

I [PRINT NAME] _____ agree to maintain a minimum of 80% attendance (students who fall below this attendance rate will have to show why they should not be withdrawn). Additionally, I confirm the following:

STUDENT DECLARATION AND CONSENT

- I declare that the information contained in this Enrolment Agreement Form is true and correct.
- I confirm that I have read, understood and consent to the Terms and Conditions of Enrolment and the Fee Payment and Refund Procedures.
- I acknowledge and agree with the terms and conditions of enrolment with specific reference to **Quality Training & Hospitality College Pty Ltd trading as Quality College Australia (QCA)** enrolment and selection.
- I consent to QCA providing my information to Australian Commonwealth and State Governments for the purpose of reporting to the Government as part of my enrolment.
- I understand that I will be required to pay a deposit with this Enrolment Agreement Form and that the deposit is non-refundable.
- By signing this document, I give permission for QCA to access my Unique Student Identifier for the purpose of my training.
- I understand that my rights and responsibilities as a student are outlined in the Student Handbook and that I should refer to this handbook for further information on USI, LLN Assessment, Complaints and Appeals, WHS, Support Services and other legislative and regulatory policies and procedures.
- Authority to provide a copy of my Qualification / Statement of Attainment to a third party such as my; Employer, Job Employment Service, School, Agent.

Permission Granted

Permission **not** Granted

APPLICANTS SIGNATURE: _____

DATE: __/__/____

PARENT / GUARDIAN SIGNATURE _____

DATE: __/__/____

Parental/Guardian consent is required for all students under the age of 18.

RTO REPRESENTATIVE: _____

PHOTO ID SIGHTED: Drivers Licence Passport Photo ID Other: _____

1. UNIQUE STUDENT IDENTIFIER

QCA is not permitted to issue 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 <http://www.usi.gov.au/create-your-USI/> on computer or mobile device.

I already have a USI and the number is:

Or

Application for Unique Student Identifier (USI)

If you would like QCA 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 should not have more than one USI. To check if you already have a USI, use the 'Forgotten USI' link on the USI website <http://www.usi.gov.au/faws/i-have-forgotten-my-usi/>

I [NAME] _____ authorise QCA 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>).

A copy of one of the below ID types has been provided. My Town / City of birth is: _____

- Driver's License – Australian Medicare Card Australian Passport ImmiCard
 Australian Birth Certificate Citizenship Certificate Visa & Non-Australian Passport
 Certificate of Registration by Decent

My preferred method of contact is: Email Mobile Postal address

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In accordance with section 11 of the *Student Identifiers Act 2014*, QCA 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.

You are advised and agree that you understand and consent that the personal information you provide to us in connection with your application for a USI:

- is collected by the Registrar for the purposes of:
 - applying for, verifying and giving a USI;
 - resolving problems with a USI; and
 - creating authenticated vocational education and training (VET) transcripts;
- may be disclosed to:
 - Commonwealth and State/Territory government departments and agencies and statutory bodies performing functions relating to VET for:
 - the purposes of administering and auditing Vocational Education and Training (VET), VET providers and VET programs;
 - education related policy and research purposes; and
 - to assist in determining eligibility for training subsidies;
 - VET Regulators to enable them to perform their VET regulatory functions;
 - VET Admission Bodies for the purposes of administering VET and VET programs;
 - current and former Registered Training Organisations to enable them to deliver VET courses to the individual, meet their reporting obligations under the VET standards and government contracts and assist in determining eligibility for training subsidies;
 - schools for the purposes of delivering VET courses to the individual and reporting on these courses;
 - the National Centre for Vocational Education Research for the purpose of creating authenticated VET transcripts, resolving problems with USIs and for the collection, preparation and auditing of national VET statistics;
 - researchers for education and training related research purposes;
 - any other person or agency that may be authorised or required by law to access the information;
 - any entity contractually engaged by the Student Identifiers Registrar to assist in the performance of his or her functions in the administration of the USI system; and
- will not otherwise be disclosed without your consent unless authorised or required by or under law.

