



**SAFETY TRAINING ACADEMY  
ENROLMENT FORM  
RTO : 45234**

*PLEASE COMPLETE ALL SECTIONS clearly and carefully by writing in BLOCK LETTERS using a black or blue pen.*

**SECTION 1 – APPLICANT INFORMATION**

**APPLICANT DETAILS**

Please complete full name and date of birth as listed on your ID documents

Title (please tick)	<input type="checkbox"/> Mr	<input type="checkbox"/> Mrs	<input type="checkbox"/> Miss	<input type="checkbox"/> Ms	<input type="checkbox"/> Dr	<input type="checkbox"/> Other
Surname						
Given name		Middle name				
Preferred name If different to above		Date of Birth Day/Month/Year	/	/		
Gender (please tick)	<input type="checkbox"/> Male	<input type="checkbox"/> Female	Email			
Home Phone		Work Phone				
Mobile Phone						
Residential Address						
	Suburb		State		Postcode	
Postal Address						
If different from above	Suburb		State		Postcode	

**EMERGENCY CONTACT**

Full Name		Relationship		Contact Number	
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In the event of an emergency do you give the STA permission to organise emergency transport and treatment and do you agree to pay all costs related to the emergency?  Yes  No

**UNIQUE STUDENT IDENTIFIER (USI)**

From 1 January 2015, Safety Training Academy 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-your-usi> on a computer or mobile device.

Enter your Unique Student Identifier (USI) (if you already have one) You may already have a USI if you have done any nationally recognised training, which could include training at work, completing a first aid course or RSA (Responsible Service of Alcohol) course, getting a white card, or studying at a TAFE or training organisation. It is important that you try to find out whether you already have a USI before attempting to create a new one. You should not have more than one USI. To check if you already have a USI, use the 'Forgotten USI' link on the USI website at <https://www.usi.gov.au/faqs/i-have-forgotten-my-usi/>

**17) Unique Student Identifier (USI)**

I give permission for Safety Training Academy to access my Unique Student Identifier (USI) for the purpose of recording my results.

USI																			
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**USI application through STA (if you do not already have one)**

**Application for Unique Student Identifier (USI)**

If you would like us Safety Training Academy 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/privacynotice-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 Safety Training Academy to apply pursuant to sub-section 9(2) of the Student Identifiers Act 2014, for a USI on my behalf.

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>

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 (numbered 1 to 8).**

**Please ensure that the name written in 'Personal Details' section is exactly the same as written in the document you provide below.**

<b>1. Australian Driver's Licence:</b>	<b>State:</b>	<b>Licence number:</b>	
<b>2. Medicare Card:</b>	<b>Medicare card number:</b>	<b>Individual reference number (next to your name on medicare card):</b>	
	<b>Card colour:</b> Green <input type="checkbox"/> Yellow <input type="checkbox"/> Blue <input type="checkbox"/>	Expiry date ____ / ____ / ____ (format DD/MM/YYYY)	
<b>3. Australian Birth Certificate:</b>	<b>State/Territory:</b>	<b>4. Immicard:</b>	Immicard Number:
<b>5. Australian Passport:</b>	Passport number:		
<b>6. Non-Australian Passport:</b> (with Australian Visa) Passport number:	Passport number:	Country of issue:	
<b>7. Citizenship Certificate:</b>	Stock number:	Acquisition date ____ / ____ / ____ (day/month/year)	
<b>8. Certificate of Registration by Descent:</b>	Acquisition date ____ / ____ / ____ (day/month/year)		

**OFFICE USE Only**

In accordance with section 11 of the *Student Identifiers Act 2014*, Safety Training Academy will securely destroy personal information which we collect from individuals solely for the purpose of applying for a USI on their behalf as soon as practicable after we have made the application or the information is no longer needed for that purpose.

