



STAFF-IN-CONFIDENCE  
(WHEN COMPLETE)

## Student Application for Enrolment Form

Information contained in this document is utilised in accordance with OnRoad OffRoad Training Privacy Policy

### Language, Literacy, Numeracy and Digital (LLND) Pre-Training Review

To progress your application, you must complete the Language, Literacy, Numeracy and Digital (LLND) Pre-Training Pre-Training Quiz included in this form.

If your responses indicate you may need support, we will contact you to discuss training support services or reasonable adjustments and confirm the course is suitable before enrolment is finalised.

Forms can be returned to OnRoad OffRoad by email: [sales@onroadoffroad.edu.au](mailto:sales@onroadoffroad.edu.au) or by hand: 24 Jackson Street, Glenorchy.

### Personal Details *(Please choose by placing an X in the boxes that apply to you)*

Title:	<input type="checkbox"/> Mr	<input type="checkbox"/> Mrs	<input type="checkbox"/> Ms	<input type="checkbox"/> Miss	<input type="checkbox"/> Other:
Gender:	<input type="checkbox"/> Male	<input type="checkbox"/> Female	<input type="checkbox"/> Other	Date of Birth:	
Family Name:				Given Name	

Do you have a USI?  Yes (please write your USI here \_\_\_\_\_ )  
 No (you will need to apply)

I hereby authorise OnRoad OffRoad Training to create or verify a Unique Student Identifier on my behalf using the details and documentation provided by me.

**Notice: You MUST ATTEND OUR OFFICE if you require OnRoad OffRoad Training to apply for you.**

I understand that if all information requested is not provided, or is inaccurate, it may affect the student's identifiers registrar's ability to provide me with or verify my USI.

*For more information on USI, please refer to the last page.*

Are You An International Student Visa Holder:  Yes  No

Notice: If Yes, please consult an OnRoad OffRoad Staff Member before proceeding with this Application.

### Contact Details

Phone: (Home)		Phone: (Work)	
Mobile:		E-Mail	

### Home Address

Address:			
State:		Postcode:	

### Mailing Address *(Complete this section only if your mailing address is different to your home address)*

Address:			
State:		Postcode:	

### Next of Kin

Given Name:		Contact Number:	
Email:			
Address:			



List at least ONE form of ID (e.g. Drivers Licence). The Instructor or Admin Staff to sight ID			
ID Type	ID #	ID Sighted (Instructor / Admin to sign)	
Indigenous Status (Please choose by placing an X in the boxes that apply to you)			
<input type="checkbox"/>	Yes, Aboriginal	<input type="checkbox"/>	Yes, Aboriginal and Torres Strait Islander
<input type="checkbox"/>	Yes. Torres Strait Islander	<input type="checkbox"/>	No, Neither Aboriginal nor Torres Strait Islander
1. Employment Status			
Employment Status: (Please choose by placing an X in the boxes that apply to you)			
<input type="checkbox"/>	Full-Time Employee	<input type="checkbox"/>	Employed – Unpaid Worker in Family Business
<input type="checkbox"/>	Part-Time Employee	<input type="checkbox"/>	Unemployed – Seeking Full-Time Work
<input type="checkbox"/>	Self-Employed (Not Employing Others)	<input type="checkbox"/>	Unemployed – Seeking Part-Time Work
<input type="checkbox"/>	Employer	<input type="checkbox"/>	Not Employed – Not Seeking Employment
Which of the following classifications BEST describes the Industry of your current Employer? (Tick ONE box only)			
<input type="checkbox"/>	Agriculture, Forestry and Fishing	<input type="checkbox"/>	Mining
<input type="checkbox"/>	Manufacturing	<input type="checkbox"/>	Electricity, Gas, Water and Waste Services
<input type="checkbox"/>	Construction	<input type="checkbox"/>	Wholesale Trade
<input type="checkbox"/>	Retail Trade	<input type="checkbox"/>	Accommodation and Food Services
<input type="checkbox"/>	Transport, Postal and Warehousing	<input type="checkbox"/>	Information Media and telecommunications
<input type="checkbox"/>	Financial and Insurance Services	<input type="checkbox"/>	Rental, Hiring and real Estate Services
<input type="checkbox"/>	Professional, Scientific and Technical Services	<input type="checkbox"/>	Administrative and Support Services
<input type="checkbox"/>	Public Administration and Safety	<input type="checkbox"/>	Education and Training
<input type="checkbox"/>	Health Care and Social Assistance	<input type="checkbox"/>	Arts and recreation Services
<input type="checkbox"/>	Other Services		
Which of the following classifications BEST describes your current occupation? (Tick ONE box only)			
<input type="checkbox"/>	Managers	<input type="checkbox"/>	Professionals
<input type="checkbox"/>	Technicians and Trade Workers	<input type="checkbox"/>	Community and Personal Service Workers
<input type="checkbox"/>	Clerical and Administrative Workers	<input type="checkbox"/>	Sales Workers
<input type="checkbox"/>	Machinery Operators and Drivers	<input type="checkbox"/>	Labourers
<input type="checkbox"/>	Other		
2. Disability Status (Please choose by placing an X in the boxes that apply to you)			
Do you suffer from any physical / mental disability that <b>may affect</b> your participation in the course?			
<input type="checkbox"/> Yes <input type="checkbox"/> No – Go to Question 3			
Disability, Impairment or Long-Term Condition			
<input type="checkbox"/>	Hearing / Deafness	<input type="checkbox"/>	Acquired Brain Impairment
<input type="checkbox"/>	Physical	<input type="checkbox"/>	Vision
<input type="checkbox"/>	Intellectual	<input type="checkbox"/>	Medical Condition
<input type="checkbox"/>	Learning	<input type="checkbox"/>	Other:
<input type="checkbox"/>	Mental Illness	<input type="checkbox"/>	Not Specified



