



Enrolment Process Policy and Procedure

The Holistic Healing Company Pty Limited
trading as Infinity Institute Australia

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Enrolment Process Policy and Procedure

1. Policy

This Policy and Procedure ensures that The Holistic Healing Company Pty Limited trading as Infinity Institute Australia (Infinity Institute) provides appropriate information prior to enrolment that allows all potential students to make an informed decision to study with Infinity Institute. It also ensures a consistent enrolment process will be implemented for all domestic students and that appropriate records will be maintained in all student files.

Infinity Institute will assess all potential student enrolment applications to ensure they meet the enrolment requirements of the course and to confirm their ability to complete the qualification.

2. Procedure

The following procedure explains the process that is to be undertaken to enrol a student into a course of study. The process related to application, enrolment and entry of a student must be conducted with honesty and integrity.

2.1 Pre-Application information:

Students must be provided with the Student Handbook, VSL Information Booklet, Quick Guide for VSL Applications (attached) and all other materials referred to in the pre-training review interview (PTR) checklist (attached) prior to applying. Student must also be directed to all policies and procedures contained within the Infinity Institute Australia website.

2.2 Application

All students must complete an enrolment form (as attached) and undertake and conclude the PTR to confirm their enrolment. The enrolment form shall be lodged prior to any student being accepted as a student within the college.

2.3 Academic Suitability

To meet the academic suitability, students must satisfy one of the following:

- (a) a Senior Secondary Certificate of Education that has been awarded to the student by an agency or authority of a State or Territory for the student's completion of year 12; or
- (aa) a copy of a diploma that has been awarded to the student for the student's completion of the International Baccalaureate Diploma Programme; or
- (b) both:
 - (i) the student is assessed as displaying competence at or above Exit Level 3 in the Australian Core Skills Framework in both reading and numeracy using an assessment tool approved under section 82; and
 - (ii) the provider reasonably believes that the student displays that competence; or
- (c) both:
 - (i) a certificate (however described) that the student has been awarded a qualification, either:
 - A. at level 4 or above in the Australian Qualifications Framework or at a level in a framework that preceded the Australian Qualifications Framework that is equivalent to level 4 or above in the Australian Qualifications Framework; or
 - B. that has been assessed by a Federal, State or Territory government agency which assesses overseas qualifications (or an organisation contracted by such

an agency to undertake such assessments) as equivalent or comparable to a qualification referred to in sub-subparagraph (2)(c)(i)(A).

- (ii) the course for the qualification was delivered in English.

2.4 Pre-Training Review Interview (PTR)

The purpose of the PTR is to ensure that the student understands the responsibilities, obligations and rights related to applying for and obtaining a VET Student Loan. Part of the process of the PTR is for the assessor to explain to the student all items contained within the PTR checklist (as attached).

A key component being that the student is required to complete an LLN activity to assess their language, literacy and numeracy ability to complete the course (unless otherwise satisfied in accordance with Rule 80 of the *VET Student Loans Rules 2016*).

The results of the LLN should be discussed with the prospective student during the PTR Interview. The results of assessing a student's competence in reading and numeracy under the procedure must be reported:

- (a) to the student as soon as practicable after the assessment; and
- (b) to the Secretary in the form, manner and by the time requested by the Secretary.

2.5 Unique Student Identifier

- It is a requirement that all learners must provide a Unique Student Identifier (USI) to Infinity Institute before a qualification or statement of attainment can be issued.
- Upon receipt of an enquiry from a prospective learner Infinity Institute will include in the information provided to the enquirer that they must provide a USI when they enrol, and will be directed to the USI website at www.usi.gov.au/create-yourUSI/Pages/default.aspx
- Infinity Institute will include provision for the USI on the enrolment form
- Upon receipt of an enrolment form from a learner, Infinity Institute will confirm that the USI has been included on the enrolment form, and will verify that this USI is correct by using the Student Management System to check the USI through the USI Registry System
- If the learner has not included the USI on the enrolment form, they will be contacted and advised that the USI is required before any qualification or statement of attainment can be issued
- If the USI check returns a "not valid" response, the learner will be contacted and the USI will be confirmed. A further check will be made through the USI Registry System
- A notation will be made on the enrolment form that the USI has been confirmed as correct
- The confirmed USI will be included in the student details on the Student Management System
- Prior to the issuing of a Qualification or Statement of Attainment, the RTO Manager will confirm that the student information on the Student Management System includes the learner's USI

2.6 Records

- The signed enrolment form will be kept on the students file along with all other documents relevant to the student's enrolment such as the LLN Report (if applicable) and PTR Checklist (all collected documents).
- Any original documents submitted as part of the enrolment process will be copied and maintained on the student file. All originals will be returned to the student.

2.7 VSL Application Process

The attached 'Quick Guide – Applications' outlines the application process for VET Student Loans which a student is required to follow when applying for enrolment with Infinity Institute Australia on this basis.



Pre-Training Review Interview Checklist (VET Student Loans)

Applicant Name	
Interviewer Name	
Interview Date	

Pre-Training Review Interview Checklist (VET Student Loans)

Instructions for the assessor – you and the applicant are required to discuss each item contained within this checklist and the obligations or burdens that they create on the college or the student. As each item is discussed, please tick and ensure that each of you sign the completed form. A copy of this form **MUST** be retained on the student file.

