

STUDENT CONTACT DETAILS					
Title: Mr / Mrs / Ms / Dr Please circle			Sex: Female / Male Please circle		
Given Names:			Membership No. (if applicable)		
Surname:			Date of Birth:		
Address:			Postal Address:		
Suburb:	State:	Postcode:	Suburb:	State:	Postcode:
Phone (Work):		Phone (home):		Mobile:	
Email:					
I have received and understood the pre-course information relevant to my course registration					
Signature:			Date:		

GENERAL INFORMATION	
Born in Australia: Yes / No Please circle	Only English spoken at home: Yes / No Please circle
Born elsewhere please specify:	Level of English spoken: <input type="checkbox"/> Very well <input type="checkbox"/> Well <input type="checkbox"/> Not well <input type="checkbox"/> Not at all
Are you of Aboriginal or Torres Straight Islander origin? <input type="checkbox"/> No <input type="checkbox"/> Aboriginal <input type="checkbox"/> Torres Straight Islander	Other language spoken at home please specify:
Do you consider yourself to have a disability, impairment or long-term condition? Yes / No Please circle	Highest level of school completed:
Area of disability or impairment, please specify:	Year school completed:
	Still at Secondary School: Yes / No Please circle
Completed a prior qualification: Yes / No Please circle	Current employment status:
Qualification completed:	
Reason for study:	
Are you seeking: <input type="checkbox"/> Recognition of Prior Learning <input type="checkbox"/> Recognition of Current Competencies <input type="checkbox"/> Credit Transfer	

Please note that applicants for all courses are expected to have at least a literacy ability of ASLPR3 English level (equivalent to Year 10), if in doubt please discuss before registering.

Promotional Code
(If applicable)

Please specify preferred course date/s as chosen from our website www.chprsl.com.au

SINGLE COURSE ONLY	PUBLIC PRICE	MEMBER/STUDENT PRICE	DATE
RSA	\$150	\$140	
RCG	\$110	\$100	
Bar Skills	\$110	\$100	
Espresso Coffee	\$110	\$100	
Coffee Art	\$120	\$110	
Food Handling & Hygiene	\$90	\$80	
Club Reception	\$105	\$95	
Food Safety Supervisor	\$199	\$189	
Club Gaming	\$220	\$200	
Frontline Management	\$1750	\$1750	

TWO COURSE PACKAGE	PRICE	DATE/S	DATE/S
RSA & RCG	\$240	RSA	RCG
RSA & Bar Skills	\$235	RSA	BAR
RSA & Coffee	\$235	RSA	COF.
RSA & Reception	\$230	RSA	REC.
RSA & Hygiene	\$215	RSA	HYG.
RCG & Bar Skills	\$195	RCG	BAR
RCG & Coffee	\$195	RCG	COF.
RCG & Reception	\$190	RCG	REC.
RCG & Hygiene	\$175	RCG	HYG.
Coffee & Coffee Art	\$199	COF.	ART.
Coffee & Bar Skills	\$195	COF.	BAR
Coffee & Reception	\$185	COF.	REC.
Hygiene & Reception	\$175	HYG.	REC.

THREE COURSE PACKAGES	PRICE	DATE/S	DATE/S	DATE/S
RSA, RCG, Bar Skills	\$320	RSA	RCG	BAR
RSA, RCG, Coffee	\$320	RSA	RCG	COF.

PAYMENT DETAILS	
Cash/Cheque: <input type="checkbox"/> Cash <input type="checkbox"/> Cheque	AMOUNT : \$
Credit Card: <input type="checkbox"/> Visa <input type="checkbox"/> Mastercard <input type="checkbox"/> Amex <input type="checkbox"/> Diners Club	
Card Holders Name:	Signature:
Card Holders Number: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	Expiry Date:

CLIENT INFORMATION AND BOOKING RECORD (please retain for your records)	
Course:	Date:
Course:	Date:
Course:	Date:

IMPORTANT PARTICIPANT INFORMATION—PLEASE READ CAREFULLY

- 1. Placement on Course:** will not be confirmed until all course fees have been paid.
- 2. Legislated Age requirements:** Participants are responsible for checking any legislated age requirements.
- 3. Identification:** Participants are required to provide Photo Identification (Driver's Licence, Passport, Birth card) on the day of the course.
- 4. Attendance:** Course commencing times will be confirmed to all participants—those arriving more than 1/2 an hour after commencement of program without prior notification may not be allowed entry to the program
- 5. Qualifications/Statements of Attainment:** will only be issued on successful completion of all assessment activities for all units undertaken.

HOW TO REGISTER

- 1. Complete this form** and post it in together with payment to the Club.
- 2. Pay in person:** You can register at the main reception desk — this can be done **seven days** a week between the hours of **8.00am and 10.00pm**.
- 3. Email** Completed the e-mailed registration form and arrange to make payment. **(Mon-Fri 9.00am-4.30pm)**
- 4. Telephone** bookings accepted where a credit card is used to for payment. **(Mon-Fri 9.00am-4.30pm)**

We accept Bankcard, MasterCard, Visa, Amex and Diners cards.