<b>3. Language and Literacy</b> <i>(Please choose by placing an X in the boxes that apply to you)</i>	
What is your Country of Birth?	
What is your Town of Birth?	
Is English your First Language?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If NO, what language do you usually speak?	
Do you require assistance with English?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Do you need any additional support?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Specify:	
How well do you speak English:	<input type="checkbox"/> Very Well <input type="checkbox"/> Well <input type="checkbox"/> Not Well <input type="checkbox"/> Not at All
<b>4. Education</b> <i>(Please choose by placing an X in the boxes that apply to you)</i>	
What is your highest level of education COMPLETED?	
<input type="checkbox"/> Did not go to school	<input type="checkbox"/> Completed Year 10 or Equivalent
<input type="checkbox"/> Year 8 or below	<input type="checkbox"/> Completed Year 11 or Equivalent
<input type="checkbox"/> Completed Year 9 or Equivalent	<input type="checkbox"/> Completed Year 12 or Equivalent
In what year did you complete this level of education?	
Have you completed any other courses / qualifications? (Specify Below)	<input type="checkbox"/> Yes <input type="checkbox"/> No
<input type="checkbox"/> Certificate I	
<input type="checkbox"/> Certificate II	
<input type="checkbox"/> Certificate III	
<input type="checkbox"/> Certificate IV	
<input type="checkbox"/> Higher please state	
<b>5. Qualification Selection</b> <i>(Please choose by placing an X in the boxes that apply to you)</i>	
I am enrolling into the following course	
Course Name	
I have made my own enquiries and believe that this training course is suitable for my personal and career purposes. I consider that, based on my educational attainment, capabilities, aspirations and interests, this training is appropriate for me.	
<input type="checkbox"/> Yes <input type="checkbox"/> No	
I am applying for RPL/RCC for the following course: <input type="checkbox"/> Yes <input type="checkbox"/> No	
<p>What does RPL mean? Recognition of Prior Learning, The AQF facilitates the progression of students through qualifications by giving credit for learning outcomes they already have achieved. Credit outcomes may allow for entry into a qualification and/or provide credit towards the qualification. Credit given may reduce the time required for a student to achieve the qualification.</p> <p>What does RCC mean? Recognition of Current Competency allows you to gain credit for skills and knowledge you already have. If you have already worked in the field and know some (or all) of the content of the unit, RCC is a way of gaining credit for this learning or experience and may reduce the amount of time spent studying.</p>	



Quality Assurance of Training	
I understand that I am enrolling in an AQF qualification course, and that I may be contacted by the Training Organisation or Regulator to discuss my training program.	<input type="checkbox"/> Yes <input type="checkbox"/> No
I agree that the assessments I complete will be entirely my own work.	<input type="checkbox"/> Yes <input type="checkbox"/> No
I agree to OnRoad OffRoad Training terms and Conditions and relevant Policy and procedures	<input type="checkbox"/> Yes <input type="checkbox"/> No
I acknowledge that the Student Handbook is available on the <a href="#">OnRoad OffRoad Training</a> website, and that I may request a copy from staff. I confirm I have accessed or received the Handbook prior to enrolment.	<input type="checkbox"/> Yes <input type="checkbox"/> No