Privacy policies and complaints/feedback

You can find out more about how the Student Identifiers Registrar collects, uses and discloses their personal information:

- in the Student Identifiers Registrar's Privacy Policy <https://www.usi.gov.au/about-us/privacy>
- by emailing the Registrar BusinessStrategy@usi.gov.au
- by calling 1300 857 536 or +61 2 6240 8740 for international enquiries

The Student Identifiers Registrar's Privacy Policy contains information about:

- how students can access and seek correction of the personal information held about them
- how to make a complaint about a breach of privacy by the Registrar in connection with the USI
- how complaints are handled

You can also make a complaint to the Information Commissioner about an interference with privacy pursuant to the Privacy Act 1988. This includes the misuse or interference of or unauthorised collection, use, access, modification or disclosure of USIs.

Ways to provide feedback

- use the online feedback forms <https://www.usi.gov.au/contact-us/feedback>
- email Stakeholders@usi.gov.au
- phone: 1300 857 536 between 9-5pm (Australian Central Standard Time), Monday to Friday, excluding public holidays.

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Please ensure when completing Part 2 of this enrolment form you use your correct legal name as shown on the above USI ID

2. PERSONAL DETAILS (please use BLOCK letters)

Title: Mr Mrs Miss Ms Dr Other (Please specify) _____

Gender (tick only ONE box): Female Male Other

Surname: _____ First Name: _____ Middle Name _____

Preferred Name _____ Date of Birth _____ / _____ / _____
DD MM YYYY

Address Details (usual physical residence – not a PO Box) _____

Town / Suburb _____ State _____ Post Code _____

Home Phone _____ Work Phone _____ Mobile _____

Email _____

Postal Address (leave blank if same as above) _____

Town / Suburb _____ State _____ Post Code _____

3. PLACE OF EMPLOYMENT

Business Name _____

Business Address _____

Supervisors First Name _____ Supervisors Last Name _____

Supervisors Title _____ Supervisors Email _____

Supervisors Work Phone _____ Supervisors Mobile _____

4. ENROLMENT AND INVOICING INFORMATION

SITSS0069 – Food Safety Supervisor Skill Set

UoC CODE	UoC DESCRIPTION
SITXFSA005	Use hygienic practices for food safety
SITXFSA006	Participate in safe food handling

Employer is paying the invoice OR Student is paying the invoice

Billing Address (If the Employer is paying) _____

Accounts Payable Email Address (If the Employer is paying) _____

5. RESIDENCY DETAILS

In which country were you born?

- Australia
 Other – please specify _____

Residency Type

- Australian Citizen
 Permanent Resident
 New Zealand Citizen living in South Australia
 Visa Type – Subclass No: _____

6. INDIGENOUS HERITAGE

Are you of

- Aboriginal Origin Torres Strait Islander Origin Neither

7. REQUIRED DOCUMENTATION

Eligibility Identification (please provide one of the following)

- Drivers Licence Birth Certificate
 Passport 18+ Card

Document Number: _____

8. SCHOOLING

Are you still attending school? Yes No

What is the highest COMPLETED school level?

- Never attended school Year 10 or equivalent
 Year 8 or below Year 11 or equivalent
 Year 9 or equivalent Year 12 or equivalent

In which year did you complete the school level? _____

9. EMPLOYMENT STATUS

- Full time Employee
 Part Time Employee
 Self Employed – not employing others
 Self Employed – employing others
 Employed unpaid worker in a family business
 Unemployed seeking full-time work
 Unemployed seeking part-time work
 Not employed - not seeking work

10. LANGUAGE

Language at home

Do you speak a language other than English at home?

- Yes No, English only

If Yes, (please specify) _____

If No, please go to question 11.

On a scale of 1 – 10 (1 being minimal and 10 being excellent) how well do you speak English? _____

11. DISABILITY, IMPAIRMENT or LONG-TERM MEDICAL CONDITION

Do you consider yourself to have a disability, impairment or long-term medical condition? Yes No

Please indicate

- Acquired Brain Impairment Hearing / Deaf
 Physical Learning
 Intellectual Learning Mental Illness
 Vision Medical Condition
 Other _____

Would you like to receive advice on support services, equipment or facilities that may assist you? Yes No

Do you have a medical condition that may require First Aid, of which your Trainer / Educator should be made aware of?

