

Department	Vocational Education and Training	
Quality Controlled Document No. & Title	(d)	Domestic Student Enrolment Form
Version	5.0	
SRTOs 2015	Clauses 5.1 – 5.4	



Author	RTO CEO	
Approved	RTO CEO	
Authorised	RTO Academic Board	
Distribution	Internal	RTO Manager
	External	Prospective students

Hampton College

Domestic Student Enrolment Form

CHC33021 Certificate III in Individual Support

CHC43015 Certificate IV in Ageing Support

CHC52021 Diploma of Community Services

Main Campus

Hampton College

Level 3, 38 Cavill Avenue,
Surfers Paradise QLD 4217

**PROVIDING FALSE OR MISLEADING INFORMATION MAY RESULT IN
YOUR ENROLMENT BEING CANCELLED**

PRIVACY STATEMENT

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. Should you decline to provide required information we may not be able to process your enrolment application.

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. You should also be aware that if you reside overseas then we may need to disclose your personal information to overseas agents of the RTO. For example, if you as an overseas student use an education agent to assist with the enrolment process, then they will need to access personal information about you.

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 Employment and Workplace Relations (DEWR), 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:

- 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.

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.

DEWR 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 DEWR will handle your personal information, please refer to the DEWR VET Privacy Notice at <https://www.dewr.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 Hampton College 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.

Students may access the College’s Privacy Policy on Hampton College website.

ENROLMENT QUESTIONS

A "domestic student" is a student who is an Australian citizen, a New Zealand citizen, or an Australian permanent resident.

1. Applicant Personal Details				
Title				
Given Name*				
Middle Name				
Family Name*				
Date of Birth*				
Gender	☐ Male	☐ Female	☐ Other	☐ Prefer not to say

*As it appears on your birth certificate or ID document

2. Contact Details	
Phone number	
Mobile number	
Email address	
Alternate email address	

3. Address Details					
3.1 Residential Address					
Street address					
Suburb City		State		Postcode	
3.2 Postal Address (If same as residential address, please tick here. ☐)					
Address					
Suburb City		State		Postcode	

4. Emergency Contact or Next of Kin			
Full name		Relationship	
Contact number		Email address	
Address			

5. Identity Document					
Passport	Document Number		Country of Issue		Expiry Date __/__/__
Driver's License	State of Issue			Expiry Date __/__/__	
Birth Certificate	Nationality		Document Number		
Australian proof of age card	Issuing Authority		Document Number		
Government-issued identity document	Document Type		Document Number		

6. Disability, Impairments and Special Needs

Please indicate if you consider you have any of the following disabilities, impairments, learning challenges, or long-term conditions that may affect your ability to complete your course?

If yes, please select the relevant area(s). You may select more than one area.

Hearing/deaf	☐	Physical	☐
Intellectual	☐	Learning	☐
Mental illness	☐	Acquired brain impairment	☐
Vision	☐	Medical condition	☐
Others, please specify			

Please refer to "Disability Supplement"

Hampton College is committed to the principles of access and equity. The College's programs and services will meet the needs of all prospective students, regardless of their cultural and linguistic backgrounds. Please be aware that the decision to disclose this information is a personal one, but is important when assessing the suitability of our courses for you. If you are unsure about how to proceed, please consult with Hampton College's Student Support and Careers Manager to get advice on how best to respond to this question in your application.

Hampton College must ensure the health and safety of all stakeholders and, as such, needs to ensure that any disability or learning challenge will not represent a serious risk to self or others. The College may also use this information to assess whether reasonable adjustments to training and assessment may be made to accommodate your disability and/or learning challenge.

Disability supplement

If you have indicated the presence of a disability, impairment or long-term condition, please select the area(s) in the following list:

Disability in this context does not include short-term disabling health conditions such as a fractured leg, influenza, or corrected physical conditions such as impaired vision managed by wearing glasses or lenses.

☐ '11 — Hearing/deaf'

Hearing impairment is used to refer to a person who has an acquired mild, moderate, severe or profound hearing loss after learning to speak, communicates orally and maximises residual hearing with the assistance of amplification. A person who is deaf has a severe or profound hearing loss from, at, or near birth and mainly relies upon vision to communicate, whether through lip reading, gestures, cued speech, finger spelling and/or sign language.

☐ '12 — Physical'

A physical disability affects the mobility or dexterity of a person and may include a total or partial loss of a part of the body. A physical disability may have existed since birth or may be the result of an accident, illness, or injury suffered later in life; for example, amputation, arthritis, cerebral palsy, multiple sclerosis, muscular dystrophy, paraplegia, quadriplegia or post-polio syndrome.

☐ '13 — Intellectual'

In general, the term 'intellectual disability' is used to refer to low general intellectual functioning and difficulties in adaptive behaviour, both of which conditions were manifested before the person reached the age of 18. It may result from infection before or after birth, trauma during birth, or illness.

☐ '14 — Learning'

A general term that refers to a heterogeneous group of disorders manifested by significant difficulties in the acquisition and use of listening, speaking, reading, writing, reasoning, or mathematical abilities. These disorders are intrinsic to the individual, presumed to be due to central nervous system dysfunction, and may occur across the life span. Problems in self-regulatory behaviours, social perception, and social interaction may exist with learning disabilities but do not by themselves constitute a learning disability.