6. Payment of fees			
Fees are required to be paid prior to the commencement of courses. A deposit of 50% of the course fee is payable on Application and the balance prior to commencement of the course. If it has been indicated that a third party is responsible for payment of course fees, and no payment is received, the student will be responsible for payment.			
Is the course fee being paid by a third party? <input type="checkbox"/> Yes <input type="checkbox"/> No			
Name (Business):			
Address:		Post Code:	
ABN (If applicable):		Name:	
Phone:		Email:	
Third Party Signature:	x _____	Third Party Declaration:	I confirm that I have read and understood the Terms and Conditions. By signing, I agree to the Terms and Conditions.

Training on an OnRoad OffRoad Site (Safety Induction)	Confirm Understanding
I must wear Hi Vis clothing/vest at all times	<input type="checkbox"/> Yes / <input type="checkbox"/> No
I must stick to the walkways at all times	<input type="checkbox"/> Yes / <input type="checkbox"/> No
I must stay alert and give way to moving vehicles and mobile plant at all times	<input type="checkbox"/> Yes / <input type="checkbox"/> No
I am not permitted to smoke anywhere on site	<input type="checkbox"/> Yes / <input type="checkbox"/> No
In case of an emergency I must follow the direction of the Trainer and Assessor	<input type="checkbox"/> Yes / <input type="checkbox"/> No
I must report incidents/injuries/hazards/near misses to the Trainer and Assessor	<input type="checkbox"/> Yes / <input type="checkbox"/> No
OnRoad OffRoad Training may conduct video and audio surveillance of any portion of its premises at any time, the only exception being private restrooms. Video cameras will be positioned in appropriate places within and around OnRoad OffRoad Training buildings and any footage can be used for any purpose at our sole discretion. I hereby give my consent to such video and audio surveillance.	<input type="checkbox"/> Yes / <input type="checkbox"/> No Initials:
I consent to OnRoad OffRoad Training taking and publishing photographs of me and my training.	<input type="checkbox"/> Yes / <input type="checkbox"/> No
I understand that OnRoad OffRoad Training may require me to undergo random drug and alcohol testing	<input type="checkbox"/> Yes / <input type="checkbox"/> No
I agree to comply with OnRoad OffRoad Training's <b>health and infection control</b> requirements as advised from time to time (including where required by public health directions)	<input type="checkbox"/> Yes / <input type="checkbox"/> No
I agree that a copy of my certificate / statement of attainment may be provided to my employer if required	<input type="checkbox"/> Yes / <input type="checkbox"/> No
I understand that any and all training material that I am provided to complete any course with OnRoad OffRoad Training remains the property of OnRoad OffRoad Training and must not be copied, shared or distributed and must only be used for my personal use.	<input type="checkbox"/> Yes / <input type="checkbox"/> No
I understand that any audio and/or video recording by any third parties, including myself, of any training, assessment or other activities performed by, or associated with OnRoad OffRoad Training is prohibited by OnRoad OffRoad Training, and may result in the termination of training and assessment.	<input type="checkbox"/> Yes / <input type="checkbox"/> No



## Declaration

I, \_\_\_\_\_, declare that I have answered all questions truthfully to the best of my knowledge. I understand that these details are confidential and are protected by relevant privacy laws. I give my consent to OnRoad OffRoad Training to release my name, date of birth, contact details and statistical information to the relevant State and Federal Government bodies for the purpose of auditing, regulation of training, obtaining feedback and as statistical information.

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

We will hold Applications for 30 days, if we do not hear from you within this period your Application will be cancelled. Your invoice will be deleted. If you wish to proceed with the training you will need to rebook.



## Language, Literacy Numeracy and Digital Pre – Training Quiz

As part of this pre – training review process, you are now required to complete a language, literacy numeracy and digital (LLND) exercise which will be used to assess your LLND ability to undertake the course.

If you have a Language Literacy Numeracy or Digital concern that is affecting your training program, we encourage you to raise the matter directly with a Trainer from the RTO.

**Directions to the student:**

The following questions must be completed on your own. The result of the quiz below will be assessed and if your results are not to the satisfactory requirement to gain entry to the course, a representative from OnRoad OffRoad Training will speak to you about assistance that you may be able to access.