Information required to be provided prior to enrolment	Information provided
All information required to be provided under the Standards for NVR Registered Training Organisations that relates to ensuring that each applicant is properly informed and protected.	<input type="checkbox"/>
The tuition fees for the approved course.	<input type="checkbox"/>
Any fees other than tuition fees that are payable for the course.	<input type="checkbox"/>
The applicant's options for paying tuition fees, including: i payment by the applicant as fees become due; and ii a VET student loan.	<input type="checkbox"/>
Information about VET student loans, including that: i it is a loan from the Commonwealth; and ii the loan will remain a personal debt until it is repaid to the Commonwealth; and iii the loan may, until the debt is repaid, reduce an applicant's take home (after tax) wage or salary and may reduce the applicant's borrowing capacity; and iv an applicant may wish to seek independent financial advice before applying for a loan.	<input type="checkbox"/>
The criteria for being an eligible applicant for a VET student loan.	<input type="checkbox"/>
The application process for a VET student loan.	<input type="checkbox"/>
An explanation that the applicant may be required during the course to communicate his or her agreement that the Secretary continue to use the VET applicant loan to pay tuition fees for the course.	<input type="checkbox"/>
The maximum amount of a VET student loan that may be available for the course under section 8 of the Act (not taking into account the effect of paragraph (b) of that section), and an explanation that the amount of the loan cannot be greater than the student's remaining HELP balance.	<input type="checkbox"/>
The amount of VETSL debt the student would accrue if the student received the maximum amount of VET student loan for the course (the debt could be up to 120% of the loan).	<input type="checkbox"/>
An explanation that the tuition fees will be reasonably apportioned across a specified number of sequential fee periods and that each fee period will contain at least one census day.	<input type="checkbox"/>

Information required to be provided prior to enrolment	Information provided
<p>Information about census days, including:</p> <ul style="list-style-type: none"> i the meaning of a census day (in accordance with the definition of census day in the Act); and ii that a student may cancel the student's enrolment in the course or part of the course using the Infinity Institute Australia's procedure for withdrawal; and iii if a student withdraws before the census day for a course or part of a course, the student will not incur a VETSL debt for the course or part of the course and will receive a refund for any tuition fees already paid for the course or part of the course. 	<input type="checkbox"/>
<p>How to access the following on the Infinity Institute Australia's website:</p> <ul style="list-style-type: none"> i the tuition fees for the course; ii the census days for the course; iii Infinity Institute Australia's procedures for withdrawal from the course and cancellation of enrolment; iv other procedures the Infinity Institute Australia is required to have by <i>VET Student Loans Rules 2016</i>. 	<input type="checkbox"/>
<p>Advice that it is important for an enrolled student to notify the Infinity Institute Australia of any change of contact details.</p>	<input type="checkbox"/>
<p>Provide applicant with all of the following:</p> <ul style="list-style-type: none"> i VSL Information Booklet; ii Student Handbook; iii eCAF Fact Sheet; iv Student Obligations Fact Sheet; v Student Progression Fact Sheet; and vi Student Fact Sheet: Tax File Number (TFN) Mismatch. 	<input type="checkbox"/>
<p>Information on how to access the following websites:</p> <ul style="list-style-type: none"> i My Skills website ii myHELPbalance website iii Study Assist website iv Study and Training Support Loans Repayment Calculator (ATO website) v Department of Education Skills and Employment website 	<input type="checkbox"/>
<p>Evidence of citizenship and residency obtained (including printout of VIVO confirmation).</p>	<input type="checkbox"/>

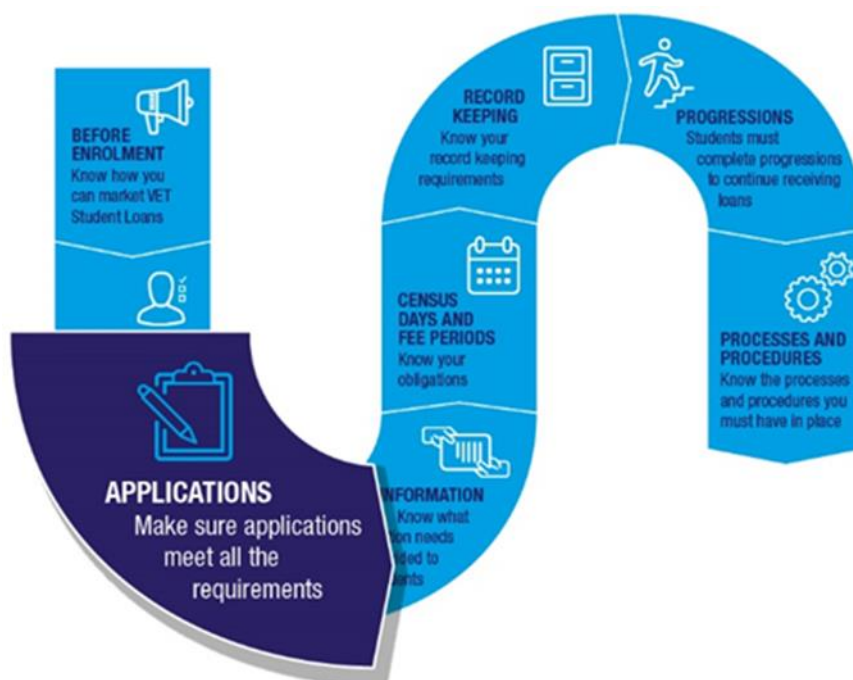
Applicant Declaration	Interviewer Declaration
<p>I, being the applicant for a VET Student Loan, with Infinity Institute Australia, confirm that I have reviewed with the assistance of the named interviewer, each and every item contained in this checklist and am satisfied of the meaning of the same. I understand the responsibilities, obligations and rights that may be created as a result of me applying for and receiving a VET Student Loan debt. I have been advised that I may wish to receive independent advice in relation to any of the items contained in this checklist.</p>	<p>I, being the interviewed of an applicant for a VET Student Loan, with Infinity Institute Australia, confirm that I have explained to the applicant, the meaning of each and every item contained in this checklist and am satisfied that the applicant understands the meaning of the same. I have explained the responsibilities, obligations and rights that may be created as a result of the applicant applying for and receiving a VET Student Loan debt. I have explained that the applicant may</p>