- Yes No

If yes, please identify _____

12. PRIOR EDUCATION

Have you successfully completed any of the following qualifications?

- Bachelor or Higher Degree
 Advanced Diploma or Associate Degree
 Diploma (or Associate Diploma)
 Certificate IV (or Advanced Certificate / Technician)
 Certificate III (OR Trade Certificate)
 Certificate II
 Certificate I
 None
 Other education (including Certificates or Overseas Qualifications not listed above).

Name of qualification _____

Year Completed _____

13. YOUR MAJOR REASON FOR STUDY (please tick one only)

- Get a job
 It was a requirement of my job
 To develop my existing business
 I wanted extra skills for my job
 To start my own business
 To get into another course of study
 To try for a different career
 For personal interest or self-development
 To get a better job or promotion
 To get skills for Community / Volunteering work
 Other reasons: _____

14. MARKETING

Where did you obtain information regarding the college?

- Newspaper
 Government Website
 Employment Agency
 Friend / Family member
 Google
 Other search engine
 Other _____

Terms & Conditions of Enrolment

Enrolment & Selection (5.3)

- a) The student is responsible for notifying Quality College Australia if they have a medical condition or disability or require assistance in their training. All learners undertaking training on any of the QCA premises are responsible for disclosing any conditions that may require medical attention, such as Asthma, Diabetes, Epilepsy, Allergies, etc., and provide a relevant action plan to be instigated in the event of a medical episode. In the event of a student requiring urgent medical attention, and in the absence of an action plan, QCA has a duty of care to call an ambulance. As the costs of the ambulance or medical expenses are not covered by QCA, it is strongly recommended that all learners obtain personal insurance and/or ambulance cover.
- b) It is the student's responsibility to note the date, time and location of the course as advertised.
- c) Courses with low enrolments may be cancelled, every effort will be made to contact students, please ensure your contact details are correct.
- d) 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.
- e) If you are unable to complete your course, due to changed personal circumstances, QCA will make every effort to ensure you are placed into an alternative pre-scheduled course.
- f) Students can only join after course commencement date if they meet all prerequisites. Full course fees are still payable for late enrolments.
- g) QCA reserves the right to decline admission to a course, terminate a student's enrolment in a class or change a Trainer/Assessor at any time without notice.
- h) Students participate in courses involving physical activity; field trips, practical demonstrations etc. and do so at their own risk. Quality College Australia's students are covered by public liability insurance whilst working within QCA's premises.

Course Fees, Payments and Refunds (5.3)

- a) Please refer to the specific course Payment Form, for information on course fees, refunds, any required deposits, admin fees, materials fees and any other charges.
Refund rights can vary depending on which course of study you enrol into, as well as what funding (if any) is being accessed. The Fee Agreement Form you sign as part of your enrolment into a course will include the specific refund rights that are appropriate to your training contract.
- b) 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.
- c) Refunds may be made in the following circumstances:

- i. Participants have overpaid the administration charge
 - ii. Participants enrolled in training that has been terminated by QCA
 - iii. Participant advises QCA prior to course commencement that they are withdrawing from the course
 - iv. If the participant withdraws from a course or program, prior to course commencement, due to illness or extreme hardship as determined by QCA
 - v. In the event that QCA fails to provide the agreed services
- d) If a student is deemed not yet competent (NYC) in their initial assessment, they are allowed a second attempt. However, if deemed NYC in the second attempt, the student will be required to re-enrol into that unit of competency.
 - e) If a student is required to be reassessed, they will be provided with further guidance from their trainer prior to reassessment.
 - f) If a student is deemed competent in some but not all the units of competencies required, a Statement of Attainment will be issued.
 - g) Students are responsible for the safe storage of their Certificates and Statements of Attainment. If a student requires a reissue of their Certificate or Statement of Attainment, a certificate re-issue fee of \$20 will be charged.
 - h) QCA is responsible for the issuance of AQF certification documentation (5.2).

