

# REQUEST FOR CANCELLATION / TRANSFER FROM A COURSE

**Policy Code:** ACL - 001

**Version:** 1.0

**Date:** 2nd April 2018

Qualification / Unit Name and code:  
(Refer to the course fees on the website)

Deposit :

Course Start Date :    /    /

USI Number :

*If you don't have a USI please refer to the declaration section. If you would like A.C.O.A.E. RTO to apply on your behalf. All students MUST have a USI.*

## PERSONAL DETAILS

1. FULL NAME :

GIVEN NAME :

2. BIRTHDATE :    /    /

3. SEX : M / F

TELEPHONE NUMBER :

Preferred contact method (circle one):    Email / Mobile / Post

Emergency contact name :

FAMILY NAME :

CITY OR TOWN OF BIRTH:

EMAIL :

MOBILE NUMBER

Emergency contact number :

4. ADDRESS DETAILS :

*Please provide the physical address (street number and name not post office box) where you usually reside rather than any temporary address at which you reside for training, work or other purposes before returning to your home. If you are from a rural area use the address from your state's or territory's 'rural property addressing' or 'numbering' system as your residential street address*

Building/ Property name :

Street Name :

Suburb, Locality or town:

Flat/ Unit Details :

Street or Lot Number :

State / Territory :

Postcode:

5. POSTAL ADDRESS (if different from above) :

Building/ Property name :

Street Name :

Flat/ Unit Details :

Street or Lot Number :



Postal delivery information (e.g. PO BOX 254) :

RESIDENT TYPE :

- Australian citizen
- Permanent Australian resident
- Temporary entry permit
- Permanent Humanitarian Visa

### LANGUAGE AND CULTURAL DIVERSITY

6) In which country you're born?

- Australia
- Other please specify:

7) Do you speak a language other than English at home? *(If more than one language, indicate the one that is spoken most often.)*

- No, English only (English only - Go to Question 9)
- Yes, other. Please specify

8) How well do you speak English?

- Very well
- Well
- Not well
- Not at all

9) Are you of Aboriginal or Torres Strait Islander origin? (For persons of both Aboriginal and Torres Strait Islander origin, mark both 'Yes' boxes)

- No
- Yes, Aboriginal
- Yes, Torres Strait Islander

### DISABILITY

Do you consider yourself to have a disability, impairment or long-term condition?

- No                      \_ No - Go to Question 12
- Yes ,
- OR
- Are you a dependent child or spouse of a person in receipt of a disability support pension

11) If you indicated the presence of a disability, impairment or long-term condition, please select the area(s) in the following list: (You may indicate more than one area.)

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

<p>12) Are you a welfare recipient?</p> <p><input type="checkbox"/> No <span style="font-size: small;">[No - Go to Question 14]</span></p> <p><input type="checkbox"/> Yes</p> <p style="text-align: center;">OR</p> <p><input type="checkbox"/> Are you a dependent child or spouse of a welfare recipient</p>	<p>13) If you indicated being a welfare recipient, please select the area(s) in the following list: (You may indicate more than one area.)</p> <p><input type="checkbox"/> Age Pension</p> <p><input type="checkbox"/> Austudy</p> <p><input type="checkbox"/> Carer Payment</p> <p><input type="checkbox"/> Exceptional Circumstance Relief Payment</p> <p><input type="checkbox"/> Family Tax Benefit Part A - Maximum Rate</p> <p><input type="checkbox"/> Farm Household Allowance</p> <p><input type="checkbox"/> Newstart Allowance</p> <p><input type="checkbox"/> Parenting Payment (Single)</p> <p><input type="checkbox"/> Sickness Allowance</p> <p><input type="checkbox"/> Special Benefit</p> <p><input type="checkbox"/> Veterans' Affairs Pensions</p> <p><input type="checkbox"/> Veterans' Children Education Scheme</p> <p><input type="checkbox"/> Widow Allowance</p> <p><input type="checkbox"/> Widow B Pension</p> <p><input type="checkbox"/> Wife Pension</p> <p><input type="checkbox"/> Youth Allowance</p>
---	---

SCHOOLING	
<p>14) What is your highest COMPLETED school level? (Tick ONE box only.)</p> <p><input type="checkbox"/> Year 12 or equivalent</p> <p><input type="checkbox"/> Year 11 or equivalent</p> <p><input type="checkbox"/> Year 10 or equivalent</p> <p><input type="checkbox"/> Year 9 or equivalent</p> <p><input type="checkbox"/> Year 8 or below</p> <p><input type="checkbox"/> Never attended school</p> <p style="text-align: right; font-size: small;">[Never attended school Go to Question 14]</p>	<p>15) In which year did you complete that school level</p>
<p>16) Are you still attending secondary school? Yes / No</p>	

