not be divulged to any third party, unless required by law, nor will it be sold.

### 10.2 Fee Structure

Hope Institute publish fees for different courses and administration charges on its website's Fee page <http://www.hopeinstitute.edu.au/course-fee/>

### 10.3 Provider Default

Where Hope Institute is in a "default" situation such as cancellation of course, a **FULL REFUND** including enrolment fee will be refunded and no refund administration charges will be charged.

The payment is processed within a maximum 4 weeks (20 working days) from the date of refund is requested.

### 10.4 REFUNDS

#### Withdrawal or Cancellation from a Course and refund request

##### Definition

*Enrolment date: Date the enrolment form completed and signed by the student*

An enrolment fee of \$150 is non-refundable.

Request must be made in writing. The "Refund Form" is available from Hope Institute's Download page.

<b>Date of withdrawal or cancellation request</b>	<b>Amount of refund payable</b>
Cancellation or withdrawal request is received by the Hope Institute office within 15 calendar days of the enrolment date.	\$150 enrolment fee and \$89 Refund processing fee will be deducted from the payment received from the student.
Cancellation or withdrawal request is received after 15 calendar days of enrolment date.	No Refund is applicable for the money already paid and any outstanding debt is cancelled.
Refund in Special Circumstances approved my management. Please read below more about Special circumstances.	150 enrolment fee and \$89 Refund processing fee will be deducted from the payment received from the student.  Plus \$89 will be charged If any course material or assessments have been given to the students.

**Special circumstances for course refund:**

Hope Institute has the discretion to approve refunds if the student would be unreasonably disadvantaged if not granted a refund- e.g. a student meets with a serious misadventure, serious illness or hospitalisation (two week period minimum) supported by a medical certificate.

For example, the following circumstances will NOT be accepted for a refund:

- Job change or retrenchment
- Change of work hours
- Inconvenience of travel to class
- Moving interstate or overseas
- Pregnancy – in this situation course can be deferred

**The final decision is at the discretion of the CEO.**

**11. DECLARATION by Student**

By signing the Enrolment Form, I acknowledge that I understand the agreement I am entered into with the Hope Institute for Further Education Pty Ltd trading as Hope Institute.

- I have read, understood and agreed to all the Terms & Conditions.
- I have read and understood information provided in the Student Handbook, Course Brochure and on Hope Institute website ([www.hopeinstitute.edu.au](http://www.hopeinstitute.edu.au)).
- The information that I have provided is true and correct to the best of my knowledge.
- I understand that my personal details will be collected for the purpose of student records required by Hope Institute and will not be sold to any party.
- I acknowledge that Hope Institute has the right to pursue outstanding amount through a debt collection agency should I fail to pay all the debts owing to Hope Institute. All associated cost will be added to the outstanding amount.
- I understand that Hope Institute has the right to cancel my enrolment if I don't pay my fees as agreed.
- I understand that Hope Institute has the right to cancel my enrolment if I do not attend my classes continuously for two months without a reasonable reason explained to Hope Institute in writing. It can be via email or a letter addressed to the Principal.
- I will provide identification in the form of either a birth certificate, driver's license or passport.
- I will maintain a high standard of professional behaviour while enrolled as a student.
- I understand that Policies & Procedures Folder is available at the reception desk.
- I give the Hope Institute permission to use my photo for marketing purposes.
- I understand the requirements for a National Police Check and I will provide the Hope Institute with a National Police Check before going to Vocational Placement.
- I authorise Hope Institute to create the Unique Student Identifier (USI) on my behalf. Hope Institute is authorised to use my personal information for the purpose.

*I declare that I consent & before signing this, I have had the opportunity to clarify and understand the content of this form.*