PRIVACY STATEMENT

Canterbury Hurlstone Park RSL Club is subject to the provisions of the Privacy Act 1988. The personal information provided by you on this application form will only be used to process your application for enrollment into the training program(s) specified on the front of this form.

Canterbury Hurlstone Park RSL Club (CHPRSL) is a Registered Training Organisation (RTO) (No. 6871) and Qualifications and Statements of Attainment are issued under the Australian Qualification Framework. As an RTO we are required to maintain a record of all participants securely on all our training programs for a period of thirty (30) years.

You have the right to access and correct any of your personal information that CHPRSL holds about you and we may not disclose any of your personal information to any third party without your written permission.

Failure to sign or not complete all the information required may result in your application being unsuccessful.

THE CLUB & REGISTERED TRAINING ORGANISATION'S POLICIES & PROCEDURES

Club Access – all course participants must sign the appropriate Training Register, as directed by the club's reception staff and **only enter** the club via the main foyer. Entry/exit by any other means is strictly forbidden. All participants are required to strictly adhere to the directions given to them by their trainer or Club Managers in relation to the areas of the Club that they are allowed to access.

Underage Participants – participants must sign the appropriate **Training Register** and will be restricted to areas of the club which are not gaming or liquor service areas and they must adhere to all signs and directions in moving around the Club.

To access the Club's amenities before, during intervals and after course sessions participants over the age of eighteen must sign the **Temporary/Guest register** at Reception and comply with the legislative requirements regarding the 5km radius as well as any Club by-laws.

Responsible Service of Alcohol and Gaming policies apply to all course participants, club members and their guests and are posted in the reception area of the Club. It is strongly recommend that course participants do not drink alcohol during their course as it may detract from theirs and others learning experience.

Smoking is NOT permitted in any indoor areas.

Discrimination and Sexual Harassment are not tolerated. If you FEEL THREATENED, report the incident immediately to your Trainer, the HR Manager or Duty Manager.

A **safe learning environment** is provided in accordance with State and Commonwealth OH&S Acts and regulations. Participants have a responsibility to observe safe work practices when completing training activities and wear appropriate protective clothing and footwear where directed.

Participants operating machinery or working with chemicals will receive specific instruction before using any equipment or handling chemicals.

When moving or lifting any equipment students will receive specific instructions and should observe standard workplace principles for safety.

It is important participants familiarise themselves with information regarding hazard risks and emergency procedures provided by the trainer.

Students are required to report any damage to equipment or personal injury immediately to their trainer.

TRAINING STAFF

CHPRSL, as part of the requirement under the AQTF standards, continually strives to improve the standards of the programs that are offered by ensuring that administrative staff, trainers and assessors:

- possess appropriate academic qualifications.
- show evidence of current industry experience
- are screened by the New South Wales Department of Education and Training in accordance with the Child Protection (prohibited employment) Act 1998 – see www.kids.nsw.gov.au

COURSE DELIVERY AND AVAILABILITY

All Nationally Recognised Training programs delivered by the Club meet the national standards set down under the Australian Quality Training Framework and are competency based.

Participant workbook(s) are provided for all participants as required by AQTF. (Please check your course workbooks for copyright ownership and conditions of use)

Special learning and assessment needs – Participants requiring learning or assessment assistance should inform either RTO administrative staff or their course trainer/assessor. CHPRSL will endeavour, where possible,

to provide a flexible delivery and assessment process which will address individual needs, whilst maintaining the integrity of the learning and assessment process.

Participants requiring assistance or counselling related to study or personal difficulties, should speak initially with their trainer for referral to appropriate support.

RECOGNITION OF PRIOR LEARNING (RPL)

Participants enrolled in Certificate level qualification courses can apply for recognition of unit(s) of competence that they gained as a result of previous experience, work skills or through other training. Participants are required to discuss the matter with either their Trainer or Training Administrator prior to the commencement of their chosen course. **Credit transfer** will also be available to participants who have already been awarded statements of attainment for units or full qualifications completed with other RTOs, as required under mutual recognition requirements of AQTF.

Application kits for RPL are available from your trainer or the Training Department. **There is basic fee payable on all applications for RPL of \$95.00.**

If the applicant decides not to proceed then a portion or full refund of the application fees may be made depending on the amount of work undertaken to that point.

COURSE ENROLLMENT AND CONFIRMATION

Application for enrolment Participants are required to complete and sign an application for enrolment form prior to the commencement of the course.

Confirmation of enrolment Occurs after all forms have been completed, signed and course fees paid or appropriate invoicing arrangements have been made.

Confirmation of acceptance into a program.

(1)mail: a letter verifying course details will be sent to all successful applicants seven days prior to each course. (see also Refund and Cancellation Policy).