☐ '15 — Mental illness'

Mental illness refers to a cluster of psychological and physiological symptoms that cause a person suffering or distress and which represent a departure from a person's usual pattern and level of functioning.

☐ '16 — Acquired brain impairment'

Acquired brain impairment is injury to the brain that results in deterioration in cognitive, physical, emotional or independent functioning. Acquired brain impairment can occur as a result of trauma, hypoxia, infection, tumour, accidents, violence, substance abuse, degenerative neurological diseases or stroke. These impairments may be either temporary or permanent and cause partial or total disability or psychosocial maladjustment.

☐ '17 — Vision'

This covers a partial loss of sight causing difficulties in seeing, up to and including blindness. This may be present from birth or acquired as a result of disease, illness or injury.

☐ '18 — Medical condition'

Medical condition is a temporary or permanent condition that may be hereditary, genetically acquired or of unknown origin. The condition may not be obvious or readily identifiable yet may be mildly or severely debilitating and result in fluctuating levels of wellness and sickness, and/or periods of hospitalisation; for example, HIV/AIDS, cancer, chronic fatigue syndrome, Crohn's disease, cystic fibrosis, asthma or diabetes.

☐ 19 — Other

A disability, impairment or long-term condition which is not suitably described by one or several disability types in combination. Autism spectrum disorders are reported under this category.

7. Education & Previous Qualification

Have you successfully completed Year 12?

- ☐ Yes ☐ No, still attending secondary school, or
☐ No, what is the highest school level completed: _____

State all qualifications you have attained or in which you are currently enrolled to complete. Please tick all that apply. If you are currently undertaking a qualification, please write "Current" in the Completion Year column.

Qualification Achieved	Completion Year	Education Provider
☐ Bachelor's Degree or higher		
☐ Advanced Diploma/Associate Degree Level		
☐ Diploma		
☐ Certificate IV		
☐ Certificate III		
☐ Certificate II		
☐ Certificate I		
☐ Senior Secondary School Year 12		
☐ Senior Secondary School Year 11		
☐ Any other qualifications, please specify:		

8. Course Information and Entry Criteria		
<i>CHC33021 Certificate III in Individual Support</i>	<i>CHC43015 Certificate IV in Ageing Support</i>	<i>CHC52021 Diploma of Community Services</i>
<u>Mode of Delivery</u> • Face-to-face (classroom) • Simulated Workplace • Workplace	<u>Mode of Delivery</u> • Face-to-face (classroom) • Simulated Workplace • Workplace	<u>Mode of Delivery</u> • Face-to-face (classroom) • Simulated Workplace • Workplace
<u>Course Entry Criteria</u> Applicants must: • be 18 years' or older at course commencement • have a current National Police Certificate (NPC) • have physical capabilities to perform the manual handling tasks required of persons working in the aged and community care sector. • obtain a volunteer Working With Children Check prior to undertaking their placement • provide evidence a current Influenza (Flu) vaccine, as well as Covid 19 vaccines and corresponding Covid 19 vaccine certificate, prior to undertaking their placement. • demonstrate the attainment of at least ACSF level 3 by successful completion of an Australian Year 11 certificate, or equivalent, or a qualification at AQF Level 3, or above. Applicants may demonstrate LLND levels by undertaking Hampton College ACSF LLND assessments. Prospective students must consider any personal barriers, or potential challenges, prior to applying to enrol in this course.	<u>Course Entry Criteria</u> Applicants must: • be 18 years' or older at course commencement • have a current National Police Certificate (NPC) • have physical capabilities to perform the manual handling tasks required of persons working in the aged and community care sector. • obtain a volunteer Working With Children Check prior to undertaking their placement • provide evidence a current Influenza (Flu) vaccine, as well as Covid 19 vaccines and corresponding Covid 19 vaccine certificate, prior to undertaking their placement. • demonstrate the attainment of at least ACSF level 3 by successful completion of an Australian Year 11 certificate, or equivalent, or a qualification at AQF Level 3, or above. Applicants may demonstrate LLND levels by undertaking Hampton College ACSF LLND assessments. Prospective students must consider any personal barriers, or potential challenges, prior to applying to enrol in this course.	<u>Course Entry Criteria</u> Applicants must: • be 18 years' or older at course commencement • have a current National Police Certificate (NPC) • have physical capabilities to perform the manual handling tasks required of persons working in the aged and community care sector. • obtain a volunteer Working With Children Check prior to undertaking their placement • provide evidence a current Influenza (Flu) vaccine, as well as Covid 19 vaccines and corresponding Covid 19 vaccine certificate, prior to undertaking their placement. • demonstrate the attainment of at least ACSF level 3 by successful completion of an Australian Year 12 certificate, or equivalent, or a qualification at AQF Level 3, or above. Applicants may demonstrate LLND levels by undertaking Hampton College ACSF LLND assessments. Prospective students must consider any personal barriers, or potential challenges, prior to applying to enrol in this course.
<u>Duration</u> 52 weeks (includes 12 weeks of breaks)	<u>Duration</u> 78 weeks (includes 16 weeks of breaks)	<u>Duration</u> 104 weeks (includes 24 weeks of breaks)
<u>Fees</u> Enrolment: \$250.00 Tuition: \$15,000.00 Materials: \$1,000.00	<u>Fees</u> Enrolment: \$250.00 Tuition: \$22,500.00 Materials: \$1,500.00	<u>Fees</u> Enrolment: \$250.00 Tuition: \$30,000.00 Materials: \$2,000.00
<u>Further Study Pathways</u> <i>CHC43015 Certificate IV in Ageing Support</i>	<u>Further Study Pathways</u> ▪ <i>CHC52021 Diploma of Community Services</i>	<u>Further Study Pathways</u> ▪ <i>CHC62015 Advanced Diploma of Community Sector Management</i>
<u>Career Pathways Industries</u> • Health <u>Occupations</u> • Care assistant	<u>Career Pathways Industries</u> • Health <u>Occupations</u> • Community Program Coordinator	<u>Career Pathways Industries</u> • Health <u>Occupations</u> • Senior Youth Worker