<b>PHOTO ID VERIFIED:</b>	<input type="checkbox"/> Passport number:	<input type="checkbox"/> Driver licence number:
	<input type="checkbox"/> Other, please state:	



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**SECTION 2 – EDUCATION AND EMPLOYMENT INFORMATION**

AVETMISS DATA COLLECTION

*Information collected in this section is used for the purposes of National reporting and planning.*

**Please COMPLETE ALL SECTIONS.**

**PRIOR EDUCATION**

What was your highest <b>completed</b> level at school?	
<input type="checkbox"/> <sup>12</sup> Year 12 or equivalent	<input type="checkbox"/> <sup>9</sup> Year 9 or equivalent
<input type="checkbox"/> <sup>11</sup> Year 11 or equivalent	<input type="checkbox"/> <sup>8</sup> Year 8 or below
<input type="checkbox"/> <sup>10</sup> Year 10 or equivalent	<input type="checkbox"/> <sup>02</sup> Never attended school
In what <b>year</b> did you complete that level? _____	Name of School: _____
If in Australia, State: _____ Postcode: _____	If not in Australia, Country _____

**QUALIFICATIONS**

Do you have post-secondary or vocational/trade qualifications from any accredited/recognised educational institution(s)?	
<input type="checkbox"/> Yes – <i>Please specify and provide a copy</i>	<input type="checkbox"/> No - go to next question ' <b>Employment Status</b> '
If YES, then tick ANY applicable boxes.	
<input type="checkbox"/> <sup>008</sup> Bachelor Degree or Higher Degree	
<input type="checkbox"/> <sup>410</sup> Advanced Diploma or Associate Degree	
<input type="checkbox"/> <sup>420</sup> Diploma (or Associate Diploma)	
<input type="checkbox"/> <sup>511</sup> Certificate IV (or Advanced Certificate/Technician)	
<input type="checkbox"/> <sup>514</sup> Certificate III (or Trade Certificate)	
<input type="checkbox"/> <sup>521</sup> Certificate II	
<input type="checkbox"/> <sup>524</sup> Certificate I	
<input type="checkbox"/> <sup>990</sup> Other education ( including certificates or overseas qualifications not listed above)	

**EMPLOYMENT STATUS**

Of the following, which best describes your current employment status? (please tick ONE box only)	
<input type="checkbox"/> <sup>01</sup> Full-time employee	<input type="checkbox"/> <sup>06</sup> Unemployed – seeking full-time work
<input type="checkbox"/> <sup>02</sup> Part-time employee	<input type="checkbox"/> <sup>07</sup> Unemployed – seeking part-time work
<input type="checkbox"/> <sup>03</sup> Self-employed- not employing others	<input type="checkbox"/> <sup>08</sup> Not employed – not seeking employment
<input type="checkbox"/> <sup>04</sup> Self employed – employing others	
<input type="checkbox"/> <sup>05</sup> Employed – unpaid worker in family business	

**EMPLOYMENT DETAILS**

Employer's name	Supervisor's name	
Address		
Email	Phone	



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REASON FOR UNDERTAKING TRAINING / RPL (tick ONE box only)	
Of the following, which best describes your main reason for gaining this qualification?	
<input type="checkbox"/> <sup>01</sup> To get a job	<input type="checkbox"/> <sup>06</sup> It is a requirement for my job
<input type="checkbox"/> <sup>02</sup> To develop my existing business	<input type="checkbox"/> <sup>07</sup> I wanted extra skills for my job
<input type="checkbox"/> <sup>03</sup> To start my own business	<input type="checkbox"/> <sup>08</sup> To get into another course of study
<input type="checkbox"/> <sup>04</sup> To try for a different career	<input type="checkbox"/> <sup>12</sup> For personal interest or self-development
<input type="checkbox"/> <sup>05</sup> To get a better job or promotion	<input type="checkbox"/> <sup>11</sup> Other (please provide details):

**SECTION 3 – ADDITIONAL INFORMATION**

*Information collected in this section is strictly confidential, available only to limited college staff and for the purposes of reporting and planning.*

SPECIAL NEEDS	
Do you consider that you have any type of disability that may affect your ability to undertake assessment?	<input type="checkbox"/> No - go to next question ' <b>Language &amp; Cultural Diversity</b> ' <input type="checkbox"/> Yes – please provide details below
<input type="checkbox"/> <sup>11</sup> Hearing	<input type="checkbox"/> <sup>16</sup> Acquired Brain Impairment
<input type="checkbox"/> <sup>12</sup> Physical	<input type="checkbox"/> <sup>17</sup> Vision
<input type="checkbox"/> <sup>13</sup> Intellectual	<input type="checkbox"/> <sup>18</sup> Medical Condition
<input type="checkbox"/> <sup>14</sup> Learning	<input type="checkbox"/> <sup>19</sup> Other (please specify):
<input type="checkbox"/> <sup>15</sup> Mental Illness	