Cooling Off Period (5.3)

Quality College Australia protects the rights of the learner including but limited to the Statutory requirements for cooling-off periods.

Students are eligible to cancel their enrolment by placing a formal notice of cancellation in writing to the QCA Operations Manager (a letter or email is acceptable) within 10 business days of enrolment, unless the student has already commenced the training. Please refer to the Refund policy for process on acquiring a refund.

Changes to Agreed Services (5.4)

Where there are any changes to the agreed services that will affect the learner, including in the event of Quality College Australia closing down, QCA 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.

Fee Protection (7.3)

To protect fees paid in advance (where \$1500 or more is paid upfront), QCA is a current member of the Independent Education Council Australia's (ITCEA) 'Australian Student Assurance Scheme (ASTAS)'. A copy of this statement is available at www.qca.edu.au.

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Following course commencement, the fees will be required to be paid as detailed in the specific course Payment Form.

Consumer Guarantee (5.3)

Quality College Australia guarantees that the services provided by QCA 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).

Complaints and Appeals (6.1)

If a student is experiencing any difficulties, they are encouraged to discuss their concerns with Senior Management. Quality College Australia administrative staff will make themselves available at a mutually convenient time if a student wishes to seek assistance.

If a Staff member or Student wishes to make a formal complaint, they are required to complete a Corrective Action Form, which is available from the QCA Administration Department. Once the form has been completed, the form should be submitted to QCA for actioning.

Please refer to the Student Handbook for more details on the complaints and appeals process.

Credit Transfer (3.5)

QCA 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 (CT) 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 (i.e. presentation of original certificate or transcript).

Any claims made by a student regarding academic qualifications, or certifications to be granted as CT into a new qualification delivered by QCA will be subject to verification from the issuing institution or professional body. QCA requires permission from the applicant to undertake the verification process and this is obtained by completing a Verification of Qualifications Form.

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) (1.7)

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 is to be identified upon enrolment. Trainers and staff within QCA 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 Packages 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

All students undertaking a Certificate III qualification or below are required to undertake an LLN Assessment.

Support Services (1.7)

Quality College Australia 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 other QCA staff.

Quality College Australia is committed to providing clients requiring additional support, advice or assistance while training. Please see the Student Handbook on the types of support provided by QCA.

To achieve this and to ensure the quality delivery of training and education, QCA provides client vocational counselling to improve and extend training outcomes. Students are advised to make an appointment with their trainer in the first instance, if required the student can then schedule an appointment for further counselling and/or assistance.

Legislative and Regulatory Requirements (8.5)

All students will undergo an induction with the RTO, 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 Quality Training and Hospitality College's policies and procedures, according to State and Federal Government legislative and regulatory requirements, as set out in the Student Handbook.

Privacy Protection

Quality College Australia respects the importance of securing any form of personal information which is collected from the student(s) and/or other Stakeholders. Information collected from students is only utilised for the purpose gathering information on the student as part of their enrolment, training, assessment and certification process. All data is kept securely within either a locked filing cabinet or filed electronically within a password protected database.

Quality College Australia has an obligation under Commonwealth and State legislation to provide information to certain government departments for the purpose of reporting data to the government. On occasion, the government regulatory body will require access to student records for the purpose of auditing QCA against the Standards for RTO's. No student files will be removed from QCA's site, unless a student is notified beforehand.

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Privacy Notice – version 3, January 2021

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.

Please note: *If accurate personal information is not provided to Quality College Australia as required as part of this Application Form, QCA will not be able to enrol you as a student or issue you with a VET qualification or statement of attainment.*

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.

