



# Student Enrolment Form

The Open Door Coaching Group Pty. Ltd.  
ABN 63 087 429 472

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The purpose of this enrolment form is to obtain from you the information we need to enroll you into your coaching qualification. We also need to collect information from you, that is required to meet government requirements as a Registered Training Organisation.

- Complete all relevant fields, sign and date
- Place a 'x' in the check boxes
- Carefully read and agree to all terms and conditions

## Program Details

<b>Program enrolling in:</b>	<b>Method of delivery:</b>	<b>Program Commencement Date:</b>
<input type="checkbox"/> 10834NAT Certificate IV in Workplace and Business Coaching <input type="checkbox"/> 10835NAT Diploma of Organisational Coaching	<input type="checkbox"/> Face to Face (via ZOOM or in-person) <input type="checkbox"/> Self-paced (online)	

## Personal Details

<b>Enter your full name:</b> Please write the name that you used when you applied for your Unique Student Identifier (USI), including any middle names. If you do not yet have a USI, you must write your name, including any middle names, exactly as written in the identity document you choose to use for this purpose.	Surname (Legal Family Name)	
	Given Name (Legal Given Names)	
	Preferred given name	

<b>Gender:</b>	<input type="checkbox"/> Male	<input type="checkbox"/> Female	<input type="checkbox"/> (Indeterminate/Intersex/Unspecified)	<b>Enter your Date of Birth:</b>	
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<b>Enter your contact details:</b> Please use the e-mail address you wish to use for your login and communications with Open Door.  Please note if you have security firewalls within an organisation that may prevent emails being delivered, please use an alternative email address.	Home Phone		Work Phone	
	Mobile Phone			
	E-mail Address			

<b>Address</b> Please provide the physical address (street number and name <b>not Post Office Box</b> ) where you usually reside rather than any temporary address at which you reside for training, work or other purpose before returning to your home.	Building/Property Name			
	Flat/Unit Number		Street Number	
	Street Name		Suburb/Locality or Town	
	State/Territory		Postcode	

<b>Postal Address:</b> What is your postal address (if different from above)?	Building/Property Name			
	Flat/Unit Number/Street No.		Street Name	
	Suburb/locality/town		Postcode	
	State/Territory		PO Box No.	

## Emergency Contact Details

## Employer Details

*(applicable if your employer is funding part or all of your program and used for invoicing)*

Name		Company Name			
Relationship to you		Contact Person			
Address		Role in Organisation			
Phone		Work Phone		Mobile Phone	
E-mail		E-mail			

Language and Cultural Diversity		Disability	
1. In which Country were you born?	<input type="checkbox"/> Australia <input type="checkbox"/> Other (please specify) <hr/>	1. Do you consider yourself to have a disability, impairment or long-term condition?	<input type="checkbox"/> No <input type="checkbox"/> Yes (please answer question 2)
2. Do you speak a language other than English at home?	<input type="checkbox"/> No English only <input type="checkbox"/> Yes (other please specify) <hr/>	2. If Yes, please indicate the areas of disability, impairment or long-term condition: ( <i>you may indicate more than one area</i> )	<input type="checkbox"/> Hearing/deaf <input type="checkbox"/> Physical <input type="checkbox"/> Intellectual <input type="checkbox"/> Learning <input type="checkbox"/> Mental illness <input type="checkbox"/> Acquired brain impairment <input type="checkbox"/> Vision <input type="checkbox"/> Medical condition <input type="checkbox"/> Other (please specify): <hr/>
3. Are you of Aboriginal or Torres Strait Islander origin? (For persons both Aboriginal and Torres Strait Islander origin, (x) both 'Yes' boxes)	<input type="checkbox"/> No <input type="checkbox"/> Yes, Aboriginal <input type="checkbox"/> Yes, Torres Strait Islander origin		