				<p>wish to receive independent advice in relation to any of the items contained in this checklist.</p> <p>I further have been satisfied of the applicant's academic suitability in accordance with Rule 80 of the <i>VET Student Loans Rules 2016</i> for enrolling in the nominated course.</p>			
Applicant Signature		Date		Interviewer Signature		Date	



Quick Guide – Applications

This quick guide provides information on the application process for VET Student Loans.



Applying for a VET Student Loan

The VET Student Loan application process

- After enrolling in a VET Student Loans approved course, a student informs their provider that they want to access a VET Student Loan.
- The provider assesses the student's eligibility for a loan (refer to Quick Guide – Eligibility). If assessed as eligible, the provider enters the student's enrolment information into the electronic Commonwealth Assistance Form (eCAF) system.
- The eCAF system sends an email to the student with instructions on how to access their application.
- The student completes the pre-populated eCAF, including providing their Tax File Number (TFN). For students under 18 additional information is required. Refer to 'Students who are under 18' below.
- A student cannot submit an eCAF earlier than two business days after the enrolment date in the eCAF system. This ensures that students have adequate time to consider their decision to take on a loan.
- The eCAF must be submitted on or before the census day for which they want the loan to apply.
- After submitting the eCAF, the student receives a receipt via email with confirmation that the application has been approved. The provider can now view the student's eCAF.
- The application process is now complete. The student will be able to access a VET Student Loan, paid to the provider, for any census days that occur after the eCAF submission date.

Students who are under 18

Students who are under 18 must submit a completed parental consent form as part of their application. This parental consent form needs to be signed by a responsible parent.

If the student does not submit a completed parental consent form then they will be unable to access a VET Student Loan unless they can prove that they are independent (see section below).

You can find the [parental consent form](#) on the Department of Education, Skills and Employment (the Department) website.

When is a student under 18 considered independent?

A student under 18 years of age is considered independent if they have received Youth Allowance on the basis that they are independent. They will need to provide evidence of this to their provider. This evidence is best provided by the student's Centrelink Income Statement that notes that they have been assessed as independent.

A student who is under 18 that can prove their independence does not need to submit a parental consent form as part of their application.

If a student cannot show appropriate evidence of their independence, they will need to submit a signed parental consent form to access a VET Student Loan.

eCAFs

Applications for VET Student Loans are made through the electronic Commonwealth Assistance Form (eCAF) system.

To access the eCAF system, providers must complete the **eCAF System Access Request** form for each individual officer requesting access to the system, and/or the **eCAF API System Access Request** form for a provider service account. The completed forms must be sent to VETStudentLoans@dese.gov.au.

Answers to frequently asked questions can be found under the 'Help' tab in the eCAF system.

Providers must supply accurate student enrolment information in the eCAF. If there are inaccuracies, students will be directed to their provider for correction.

Providers cannot delete an eCAF once it has been submitted by a student. However, a provider may delete an eCAF that has not been submitted by a student if the student no longer wishes to access a VET Student Loan.

Tax File Numbers (TFNs)

To apply for a VET Student Loan a student needs to have a valid TFN.

If a student cannot remember their TFN they should call the Australian Taxation Office (ATO) on 13 28 61. Providers cannot request or obtain a student's TFN directly from the ATO.

If a student does not have a TFN, they will need a Certificate of Application for a Tax File Number to apply for a VET Student Loan. This is a certificate from the ATO that shows that a student has applied for a TFN. The student must attach this certificate to their eCAF before submitting it to the Department.

Once the student receives their TFN from the ATO they need to contact their provider immediately. The provider will need to re-open the eCAF to allow the student to update their TFN.

To do this, the provider puts the eCAF into 'revision' status. The student will receive an email telling them to update their eCAF record with their TFN. After entering their TFN, the student then resubmits the eCAF.

This process must be done within six weeks of the 'First census day of the loan application' in the eCAF. Without a TFN, the student will not be able to use the loan to pay their fees.

Without a TFN included in the eCAF, providers will not be paid the loan amount and providers cannot recover the course fee from students. Providers cannot recover course fees from the student where those fees were indicated in the Statement of Covered Fees as being covered by a loan.