Student Name: \_\_\_\_\_

Date: \_\_\_\_\_

How well would you rate your ability to speak (including reading and writing) English?

Very well

Well

Not Well

I don't speak English at all

Is your first language something other than English?

YES

NO

If Yes, other language spoken: \_\_\_\_\_

**Question 1:**

In a short response provide an explanation on the benefits of undertaking this course. *(Please use the back of this sheet if further room is required).*



**Question 2:**

Geoff's study aspirations are outlined below. You are required to read the following and answer the questions.

Geoff completed school at the age of seventeen and wanted a job that would allow him to work all around the world. Geoff is now nineteen years of age and is considering a career in the hospitality industry. Geoff prides himself on being naturally friendly. He loves to cook meals at home for his friends and family. He is looking at gaining the appropriate training to ensure he can obtain chef qualifications. He wants to attend a 1 year course to become a qualified chef.

Questions:	Answer:
a. How old is Geoff now?	
b. How old was Geoff when he left school?	
c. What does Geoff like to do for his friends and family?	
d. What is the duration of the course Geoff wants to attend?	

**Question 3:**

It takes 2 ½ hours to type a 7 – page report. It takes 1 ¼ hours to photocopy the 11 copies of the report. How long did it take to complete and photocopy the report? (Tick the appropriate box)

4 hours

3 Hours and 45 minutes

2 Hours and 30 minutes

**Question 4:**

If I sold 3 coffees for \$2.50 each, how much change do I give to a customer from the following amounts? (Tick the appropriate box for each amount)

**\$10.00:**

\$7.50

\$6.50

\$2.50

**\$50.00:**

\$47.50

\$42.50

\$35.00

**Question 5:**

If there is currently \$139.50 petty cash in the tin how much do I need to withdraw from the bank to make \$200.00 in the tin? (Tick appropriate box)

\$60.50

\$67.50

\$63.50



**Question 6:**

If a 90ml drink has 2 parts milk and 1 part chocolate topping, how many mls of milk and chocolate topping is that? (Tick appropriate box)

- 60 mls chocolate topping, 30 mls milk
- 60 mls milk, 30 mls chocolate topping
- 50 mls chocolate topping, 40 mls milk
- 50 mls milk, 40 mls chocolate topping

**Question 7:**

Tick which option would cost less:

- 4 bags of sugar at \$3.50each
- 3 bags of sugar at \$5.00each

**Question 8:**

If 1kg of cheese costs \$22.00, how much would 500gms cost? (Tick appropriate box)

- \$5.50
- \$11.00
- \$7.50

**Question 9:**

You are eating at a restaurant and the bill is \$150.00. You need to split the bill between 6 people.

How much does each person need to pay? (Tick appropriate box)

- \$30.00
- \$25.00
- \$20.00

**Question 10:**

Your pay rate is \$12 per hour. This week you worked the following hours:

Monday – 1pm – 4pm

Tuesday – 9am – 2pm

Wednesday – Nil

Thursday – 10am – 5pm

Friday – Nil

How much will you receive in pay for the week? (Tick appropriate box)

- \$135.00
- \$120.00
- \$180.00

**Question 11:**

You start work at 10am and your manager tells you on your arrival that your ½ hour break will be in 3 ½ hours. What time will your lunch break start? (Tick appropriate box)

- 2pm
- 2.30pm
- 1.30pm



**Question 12:**

A Hospitality Store is having a sale, you want to buy the cheapest kitchen knives set available. Which kitchen knives set is the cheapest to buy after the reduction? (Tick appropriate box)

- Kitchen Knives set 1 – 15% off the RRP of \$100
- Kitchen Knives set 2 – RRP \$100, during the sale the price will be reduced by \$10
- Kitchen Knives set 3 – on sale with 1/3 off the RRP of \$120

## Digital Literacy Pre – Training Quiz

(Tick your answer)

1. Can you send an email from a computer or smartphone with a photo or document attached?	Yes	No
2. Can you use basic apps on a smartphone (e.g., camera, calendar, calculator, messaging)?	Yes	No
3. Can you fill in an online form?	Yes	No
4. Can you search for information on the internet using Google or another search engine?	Yes	No
5. Can you download and open a file such as a PDF or Word document?	Yes	No
6. Can you join a video call or online meeting (e.g., Zoom, Teams) using a device	Yes	No
7. Can you take a photo or scan a document and send it to someone?	Yes	No
8. Can you use a mouse, keyboard, or touchscreen to interact with a device?	Yes	No
9. Can you recognise suspicious emails or links that may be unsafe to click on?	Yes	No



## Terms and Conditions

### ***Payment of Fees***

Fees are required to be paid prior to the commencement of courses. A deposit of 50% of the course fee (not exceeding \$1500) is payable on enrolment and the balance prior to commencement of the course. If it has been indicated that a third party is responsible for payment of course fees, and no payment is received, the student will be responsible for the payment.

