

## **Building Futures Education Services (BFES)**

### **Important Information – Please read and ensure you understand the following**

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#### **PRIOR TO ENROLMENT**

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BFES, as an RTO is required to provide the below info to learners prior to enrolment:

##### **TRAINING**

Information on Training Services provided by BFES is available from the office via phone or in written format. Prior to enrolling into your chosen course, ensure you have a full understanding of the structure of the course. All courses are delivered in line with State and any National requirements utilising equipment that complies with all safety standards. Courses are delivered as a theory lesson with a practical component and all participants must ensure they can undertake the training. All costs, durations and outcomes are available from the office or on the website.

##### **ASSESSMENT**

Assessments of units will be conducted at a time agreed to by both parties after the following requirements are met.

- Successfully complete all required training, and
- Paid any outstanding monies owed,

Additional assessment processes will be explained to you at the time of training. Should you have any additional questions regarding your assessment method or have any concerns please discuss these with an BFES Staff Member.

##### **SUPPORT SERVICES AND ADDITIONAL NEEDS**

BFES will take every possible action to ensure we support you throughout your training and assessment process. If at any point through-out your course you require any assistance or support please discuss these needs with BFES staff and we will do our best to help. If you have any special needs, including Language and Literacy, learning, mobility, visual impairment or hearing please notify staff prior to enrolment to allow us to cater for your needs. **If you do not notify us of any condition that may affect your learning, we will not be able to assist you if the need arises.**

##### **YOUR RIGHTS**

As part of your training and assessment, you have various rights. BFES wants to ensure your time spent with us is both beneficial and enjoyable. If at any point you feel harassed, discriminated or feel abused, please notify the CEO immediately either face to face, via phone or in writing. If you feel you need to complain about an aspect of service or training and assessment you may do so verbally or in writing. Appeals on any decision made by BFES may be lodged to the CEO and must be done so in writing. For more information on your rights, please talk to the staff.

##### **PRIVACY POLICY**

In compliance with the Privacy Act, the information requested on this enrolment form will only be used for the process of enrolment and maintaining the learner records. All information will be kept confidential and access to this information is only available to you, the CEO, Administrator, and the trainer. If you want to view your files at any time, lodge the request with your trainer.

##### **MEDIA RELEASE**

At times during the course, staff / contractors may take photos/video for use in promotional activity. By signing this form, you acknowledge your acceptance in participating in such activities.

#### **RULES AND REGULATIONS**

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1. To complete your enrolled course learners must be able to fulfil the following obligations:
  - Demonstrate to the Trainer and Assessor through attendance and assessment, both written and theory that academic and professional skills have been obtained to a satisfactory and competent level.
  - Satisfy all academic, administrative and financial obligations to the organisation.
2. No food is to be taken into classrooms, and smoking is not permitted in the organisation's premises
3. Learners must promptly notify BFES of any change of name, address and contact details.
4. BFES may take telephone messages for learners if requested and if it is an emergency. Mobile phones must be switched off during class.
5. Learners may be suspended or expelled from BFES at the CEO's discretion for:
  - non or late payment of fees
  - failure to uphold or maintain any of BFES Policies and Procedures
  - Serious misconduct or breach of legislation

##### **REFUND POLICY**

Building Futures Education Services will safeguard any money paid by you in advance of your course. Building Futures Education Services will refund you any money paid by you in full in the event we cancel or discontinue a course. If you withdraw from a course due to illness, (verified by a medical certificate) Building Futures Education Services will refund any course fees paid- less an administrative fee of \$200, and less the course cost on a pro rata basis, based on the tutorials attended. **If you fail to commence the course or withdraw for any other reason other than illness, with less than four weeks' notice, you will forfeit any monies paid. An administration fee of \$200- will still be payable, plus the course cost on a pro rata basis, based on the tutorials attended.**

**Do not sign below if you feel you have not received information on all of the above points. Please ask BFES Staff to explain or provide written information on the above before enrolling and signing below.**

### Learner Declaration

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I, \_\_\_\_\_ have read, understand and agree to the following:

- a) I will follow all the study instructions and Rules and Regulations as outlined on this page as well as all policies in the learner handbook
- b) I release and hold harmless BFES, its CEO, staff and agents in respect of any property loss or personal injury that I may sustain whilst participating in my course.

I declare truly and solemnly that's the information provided on this enrolment form is true and correct.

**Learner's signature** \_\_\_\_\_ **Date:** \_\_\_\_\_ / \_\_\_\_\_ / **20** \_\_\_\_\_.

**Parent's signature** \_\_\_\_\_ **Date:** \_\_\_\_\_ / \_\_\_\_\_ / **20** \_\_\_\_\_.

(if under 18 years.)

Enrolment details (Office use only)

	Enrolment form	\$200 enrolment fee
	Date received:	Date received: