



Other (please specify) \_\_\_\_\_

### Credit Card Authorisation

Complete and sign this authorisation to give Open Colleges School of Health permission to debit your credit card for the cost of this course.

Credit Card Information	
Card Type: <input type="checkbox"/> MasterCard <input type="checkbox"/> VISA <input type="checkbox"/> Other _____	
Cardholder Name (as shown on card): _____	
Card Number: _____	CVV _____
Expiry Date (mm/yy): _____	
I, _____, authorise Open Colleges School of Health to debit my credit card above for agreed course purchase. I understand that my credit card information will not be retained for future transactions on my account.	
Signature: _____	Date: _____

### Applicant Declaration

- I declare that the information I have provided to the best of my knowledge is true and correct. I have included proof of identification for enrolment purposes.
- I understand that submission of incomplete information may delay my application or lead to my application being refused.

- I consent to the collection, use and disclosure of my personal information in accordance with the Privacy Notice above and the School's [Privacy Policy](#).
- I understand this course contains knowledge assessment examinations which must be completed before I can attend the practical training session.
- I have read and understood the Terms and Conditions of Enrolment and I agree with these conditions.
- I confirm that I am physically and psychologically able to complete practical tasks during applicable training sessions. such as tasks related to manual handling.
- I agree to pay all fees associated with my enrolment (including any administration fees) and have been provided payment information relating to my course.

Applicant Name \_\_\_\_\_

Applicant Signature \_\_\_\_\_

Date \_\_\_\_\_

- If completing and submitting this application electronically, please tick this box to acknowledge that by including your name in place of a signature above, it is deemed to be your signature for the purpose of this application.*

### Terms and Conditions of Enrolment

Before you apply to study with us you must read through these Terms and Conditions of Enrolment and relevant Course Guide. Students of YourLife Health & Learning Inc trading as Open Colleges School of Health (the School) can find the Policies and Procedures referred to in these Terms and Conditions of Enrolment on our website [www.opencolleges.edu.au/school-of-health](http://www.opencolleges.edu.au/school-of-health)

It is very important that you read and understand these before you apply to study with us so that you fully understand your responsibilities as a student at the School. It is also important that we make clear our responsibilities as your education provider. These Terms and Conditions of Enrolment will form part of your enrolment contract with the School.

### Privacy Notice

The School is committed to protecting student privacy including all personal information and is bound by the privacy laws of Australia. The law requires us to take all reasonable steps to ensure that information we collect and hold about our students is relevant for intended purpose and correct and current.

All information is collected in accordance with the provisions of the Australian Privacy Principles set out in the Privacy Act 1998. This information will also be provided, in certain circumstances, to agents, officers and employees of the School and work placement hosts in connection to the provision of training and assessment services and/or compliance. No further access to your personal information will be provided to other organisations or persons without your consent, or unless authorised by law. For more information in relation to how your information may be used or disclosed please refer to our [Privacy Policy](#) available on our website.

It is an obligation for information collected about you and your enrolment with the School to be submitted to the Australian Government to inform the Government and its agencies about our participation in the Vocational Educational Training (VET) sector. Under the Data Provision Requirements 2012, Open Colleges School of Health is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER). Your personal information (including the personal information contained on this enrolment form), may be used or disclosed by Open Colleges School of Health for statistical, administrative, regulatory and research purposes. Open Colleges School of Health may disclose your personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorised agencies; and
- NCVER.

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

- populating authenticated VET transcripts;
- facilitating statistics and research relating to education, including surveys and data linkage;
- pre-populating RTO student enrolment forms;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including program administration, regulation, monitoring and evaluation.

You may receive a student survey which may be administered by a government department or NCVER employee, agent or third party contractor or other authorised agencies. Please note you may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at [www.ncver.edu.au](http://www.ncver.edu.au)).

For more information about NCVER's Privacy Policy go to <https://www.ncver.edu.au/privacy>.

Information in this form is correct at time of publication, however, we reserve the right to alter courses, prices and terms and conditions.