PREVIOUS QUALIFICATIONS ACHIEVED	
<p>17) Have you SUCCESSFULLY completed any of the following qualifications (see right)?</p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No [ No - Go to Question 17 ]</p>	<p>18) If YES, please place an A, E or I on the applicable row below (A= Australian Qualification, E= Australian Equivalent, I= International).</p> <p>_____ Bachelor Degree or Higher Degree</p> <p>_____ Advanced Diploma or Associate Degree</p> <p>_____ Diploma (or Associate Diploma)</p> <p>_____ Certificate IV (or Advanced Certificate/Technician)</p> <p>_____ Certificate III (or Trade Certificate)</p> <p>_____ Certificate II</p> <p>_____ Certificate I</p> <p>_____ Certificates other than the above</p>
EMPLOYMENT	STUDY REASON
<p>19) Of the following categories, which BEST describes your current employment status? (<b>Tick ONE box only</b>)</p> <p><input type="checkbox"/> Full-time employee</p> <p><input type="checkbox"/> Part-time employee</p> <p><input type="checkbox"/> Self-employed - not employing others</p> <p><input type="checkbox"/> Employer</p> <p><input type="checkbox"/> Employed - unpaid worker in a family business</p> <p><input type="checkbox"/> Unemployed - seeking full-time work</p> <p><input type="checkbox"/> Unemployed - seeking part-time work</p> <p><input type="checkbox"/> Not employed - not seeking employment</p>	<p>20) Of the following categories, which BEST describes your main reason for undertaking this course/traineeship/apprenticeship? (Tick ONE box only.)</p> <p><input type="checkbox"/> To get a job</p> <p><input type="checkbox"/> To develop my existing business</p> <p><input type="checkbox"/> To start my own business</p> <p><input type="checkbox"/> To try for a different career</p> <p><input type="checkbox"/> To get a better job or promotion</p> <p><input type="checkbox"/> It was a requirement of my job</p> <p><input type="checkbox"/> I wanted extra skills for my job</p> <p><input type="checkbox"/> To get into another course of study</p> <p><input type="checkbox"/> For personal interest or self-development</p> <p><input type="checkbox"/> Other reasons</p>

## EMPLOYMENT INDUSTRY

21) If you are currently employed, please select the Industry of Employment the most appropriate for you (Tick ONE box only). *Leave blank if not employed.*

- Age care
- Community Service
- Management
- Retail Trade
- Customer service
- Hospitality
- Transport, Postal and Warehousing
- Information Media and telecommunications
- Financial and Insurance Services
- Rental, Hiring and real Estate Services
- Administrative and Support Services
- Public Administration and Safety
- Education and Training
- Health Care and Social Assistance
- Arts and recreation

22) Please choose the occupation identifier that best describes your role (Tick ONE box only). *Leave blank if not employed.*

- Manager
- Professionals
- Customer service
- Community and personal Service Workers
- Clerical and Administrative Workers
- Sales Workers
- Retail Waiter

## CURRENT EMPLOYER INFORMATION

COMPANY NAME :

ADDRESS :

POSITION :

WORK PHONE NO. :

WORK FAX NO. :

Are you working with host employer? Y / N

PAYMENT OPTIONS : Credit Card / Cash

**Please answer the following questions** (please circle)

Are you currently registered with Centrelink? Y / N

Do you have a current Health Care Card? Y / N

Do you have a current Police Check?\* Y / N

Do you wish to apply for Recognition of Prior Learning?\* Y / N

Do you have a Working with Children Check?\* Y / N Do you wish to apply for Credit Transfer?\* Y / N

**\* Supporting Documentation:** *If you have ticked YES to any of the questions above, please supply certified copies of documents as proof.*

### DECLARATION :

- I declare that the information provided by me is true and correct. I do hereby certify that this application has been completed by me personally.
- The terms and conditions of this enrolment application do not remove the right of the student to undertake action under Australia's consumer protection laws.
- A.C.O.A.E. RTO will not provide or disclose to any outside parties' personal information other than is approved in this application. However, if required by law then this information will be released.
- I further consent to being contacted by A.C.O.A.E. RTO and/or the relevant Commonwealth and State agency in connection with my enrolment and future studies.
- For information about how A.C.O.A.E. RTO collects, uses and discloses your personal information generally, including how you can make a complaint about a breach of privacy, please refer to A.C.O.A.E. RTO's privacy policy which can be found at [www.ACOAE.com](http://www.ACOAE.com) acknowledge and agree to the terms described in this privacy statement:

• **Would you like A.C.O.A.E. RTO to create a USI on your behalf? YES / NO**

I further acknowledge and provide unconditional consent to my testamur and/or photographs to be used in newspaper, poster, television, flyer and/or any other marketing whilst I am a current or former student. Please tick:

- YES  
 NO

Signed:

Date:

Thank you for your application for enrolment to A.C.O.A.E. RTO, I am pleased to advise that A.C.O.A.E. RTO offers you a place as a domestic student subject to you complying with the following terms and conditions:

COURSE CODE	COURSE	START DATE	END DATE	FEE

**Deposit of no more that \$1500 to be paid before course commencement**

Tuition fees :	
Additional fee:	
Total	
Deposit to be paid	

**Accepting your Offer:**

To accept this Offer you must sign bottom of this document headed **'Student declaration and acceptance of the Letter of Offer and Terms of Condition'** and return this letter to A.C.O.A.E. RTO with your Acceptance Deposit within 7 days of the date of this Offer.

I look forward to receiving your deposit and wish you well in your studies.

Yours sincerely,

**TERMS AND CONDITION**

**Enrolment**

- All places are subject to availability.
- A.C.O.A.E. RTO may request for additional information to be supplied and/or for an interview to take place as part of the enrolment process.
- If a student fails to declare their highest level of qualification and receives government funding to support training and they are later discovered to have been ineligible for assistance, that student may be required to repay those monies.
- A.C.O.A.E. RTO will not require a deposit of more than \$1500.
- A.C.O.A.E. RTO will not require payment of additional fees of more than \$1500 at any one time.

**Fees & Charges**

- Prior to a student enrolling fees may be altered without notice. Once a student has completed enrolment, fees will not be subject to change for the normal duration of the course.
- Fee for service students may be charged \$300 for re-assessment per unit if applicable.
- If the student does not complete the course within the prescribed time of his/her timetable, he/she will be required to re-enrol and pay all fees associated with the course. This includes enrolment fees and tuition fees as applicable.
- Failure to settle all fees payable by the due date may result in the student losing their place in that course. For refund purposes, this will be treated as Formal Cancellation being received on or less than 28 days from the scheduled start date for that course.
- Students are entitled, at no additional cost, to a formal Statement of Attainment on withdrawal, cancellation or transfer, prior to completing the qualification, provided the student has paid in full for the tuition related to the units of competency to be shown on the Statement of Attainment.

**Practical Training Placements**

- A student as part of a course may be required to complete practical training at a facility outside of A.C.O.A.E. RTO.
- If a student is so required the student must sign a Practical Training Agreement between A.C.O.A.E. RTO, student and the "Host Employer".
- The purpose of signing such an Agreement is so the student obtains the benefit provided by section 5.4.16 of the Education & training Reform Act 2006.
- The student further agrees to allow the "host Employer" to make the administrative arrangements in respect to the payment and the refund.

If the student fails, or refuses, to sign a Practical Placement Agreement, then, A.C.O.A.E. RTO shall not be liable for any loss, damage, expense or injury that arises out of, or in connection with, the practical training of the student at the facility.

**Plagiarism & Cheating**

Plagiarism and cheating will not be tolerated and the consequence of participating in such acts will lead to the commencement of Student Code of Conduct Procedures taken against the student.

**Privacy Statement**

A.C.O.A.E. RTO respects the privacy of student's personal information and will only use and/or disclose student's personal information where:

- It is required by A.C.O.A.E. RTO or a related or engaged entity of A.C.O.A.E. RTO for the enrolment process of the student's enrolment request.
- A medical or first aid provider requires such information for the purposes of administering assistance to the student in a medical emergency;
- It is required by law; and/or
- Consent has been given by the student
- The student consents to information obtained from, or about, the student to be conveyed to any facility in which the student is or may be undertaking practical training.
- Students may access personal information collected about them by A.C.O.A.E. RTO, where legally available, by making a written request to A.C.O.A.E. RTO's Student Support Officer.
- To meet A.C.O.A.E. RTO's obligations to state and federal government bodies





Refunds

1. Refund applications must be made in writing to A.C.O.A.E. RTO. Refunds will be refunded within 14 days of receipt of a written application and will include a statement explaining how the refund was calculated.