Schooling		Previous Qualification(s) Achieved	
1. What is your highest <b>COMPLETED</b> school level?	<input type="checkbox"/> Completed Year 12 <input type="checkbox"/> Completed Year 11 <input type="checkbox"/> Completed Year 10 <input type="checkbox"/> Completed Year 9 or equivalent <input type="checkbox"/> Completed Year 8 or lower <input type="checkbox"/> Never attended school	1. Have you <b>SUCCESSFULLY</b> completed any of the following qualifications?	<input type="checkbox"/> Yes (complete question 2) <input type="checkbox"/> No
2. In which <b>YEAR</b> did you <b>complete</b> that school level?		2. If Yes, please check <b>one</b> of these Prior Education Achievement Recognition Identifiers on <b>any</b> applicable qualification level.  A – Australian E – Australian equivalent I - International  Note: If you have multiple Prior Education Achievement Recognition Identifiers for any one qualification, use the following priority order to determine which identifier to use: 1. A – Australian 2. E – Australian equivalent 3. I - International	<input type="checkbox"/> A <input type="checkbox"/> E <input type="checkbox"/> I <input type="checkbox"/> Certificate I <input type="checkbox"/> Certificate II <input type="checkbox"/> Certificate III (or Trade Certificate) <input type="checkbox"/> Certificate IV (or Advanced Certificate/Technician) <input type="checkbox"/> Advanced Diploma or Associate Degree <input type="checkbox"/> Diploma (or Associate Diploma) <input type="checkbox"/> Bachelor Degree or Higher Degree <input type="checkbox"/> Certificates other than the above
3. Are you still enrolled in secondary school?	<input type="checkbox"/> Yes <input type="checkbox"/> No		

Employment	
1. Of the following categories, which <b>BEST</b> describes your current employment status? (check <b>ONE</b> box only)	<input type="checkbox"/> Full-time employee <input type="checkbox"/> Part-time employee <input type="checkbox"/> Self employed – not employing others <input type="checkbox"/> Self employed –employing others <input type="checkbox"/> Employed – unpaid worker in a family business <input type="checkbox"/> Unemployed – seeking full-time work <input type="checkbox"/> Unemployed – seeking part-time work <input type="checkbox"/> Not employed – not seeking employment

Study Reason	
Of the following categories, which <b>BEST</b> describes your main reason for undertaking this course? ( <i>please check <b>ONE</b> box only</i> )	<input type="checkbox"/> To get a job <input type="checkbox"/> To start my own business <input type="checkbox"/> To get a better job or promotion <input type="checkbox"/> I wanted extra skills for my job <input type="checkbox"/> For personal interest or self- development <input type="checkbox"/> To get skills for community/voluntary work <input type="checkbox"/> To develop my existing business <input type="checkbox"/> To try for a different career <input type="checkbox"/> It was a requirement of my job <input type="checkbox"/> To get into another course of study <input type="checkbox"/> Other reasons (please state):

## Unique Student Identifier

**Please note that your enrolment is not complete, and we are unable to issue certificates until we have your USI recorded.**

Enter your USI Number:

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From 1 January 2015, we at Open Door Coaching Group can be prevented from issuing you with a nationally recognised VET qualification or statement of attainment when you complete your program if you do not have a Unique Student Identifier (USI). If you have not yet obtained a USI you can apply for it directly <https://www.usi.gov.au/> on a computer or mobile device.

If you have trouble obtaining a USI, please contact our office on 1300 006 324.

## Understanding your needs – Language, Literacy and Numeracy

Open Door is committed to supporting all of our students in successfully completing their selected qualification and as part of this we understand that some students may need additional support with language, literacy or numeracy (LLN). Our desire is to understand any need that you, as a student, may have in regard to LLN and further background and information to our approach is contained the Student Information Handbook.

You have the option to complete an LLN assessment which will further assist us in ensuring the best learning outcomes possible for you (a sample is included in the Student Information Handbook). We ask for you to either opt in or opt out of an LLN assessment by selecting one of the boxes below.

I appreciate that Open Door is interested in my LLN standard, however I affirm that I **do not** require any assistance with LLN for the course that I am choosing to undertake and if this changes, I will contact my facilitator. On this basis you can finalise my enrolment.

*\*If you have selected this option, we will continue with your enrolment process.*

I am unsure if my LLN standard is sufficient for the level of study I am undertaking; therefore, I elect to submit the completed LLN assessment to Open Door for assessment and request a further consultation with Open Door.

*\*If you have selected this option your enrolment will not be processed until a formal LLN assessment has been completed. An Open Door representative will contact you to arrange this.*

## Victorian Student Number (to be completed by all students aged up to 24)

Since 2009 in schools and since 2011 for Vocational Education and Training (VET) organisations and Adult Community Educations providers, a Victorian Student Number (VSN) has been allocated upon enrolment to each individual student aged up to 24 years.