• Accommodation Support Worker • Residential Support Worker • Community Access Coordinator • Community care worker • Community House Worker • Residential Care Worker • Food Services Deliverer • Transport Support Worker • In Home Respite Worker • Disability Service Officer • Care Worker • Client Assistant • School Support Officer (Disability) • Family Support Worker • Care Service Employee • Planned activity assistant • Residential aide • Field Officer (Community Services) • Nurse's Aide • Home care assistant	• Residential Care Worker • Support Worker (Community Services) • Care supervisor • Accommodation Support Worker • Personal care worker • Personal care giver • Assistant Hostel Supervisor • Personal care assistant • Residential care officer • Day Activity Worker • Care Team Leader	• Aboriginal Housing Worker • Community Development Worker for Social Housing • Assistant Community Services Worker • Community Work Coordinator • Support Facilitator (Disability) • Support Facilitator (Community Services) • Community Housing Worker • Assistant Community Worker • Coordinator of Volunteer Work • Team Leader • Family Support Worker • Disability Team Leader • Early Intervention Worker • Community Care Manager • Care Team Leader • Community Access Coordinator • Pastoral Care Counsellor • Youth Housing Support Worker • Housing Manager • Welfare Support Worker • Case Coordinator (Disability) • Housing Assistant • Community Recreation Coordinator • Community Housing Resources Worker • Family Services Coordinator • Pastoral Care Worker • Community Worker • Community Services Coordinator • Case Coordinator (Community Services) • Aboriginal Neighbourhood House Coordinator • Community Program Coordinator
--	---	---

8.1 Course Enrolment Application
☒ Please indicate which course(s) in which you want to enrol.
☐ CHC33021 Certificate III in Individual Support (Ageing and Disability)
☐ CHC43015 Certificate IV in Ageing Support
☐ CHC52021 Diploma of Community Services

9. Course Age Entry Requirement
☐ I confirm that I will be 18 years or older at the time of course commencement.

10. English Language and Cultural Diversity			
Do you speak a Language other than English?	☐ Yes ☐ No	Language Spoken	
Did you complete Year 11 and/or 12 in Australia? ☐ Yes ☐ No			
If yes, attach evidence to this application and proceed to section 10.3. If no, complete section 10.1.			

10.1 English Language Proficiency Entry Requirement		
English Language Test Providers	Minimum Test Score	Date Completed (dd/mm/yyyy)
International English Language Testing System (IELTS)	6.0	__/__/__
TOEFL internet-based test (only accepted if test is taken on or before 25 July 2023)*	64	__/__/__
Cambridge English: Advanced (Certificate in Advanced English)**	169	__/__/__
Pearson Test of English Academic (PTE Academic)	50	__/__/__
Occupational English Test	B for each test component	__/__/__
☐ I have not completed any of the above tests (Proceed to Section 10.2)		

* TOEFL iBT scores from a test taken on or before 25 July 2023.

** Only accept results from the paper-based Cambridge C1 Advanced test (previously known as Cambridge English: Advanced CAE).

10.2 English Language Proficiency Assessment
If you have not completed at least one of the English Language Tests listed above, you will need to complete the College's LLND Tests before your enrolment application is assessed. The Tests may be undertaken face to face or online. The College will contact you to make the necessary arrangements.

IMPORTANT INFORMATION

You do not need to provide evidence of an English test score if one of the following applies:

- you are a citizen and hold a passport from UK, USA, Canada, NZ or Republic of Ireland
- you are a Foreign Affairs or Defence sponsored student, or a Secondary Exchange student (AASES)
- you are enrolling in a principal course of study that is a registered school course
- you are enrolling in a principal course of study that is a standalone English Language Intensive Course for Overseas Students (ELICOS)
- you are enrolling in a principal course of study registered and delivered in a language other than English
- you are enrolling in a registered post-graduate research course
- the student has completed at least 5 years' study in English in Australia, UK, USA, Canada, New Zealand, South Africa, or the Republic of Ireland
- the student has completed the Senior Secondary Certificate of Education in Australia in English
- the student has completed a substantial component of a course that would qualify them under the Australian Qualifications Framework at the Certificate IV or higher level.

Note: Evidence of an English test score is needed if you hold a British National Overseas (BNO) passport.