To allow providers to follow up on students who have supplied a Certificate of Application for a Tax File Number, providers can run an eCAF exception report to identify all students who have not yet provided a TFN. The report is available on the eCAF dashboard. Providers may also access and search for eCAFs without TFNs directly in the eCAF system or via the API links from their student management systems. Refer to the eCAF Help guide for more information.

Required documentation

Providers must retain all required information and documentation collected in relation to a VET Student Loan application for five years. Providers must be able to produce this evidence and documentation for the Department on request.

Further information

For further information on applications, refer to the following resources:

- [VET Student Loans Manual for Providers](#) (see Chapter 4.7 Student Administration and Chapter 4.8 Processes and Procedures)
- [VET Student Loans Information Booklet](#)

For the legislation relating to application requirements, please see sections 10, 17 and 51-52 of the [VET Student Loans Act 2016](#), and sections 10, 85, 105 and 152 of the [VET Student Loans Rules 2016](#).

Contacts

If you need assistance with the eCAF system, please contact: VETStudentLoans@dese.gov.au.

Domestic Student Enrolment Form

Instructions to applicants:

Please complete all relevant sections of this form and attach the evidence's required.

Please submit this completed form and required evidence's in person to Student Administration or email it to admin@ii.edu.au

1. Student Details

Title			
Student ID (if known)			
Surname (Legal Family Name)			
First Name (Legal Given Name)			
Middle Name (Legal Middle Name)			
Date of Birth			
Nationality			
Gender	<input type="checkbox"/> Male	<input type="checkbox"/> Female	<input type="checkbox"/> Indeterminate/Intersex/Unspecified

2. Contact Details

Email Address		Email Address 2	
Mobile Phone		Home Phone	

3. Home Address (Must NOT be a PO Box)

Number and Street			
Suburb		State	Vic
Postcode		Country	Australia

4. Postal Address (If different from Home Address)

Number and Street			
Suburb		State	
Postcode		Country	

5. Course Choice (Please tick the Course you wish to apply for)

☐ CHC51015 Diploma of Counselling (Approved for VET Student Loan)

☐ CHC52015 Diploma of Community Services (Approved for VET Student Loan)

Do you wish to access VET Student Loan for the course you have chosen above?

☐ Yes ☐ No

If yes, you are referred to the following attached documents:

- Quick Guide - VSL Application document
- Enrolment Process Policy and Procedure
- Student Handbook
- VSL Information Booklet
- PTR Checklist and attachments

For further information on VET Student Loan, please visit <https://www.employment.gov.au/information-vet-student-loans-students> and www.ii.edu.au or contact Infinity Institute Australia administration team by phone: 03 8339 0030 or email: admin@ii.edu.au.

6. Language and Cultural Diversity

Where were you born?	<input type="checkbox"/> Australia	<input type="checkbox"/> Other (Specify)		
Do you speak a language other than English at home? (If more than one language, indicate the one that is spoken most often)	<input type="checkbox"/> No	<input type="checkbox"/> Yes (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
How well do you read and write in English?	<input type="checkbox"/> Very well	<input type="checkbox"/> Well	<input type="checkbox"/> Not well	<input type="checkbox"/> Not at all
Are you of Aboriginal or Torres Strait Islander origin? (For persons of both Aboriginal and Torres Strait Islander origin, mark both 'Yes' boxes.)	<input type="checkbox"/> No	<input type="checkbox"/> Yes, Aboriginal	<input type="checkbox"/> Yes, Torres Strait Islander	

7. Disability

Do you consider yourself to have a disability, impairment or long-term condition?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
If Yes, please indicate the areas of disability, impairment or long-term condition: (You may indicate more than one area.)		
<input type="checkbox"/> Hearing/ Deaf	<input type="checkbox"/> Mental illness	
<input type="checkbox"/> Physical	<input type="checkbox"/> Acquired brain impairment	
<input type="checkbox"/> Intellectual	<input type="checkbox"/> Vision	
<input type="checkbox"/> Learning	<input type="checkbox"/> Medical condition	
<input type="checkbox"/> Other (Specify)		

8. Schooling

What is your highest COMPLETED school level? (Tick ONE box only)		
<input type="checkbox"/> Never attended School	<input type="checkbox"/> Completed Year 8 or Lower	<input type="checkbox"/> Completed Year 9 or Equivalent
<input type="checkbox"/> Completed Year 10	<input type="checkbox"/> Completed Year 11	<input type="checkbox"/> Completed Year 12
In which year did you complete your highest school level?		
Are you still attending secondary school?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Note: Please provide a certified copy of your highest COMPLETED School level (if available).		