Commencement of the course is at the time that Learning and Assessment Material is issued to you.

### ***Our Cancellation/Rescheduling***

Whilst we always endeavor to run scheduled courses, we reserve the right to cancel or defer a course. In the event of this occurring, all fees will be refunded within 20 working days, or you may elect to reschedule/transfer to a course at a later date.

### ***Your Cancellation/ Rescheduling/Transfer***

- NO refund shall be made in case you have a change of mind and decide to cancel the training
- If you have a change of mind and choose to reschedule/transfer the course, MORE than 7 (seven) days before the original course date, an administrative fee equivalent to 20 percent of the course fee will be charged.
- If you have a change of mind and choose to reschedule/transfer the course, LESS than 7 (seven) days before the original course date, an administrative fee equivalent to 50 percent of the course fee will be charged.
- Should you simply not attend or do not show up for the training/assessment, a 100 percent cancellation fee, or loss of deposit, will apply.
- Should you be unable to attend the training/assessment due to some genuine situation(s), a refund should be applied for within 3 (three) months from the date of first payment along with supporting evidentiary documents.

### ***What happens if I am Not Yet Competent?***



It is very important to make the most of your training opportunity, and it is your responsibility to make sure that you do so. To optimize your own learning and complete your training successfully, we highly recommend that upon enrolling to any training course you undertake to do the following:

- Complete all self-paced learning requirements prior to your training workshop(s)
- Complete any pre-reading/learning prior to your training workshop(s)
- Complete all required reading and learning activities prior to your training workshop(s); and
- Prepare well in advance of each workshop.

It is also your responsibility to ensure that you:

- A Language Literacy Numeracy and Digital (LLND) Quiz **MUST** be completed by you and submitted with your enrolment application before enrolment can be finalised. The LLND Quiz is included in the Enrolment Application Form. It is also available for download from our website or on request from our staff. Forms can be returned by email to sales@onroadoffroad.edu.au or in person at 24 Jackson Street, Glenorchy.
- Have a clear understanding of the assessment requirements
- Take responsibility for the quality of evidence that you submit to the Assessor
- Keep track of your progress
- Complete and submit all assessment tasks using clear and concise language
- Be willing to contact your trainer if you do not understand the training activity or assessment task

If OnRoad OffRoad training is satisfied that you have met all the above requirements, where possible, you may be offered one free review day for selected training courses. This is entirely at the discretion of OnRoad OffRoad Training and will be assessed on a case-by-case basis.

### ***Additional Fees and Charges (non-tuition)***

- Re-Issue of Testamurs/Statement of Attainment - \$50 plus GST per copy
- RPL Fee – an administration fee of \$150 plus GST per unit, if the RPL requires unit mapping
- Heavy Vehicle Certificate of Competency Fee and admin charges \$88 Including GST
- Reassessment Fee may be charged

*Note: all fees are listed in AU\$*



## **General Conditions**

Entry to OnRoad OffRoad facilities, and undertaking training / assessment, is conditional upon the following –

- All people must undertake random breathalyser analysis, if requested. Any person with a positive reading will be refused entry, training, and assessment.
- All people must have a reasonable level of personal hygiene, and attend courses wearing clean work wear
- All people must wear suitable clothing for the course they are undertaking such as closed-toe footwear, HI VIS and appropriate PPE.
- If OnRoad OffRoad Staff or Trainers believe a trainee is putting themselves, our personnel, other persons or our equipment at risk, the course will be terminated.
- All students must behave in a way that ensures a safe and respectful environment for others; any form of abuse, bullying, harassment or threatening conduct of any kind is strictly prohibited under the Work Health and Safety Act 2012 (Tas) and OnRoad OffRoad will immediately terminate the course if any of these occur. In such cases, all other refund conditions will be considered void.
- Students must understand that in order to promote the safety of employees and company visitors, as well as the security of its facilities, OnRoad OffRoad Training may conduct video and audio surveillance of its premises (excluding private areas such as restrooms) for safety, security, incident management, training quality assurance and compliance purposes. Surveillance records may be accessed by authorised personnel and may be disclosed to relevant authorities, insurers or regulators where required or authorised by law, in accordance with our Privacy Policy.
- Be willing to undergo random drug and alcohol testing, if required by OnRoad OffRoad Training.