10.3 Aboriginal or Torres Strait Islander

Are you of Aboriginal or Torres Strait Islander origin? ☐ Yes ☐ No

If yes, ☐ Aboriginal, or ☐ Torres Strait Islander

10.4 Digital Literacy Skills

Use of a computer which may include a notebook or laptop	☐ Excellent ☐ Very Good ☐ Good ☐ Limited ☐ Not Good ☐ Very Poor
Using software such as Microsoft Word and Microsoft Excel, or similar software	☐ Excellent ☐ Very Good ☐ Good ☐ Limited ☐ Not Good ☐ Very Poor
Using the internet	☐ Excellent ☐ Very Good ☐ Good ☐ Limited ☐ Not Good ☐ Very Poor
Saving your work to an external device such as a memory or USB stick, or an external drive	☐ Excellent ☐ Very Good ☐ Good ☐ Limited ☐ Not Good ☐ Very Poor

Where you have indicated that your skill level is Not Good or Very Poor, you will need to undertake the College's Digital Literacy Assessment so that support may be provided as required.

11. Unique Student Identifier (USI)

Do you have a Unique Student Identifier (USI)? ☐ Yes ☐ No

Yes, please provide your USI details:

No, you can create a USI via <https://www.usi.gov.au/>

If you are unsure about how to proceed with this, please consult with Hampton College's Student Support and Careers Manager.

12. Credit Transfer / Advanced standing / Recognition of Prior Learning (RPL)

Will you be applying for credit transfer / advanced standing on the basis of your post-secondary studies

☐ Yes ☐ No

If yes, please fill below.

Name of institution

Country/State

Name of qualification

Start date

End date

Do you wish to apply for *Recognition of Prior Learning (RPL)*? ☐ Yes ☐ No

If you have selected **Yes** to any of the questions above, you need to provide certified copies of relevant documents with this application.

13. Employment Status			
What is your current employment status?			
Full- time employee (<i>Go to 15.1</i>)	☐	Part-time employee (<i>Go to 15.1</i>)	☐
Self-employed – not employing others	☐	Self-employed – employing others	☐
Employed – unpaid worker in a family business (<i>Go to 15.1</i>)	☐	Unemployed – seeking full-time work	☐
Unemployed – seeking part-time work	☐	Not employed – not seeking employment	☐
13.1 If currently employed, please provide details:			
Employer Name			
Employer Address			
Job Title			

14. Study Reason(s)	
☐ To get a job	☐ To get skills for community/voluntary work
☐ To develop my existing business	☐ I wanted extra skills for my job
☐ To start my own business	☐ To get into another course of study
☐ To try for a different career	☐ It was a requirement of my job
☐ To get a better job or promotion	☐ For personal interest or self-development
☐ Other reason(s) (<i>please specify</i>):	

15. Document and Action Checklist
Please note you need to attach <u>certified copies of all relevant documents</u> to support your application.
If your original documentation is not in English, please provide <u>certified translated copies</u> .
Issuing a Confirmation of Enrolment (CoE) cannot occur until all required certified documents are provided.
Please confirm if the documentation has been submitted with this application.
☐ Certified Copy of a Valid ID Document
☐ Academic records for all studies completed, including Years 11 and 12. (e.g. Copy of Certificate, Statement of Results)
If required, evidence of your proficiency in the English Language which meets course entry requirements
☐ Copy of approved English Proficiency Test results attained within the last 2 years
☐ I will bring my own laptop / notebook with internet access, and MS Word and MS Excel installed
☐ Other supporting documents (<i>if applicable, please specify</i>):

Additional Information for Students

Department	Vocational Education & Training	
Quality Controlled Document No. & Title	9.0	Fee and Refund Policy – Domestic Students
Version	3.0	
SRTOs 2015	Standard 5.3	



Author	RTO CEO	
Approved	RTO CEO	
Authorised	RTO Academic Board	
Distribution	Internal	Students
	External	Prospective Students

1.0 Fee and Refund Policy Overview – Domestic Students

1.0 Policy Overview – Domestic Students

Hampton College's Fee and Refund Policy is founded on the principles of fairness and good faith. Hampton College acknowledges that all students may take action under Australia's consumer protection laws where a refund is refused. A full refund of all tuition, and non-tuition, fees paid shall be provided by Hampton College where the course does not commence on the agreed starting date as per the Student Offer and Acceptance Agreement. Where Hampton College is not able to offer a course, Hampton College may offer affected students enrolment in another suitable course, at no additional cost. It will be completely at the student's discretion as to whether or not such an offer is accepted.

Prior to commencement of a course, a full refund of tuition fees paid to date, less Hampton College's enrolment administrative fee, which is a 'non-tuition fee', shall be provided where, upon presentation of evidence acceptable to Hampton College:

- illness or disability prevents the student from starting a course;
- the student fails to meet the English or other entry requirements for acceptance in the course;
- there are family circumstances which prevent the student from starting the course; or,
- other special or extenuating circumstances, including political, civil or natural events, which prevent the student from starting the course, and which are accepted at the discretion of Hampton College's CEO. For example, a full refund would be payable where a student is not able to start a course due to restrictions being imposed as a result of a pandemic.

A refund of any fees paid shall not be made where the student is found to have deliberately provided incomplete, or inaccurate, information with their Student Enrolment Application, and is not able to rectify the identified issue(s).

Where a student, after accepting an offer of a place, withdraws from the course the up to 30 working days before the commencement of the course, for no valid or acceptable reason, 75% of the tuition and materials fees paid to date for that course are refundable. After this time, where a student withdraws for no valid reason, then no refunds shall be made.