9. Previous qualification

Have you SUCCESSFULLY completed any of the following qualifications? (Tick ALL appropriate boxes)		
<input type="checkbox"/> Bachelor's Degree or Higher Degree	<input type="checkbox"/> Associate Degree	<input type="checkbox"/> Advanced Diploma
<input type="checkbox"/> Associate Diploma	<input type="checkbox"/> Diploma	<input type="checkbox"/> Certificate IV (or Adv Certificate/Technician)
<input type="checkbox"/> Certificate III (or Trade Certificate)	<input type="checkbox"/> Certificate II	<input type="checkbox"/> Certificate I

<input type="checkbox"/> Certificates other than the above (specify)			
If you answered Yes to any of the above, please enter the Prior Education Achievement Recognition Identifiers for all qualifications, use the following priority order to determine which identifier to use:			
	Australian	Australian equivalent	International
Bachelor's Degree or Higher Degree	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Advanced Diploma or Associate Degree	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Diploma (or Associate Diploma)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Certificate IV (or Advanced Certificate/Technician)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Certificate III (or Trade Certificate)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Certificates II	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Certificates I	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Certificates other than above	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Note: Please provide a certified copy of all your previous completed qualification's.			
10. Study reason			
Of the following categories, which BEST describes your main reason for undertaking the course? (Tick ONE box only)			
<input type="checkbox"/> 01 To get a job <input type="checkbox"/> 02 To develop my existing business <input type="checkbox"/> 03 To start my own business <input type="checkbox"/> 04 To try for a different career <input type="checkbox"/> 05 To get a better job or promotion <input type="checkbox"/> 06 It was a requirement of my job <input type="checkbox"/> 07 I wanted extra skills for my job <input type="checkbox"/> 08 To get into another course of study <input type="checkbox"/> 12 For personal interest or self-development <input type="checkbox"/> 11 Other reasons <input type="checkbox"/> 13 To get skills for community/voluntary work			
11. Citizen Status Details			
Country of Birth		Year arrived in Australia (if not born here)	
Which of the following are you?			
<input type="checkbox"/> Australian Citizen	<input type="checkbox"/> Permanent humanitarian visa Holder		
<input type="checkbox"/> New Zealand Citizen	<input type="checkbox"/> Other (please specify)		
(New Zealand citizens must answer the following 5 questions. You will be required to provide evidence)			
New Zealand Citizens ONLY			
Do you hold a Special Category Visa?			<input type="checkbox"/> Yes <input type="checkbox"/> No
Have you been in Australia at least 10 years prior to your enrolment date?			<input type="checkbox"/> Yes <input type="checkbox"/> No
Did you enter Australia as a minor with no spouse or de facto partner?			<input type="checkbox"/> Yes <input type="checkbox"/> No
Have you lived in Australia for at least 8 of the last 10 years?			<input type="checkbox"/> Yes <input type="checkbox"/> No
Have you lived in Australia for a total of 18 months of the last two years before your enrolment day?			<input type="checkbox"/> Yes <input type="checkbox"/> No
12. Employment			
Of the following categories, which BEST describes your current employment status? (Tick ONE box only)			

For casual, seasonal, contract and shift work, use the current number of hours worked per week to determine whether full time (35 hours or more per week) or part-time employed (less than 35 hours per week).

- | | |
|--|---|
| <input type="checkbox"/> 01 Full-time employee | <input type="checkbox"/> 05 Employed – unpaid worker in a family business |
| <input type="checkbox"/> 02 Part-time employee | <input type="checkbox"/> 06 Unemployed – seeking full-time work |
| <input type="checkbox"/> 03 Self-employed – not employing others | <input type="checkbox"/> 07 Unemployed – seeking part-time work |
| <input type="checkbox"/> 04 Self-employed – employing others | <input type="checkbox"/> 08 Not employed – not seeking employment |

Which of the following classifications BEST describes your current or most recent occupation? (Tick ONE box only)

- | | |
|--|---|
| <input type="checkbox"/> 1. Managers | <input type="checkbox"/> 6. Sales Workers |
| <input type="checkbox"/> 2. Professionals | <input type="checkbox"/> 7. Machinery Operators and Drivers |
| <input type="checkbox"/> 3. Technicians and Trade Workers | <input type="checkbox"/> 8. Labourers |
| <input type="checkbox"/> 4. Community and Personal Service Workers | <input type="checkbox"/> 9. Other |
| <input type="checkbox"/> 5. Clerical and Administrative Workers | |

Which of the following industry BEST describes your current or previous Employer?

- ☐ A. Agriculture, Forestry and Fishing
- ☐ B. Mining
- ☐ C. Manufacturing
- ☐ D. Electricity, Gas, Water & Waste Services
- ☐ E. Construction
- ☐ F. Wholesale Trade
- ☐ G. Retail Trade
- ☐ H. Accommodation and Food Services
- ☐ I. Transport, Postal and Warehousing
- ☐ J. Information Media and telecommunications
- ☐ K. Financial and Insurance Services
- ☐ L. Rental, Hiring and real Estate Services
- ☐ M. Professional, Scientific and Technical Services
- ☐ N. Administrative and Support Services
- ☐ O. Public Administration and Safety
- ☐ P. Education and Training
- ☐ Q. Health Care and Social Assistance
- ☐ R. Arts and recreation Services
- ☐ S. Other Services

13. Victorian Student Number (VSN)

To be completed by all students aged up to 24 years:

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

Students should report their VSN on all subsequent enrolments at a Victorian school or training organisation. In particular, all students who are currently enrolled in either a VET provider or a Victorian school (including those already participating in a VET in school's program) should obtain their VSN from their current education or training organisation and report their VSN on this enrolment form.

Students who are enrolling for the first time since the VSN was introduced will get a new VSN.

Do you have a Victorian Student Number (VSN)?

☐ Yes (provide your VSN) _____

☐ No

If no, have you attended any Victorian school since 2009 or done any training with a vocational education and training (VET) registered training organisation or an Adult and Community Education provider in Victoria since 2011?