(2)phone, fax, email: verifying course details will be given/sent to all successful applicants enrolling within seven days of the course. (Refund and Cancellation Policy will be explained).

PRIVACY STATEMENT AND STUDENT RECORDS

Canterbury Hurlstone Park RSL Club is subject to the provisions of the Privacy Act 1988. Personal information provided by participants on application forms are kept strictly confidential and will only be used to process their application for enrolment into the training program(s) as specified. Failure to sign or not complete all the information required may result in your application being unsuccessful.

Canterbury Hurlstone Park RSL Club (CHPRSL) is a Registered Training Organisation (No 6871) and under the AQTF, is required to maintain participant records and their qualifications achieved on all training programs for a period of thirty (30) years and ensure that such records are adequately secured whether they are kept as a written document or kept as a soft copy within a computerized system of record keeping.

Participants have the right to access any of their personal information that CHPRSL holds about them. The Club may disclose your information to third parties, who provide services under contract or agreement to CHPRSL, or to Government agencies where funding is provided by those agencies. Where your information may be required to be disclosed to a third party this will only be done after your written consent has been obtained.

ACCESS & EQUITY

CHPRSL RTO recognizes that all participants, who comply with age legislative requirements imposed on offered courses, have access to all the educational opportunities and facilities that we provide and are assured of equitable treatment during their course of studies and assessment procedures. Any non-compliance should be reported to the HR manager.

- Enrolments are made on a first come first served basis determined by the payment of the appropriate advertised fee.
- CHPRSL staff will assist prospective students in selecting appropriate courses on request, at the time of enrolment.
- Assistance will be provided on request for people with disabilities.

Course program information is made available to the community by means of the widest possible distribution of brochures. Our website also contains details of our current courses and calendar – see: www.chprsl.com.au

FEES AND CHARGES

Costs associated with each course are available at www.chprsl.com.au or by contacting the Training Department. Participants will be issued with a receipt on payment which they may use to claim tax benefits.

REFUND AND CANCELLATION POLICY

CHPRSL undertakes to

- 1) Confirm participants in writing of their course attendance where they register more than seven days prior to their selected course
- 2) Confirm participants over the telephone where their registration is less than seven days prior to their selected course.
- 3) CHPRSL reserves the right to cancel or postpone a course if there are insufficient participant numbers to make the course financially viable but will endeavour to provide at least five clear days notice where this may occur, except in circumstances beyond their control.

CHPRSL further undertakes to refund or transfer course fees according to the following criteria:

- 1) the participant has given not less than two weeks notice of their inability to attend the course – Full refund or transfer at no additional cost or penalty
- 2) the participant has re-enrolled in the same course scheduled at another time – no additional cost or penalty
- 3) the participant has enrolled in a different course – difference in course costs only, no penalty
- 4) the participant gives less than two weeks notice and/or options 2 and 3 are unavailable, a 50% penalty of course fees may apply at the discretion of the Training Administrator
- 5) the participant having applied for and being confirmed on to a course, fails to attend any part of a course, without any prior advice, CHPRSL has no obligation to refund course fees relating to that selected course.

COURSE COMMENCEMENT AND ATTENDANCE

Commencement: All courses have allocated and published start and finish times. Participants will be given either written or verbal confirmation on enrolment of these times. Any participant arriving 30 minutes after the scheduled start time, or wishing to leave 30 minutes before the scheduled finish time, without prior arrangement, will be deemed to have not successfully completed the course.

Attendance: Course participants are required to:

- (a) sign an attendance sheet at the Club Reception prior to proceeding to the training area
- (b) check personal information, produce photo ID and sign RTO's Record of Attendance at the commencement of each course.

Absence: Advise the Training Department or Trainer before the scheduled commencement of the session or assessment activity.

Note: Any absence or late attendance (1/2 hour after advertised course commencement) may result in a qualification not being awarded depending on the learning and assessment requirements for the program on which they have registered.

APPEALS ON ASSESSMENT OUTCOMES

A process exists to manage participant appeals on assessment outcomes and appellants are welcome to invite a third party to any interview(s).

Procedure: Complete application for appeal on assessment – which is available from the Training Department.

Application reviewed: By the Training Department.

Appeal Granted:

1. Interview arranged with Trainer/Assessor, Participant and Training Administrator

2. Review of assessment results/projects/assignments

Appeal Agreement by all parties: New result/successful; end

OR

alternative agreed outcomes and re-assessment; New result end

Outcome and resolution provided in writing and all participants invited to sign

Appeal Disagreement

Where initial agreement cannot be reached, the Human Resources Manager shall be appointed as moderator.

Where external assessors are required, the participant may be required to contribute towards the costs of the assessment.

Outcome and resolution provided in writing and all participants invited to sign.

GRIEVANCES

A process similar to the appeals process exists to manage and resolve participant's grievances about aspects of course access, delivery and/or assessment.