If you indicated the presence of a disability, impairment or long-term condition, please select the area(s) from the list on page

LANGUAGE AND CULTURAL DIVERSITY	
<b>Country of Birth</b>	<input type="checkbox"/> <sup>1101</sup> Australia <input type="checkbox"/> <b>Other (please specify):</b> _____ Place of Birth: _____
<b>Aboriginal &amp;/or Torres Strait Islander Origin</b>	<input type="checkbox"/> <sup>4</sup> No <input type="checkbox"/> <sup>2</sup> Torres Strait Islander
	<input type="checkbox"/> <sup>13</sup> Aboriginal <input type="checkbox"/> <sup>13</sup> Aboriginal & Torres Strait Islander
<b>Language spoken at home</b>	<input type="checkbox"/> <sup>1201</sup> English Only (skip the next question) <input type="checkbox"/> <b>Other (please specify):</b>
<b>How well do you speak English?</b>	<input type="checkbox"/> Very Well <input type="checkbox"/> Well <input type="checkbox"/> Not well <input type="checkbox"/> Not at all



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**SECTION 4– ENROLMENT INFORMATION**

<b>Qualifications – please tick qualification for which you are applying.</b>		( Assess only- RPL)
<input type="checkbox"/> CPC30220 Certificate III in Carpentry (34 Units of Competency)	<input type="checkbox"/> CPC30620 Certificate III in Painting and Decorating (29 Units of Competency)	
<input type="checkbox"/> CPC31220 Certificate III Wall and Ceiling Lining (29 Units of Competency)	<input type="checkbox"/> CPC31320 Certificate III in Wall and Floor Tiling (20 Units of Competency)	
Are you applying for CT as well as RPL	Yes <input type="checkbox"/> No <input type="checkbox"/>	
Preferred Start Date	-----/-----/-----	
Do you have access to a workplace Yes <input type="checkbox"/> No <input type="checkbox"/>	Site location:	
<b>Short Courses</b>		
<b>Unit of competency – Please indicate course chosen</b>		( Training and Assessemnt program)
<b>White Card:</b>		
<input type="checkbox"/> CPCWHS1001 - Prepare to work safely in the construction industry		
<b>Working at Heights :</b>		
<input type="checkbox"/> RIIWHS204E - Work safely at heights	<input type="checkbox"/> ICTWHS201 - Provide telecommunications services safely on roofs	
<b>Confined Spaces :</b>		
<input type="checkbox"/> RIIWHS202E - Enter and work in confined spaces	<input type="checkbox"/> MSMWHS217 - Gas test atmospheres	
<input type="checkbox"/> MSMWHS201 - Conduct hazard analysis	<input type="checkbox"/> MSMPER300 - Issue work permits	
<input type="checkbox"/> MSMPER200 - Work in accordance with an issued permit		
<b>High risk Work :</b>		
<input type="checkbox"/> TLILIC0003 - Licence to operate a forklift truck	<input type="checkbox"/> TLILIC0005 - Licence to operate a boom-type elevating work platform (boom length 11 metres or more)	
<b>Earthmoving and Machinery :</b>		
<input type="checkbox"/> RIIMPO320F - Conduct civil construction excavator operations	<input type="checkbox"/> RIIMPO318F - Conduct civil construction skid steer loader operations	
<input type="checkbox"/> RIIMPO321F - Conduct civil construction wheeled front end loader operations	<input type="checkbox"/> RIIMPO337E - Conduct articulated haul truck operations	
<input type="checkbox"/> RIIMPO316E- Conduct self-propelled compactor operations	<input type="checkbox"/> RIIHAN301E – Opertae elevating work platform (under 11m)	
<input type="checkbox"/> RIIHAN301E - Conduct telescopic materials handler operations ( Telehandler)		
<b>Asbestos :</b>		
<input type="checkbox"/> CPCUDE3014 - Remove non-friable asbestos	<input type="checkbox"/> CPCUDE4008 - Supervise asbestos removal	