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

☐ Yes - I have attended a Victorian school since 2009. Most recent Victorian school attended:

and/or

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

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

14. Unique Student Identifier (USI)

From 1 January 2015, you can be prevented from being issued 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). If you have not yet obtained a USI you should apply for it directly at <http://www.usi.gov.au/create-your-USI/>. Please note that if you would like to specify your gender as 'other' you will need to contact the USI Office for assistance.

Do you have a USI?

☐ Yes (provide your USI here):

☐ No, but I would like Infinity Institute Australia to apply for a USI on my behalf.

If you would like Infinity Institute Australia to apply for a USI on your behalf, you must authorise us to do so and declare that you have read the privacy information at <https://www.usi.gov.au/documents/privacy-notice-when-rto-applies-their-behalf>. Please refer to the USI privacy notice on next page as well.

You must also provide some additional information as noted at the end of this form so that we can apply for a USI on your behalf.

I, (print your name) _____, authorise Infinity Institute Australia to apply, pursuant to sub-section 9(2) of the *Student Identifiers Act 2014*, for a USI on my behalf.

☐ I have read and I consent to the collection, use and disclosure of my personal information (which may include sensitive information) pursuant to the information detailed at <https://www.usi.gov.au/documents/privacy-notice-when-rto-applies-their-behalf>, and NCVER policies, procedures and protocols published on NCVER's website at www.ncver.edu.au

Date: __/__/__

Student Signature

Preferred contact method

☐ Phone

☐ Email

☐ Mail

Town/ City of Birth:

(please write the name of the Australian or overseas town or city where you were born)

We also need to verify your identity to create your USI. Please provide details (and copies) of one of the forms of identity below. Please ensure that the name written in 'Student Details' section is exactly the same as written in the document you provide below.

Australian Driver Licence

State/Territory

Licence Number

Medicare Card

Colour of your Medicare Card

☐ Green

☐ Yellow

☐ Blue

Medicare Card Number

Expiry Date

Individual reference number (next to your name on Medicare card)

Australian Birth Certificate

State/Territory

Registration Number

Passport			
Australian Passport Number			
Non - Australian Passport Number (with Australian Visa)		Issuing Country	
Immicard			
Immicard Number			
Citizenship Certificate			
Stock number		Acquisition date	
Certificate of Registration by Descent			
Acquisition date			
In accordance with section 11 of the <i>Student Identifiers Act 2014 (s.11)</i> , Infinity Institute Australia will securely destroy personal information which we collect from individuals solely for the purpose of applying for a USI on their behalf as soon as practicable after we have made the application or the information is no longer needed for that purpose, unless we are required by or under any law to retain it.			
15. USI Privacy Notice			
<p style="text-align: center;">PRIVACY NOTICE Consent for collection, use or disclosure of personal information</p> <p>The following is provided to you on behalf of the Student Identifiers Registrar (Registrar).</p> <p>You are advised and agree that you understand and consent that the personal information you provide in connection with your application for a Unique Student Identifier (USI):</p> <ul style="list-style-type: none"> ➤ is collected by the Registrar as authorised by the <i>Student Identifiers Act 2014</i>. ➤ is collected by the Registrar for the purposes of: <ul style="list-style-type: none"> • applying for, verifying and giving a USI; • resolving problems with a USI; and • creating authenticated vocational education and training (VET) transcripts; ➤ may be disclosed to: <ul style="list-style-type: none"> • Commonwealth and State/Territory government departments and agencies and statutory bodies performing functions relating to VET for: <ul style="list-style-type: none"> ◆ the purposes of administering and auditing VET, VET providers and VET programs; ◆ education related policy and research purposes; and ◆ to assist in determining eligibility for training subsidies; • VET Regulators to enable them to perform their VET regulatory functions; • VET Admission Bodies for the purposes of administering VET and VET programs; • current and former Registered Training Organisations to enable them to deliver VET courses to the individual, meet their reporting obligations under the VET standards and government contracts and assist in determining eligibility for training subsidies; • schools for the purposes of delivering VET courses to the individual and reporting on these courses; 			

- the National Centre for Vocational Education Research for the purpose of creating authenticated VET transcripts, resolving problems with USIs and for the collection, preparation and auditing of national VET statistics;
 - researchers for education and training related research purposes;
 - any other person or agency that may be authorised or required by law to access the information;
 - any entity contractually engaged by the Student Identifiers Registrar to assist in the performance of his or her functions in the administration of the USI system; and
- will not otherwise be disclosed without your consent unless authorised or required by or under law.

The consequences for not providing the Registrar with some or all of your personal information are that the Registrar will not be able to issue you with a USI.

Privacy policies and complaints

You can find further information on how the Registrar collects, uses and discloses the personal information about you in the Registrar's Privacy Policy or by contacting the Registrar on usi@education.gov.au or telephone 1300 857 536, international enquiries +61 2 6240 8740. The Registrar's Privacy Policy contains information about how you may access and seek correction of the personal information held about you and how you may make a complaint about a breach of privacy by the Registrar in connection with the USI and how such complaints will be dealt with.

You may also make a complaint to the Information Commissioner about an interference with privacy pursuant to the Privacy Act 1988, including in relation to the misuse or interference of or unauthorised collection, use, access, modification or disclosure of USIs.