### Unique Student Identifier (USI)

YourLife Health & Learning Inc t/a **Open Colleges School of Health**

ABN 39 742 730 429 | ARBN 151 831 417 | RTO 40049 | CRICOS Provider 03733E

South Australia • Level , 144 North Terrace, Adelaide SA 5001 | Western Australia • Level 6, 202 Pier Street, Perth WA 6000

International Students • +61 8 9468 9510 | [international@schoolofhealth.edu.au](mailto:international@schoolofhealth.edu.au) | [www.schoolofhealth.edu.au](http://www.schoolofhealth.edu.au)  
Domestic Students • 1300 886 204 | [info@ocschoolofhealth.edu.au](mailto:info@ocschoolofhealth.edu.au) | [www.opencolleges.edu.au/school-of-health](http://www.opencolleges.edu.au/school-of-health)

Open Colleges School of Health is prevented from issuing you with a nationally recognised VET qualification or statement of attainment when you complete your course if you do not have a Unique Student Identifier (USI). In addition, we are required to include your USI in the data we submit to NCVER. If you have not yet obtained a USI you can apply for it directly at <https://www.usi.gov.au/students/create-your-usi/> on computer or mobile device.

### Code of Practice

The School is a Registered Training Organisation (RTO) registered with the Australian Skills Quality Authority (ASQA), the national regulator for Australia's vocational education and training sector and complies with the Standards for Registered Training Organisations (RTOs) 2015 issued by ASQA. The School is also a registered provider of courses for International Students and is committed to meeting educational standards outlined in the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code) issued by the Australian Government. The School's [Code of Practice](#) sets out the guidelines for the ethical conduct of our registered training organisation in providing courses to both International and Domestic Students.

### Code of Conduct

The School's [Code of Conduct Policy and Procedure](#) outlines our acceptable guidelines of behavior. Our students and staff have the right to work and study in an environment free from harassment, bullying, discrimination and threatening behavior. Violence, intimidation and harassment are not consistent with a safe and supportive learning environment and will not be tolerated. The Code of Conduct Policy and Student Misconduct Procedure defines behavioral and academic conduct which we deem unacceptable. It also outlines the potential consequences for misconduct, up to and including cancellation of enrolment.

### Course Fees and Refunds

Course fees are paid on enrolment. The School's [Fees and Refunds Policy for Domestic Students](#) sets out detailed information on the fees we charge for services and the refund arrangements we have in place as a Registered Training Organisation (RTO). The [Fees and Refunds Policy for Domestic Students](#) will assist you to understand your options, rights and obligations around the payment of fees for training products and services.

### Deferment, Suspension and Cancellation of Enrolment

The School will assess applications from students for the deferment (delayed commencement) or cancellation (withdrawal) of their enrolment in compliance with the rules of the School, the Standards for Registered Training Organisation 2015.

- A student who has commenced their course of study at the School and wishes to suspend their enrolment must lodge an Application to Change Enrolment Form to Suspend Enrolment, and pay any applicable administrative fee. Applications to suspend enrolment should be submitted as soon as practical and preferably at least ten (10) working days prior to the commencement date.
- A student who is unable to continue their course of study and wishes to cancel their enrolment must lodge an Application to Change Enrolment Form to Cancel their Enrolment.
- The School will assess and respond to all completed applications to defer, suspend or cancel enrolment within ten (10) to fifteen (15) working days of receipt. Students should refer to the [Fees and Refunds Policy and Procedure for Domestic Students](#) for further detail of any refund they may receive if they defer, suspend or cancel their enrolment.

### Complaints and Appeals

All students have the right to effective, timely, fair and equitable complaints and appeals handling system. Students are encouraged, wherever possible, to resolve concerns or difficulties informally with the person(s) concerned or discuss informally with our staff initially. Should a student wish to raise a complaint, either academic or non-academic, they may do so by submitting a Formal Complaint Form. If a student is dissatisfied with the outcome of a formal complaint process, they may lodge an Appeals Review Form requesting an internal appeal within twenty (20) working days of receiving notification of the outcome. If students are dissatisfied with the outcome of the internal appeal, they may lodge an external appeal to an external mediator within twenty (20) working days of receiving notice of the Appeals Panel outcome. Further detail is outlined in the [Complaints and Appeals Policy and Procedure](#). Nothing in our [Complaints and Appeals Policy and Procedure](#) limits student rights to take action under Australian Consumer Law or circumscribe student rights to pursue other legal remedies.