Where A.C.O.A.E. RTO cancels the course before the commencement date or the student's enrolment request has been rejected by A.C.O.A.E. RTO.	100% refund of tuition fees
Where A.C.O.A.E. RTO cancels the course after the commencement date	100% refund of the unspent pre-paid tuition fees
Withdrawal notified in writing and received by A.C.O.A.E. RTO 28 days or more prior to course commencement	70% refund of tuition fees
Withdrawal notified in writing and received by A.C.O.A.E. RTO less than 28 days prior to course commencement	No refund of current course tuition fees

2. Refund application requests must be made in writing on the Refund Application Form provided by A.C.O.A.E. RTO. The refund application form is available on request from A.C.O.A.E. RTO's administration office in all states.
3. All refunds must be in accordance with Higher Education Support Act 2003 requirements and the Refund Application
4. Form signed by the student and maintained in their individual student file and in Axcelerate.
5. A written explanation as to how the refund was calculated and a copy of the signed Refund Application Form must accompany student refunds.
6. Details of refunds provided must be maintained in individual student files.
7. The availability of the Complaints and Appeals process, does not remove the right of the student to take action under Australia's consumer protection law In the unlikely event that A.C.O.A.E. RTO is unable to deliver the course in full; the student will be offered a refund of the unspent pre- paid tuition fees paid by the student. The refund will be paid to the student within 2 weeks of the day on which the course ceased being provided. Alternatively, the student may be offered enrolment in an alternative course by A.C.O.A.E. RTO at no extra cost to the student. The student has the right to choose whether she/he would prefer the refund of the unspent pre-paid tuition fees, or to accept a place in another course. If the student choose placement in another course, she/he will be asked to sign a document to indicate that she/he accepts the placement.
8. Subject to clause 9, in the event that the course did not start on the agreed starting date (and the student has not elected to commence the course on a new starting date), or the course ceased to be provided by A.C.O.A.E. RTO at any time after it started, but before it was completed, the student shall be entitled to a refund of the unspent pre-paid tuition fees paid by the student.
9. If clause 8 applies, then, the alternatives set out in clause 7 shall also be offered to the student and the student, if he/she accepts any alternative course offered to him/her shall accept in writing. If the student accepts the alternative course; then, no refund is payable to the student
10. Non-Tuition Fees are not refundable.
11. In the unlikely event that A.C.O.A.E. RTO is unable to deliver the course in full; the student will be offered a refund of the unspent pre- paid tuition fees paid by the student. The refund will be paid to the student within 2 weeks of the day on which the course ceased being provided. Alternatively, the student may be offered enrolment in an alternative course by A.C.O.A.E. RTO at no extra cost to the student. The student has the right to choose whether she/he would prefer the refund of the unspent pre-paid tuition fees, or to accept a place in another course. If the student choose placement in another course, she/he will be asked to sign a document to indicate that she/he accepts the placement.

12. Subject to clause 9, in the event that the course did not start on the agreed starting date (and the student has not elected to commence the course on a new starting date), or the course ceased to be provided by A.C.O.A.E. RTO at any time after it started, but before it was completed, the student shall be entitled to a refund of the unspent pre-paid tuition fees paid by the student.
13. If clause 8 applies, then, the alternatives set out in clause 7 shall also be offered to the student and the student, if he/she accepts any alternative course offered to him/her shall accept in writing. If the student accepts the alternative course; then, no refund is payable to the student
14. Non-Tuition Fees are not refundable.

**'STUDENT DECLARATION AND ACCEPTANCE OF THE LETTER OF OFFER AND TERMS OF CONDITION'**

- I confirm that I have read and fully understand the detailed information about Terms and Conditions of this Letter of Offer.
- I understand and acknowledge that enrolment is accepted under the condition that my tuition and other fees are paid in full prior to the course commencement or unless otherwise agreed by A.C.O.A.E. RTO.
- I understand and acknowledge that all information provided by me is correct and complete at the date of acceptance. The provision of incorrect information or withholding of relevant information relating to my application, including academic transcript/s, might invalidate my application and that A.C.O.A.E. RTO may withdraw an offer of a place or cancel my enrolment in consequence
- I understand and acknowledge that A.C.O.A.E. RTO's Privacy Policy and statement and I permit the use of my results as needed by A.C.O.A.E. RTO for the purpose of valuation and moderation as required by the Standards of national VET Regulator

- I understand and acknowledge that I have received and/or read, understood the following information:
- The minimum entrance requirements;
- The structure, course contents, duration, modes of study and assessment methods of the course;
- The qualifications obtained at successful completion of course;
- What course credits or RPL I am eligible for and how this will affect my course duration and fees;
- Information on relevant legislations
- Course related fees and refund policy;
- Withdrawing from course and cancelling enrolment;
- A.C.O.A.E. RTO Complaints and appeals policy and procedure
- A.C.O.A.E. RTO refunds policy and procedure
- A.C.O.A.E. RTO's Student Code of Conduct
- I have read and understood the Privacy Policy

I hereby acknowledge and agree to the terms of conditions of this Acceptance of Offer

Student Name:

Student Signature:

Date: / /