16. Victorian Government's VET Student Enrolment Privacy Notice & Student Declaration

The Victorian Government, through the Department of Education and Training (the Department), develops, monitors and funds vocational education and training (VET) in Victoria. The Victorian Government is committed to ensuring that Victorians have access to appropriate and relevant VET services. Any personal information collected by the Department for VET purposes is protected in accordance with the *Privacy and Data Protection Act 2014* (Vic) and the *Health Records Act 2001* (Vic).

Collection of your data

Infinity Institute Australia is required to provide the Department with student and training activity data. This includes personal information collected in Infinity Institute Australia enrolment form and unique identifiers such as the Victorian Student Number (VSN) and the Commonwealth's Unique Student Identifier (USI). Infinity Institute Australia provides data to the Department in accordance with the Victorian VET Student Statistical Collection Guidelines, available at:

<http://www.education.vic.gov.au/training/providers/rto/Pages/datacollection.aspx>

Use of your data

The Department uses student and training data, including personal information, for a range of VET purposes including administration, monitoring and planning, including interaction between the Department and Student where appropriate.

The data may also be subjected to data analytics, which seek to determine the likelihood of certain events occurring (such as program or subject completion), which may be relevant to the services provided to the student.

A student's USI may be used for specific VET purposes including the verification of student data provided by Infinity Institute Australia administration and audit of VET providers and programs; education-related policy and research purposes; and to assist in determining eligibility for training subsidies.

Disclosure of your data

As necessary and where lawful, the Department may disclose VET data, including personal information, to its contractors, other government agencies, professional bodies and/or other organisations for VET-related purposes. In particular, this includes disclosure of VET student and training data to the Commonwealth and the National Centre for Vocational Education Research (NCVER).

Legal and Regulatory

The Department's collection and handling of enrolment data and VSNs is authorised under the *Education and Training Reform Act 2006* (Vic). The Department is also authorised to collect and handle USIs in accordance with the *Student Identifiers Act 2014* (Cth) and the *Student Identifiers Regulation 2014* (Cth). Survey participation: You may be contacted to participate in a survey conducted by NCVER or a Department endorsed project, audit or review relating to your training. This provides valuable feedback on the delivery of VET programs in Victoria.

Survey participation

You may be contacted to participate in a survey conducted by NCVER or a Department-endorsed project, audit or review relating to your training. This provides valuable feedback on the delivery of VET programs in Victoria.

Please note you may opt out of the NCVER survey at the time of being contacted.

Consequences of not providing your information

Failure to provide your personal information may mean that it is not possible for you to enrol in VET and/or to obtain a Victorian Government VET subsidy.

Access, correction and complaints

You have the right to seek access to or correction of your own personal information. You may also complain if you believe your privacy has been breached. For further information, please contact Infinity Institute Australia administration in the first instance by phone 03 8339 0030 or e-mail admin@ii.edu.au

Further information

For further information about the way the Department collects and handles personal information, including access, correction and complaints, go to: <http://www.education.vic.gov.au/Pages/privacypolicy.aspx>

For further information about Unique Student Identifiers, including access, correction and complaints, go to: <http://www.usi.gov.au/Students/Pages/student-privacy.aspx>

Student Declaration:

☐ I acknowledge that I have read the Victorian Government's VET Student Enrolment Privacy Notice.

Date: ____/____/____

Student Signature

Date: ____/____/____

Parent/Guardian Signature (Parental/guardian consent is required for all students under the age of 18.)

17. Privacy Statement & Student Declaration

Under the *Data Provision Requirements 2012*, Infinity Institute Australia 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 Infinity Institute Australia for statistical, administrative, regulatory and research purposes.

Infinity Institute Australia 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).

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

Student Declaration:

- ☐ I declare that the information I have provided to the best of my knowledge is true and correct.
- ☐ I understand that Infinity Institute Australia is required to submit data sourced from this enrolment form to the National Centre for Vocational Education Research Ltd (NCVER) as a regulatory reporting requirement. The information contained on my enrolment form may be used by Infinity Institute Australia or the following third parties for administrative, regulatory and/or research purposes:
- School – if I am a secondary student undertaking VET, including a school-based apprenticeship or traineeship.
 - Employer – if I am enrolled in training paid by my employer.
 - Government departments and authorised agencies.
 - NCVER.
 - Organisations conducting student surveys.
 - Researchers.
- ☐ I may receive an NCVER student survey which may be administered by an NCVER employee, agent or third-party contractor. (Please note you may opt out of the survey at the time of being contacted.)



Date ____/____/____

Student Signature

18. Terms and Conditions

1. Infinity Institute Australia is required to provide the Victorian Government (through the Department of Education and Training (DET)) with student and training activity data which may include information provided by the student in this enrolment form. Information is required to be provided in accordance with the Victorian VET Student Statistical Collection Guidelines, available at: <http://www.education.vic.gov.au/training/providers/rto/Pages/datacollection.aspx>

The DET may use the information provided to it for planning, administration, policy development, program evaluation, communication, resource allocation, reporting and/or research activities. For these and other lawful purposes, The DET may also disclose information to its consultants, advisers, other government agencies, professional bodies and/or other organisations.