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<b>Demolition:</b>	
<input type="checkbox"/> CPCBC4002 Manage work health and safety in the building and construction workplace	<input type="checkbox"/> CPCDE3020 Select and use tools and equipment for hot work in the demolition industry
<input type="checkbox"/> CPCBC4012 Read and interpret plans and specifications	<input type="checkbox"/> CPCDE3022 Manage demolition recyclable waste materials and contaminated soil using load shifting equipment
<input type="checkbox"/> CPCDE3016 Identify hazards on demolition sites and apply risk management strategies	<input type="checkbox"/> CPCDE4001 Plan and prepare for activities on demolition sites
<input type="checkbox"/> CPCDE3018 Select and use small plant and equipment for demolition tasks	<input type="checkbox"/> CPCDE4002 Plan demolition work to minimise risk to health, safety and environment
<input type="checkbox"/> CPCDE3018 Select and use small plant and equipment for demolition tasks	<input type="checkbox"/> CPCDE4003 Supervise operational activities on demolition sites
<input type="checkbox"/> CPCDE4004 Finalise demolition activities and supervise property handover	
<b>First Aid :</b>	
<input type="checkbox"/> HLTAID011 - Provide First Aid	<input type="checkbox"/> HLTAID009 - Provide cardiopulmonary resuscitation
<input type="checkbox"/> HLTAID012 - Provide First Aid in an education and care setting	
<b>Traffic Control Courses:</b>	
<input type="checkbox"/> RIISS00054 – Traffic Controller Skill Set	<input type="checkbox"/> RIISS00055 – Traffic Management Implementer Skill Set
<b>Other Courses:</b>	
<input type="checkbox"/> UETDREL006 - Working safely near live electrical apparatus as a non-electrical worker	
<input type="checkbox"/> RIICCM202E – Identify, located and protect uunderground services	



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**PRIVACY NOTICE**

**Why we collect your personal information**

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.

**How we use your personal information**

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

**How we disclose your personal information**

We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

**How the NCVER and other bodies handle your personal information**

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at [www.ncver.edu.au/privacy](http://www.ncver.edu.au/privacy)

If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below.

DESE is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.dese.gov.au/national-vet-data/vet-privacy-notice>

**Surveys**

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

**Contact information**

At any time, you may contact Safety Training Academy to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice

**Safety Training Academy**

**Maria Hajjar**

**0439 007 746**

[maria@safetytrainingacademy.edu.au](mailto:maria@safetytrainingacademy.edu.au)



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**DISABILITY SUPPLEMENT**

**\*If you indicated the presence of a disability, impairment or long-term condition on page 4, 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.





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**TERMS & CONDITIONS OF ENROLMENT**

**Enrolment & Selection**

1. The student is responsible for notifying Safety Training Academy if they have a medical condition or disability or require assistance in their training.
2. A deposit must accompany enrolment to secure a placement within a course; this fee is also the Administration Fee.
3. It is the student's responsibility to note the date, time and location of the course as advertised.
4. Courses with low enrolments may be cancelled, every effort will be made to contact students, please ensure your contact details are correct.
5. Requests from the student to transfer or credit their course placement due to changed personal circumstances will be considered and every effort will be made to ensure a placement into an alternative course.
6. If you are unable to complete your course, due to changed personal circumstances, Safety Training Academy will make every effort to ensure you are placed into an alternative pre-scheduled course.
7. Students can only join after course commencement date if they meet all prerequisites. Full course fees are still payable for late enrolments.
8. Safety Training Academy reserves the right to decline admission to a course, terminate a student's enrolment in a class or change a course Trainer/Assessor at any time without notice.
9. Students participate in courses involving physical activity; practical demonstrations etc. and do so at their own risk. Safety Training Academy's students are covered by public liability insurance whilst working within the college premises.

**Course Fees, Payments and Refunds**

Students are provided with the refund policy and student enrolment form prior to enrolment. Refund information is always available from the CEO.