Students should report their VSN on all subsequent enrolments at a Victorian school or training organization. In particular, all students who are currently enrolled in either a VET provider or a Victorian school (including those already participating in a VET in Schools program) should obtain their VSN from their current education or training organisation and report their VSN on this enrolment form. Students who are enrolling for the first time since the VSN was introduced will receive a new VSN.

Enter your Victorian Student Number (VSN)

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No – I have not attended a Victorian school since 2009 or a TAFE or other VET training provider since the beginning of 2011.

No more questions if you answer No above.

Yes – I have no attended a Victorian school since 2009.

Most recent Victorian school attended: \_\_\_\_\_

and/or

Yes – I have participated in training at a TAFE or other training organisation since the beginning of 2011.

List the most recent training organisations with which you have participated in training in Victoria since 2011 (List up to 3 training organisations)

1.

2.

3.

## Term and Conditions

I wish to enroll in the above program and acknowledge receiving the information from The Open Door Coaching Group Pty Ltd (Open Door) to enable me to make an informed decision about enrolling in the program and to fully participate in the program including:

1. The Student Information Handbook
2. Information on fees payable, refund and cancellations
3. The Training Plan and/or Agenda for the program

I acknowledge that my enrolment in the program requires me to be self-sufficient, self-motivated and that I am required to complete the program within a 6-month period of time, from the date of my program commencing.

I acknowledge that I have deemed to have commenced the program from the date that I sign this enrolment form or from when Open Door issues my User ID and password to access the on-line system.

I acknowledge that all materials and resources received as part of the course are for my own personal and professional development use only. I will not copy or distribute the materials and resources to any other person.

I acknowledge the Terms and Conditions of enrolling in the program regarding Payment and Cancellations/Refunds as follows:

### Payment

1. All fees for the program are payable to Open Door and as such all correspondence and requests regarding payment terms and conditions are to be directed to Open Door.
2. As a learner and as a consumer you have rights, including but not limited to any statutory cooling-off period (where applicable).
3. Full Payment of the program must be made to secure your enrolment in the program unless a payment plan has been arranged. Certificates will not be issued until full payment has been received.

### Cancellations, withdrawals and refund terms should a participant/employer wish to cancel the enrolment from a program:

1. All cancellations must be received in writing at least four (4) weeks prior to the program commencement in order to be eligible for a refund of fees payable.
2. If cancellation is received in accordance with **point 1**, 80% of the full fees will be refunded, with the balance of 20% retained for administration charges.
3. If cancellation is received less than four weeks (4) prior to the program commencement, then no refund is payable.
4. Where attendance at face-to-face days is scheduled, failure to attend the program will result in the full fee being charged and no refund is applicable.
5. If you are studying in an on-line capacity, it is your responsibility to attend the scheduled webinars or listen to the recordings. No refund is applicable once you have been issued with your User ID and password access to the online system.
6. Open Door regrets that it cannot take responsibility for changes in a participant's work commitments or personal circumstances that impacts your ability to attend or complete the course.
7. In the case of unforeseen circumstances such as sickness, the program fee will be charged, however the participant may be able to extend their course completion date by negotiation.
8. You are able to change your chosen course delivery method from online to face-to-face. The fees payable for a face-to-face course are usually higher and therefore you will be required to pay the price difference.
9. Enrolments in the program are not transferrable to another participant or to another program.
10. If you are enrolled in the Certificate IV program you are expected to complete the program within a 6-month period from your agreed program commencement date. If you are enrolled in the Diploma program you are expected to complete the program within a 12-month period from your agreed program commencement date. After the stated period your course will expire, and Open Door will no longer provide you access to the online portal or assess your work. To continue access to your program after the initial 6-month (for the Certificate IV program) or 12-month period (for the Diploma program), Open Door will charge an extension fee of \$60.00 per month including GST if you wish to continue with the program after your program has expired. Extension payments must be paid on an ongoing monthly basis from the date of your program expiry to continue your enrolment in the program.
11. If your employer has paid for your program, you are individually responsible to pay the extension fees unless an arrangement has been agreed with your employer.
12. If your program has expired, we will attempt to contact you. If we are unable to contact you, Open Door reserves the right to withdraw you from the program. Open Door reserves the right to charge the full program fee should you wish to re-enroll in the program at a later date.
13. If you wish to withdraw from the program for any reason once you have commenced your program, any outstanding payments owed to Open Door, including payments owed under a payment plan must be paid in full. In addition, Open Door reserves the right to charge the full program fee should you wish to re-enrol in the program at a later date.
14. Open Door will communicate via email about your course, which requires you to provide us with a valid email address. It is your responsibility to monitor when your program is due to expire and to make suitable arrangements if you wish to continue your program.
15. Open Door reserves the right to cancel, reschedule a course or change program content, format, and delivery approach at any time, including if the minimum numbers of participants in the course are not reached or changed.
16. Open Door accepts no responsibility for any costs that you have incurred if a course is cancelled or rescheduled, including flights, accommodation, taxi fares and meals.
17. Open Door accepts no responsibility for any loss or damage to property or injury to a participant as a result of any part of interaction with the program or your use of the program including the use of our on-line system.
18. All information was current at the time of print and is subject to change without notice.