2. Selection and enrolment at Infinity Institute Australia is carried out in an ethical and responsible manner. Individual interviews are conducted to ensure applicants meet the entry requirements, are well informed about our courses and provide the opportunity to identify any special requirements the applicant may have. All successful applicants must complete the orientation program to familiarise themselves with the college's services, facilities and procedures.
3. Infinity Institute Australia endeavours to create a positive learning environment and provide student support services which are free of coercion, unfair treatment and harassment of students. Students are encouraged to achieve their personal best through the provision of valid learning and assessment tools and methods that are most suited to their diverse needs. Infinity Institute Australia has a fair and open Complaints Policy to address student complaints and appeals, and ensures all outcomes are on record in writing.
4. All staff of Infinity Institute Australia abide by the principles of access and equity and ensures that they behave in a non-discriminatory manner as outlined in the Staff Manual. Equity issues are discussed and considered at a management level whilst updates and changes to equity legislation are communicated at manager's meetings.

Where a student has a concern regarding their treatment, the student should refer to the Student Complaints and Appeals Procedure.

5. Infinity Institute Australia gives the guarantee to provide the training and/or assessment once the student has commenced study in their chosen qualification unless other factors prevent this such as non-payment of fees, Infinity Institute Australia withdrawal or suspension of the student.
6. Refunds will be in accordance with the Infinity Institute Australia's Withdrawals and Refund Policy & Procedure.
7. A Statement of Attainment of the completed units will be issued upon request at any time during the course. A full qualification will be issued once all units have been satisfactorily completed and there are no outstanding debts to Infinity Institute Australia. Infinity Institute Australia will issue the qualification and the results when the student has filled out the Qualification Issue Request Form, which can be obtained at the main campus. The qualification will be issued by Infinity Institute Australia in 10 working days. There may be a charge of up to \$50 for reissue of certification documentation.
8. Infinity Institute Australia is committed to protecting an individual's right to privacy in accordance with *Privacy Act 2001*.

9. This enrolment agreement is subject to a cooling-off period of 5 working days during which the applicant can cancel the enrolment without payment or penalty.
10. Infinity Institute Australia will provide training and assessment in relation to the course. Infinity Institute Australia is responsible for the quality of the training and assessment in compliance with the *Standards for RTOs 2015*, and for the issuance of the AQF certification documentation.
11. Infinity Institute Australia must, during the course of delivering the training monitor and record training progress of each student. Infinity Institute Australia will provide both academic and non-academic support to each student, if required.
12. In the event of any change in contact details, the student will notify Infinity Institute Australia within 7 days by completing Change of details form and providing this to student administration.
13. All students enrolled in and participating in programs or using the services of Infinity Institute Australia are expected to maintain appropriate standards of conduct at all times. Where behaviour is deemed to be improper or inappropriate, action may be taken as outlined in Infinity Institute's Code of Conduct.
14. Where a student is applying for a VET Student Loan, that applicant confirm they have been provided with, read and understand all documents in relation to applying for a VSL Student Loan. Further, they acknowledge and accept the responsibilities, obligations and rights that are associated with the applicant and grant of a VET Student Loan.

☐ I, (print your name) _____, agree to all the Terms and Conditions set out above, and to all Infinity Institute's Policies and Procedures.

Infinity Institute Australia policies and procedures are available on our website: www.ii.edu.au . For more information, please contact Infinity Institute Australia administration team by phone 03 8339 0030 or e-mail admin@ii.edu.au



Date: ____/____/____

Student Signature

19. Student Declaration

In signing or emailing this form I acknowledge and declare that:

- ☐ I have read and understood and consent to the privacy statement and have completed all questions and details on the enrolment and eligibility forms.
- ☐ Arrangements have been made to pay all fees and charges applicable to this enrolment. I have read and understand the information provided in student handbook.
- ☐ I agree to be bound by Infinity Institute's Student Code of Conduct, regulations, policies and disciplinary procedures whilst I remain an enrolled student.
- ☐ My participation in this course is subject to the right of Infinity Institute Australia to cancel or amalgamate courses or classes. I agree to abide by all rules and regulations of Infinity Institute Australia. I understand and have been provided with information by Infinity Institute Australia in relation to Credit Transfer and RPL.
- ☐ I confirm that I have been informed about the training, assessment and support services to be provided, and about my rights and obligations as a student at Infinity Institute Australia.
- ☐ I have also visited Infinity Institute Australia website to review Training and Assessment options available to me including but not limited to duration, location, mode of delivery and work placement (if any), fees, refunds, complaints, census dates and withdrawals.
- ☐ I authorise Infinity Institute Australia or its agent, in the event of illness or accident during any Infinity Institute Australia organised activity, and where emergency contact next of kin cannot be contacted within reasonable time, to seek ambulance, medical or surgical treatment at my cost.
- ☐ My academic results will be withheld until my debit is fully paid and any property belonging to Infinity Institute Australia has been returned.
- ☐ I acknowledge that from time to time Infinity Institute Australia may send me information regarding course opportunities and other promotional offers and that I have the ability to opt out to receiving this material.
- ☐ I confirm that I have been provided with, read and understood all documents in relation to applying for a VSL Student Loan. Further, I acknowledge and accept the responsibilities, obligations and rights that are associated with the applicant and grant of a VET Student Loan.



Student Signature

Date ____/____/____