Should the RTO cease to deliver a course after commencement, then refunds shall be calculated in accordance with the Course Fee Refund Formula.

Where a student has commenced the course but is unable to continue due to extenuating circumstances, such as illness, health issues, family circumstances, or other acceptable reason, then refunds of tuition fees shall be in accordance with the Course Fee Refund Formula, and payments for materials not yet provided are refunded.

Where a student has commenced a course, but has their enrolment terminated, or cancelled, by the College, there will be no refund of fees paid. 'Termination' or 'Cancellation' may be as a result of a significant breach of College policies, or the student is convicted of a criminal offence.

2.0 Course Fee Refund Formula

Course Fees Paid X (Course Duration Weeks – Course Attended Weeks) / Course Duration Weeks*

Example: Course fee paid in advance \$1,500, Course duration 64 weeks, student attended 30 weeks.

$\$1,500 \times (64 - 30 / 64) = \797 refund

* 'Course Attended Weeks' shall include all weeks from the week of the course start date, as specified in the Student Offer and Acceptance Agreement up to, and including, the week when the student's request to withdraw from the course is received, or the week in which the student is notified that their enrolment in the course has been terminated.

The student enrolment administrative is not refundable once the student has commenced their course. Prior to course commencement, refunds shall not require a formal application from the student where Hampton College is not able to offer the course, or where the student is unable to commence the course due to extenuating circumstances. All other requests for full or partial refunds must be made in writing on the Request Fee Refund Form.

3.0 Other Fees

The following fees are payable as required and are not refundable:

<i>Enrolment application administrative fee</i>	<i>\$250.00</i>
<i>Recognition of Prior Learning Assessment</i>	<i>\$250 per Unit</i>
<i>Re-assessment fee</i>	<i>\$250 per unit</i>
<i>Late payment of course fees</i>	<i>\$5 per day</i>
<i>Deferral of studies – admin fee</i>	<i>\$150</i>
<i>Transfer to another provider – admin fee</i>	<i>\$150</i>

4.0 Events and Refunds

Event	Refund Policy
RTO cancels course prior to commencement.	• Full refund of all fees.
RTO cancels course after commencement.	• No refund of enrolment admin fee. • Refund of tuition fees paid in advance in accordance with Course Fee Refund Formula. • Refund of materials fees for those course materials not yet provided to the student.
Student accepts offer of enrolment, but does not commence course due to illness, or other extenuating circumstances.	• No refund of enrolment admin fee. • Full refund of tuition and materials fees
Student accepts offer of enrolment but advises RTO of their intention to withdraw, for no valid reason, more than 30 days prior to course commencement date.	• No refund of enrolment admin fee. • Refund of 75% of tuition fees and materials fees
Student accepts offer of enrolment but advises RTO of their intention to withdraw, for no valid reason, less than 30 days prior to course commencement date.	• No refund of enrolment admin fee. • No refund of tuition fees and materials fees.
Student has been found to have provided false or misleading information in their enrolment application, where otherwise the student's enrolment application would have been rejected.	• No refund of enrolment admin fee. • No refund of tuition fees and materials fees.
Student has commenced the course but is unable to continue due to extenuating circumstances, such as illness, health issues, family circumstances, or other acceptable reason.	• No refund of enrolment admin fee. • Refund of tuition fees paid in advance in accordance with Course Fee Refund Formula. • Refund of materials fees for those course materials not yet provided to the student.
Student has commenced a course, but has their enrolment terminated, or cancelled, by the College. 'Termination' or 'Cancellation' may be as a result of a significant breach of RTO policies, or the student is convicted of a criminal offence.	• No refund of enrolment admin fee. • No refund of tuition fees and materials fees.

* *The enrolment fee is an administrative fee and is non-refundable.*

6.0 Procedures for applying for refunds

To apply for a refund, Students can download the Fee Refund/Withdrawal Application Form from the RTO's website. A hard copy of the form may also be obtained from the RTO Manager or Administration.

Applications will be considered, and applicant advised in writing, within 20 working days of the RTO receiving the application. The decision as to whether the Student will receive a refund or partial refund will be made based on the grounds for refunds specified above.

7.0 Payment of Refunds

The RTO will pay the refund to the same person or body from whom the payment was received on behalf of the Student. This includes credit cards.

8.0 Complaints and appeals

In the event that the Student is dissatisfied with the outcome of their application for a refund, the Student may lodge a complaint under the RTO's Complaints and Appeals Policy. The existence of this policy, and RTO complaints and appeals processes, does not stop Students taking action under Australia's consumer protection laws. The student may nominate another person or entity to act on their behalf of the student in the complaints and appeals process.

Department	Vocational Education & Training – Education Services for	
Quality Controlled Document No. & Title	8.0	Complaints and Appeals Policy and Procedure
Version	2.0	
SRTOs 2015	Clauses 2.2(b), 5.2(d) Standard 6	



Author	RTO CEO	
Approved	RTO CEO	
Authorised	RTO Academic Board	
Distribution	Internal	RTO Staff and Students
	External	Prospective students

Complaints and Appeals Policy

Hampton College provides all students with the opportunity to have decisions made by Hampton College reviewed and appealed, and for complaints to be lodged, reviewed and resolved. Hampton College's procedures for dealing with complaints and appeals are founded on the principles of fairness, equal opportunity and natural justice. It is Hampton College's intention that all students feel supported and engage in a fair learning environment.