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 *Quality College Australia* 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

Phone: 1300 511 888

Email: admin@gca.edu.au

The *Quality College Australia Privacy Policy* can be viewed at www.qca.edu.au

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INTERVIEW QUESTIONS – To determine students' suitability for entering into the course

QUESTION	POSSIBLE ANSWERS	OTHER COMMENTS Interviewer is to add additional notes here, which should expand on the "Possible Answers"
Why have you decided to enrol into this course?	<input type="checkbox"/> To get a job <input type="checkbox"/> To develop new skills <input type="checkbox"/> Work in the industry currently <input type="checkbox"/> Want to develop my existing skills	
What level is your current skills and knowledge of the course you wish to enrol?	<input type="checkbox"/> <i>Limited Experience</i> - I am new to the industry <input type="checkbox"/> <i>Some Experience</i> - I have worked in the industry for 1-3 years <input type="checkbox"/> <i>Intermediate Experience</i> - I have worked in the industry for 3-6 years <input type="checkbox"/> <i>Extensive Experience</i> - I have over 6 years' experience in the industry	
What is your expectation upon completion of training?	<input type="checkbox"/> To get a job <input type="checkbox"/> To get a pay rise <input type="checkbox"/> To be able to apply for a higher position <input type="checkbox"/> To get a better job <input type="checkbox"/> To learn new skills	
Are there any specific training needs you may have?	<input type="checkbox"/> I may require flexibility in my training to meet my personal needs <input type="checkbox"/> I may require adjustment to training to meet my learning needs <input type="checkbox"/> I have a disability and would like further assistance <input type="checkbox"/> I do not have access to materials and equipment to assist with my learning and assessment <input type="checkbox"/> I may need adaptive technology or specific equipment to assist with my learning <input type="checkbox"/> I have a cultural need and training may need to be adapted to meet my needs <input type="checkbox"/> I would like to be referred to a support service to assist me with my learning (ie language and literacy) <input type="checkbox"/> I have a physical disability and may need the training and assessment environment to be adjusted <input type="checkbox"/> I have difficulty with language, literacy and/or numeracy and may need some assistance <input type="checkbox"/> I have financial difficulties and would like to negotiate a payment plan	

<p>We provide a range of Support Services for our students, are there any special needs that you need help with?</p>	<ul style="list-style-type: none"> <input type="checkbox"/> I may need equipment to be modified due to physical disability (eg. Ramps, disability toilets and classes held in rooms accessible to persons with disabilities) <input type="checkbox"/> I may need equipment to be modified to assist my learning (eg. lowering benches, enlarging computer screens, providing chairs with support) <input type="checkbox"/> I may need assessment tools to be modified to assist with my disability (eg. Oral exam instead of written or allowing additional time for a scribe to write an exam for person with a disability) <input type="checkbox"/> I may need the course delivery to be adjusted, as I have a disability or a personal need (eg. Providing student notes or research materials in different formats or by accessing a Sign Language Interpreter) <input type="checkbox"/> I may need assistance from disability organisation that represents or provide services to people with a disability <input type="checkbox"/> English is not my first language; I will need assistance with language <input type="checkbox"/> I am currently working and would like to complete assessments within the workplace <input type="checkbox"/> I will need support with my learning <input type="checkbox"/> I will need specialist support equipment or personnel <input type="checkbox"/> I am interested in undertaking tutorials to assist with my learning <input type="checkbox"/> I will need assistance with using technology Referral to LLN training or assistance 	
<p>We offer Recognition of Prior Learning and Credit Transfer, are you interested in applying for either of these?</p>	<ul style="list-style-type: none"> <input type="checkbox"/> RPL – Need to explain to the student what is the RPL process and the type of evidence that will need to be collected <input type="checkbox"/> CT – Student currently holds an equivalent unit 	
<p>Interviewer Comments</p>		
<p>Office Use Only</p>	<ul style="list-style-type: none"> <input type="checkbox"/> LLN testing required prior to course commencement <input type="checkbox"/> Reasonable adjustment (Please complete Reasonable Adjustment Form) <input type="checkbox"/> RPL / CT (Please complete relevant Forms) <input type="checkbox"/> Mode of delivery suitable for candidate <input type="checkbox"/> Selection criteria met existing skills and knowledge of student <input type="checkbox"/> Application Accepted (if accepted this Application Form becomes the Student's Enrolment Paperwork) <input type="checkbox"/> Application <u>NOT</u> Accepted (salesperson to advise applicant and discuss alternative options for training) 	