1. Fee Refund Applications are considered on a case-by-case basis.
2. The request for refund is made in writing to the CEO using the Fee Refund Application which is available upon request from the CEO.
3. The CEO is the person responsible for approval of fee refund applications.
4. Course cancellation after acceptance by Safety Training Academy may occur up to 7 days prior to commencement of the course without penalty and must be made in writing, by email or by fax. A full refund minus the non-refundable enrolment fee will be paid with notice of 7 days or more.
5. Course cancellation with less than 7 days' notice after acceptance by Safety Training Academy will not result in any refund.
6. Accepted students who withdraw after course commencement owing to unforeseen or exceptional circumstance can apply for fee refund. If granted, fees will be refunded on a pro-rata basis (based on the number of days remaining in the course).
7. Safety Training Academy defaults if a course does not commence on the designated day or is actually cancelled. No student will be disadvantaged.
8. Fee refunds will be made within 14 days after demand when Safety Training Academy defaults and within 28 days after demand when the student defaults.
9. Safety Training Academy's dispute resolution processes do not circumscribe the student's right to pursue other legal remedies. This agreement does not remove the right of either party to take further action under Australia's consumer protection laws for unpaid and overdue fees.
10. Students may contact the Australian Skills Quality Authority to make a formal complaint.
11. This refund policy is subject to review from time to time in accordance with the change to conditions policy outlined below.
12. Students have a right to obtain a refund for services not provided by Safety Training Academy in the event the arrangement is terminated early or Safety Training Academy fails to provide the agreed services.
13. Please refer to the course flyer for information on course fees, including any required deposit; administration fees; materials fees and any other charges (if applicable).
14. Safety Training Academy will not collect more than \$1,500 prior to course commencement.
15. Certificates and Statements of Attainment are issued to students who are assessed as competent in the units completed. The cost of the certificates is included in the course fees.



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16. Refunds may be made in the following circumstances:
  - a. Participants have overpaid the administration charge
  - b. Participants enrolled in training that has been terminated by Safety Training Academy
  - c. Participant advises Safety Training Academy prior to course commencement that they are withdrawing from the course
  - d. If the participant withdraws from a course, prior to course commencement, due to illness or extreme hardship as determined by the Safety Training Academy
  - e. In the event that the Safety Training Academy fails to provide the agreed services
17. A deposit of no more than \$1,500 is required prior to course commencement; this deposit is to confirm a place in the course. Please refer to the Course Flyer for the deposit amount required.
18. No refunds will be issued once the course has commenced
19. Students are responsible for the safe storage of their Certificate and Statements of Attainment. Students are responsible for the safe storage of their Certificate and Statements of Attainment. If a student requires a reissue of their Certificate Statement of Attainment, a **certificate re-issue fee of \$50** will be charged.
20. If a student is deemed not yet competent on completion of training, they will be offered an opportunity to be reassessed. If a student is deemed not yet competent a second time, they will be given another opportunity for reassessment.

**Recording:**

The complaint will be recorded in the Register of Complaints by the Administration Manager.

A copy of all the documentation, in particular the complaint and its outcome, is placed in the student's file. A copy of the documentation is forwarded to the complainant.

Where the resolution requires a documented change to policies and procedures, the CEO notifies the appropriate staff member of the change to ensure that the procedure for document change as listed in the procedure for Document Control is followed with the appropriate records made.

In the event that a complaint is substantiated, Safety Training Academy will take prompt and appropriate action to resolve the circumstances.

Complaints cannot be anonymous because this is considered unfair in that ongoing discussion cannot take place to resolve the issue between both parties. Information submitted to a trainer or any staff member is treated with respect and taken as an opportunity for improvement to the organisation's practices and Quality Management System. Privacy requirements and student/ individual rights are maintained at all times.

If the student chooses to access our complaints and appeals processes, Safety Training Academy will maintain the student's enrolment while the complaints and appeals process is ongoing.

\*NOTE: We aim to finalise any complaints and appeals within 60 days of the initial lodgement. If the complainant cannot be finalised within the 60 days, we will notify the complainant in writing why it has not been finalised and any other information they can provide at the time to assist the complainant.

**APPEALS**

If you are not happy with the outcome of a complaint then the following appeal process is followed.

The appeal is discussed directly with the CEO. If this does not resolve the matter then the appeal is to be documented and submitted to trigger mediation by using either a simple written letter or a copy of the complaints and appeals form.

The CEO records the student's dispute in the Register for Continuous Improvement and puts written notification on the student's file and organises attendance by the student as Safety Training Academy representatives at the local court to meet with the VET Ombudsman representative. These are trained mediators, familiar with the alternative dispute resolution mediation process. The process is also without cost.



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You can also contact the Ombudsman

<https://www.ombudsman.gov.au/>

NOTE: The National Training Complaints Hotline is accessible on 13 38 73 (Monday to Friday from 8am to 6pm nationally) or via email at [skilling@education.gov.au](mailto:skilling@education.gov.au)

An appellant may deliver their own version of the matter to the mediator and request a support person be present. The rules of alternative dispute resolution apply.