Accordingly, Hampton College's complaints and appeals procedures must ensure that:

- the complaints and appeals process is accessible to students
- the process is fair, impartial and transparent
- outcomes and decisions are consistent where circumstances are comparable
- privacy of all concerned is respected and confidentiality maintained
- all complaints and appeals are dealt with, and resolved, as expediently as possible
- records are maintained for a period of no less than two years after the student enrolment ceased.

It is a condition of employment that all staff adhere to the requirements of Hampton College's Complaints and Appeals Policy and Procedure. It is also a requirement of enrolment that all students abide by Hampton College's Complaints and Appeals Policy and Procedure. As such, it is expected that all staff and students affected by a complaint and/or appeal participate in the resolution process in a cooperative manner and in good faith. Where a staff member or student is determined not to be cooperative and/or not acting in good faith, then Hampton College reserves the right to take the appropriate disciplinary action.

Where a student wishes Hampton College to reconsider a decision, then Hampton College shall engage the services of the Dispute Resolution Centre (DRC) to review the student's complaint and/or appeal, and Hampton College's decision(s) relating to the student's application. Hampton College, the student, and/or their representative are expected to engage in mediation meetings. Hampton College policy is that Hampton College and the student shall be bound by DRC's decision.

Students who are not satisfied with the outcome of the complaint and appeal process may still lodge a complaint with an external agency, such as the Ombudsman or Consumer Affairs. Hampton College's policy and procedure does not preclude any student from seeking redress in accordance with all applicable laws.

Complaints and/or Appeals may occur because of decisions made by Hampton College with regards, but not limited, to the following:

- Admission, enrolment, transfer and withdrawal.
- Appeal of an assessment result.
- The quality of training provided (e.g., trainer performance, access to facilities and resources).
- Support services.
- Request for special consideration.
- Reporting unsatisfactory progress.
- Failure to meet attendance requirements.
- Refuting of evidence provided by students relating to non-academic requirements (e.g., medical certificate).
- Student disciplinary action (e.g., cheating and plagiarism).
- Fees and charges.
- Bullying.
- Discrimination.
- Harassment.
- Privacy and confidentiality.

Any other matter, relating to their participation in training with Hampton College, that a student believes is having an adverse impact on their ability to meet course requirements, and/or their health and wellbeing.

Complaints and Appeals Procedure

1. Inform Hampton College staff.	In the first instance, if appropriate, all students are encouraged to discuss their concerns or issues informally with a Hampton College staff member. Students may approach their trainer, the Student Support and Careers Manager (SSCM), the RTO Manager, or Hampton College's CEO.
2. Lodge a Complaint and/or Appeal.	Should a student's concerns or issues not be able to be resolved informally, then the student will need to lodge a formal complaint and/or appeal with Hampton College's CEO. Students may access the required Complaint and Appeal Form from Hampton College's website or student administration. The Form should be completed and lodged with Hampton College's CEO as soon as practicable. Should the student consider it inappropriate that Hampton College's CEO investigate the complaint and/or appeal, then this will need to be noted on the Complaint and Appeal Form, and the student will be advised of appropriate external agencies which they may approach. Irrespective, all complaints and/or appeals will be considered and investigated by Hampton College's CEO. Should the nature of the concerns or issues involve a possible criminal offence, then students are advised to contact Police and/or seek legal advice. The student's application details shall be entered on the Hampton College's Complaints and Appeals Register. All Forms and any supporting documents shall be kept in the student's file. At all times, all information shall be treated in accordance with Hampton College Privacy and Records Management policies.
3. The Student Complaint and/or Appeal is investigated.	All formal complaints and appeals shall be considered by Hampton College's CEO. Where warranted, the CEO shall investigate the complaint and/or appeal. The investigation must allow the student to provide any relevant information and evidence either in writing or verbally. Students will be permitted to engage support when presenting information and evidence.
4. Outcome.	It is intended that all formal complaints and appeals be investigated and the student informed, in writing, of the outcome of their application, and detailed reasons for the decision, within 10 working days from the date when the complaint and/or appeal was received by College. Where more time is required, then the student shall be informed in writing, where a date must be provided as to when the student shall be informed of the outcome of their application. Any extension in time should not exceed an additional 20 working days.). A copy of all correspondence shall be kept in the student's file. Details of the outcome of the student's application shall be recorded on the RTO's Complaints and Appeals Register.
5. Reconsideration – Independent Review.	Where a student is not satisfied with the outcome of their application, then they may, within 15 working days, request that their application be reconsidered. The student may make such an application by responding to Hampton College's notification of the outcome of their application. Student must provide an explanation of the grounds on which they are requesting a reconsideration, which may include additional information and/or evidence. Hampton College shall engage the services of a State Government approved Dispute Resolution Centre (DRC) to review the student's complaint and/or appeal, and the College's decision(s) relating to the application. The College's CEO, the student, and/or their representative are expected to engage in mediation meetings. Dispute Resolution Centres are free dispute resolution services to all Queenslanders. For further information and access to a DRC, visit the Queensland Government Website.
6. Reconsideration Outcome.	Hampton College and the student agree to be bound by the decision of the DRC. Should the student not be satisfied with the outcome of the reconsideration process, then may seek legal advice. The student shall retain the right to take action under the Australian Law. All records shall be kept in the student's file. Details of the outcome of the student's reconsideration application shall be recorded on the RTO's Complaints and Appeals Register.
7. Continuous Improvement.	Where appropriate, Hampton College shall review the relevant training and assessment services, and/or RTO management and operational practices, in order to implement change to minimise the risk of reoccurrence of similar complaints and/or appeals. Where changes are implemented, then these shall be recorded in Hampton College's Continuous Improvement Register.

