

Enrolment Agreement Form

Enrolment

- A deposit of \$400 must be provided with an appropriate ID to secure a place within a course.
- All students at the time of enrolment need to provide 100 points of ID (Australian or non-Australian passport with Australian visa or Australian driver's license etc.)
- All students must provide Unique student identifier (USI) at the time of enrolment.
- It is student's responsibility to provide their correct contact details, and immediately notify the college of any change to their address or contact details while enrolled in the course.
- *Leaders Institute of Training and Education* takes no responsibility of granting security license or providing reference checks for any student as we are only a registered training organisation and only provide appropriate training.
- Students can transfer or defer to other training sessions depending on the availability and space in that alternative course. Fees and conditions apply.
- *Leaders Institute of Training and Education* has the right to cancel any course if it has low enrolments and will make every effort to notify the students in advance.
- The trainer and administration department has the right to send the student home if he/she is more than 15 minutes late for the class.
- *Leaders Institute of Training and Education* reserves the right to decline admission to a student, terminate student's enrolment at any time or change the trainers or assessors at any time without notice.
- It is the student's responsibility to notify if they have any disability or require any assistance before submitting their enrolment form.

OH&S Policy and Procedures

- Smoking is strictly prohibited in the college premises.
- *Leaders Institute of Training and Education* has zero tolerance to drugs, alcohol or any other intoxicating substances.
- Use of mobile phones is not allowed inside the training and lecture rooms.
- As we are committed to support a clean and healthy environment all students are required to keep all facilities such as toilets, kitchen and class rooms clean.
- All students who participate in physical activity or any field trips do so at their own risk. *Leaders Institute of Training and Education* does not cover any kind of insurance for the students in case of injury or other health and safety issues. If the student is unwilling or incapacitated to take part in any physical activity he/she must notify the student administration at the time of enrolment.
- In case of any emergency students must follow instructions of their trainer and abide by the emergency evacuation procedures.
- All incidents or near misses should be reported to the administration immediately.

Course Fee and Refund policy

Refunds due to non-commencement or non-delivery of course by the Institute

All tuition fees are to be refunded in full if *Leaders Institute of Training and Education* is unable to commence the course as agreed or is unable to deliver the full course you enrolled into.

Refunds due to Student Withdrawal

Outline of Refund Arrangements	
Withdrawal more than 7 days prior to course commencement	Full refund.
Withdrawal less than 7 days prior to course commencement	Refund of 50% of fees paid
Withdrawal after course commencement	No refund

If a student is unable to commence the course after enrolment

- Student must advise the administration department via email (admin@leaderstraining.com.au) if they are unable to commence the course they enrolled in, **at least 3 days prior to start date of the course**. Administration department will offer the student place in the next available batch. If a student fails to commence their course after 6 months of their enrolment, their enrolment will be cancelled.
- If a student does not turn up on the first day of their training course ***without prior written notice***, they will be considered as withdrawn from the course, and they will need to pay the deposit again.

Refund applications

- Any student wishing to apply for a refund must complete a 'Refund Application Form' and submit this form to the Administration department. The application form can be accessed by contacting the Administration department
- All refund applications are to be assessed by the Training Manager and applications processed within fourteen (14) days of the application being placed. Where a student is entitled to a refund the Training Manager is required to process the refund payment as required.

Payment of Refunds

- Payment of refunds to the applicant will be made in by electronic bank transfer or other approved payment options.

Complaints and Appeals

- *Leaders Institute of Training and Education* is committed to an effective complaint handling procedure. Any person wishing to submit a formal complaint or appeal can do so by completing the "Complaints and Appeals Form" and state their case providing as many detail as possible. This form can be requested by contacting student administration at Leaders Institute of Training and Education.
- All complaints will be treated with integrity and privacy.
- All complaints and appeals received by the Leaders Institute will be dealt according to the policy and procedure manual which is included in the student handbook.

Student's Declaration

I have read, and I 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 enrolment policy of Leaders Institute of Training and Education. By signing this document, I also give permission to the college to access my Unique Student identifier for my training. I acknowledge that I have been given a copy of the course information sheet.

- I give permission to Leaders Institute of Training and Education to use my name, testimonials. Image/Photographs in publications electronically or on the internet and I will not charge for any such publication
Yes No
- By signing this I acknowledge that I have been directed to read the Student Handbook at the college website www.leaderstraining.com.au

Student Name: _____

Student signature:

Date: _____

RTO Representative Name/Designation/Signature