The matter should then consider the issues raised an attempt to resolve the appeal to the satisfaction of the appellant. All appeals of complaints that are found to be proven must be acted upon through the continuous improvement process to make systematic changes to prevent the recurrence of this a problem again

The final agreement achieved through the alternative dispute resolution process is put into court orders which bind the parties to the agreed resolution. There is no further appeal mechanism beyond this point. The student may always revert to common law. Each step of the complaints and appeals process will allow the student to make representation either orally or in writing prior to reaching a decision.

If the student has complaints that do not directly concern but may affect their ability to achieve competency, they shall be referred to appropriate external support groups for assistance

**APPEALS AGAINST ASSESSMENT OUTCOMES: REASSESSMENTS**

Safety Training Academy maintains a supportive and fair environment, which allows training participants to appeal their assessments and recognition decisions. Appeals are ideally resolved as amicably as possible using this formal appeal process.

Step 1:

Discuss the matter with your assessor and explain the reason why you believe the assessment outcome is unfair. If you are not satisfied with the discussion, then go to Step 2.

Step 2:

Lodge a written appeal to the Administration Manager by completing a Complaints and Appeals form (Form 06). The Administration Manager will forward the appeal to the CEO who will commence investigation into the matter within 10 working days.

The CEO will appoint a mutually agreed-upon, qualified and independent assessor to review the records of assessment of the student's competence against the training package requirements. Where insufficient records to determine competence are available, the student may provide additional evidence of competence. The independent assessor's determination is final.

No further appeal mechanism exists beyond this point in the process.

In most cases there will be no reassessment fee. If a reassessment fee is applicable, this fee will be included on the course flyer.

**STA is responsible for providing you with quality training and assessment and the issuance of AQF certification documentation.**

If a student is required to be reassessed, they will be provided with further guidance from their trainer prior to reassessment.

**Consumer Guarantee**

Safety Training Academy guarantees that the services provided by STA will be:

- provided with due care and skill
- fit for any specified purpose (express or implied)
- provided within a reasonable time (when no timeframe is set for the training).



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**Fee Protection**

Safety Training Academy requires a minimum deposit, which will not exceed \$1,500 per individual student, prior to course commencement. If the full course fees are less than \$1,500, the full fees may be required to be paid prior to course commencement. Please refer to the course flyers for deposits and course fees.

Following course commencement, full fees will be required to be paid by either a payment plan (if remaining fees are over \$1500), or in full (if the remaining fees are below \$1500) for training and other services yet to be delivered.

**Changes to Agreed Services**

Where there are any changes to the agreed services that will affect the learner, including in the event of Safety Training Academy closing down, we will advise the learner as soon as practicable. This includes changes to any new third party arrangements or a change of ownership or any changes to existing third party arrangements.

**Complaints and Appeals**

If we do not resolve or finalise complaints or appeals within 60 days, the complainant will be notified in writing by the Administration Manager.

Safety Training Academy maintains a supportive and fair environment, which allows training participants, staff and stakeholders to lodge complaints. Complaints are ideally resolved as amicably as possible using this formal appeal process. We will adhere to the National Complaints Code to respond to complaints about vocational education and the organisation itself. This means that our complaints process is:

- well publicised and explained;
- accessible so you can lodge complaints and appeals by phone, electronically or in writing;
- fair and protect your rights;
- free so you can lodge a complaint without charge;
- handled in a manner that protects your privacy;
- transparent, equitable, objective and unbiased;
- comprehensive so that it effectively resolves a variety of complaints such as student dissatisfaction, assessment outcomes, poor service, fraud, misconduct etc;

**Step 1:**

If the complaint is regarding a fellow student, you should first discuss the matter with the student and try to resolve it. If you are not able to resolve it, then you should discuss the problem with your trainer/assessor to try to resolve it. If you were not able to resolve it, go to step 2.

If your complaint is regarding your trainer / assessor, or the organisation, then go straight to step 2.

**Step 2:**

You should lodge a formal written complaint to the Administration Manager by completing a Complaints and Appeals form that can be obtained from the Administration Manager. The Administration Manager will acknowledge receipt of the formal complaint in writing and record the complaint in the Register of Complaints.

Safety Training Academy will commence the complaints process within 10 working days of the formal lodgement of the complaint and supporting information. All reasonable measures are taken to finalise the process as soon as practicable.

**Step 3:**

If the complaint was not able to be resolved to your satisfaction by the Administration Manager, then you must ask for the complaint to be escalated to the CEO. The Administration Manager will email your complaint to the CEO.

The CEO will acknowledge receipt of the formal complaint in writing and commence investigation into the matter within 10 working days. The CEO is empowered to make a determination that is considered to be fair and equitable by both parties. The complainant has the right to have their version of events heard in the resolution negotiation and have an independent advocate present.

Complaints are investigated fairly and objectively with details of the investigation provided in writing to the complainant. The details will state the outcomes and reasons for the decisions made.

**Step 4:**

If you are still not satisfied with the outcome, the matter may be referred to an independent mediator such as the local National Training Complaints Hotline (133873) or the Department of Fair Trading for review.



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**Credit Transfer**

STA recognises the Australian Qualifications Framework and Vocational Education and Training (VET) qualifications and VET statements of attainment issued by any other Registered Training Organisation.

Credit Transfer will be awarded for all units of competencies that directly align with units from the qualification the student has enrolled. Evidence of competences achieved must be supplied for recognition to be processed (ie presentation of original certificate or transcript).

Please refer to the Student Handbook or contact the office for the procedure on how to apply for a Credit Transfer.

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

LLN support is available to provide students with advice and support services in the provision of language, literacy and numeracy assessment services. Students needing assistance with their learning should be identified upon enrolment. Trainers and staff can provide students with support to assist the student throughout the learning process.

Language, Literacy and Numeracy skills are generally included and identified in Training Products and accredited course programs. In identifying language, literacy and numeracy requirements, students' are required to have basic skills in:

- Count, check and record accurately
- Read and interpret
- Estimate, calculate and measure

**Support Services**

All staff at Safety Training Academy act as Student Support Officers and can refer students to external support providers where required. Safety Training Academy caters to diverse client learning needs and aims to identify and respond to the learning needs of all clients. Clients are encouraged to express their views about their learning needs at all stages of their learning experience from the initial enrolment and induction stage to course completion, through their trainer or staff. Safety Training Academy is committed to providing clients requiring additional support, advice or assistance while training. Please see the Student Handbook on the types of support provided.

**Legislative and Regulatory Requirements**

All students will undergo an induction, which will include the student's rights and responsibilities against the relevant Commonwealth, State or Territory legislation and regulatory requirements. Students are issued with a Student Handbook, which also includes the Student's rights and responsibilities that will affect their participation in vocational education and training.

The student acknowledges that they must observe Safety Training Academy's policies and procedures, according to State and Federal Government legislative and regulatory requirements, as set out in the Student Handbook.

**IMPORTANT INFORMATION**

I have read and understand the terms and conditions of my enrolment, as stated above. I acknowledge and agree with the terms and conditions of enrolment with specific reference to the our enrolment and selection, USI, course fees, payments and refunds, course requirements, Language Literacy and Numeracy requirements, complaints and appeals, Workplace Health and Safety, support services that will be provided for me, legislative and regulatory policies and procedures, which are also provided to me in the Student Handbook. By signing this document I also give permission for STA to access my Unique Student Identifier for the purpose of my training.

**STUDENT NAME:** \_\_\_\_\_

**STUDENT SIGNATURE:** \_\_\_\_\_ **DATE:** \_\_ / \_\_ / \_\_



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**Payment method:**

- Bank : Commonwealth Bank  Cash  Debit/CreditCard EFTPOS  
**Account Name: AIET College** ----- **Australian International Education & Training Pty Ltd**  
**BSB : 062 141 Account No : 10490235**  
Transaction Description : Your Nmae / Invoice Number

**APPLICATION SUBMISSION**

*Please return this completed application form with proof of ID to **Australian International Education & Training (AIET)** to enrol in your chosen qualification.*

Once your application has been received and is accepted as complete, you will be notified. If any information or evidence is missing you will be contacted to provide any further required information. This may delay your enrolment process.

*Australian International Education & Training Assessment Centre:*

- Address: 3/14-16 Marjorie, Street, Sefton NSW 216
- Email: [Info@safetytrainingacademy.edu.au](mailto:Info@safetytrainingacademy.edu.au)
- Phone: 1300 976 097