Department	Vocational Education & Training	
Quality Controlled Document No. & Title	7.0	Recognition of Prior Learning, Credit Transfer and National Recognition Policy
Version	1.0	
SRTOs 2015	Clauses 1.12 and 3.1-3.6	



Author	RTO CEO	
Approved	RTO CEO	
Authorised	RTO Academic Board	
Distribution	Internal	RTO Staff RTO Students
	External	Prospective Students

Recognition of Prior Learning (RPL), Credit Transfer and National Recognition Policy

1.0 RPL

Recognition of Prior Learning (RPL) is the acknowledgement of skills and knowledge previously attained through formal training, work experience and/or life experience. Learners may be eligible for credit into a VET qualification based on relevant prior learning and/or experience. Recognition of Prior Learning is available on application in all VET qualifications offered at Hampton College.

Recognition of Prior Learning (RPL) is an assessment process that involves assessment of the individual's relevant prior learning, formal, informal or non-formal, to determine the credit outcomes of an individual application for credit.

Learners may seek recognition of skills and knowledge involved in a module or unit of competency attained through relevant work and/or life experiences. Credit for course module(s)/unit(s) may be granted where appropriate and sufficient evidence is provided to demonstrate that learning outcomes or competencies have been previously attained, and have been retained, by the learner.

Formal learning refers to learning that takes place through a structured program of learning and assessment that leads to the full or partial attainment of a recognised AQF qualification or other formally recognised qualification.

Non-formal learning refers to learning that takes place through a structured program of learning but does not lead to a formally recognised qualification. *Informal learning* refers to learning gained through work-related, social, family, hobby or leisure activities and experiences. Unlike formal and non-formal learning, informal learning is not organised or externally structured in terms of objectives, time or learning support.

2.0 Credit Transfer

Credit Transfer is a process that provides students with agreed and consistent credit outcomes based on identified equivalence in content and learning outcomes between matched qualifications. Credit must be granted for equivalent studies completed at an RTO, or at any other authorised issuing organisation, such as a university. In the case of any Units deemed non-equivalent, the RTO Manager, in consultation with relevant trainer(s), shall complete a mapping analysis to determine the equivalence of the study completed with the relevant units before granting any credit. Hampton College accepts and provides credit to students for units of competency, unless licensing or regulatory requirements prevent this.

3.0 National Recognition

A key principle of the Australian VET Quality Training Framework is national recognition (previously referred to as mutual recognition). This means that all RTOs within respective States and Territories will recognise:

- Australian Qualifications Framework qualifications and statements of attainment issued by any other registered training organisation. This enables individuals to receive national recognition of their qualifications and statements of attainment.
- the decisions of all other states and territories in registering training organisations and accrediting nationally recognised courses. Once registered by one jurisdiction, this enables a registered training organisation to operate in any state or territory without a further registration process.

Applicants complete application form and provide certified copies of Certificate(s) and/or Statement(s) of Attainment.

4.0 Applying for Recognition of Prior Learning

- Step 1 Applicant obtains an *RPL Tool* from Hampton College
- Step 2 *Application* discussed with trainer if required
- Step 3 Completed *Application*, comprising a completed RPL Assessment Tool and supporting documentation, submitted to the Hampton College RTO Manager for action

5.0 What are the possible outcomes of an Application

- Application successful and credit/recognition granted, current competencies recognised
- Application suspended pending learner providing further information/evidence
- Application rejected. Learner may seek to undertake formal assessment for those credits, exemptions, current competencies noted in the learner's application (assessment only pathway).
- Application rejected. The learner may appeal, and the application may be re-assessed. If required, a final decision will be made by the Hampton College RTO Manager in consultation with the course teacher.

Students who have completed Nationally Recognised Training, or believe that they may be eligible for Recognition of Prior Learning should contact Hampton College prior to submitting this enrolment application. It should be noted, however, that students may apply for Credit Transfer and/or Recognition of Prior Learning at any time during their course.

Student General Declaration

- I declare that the information given in this application and the supporting documentation is true and correct.
- I understand that Hampton College may give advance notice of its intention to cancel my enrolment if my tuition fees are not paid by the required date.
- I understand that any incorrect information or documentation given or the withholding of relevant information or documentation that relates to this application may result in cancellation of an offer letter or enrolment as a consequence.
- I declare that I have visited the Hampton College's website and read relevant course guides and understand the relevant sections, including the course information of the courses I have selected, admission and entry requirements, tuition fees, terms and conditions and refund policy.
- I understand that my enrolment may be terminated, and all fees forfeited should any course work, or part thereof, submitted by me for assessment be found to be plagiarised, copied without acknowledgement or not my own, where it is clear that I present and submit it as my own work.
- I agree to allow the Hampton College to obtain official records from any prior or current educational institutions I have attended, or employers I have stated that I have been employed by on this application form.
- I understand that tuition fees do not include books and other course materials other than those specifically stated in the course guide. I have read and understood the above conditions and accept them in full.
- I understand that I will need to bring my own laptop / notebook with internet access, and MS Word and MS Excel installed