### **Privacy notices - Providing Data to Government Departments**

#### **Australian Skills Quality Authority (ASQA)**

Open Door Coaching Group is required to provide the Australian Skills Quality Authority (ASQA) with student and training activity data. We must collect compliant records for all students and for all competency enrolments and outcomes achieved, throughout the calendar year. We are then required to report this data to the National Centre for Vocational Education Research (NCVER). You can read about our reporting requirements here: <https://www.asqa.gov.au/vet-registration/meet-data-provision-requirements/total-vet-activity-reporting>

ASQA's privacy policy can be located on their website at [www.asqa.gov.au](http://www.asqa.gov.au)

#### **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:

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- 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 Open Door 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

**VET Data Use Statement**

Under the *Data Provision Requirements 2012* and National VET Data Policy (which includes the National VET Provider Collection Data Requirements Policy at Part B), Registered Training Organisations are required to collect and submit data compliant with AVETMISS for the National VET Provider Collection for all Nationally Recognised Training. This data is held by the National Centre for Vocational Education Research Ltd (NCVER), and may be used and disclosed for purposes that include:

- populating authenticated VET transcripts
- administering VET, including program administration, regulation, monitoring and evaluation
- facilitating statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.  
NCVER is authorised by the *National Vocational Education and Training Regulator Act 2011* (NVETR Act) to disclose to the following bodies, personal information collected in accordance with the Data Provision Requirements or any equivalent requirements in a non-referring State (Victoria or Western Australia), for the purposes of that body:
- a VET regulator (the Australian Skills, Quality Authority, the Victorian Registration and Qualifications Authority or the Training Accreditation Council Western Australia)
- the Australian Government Department of Education, Skills and Employment
- another Commonwealth authority
- a state or territory authority (other than a registered training organisation) that deals with or has responsibility for matters relating to VET. NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

Open Door Coaching Group provides data to the Department in accordance with the Victorian VET Student Statistical Collection Guidelines, available at: <http://www.education.vic.gov.au/training/providers/rto/Pages/datacollection.aspx>

**Open Door Privacy Policy**

Open Door's Privacy Policy is included in the Student Information Handbook and you are encouraged to read this prior to signing below.

**Student Declaration and Consent**

By signing the enrolment form below:

I declare that the information I have provided to the best of my knowledge is true and correct.

I acknowledge that I have read and accept the above Terms and Conditions, Privacy Notices and Open Door Privacy Policy.

I consent to the collection, use and disclosure of my personal information in accordance with the Privacy Notices above.

Participant Name		Participant Signature		Date	
Employer Name (If applicable)		Employer Signature		Date	

Payment Details	
Payment Amount	\$
Payment Type	<input type="checkbox"/> Direct Debit <input type="checkbox"/> Credit Card <input type="checkbox"/> Invoice (please ensure Employer details are completed)
Credit Card details type of card	<input type="checkbox"/> Visa <input type="checkbox"/> Master Card <input type="checkbox"/> Amex
Name on card	
Card Number	
Expiry Date	CCV
Authorised signature of the card holder	