Persons failing to meet these conditions will be refused entry, training, and assessment. You may be offered another date at our discretion. **The course fee will not be refunded.**

OnRoad OffRoad Training will hold enrolments for 30 days from the date of invoice/offer, if we do not hear from you within this period your enrolment will be cancelled, and your invoice will be deleted. If you wish to proceed with the training, you will need to rebook.



## **Review Day terms and conditions**

- One review day will be free for selected classes, for subsequent review a charge may apply.
- If you book in for a review day and do not attend, this will be deemed as your review day.

## **Refunds**

- All refund matters are handled in accordance with the Fees and Refund Policy of the RTO.
- An application for refund must be made in writing (see 'Refund Request Form', under 'Forms' on our website) and will be determined by the CEO, or his delegate. Supporting evidence such as a Doctor's Certificate or hardship as deemed appropriate should be provided with the written request.
- In the case the termination resulted from a student engaging in any form of abuse, bullying, harassment or threatening conduct of any kind, all other refund conditions will be considered void.

## **Feedback, Complaints and Appeals**

We welcome feedback and manage complaints and appeals fairly, transparently and in a timely manner.

**How to lodge:** Email [sales@onroadoffroad.edu.au](mailto:sales@onroadoffroad.edu.au) or submit a written complaint in person at 24 Jackson Street, Glenorchy.

**Acknowledgement:** We will acknowledge receipt within 2 business days.

**Timeframes:** We will respond and resolve complaints/appeals within a reasonable timeframe and keep you informed of progress.

**Support person:** You may be accompanied or assisted by a support person at any stage.

**No cost:** There is no charge to lodge a complaint or appeal.

**Escalation:** If you remain dissatisfied, you may escalate your complaint externally, including to ASQA. Full details are available in our Complaints and Appeals Policy (available on request).



## Fees and Refund Policy

### ***Scope and Purpose***

The Fees and Refund Policy applies to all fees payable for the provision of education and training services, and to the refund of fees paid. It outlines the system for payment of fees and the refunding of fees.

This policy applies to all nationally accredited trainings delivered by the Organisation.

Fees and refunds are not handled by external personnel without prior agreement by the CEO and/or nominee.

The payment schedule will be disclosed at the time of enrolment, prior to commencing the course.

Accepted payment methods are cash, cheque, EFTPOS and Direct Deposit.

Once a student has commenced their course, no refund will be made unless authorised by the CEO and/or nominee or required to do so by law.

Where special circumstances occur which restrict a student's ability to attend, refunds must be applied for within 3 (THREE) months from the date of first payment. Each case for a refund will be determined by the CEO and/or their nominee based on merit and upon an application.

### ***Refund Procedure:***

- The student must submit a written refund request and provide supporting evidence (e.g. a Doctor's Certificate or hardship evidence), where applicable.
- The CEO and/or nominee will determine eligibility for a refund on a **case-by-case** basis.
- Where approved, refunds will be processed in accordance with this policy and relevant consumer law requirements.
- All eligible refunds will be paid within 20 working days of receiving the completed refund request.

### ***Course Fee Structure***

Please refer to relevant course information on our website.



***If Paid by Third Party***

If it has been indicated that a third party will pay, and no payment is received, the student will be responsible for payment.

***If Paying by Credit Card***

A fee of 1.5% will be added to the total cost of the invoice.



## About the Unique Student Identifier (USI)

A Unique Student Identifier (USI) is a reference number made up of letters and numbers that gives students access to their USI account. A USI links a student's nationally recognised training records in the National Vocational Education and Training (VET) Data Collection and allows students to view their training results from all registered training organisations (RTOs), including completed units of competency and qualifications.

A USI helps students access and combine their VET achievements into a single authenticated transcript and helps ensure their VET records are not lost.

The USI is available online at no cost and remains with a student for life. A USI is required for enrolment or re-enrolment in nationally recognised training. Without a USI (unless an exemption applies), an RTO may be unable to issue AQF certification documentation (e.g., a Statement of Attainment or qualification).

If you do not have a USI, we can provide assistance on request.

For more information or to log in go to [www.usi.gov.au](http://www.usi.gov.au)