Your Full Name (as it appears on your ID Document) _____

Your Signature: _____ Date: _____

Parent or Legal Guardian's Full Name _____
(if you are under 18 years)

Parent or Legal Guardian's Signature _____ Date: _____
(if you are under 18 years)

** Where a parent or legal guardian signs this declaration, a copy of an identify document, which includes the person's signature must be provided with this enrolment application. Students must be 18 years of age at the time of course commencement.*

Completed Enrolment Forms may be submitted by mail as follows:

A scanned copy of the completed enrolment form, and required documents, may be submitted by email:

info@hamptoncollege.edu.au

Hampton College Student Personal Declaration

I declare that the information given in this application and the supporting documentation is true and correct.

I understand that any incorrect information or documentation given or the withholding of relevant information or documentation that relates to this application may result in cancellation of an offer letter or enrolment as a consequence I declare that I have visited the Hampton College website and read relevant course guides and understand the course information such as entry criteria, duration, and fees and charges.

I have reviewed, the NCVER Privacy Statement, Hampton College's fee refund policy, and the complaints and appeals policy.

I understand that my enrolment may be terminated, and all fees forfeited should any course work, or part thereof, submitted by me for assessment be found to be plagiarised, copied without acknowledgement or not my own, where it is clear that I present and submit it as my own work.

I agree to allow Hampton College to obtain official records from any prior or current educational institutions I have attended, or employers I have stated that I have been employed by on this application form.

I understand that I will need to provide my own notebook or laptop, with internet access, unless advised otherwise.

I have read and understood the above conditions and accept them in full.

Your Full Name _____

Your Signature: _____

Date: _____

Parent or Legal Guardian's Full Name* _____
(if you are under 18 years)*

Parent or Legal Guardian's Signature* _____
(if you are under 18 years)*

Date: _____

** Where a parent or legal guardian signs this declaration, a copy of an identify document, which includes the person's signature must be provided with this enrolment application.*

*** You must be 18 years of age or older at the time of course commencement**

Please attach certified copies of the following documents:

Document Checklist	
<i>All documents sent with this application must be certified copies.</i>	✓
Passport (if you have one)	☐
Driver's licence (if you have one)	☐
Medicare Card (if you have one)	☐
Other valid ID (if you have one)	☐
Qualifications, senior school and post-senior school	☐
Work references (if you have any)	☐
English Proficiency Results (see course entry requirements)	☐
Evidence of Payment of \$250 Enrolment Fee (non-refundable)	☐
Copy of ID document for parent or legal guardian where they have signed this application	☐

SUBMIT THIS COMPLETED FORM AND ALL DOCUMENTS TO STUDENT ADMINISTRATION

Postal Address

Level 3, 38 Cavill Avenue, Surfers Paradise, QLD 4217

Email

info@hamptoncollege.edu.au

Office Use Only

Enrolment Form Processed: Date:

Additional Information Requested: Date: Additional Information Received: Date:

Enrolment Application Accepted: Date:

Enrolment Application Rejected: Date:

Reason for rejection of enrolment application:

- ☐ Applicant does not meet minimum age requirement
- ☐ Applicant does not meet academic course entry criteria
- ☐ Applicant did not satisfactorily complete ACSF Level 3 Assessments
- ☐ Other (please specify) _____

Student notified of rejection of enrolment application: Date:

RTO Manager has been informed of decision to reject enrolment application: Date:

NOTES:

Authorised RTO Personnel

Name:

Signed:

Date:

You are required to pay the \$250.00 enrolment fee when submitting this enrolment application.

Select only ONE option for making your payment.

Payment Direct Deposit – Banking Details

Account Name	Hampton College	Enrolment Fee	\$250.00
Bank	Commonwealth Bank		
BSB	064430	Amount Paid	\$250.00
Account No.	11781159		

Payment by Credit Card (VISA or Mastercard Only)

Name on Card		Enrolment Fee	\$250.00
Card Number			
Card 3 Digit Pin			
Signature		Amount Paid	\$250.00

Payment by PayPal

Business Email	info@hamptoncollege.edu.au	Enrolment Fee	\$250.00
		Amount Paid	\$250.00

Payment Authority

I agree to pay Hampton College tuition fees and materials fees as they fall due from the following account:

- ☐ Direct Debit Bank Account (student to setup)
- ☐ Credit Card (as above)
- ☐ PayPal Account (as above)

Your Full Name (as it appears on your passport) _____

Your Signature: _____ Date: _____

Office Use Only

Enrolment Application Fee Paid: Yes ☐ No ☐

If the enrolment fee is not paid, the applicant will be contacted and notified that their application cannot proceed until payment is received.

Date Applicant Notified: __ / __ / ____ dd / mm / yyyy

- Note that you are required to bring your own laptop / notebook with internet access, and MS Word and MS Excel installed
- The Enrolment Application Fee of **\$250.00** is an administrative and is non-refundable.

First fee instalment is due when you receive, and accept, an offer of enrolment. The other instalments are due on 1st of each month.