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**Enrolment Kit**

**TAESS00014 Enterprise Trainer – Presenting Skill Set**

**Candidate Name:**

**Assessor Name:**

**Date:**

**CONTACT DETAILS**

Address: Level 1 Unit 5, 14 Annerley Road, Woolloongabba 4102

Telephone: 07 31918532

Email: admin@qcm.qld.edu.au

Website: www.qcm.qld.edu.au

**ENROLMENT KIT**

This enrolment kit is for the TAESS00014 Enterprise Trainer – Presenting Skill Set

The Statement of Attainment you will receive on successful completion of your chosen units will reference the CUA60515 Advanced Diploma of Music Industry, however the Skill Set/s you obtain will also be referenced.

**INFORMATION:**

The QCM Enrolment kit outlines the structure of the courses on offer at QCM, how each course is delivered and the fee structure of each course.

It also includes the expectations that students are required to follow, and a number of forms that students will be required to complete, sign and return.

* Rights and responsibilities
* Verification
* An enrolment form
* Consent forms
	+ Authority to release to a third party
	+ Permission to store USI
* Complaints and appeals policy
* Fee and refund information

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|  | QUEENSLAND COLLEGE OF MUSIC (40821)**RIGHTS AND RESPONSIBILITIES OF LEARNERS** |
| **RIGHTS** | **RESPONSIBILITIES** |
| * Access to a safe learning environment
* Access to personal records and results
* Personal information to remain private and confidential
* Quality training, resources and equipment
* To provide feedback on training and assessment
* Assessment that is fair and flexible and that offers RPL opportunities and adjustment of assessment task
* To constructive feedback on assessment tasks and an opportunity to resubmit
* Educational and support services including literacy and numeracy support
* Access to complaints and appeals processes
 | * **Complete all assessment by the end of the term**
* Complete all assessment tasks as required and within timelines stated
* Abide by the policies and procedures of the Queensland College of Music.
* Take the initiative to consult and negotiate with trainers when problems arise
* Behave in an acceptable manner, use appropriate language and respect all learners
* Inform QCM of change to contact details
* Pay fees in a timely manner. There will be a 2% interest charge per month on late invoices.
* Conserve resources

*For learners attending on campus:** *Attend all classes, undertake personal and group practices as scheduled and report absences to the College*
* *Dress in a manner that reflects well on the College with attention to personal appearance and hygiene*
* *The College has procedures in relation to reporting hazards, incidents and injuries, dealing with emergencies and accessing First Aid facilities.*
* *Ensure a safe learning environment for everyone. No alcohol, drugs or smoking on the property*
* *Respect for College property and the property of others. No eating or drinking when working at computers or with instruments*
 |
| **LEGISLATION** |
| QCM Pty Ltd. abides by the following legislation and expects the same of its learners.* Workplace Health and Safety
* Anti-Discrimination including equal opportunity
* The National Vocational Education and Training Regulator Act 2011
* Standards for Registered Training Organisations 2015
* Copyright
* Privacy
 |
| By signing below, I acknowledge that I have read and understood and agree to comply with all of the policies and procedures of the Queensland College of Music Pty Ltd (40821) stated within the Handbook and outlined at the Induction. |
| I have been informed of the:* + course details, duration and fees related to my qualification
	+ assessment requirements
	+ my rights and responsibilities
	+ the process for lodging complaints and appeals
	+ services available to me
 |
| **Student Name:**  |
| **Student Signature:****SIGNED BY ME –**  | **Date:** |
| (or type SIGNED BY ME and FULL NAME) |

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|  | QUEENSLAND COLLEGE OF MUSIC (40821)**ENROLMENT FORM****Please complete all details on this enrolment form. This will be used to enrol you in the course you are seeking and provide statistical data as required by our registration as a training organisation.** |
| **NAME OF SKILL SET APPLYING FOR:** [ ]  TAESS00014.Enterprise Skill Set Status: [ ]  Student attending QCM campus [ ]  External Student including Distance.  |
| **PERSONAL DETAILS:**  |
| Title:  | First Name: |
| Middle Name:  | Last Name:  |
| Date of Birth: / /  |  |
| I identify my gender as: | USI: |
| Medicare Card Number  | Individual Reference Number on Medicare Card. The IRN appears on the left of the cardholder's name on the Medicare Card and distinguishes the individuals named on the card. |  |
| **RESIDENTIAL ADDRESS:** |
| Street:  |
| Suburb:  | Postcode:  | State:  |
| **Postal Address:**  [ ]  As above **OR** Fill out details below |
| Street: |
| Suburb: | Postcode: | State: |
| **CONTACT DETAILS:**  |
| Telephone:  | Mobile:  |
| Email: |
| **EMPLOYMENT DATA:** Of the following categories, which BEST describes your current employment status? |
| [ ]  Full-time employee [ ]  Part-time employee [ ]  Not employed (not seeking work) [ ]  Self- employed [ ]  Employer [ ]  Employed – unpaid worker[ ]  Unemployed (seeking F/T work [ ]  Unemployed (seeking P/T work [ ]  Student |
| QCM Enrolment Form (continued) |
| **LANGUAGE AND CULTURAL DIVERSITY:** |
| In which country were you born? | [ ]  Australia City of birth:  |
| [ ]  Other  | City: | Country: |
| **Visa Status:** [ ]  Permanent Resident [ ]  Holiday [ ]  Visitor [ ]  Temporary Resident [ ]  Student [ ]  NZ CitizenDo you have Australian citizenship? [ ]  Yes [ ]  No |
| Do you speak a language other than English at home? [ ]  No [ ]  Yes |
| Please specify language: |
| How well do you speak English?[ ]  Very well [ ]  Well [ ]  Not well [ ]  Not at all |
| Do you identify as being of Aboriginal or Torres Strait Islander origin?[ ]  No [ ]  Yes, Aboriginal [ ]  Yes, Torres Strait Islander |
| **SCHOOLING:** |
| Are you still attending secondary school? [ ]  Yes [ ]  No |
| Indicate the highest COMPLETED level of schooling and the year of completion.[ ]  Year 12 or equivalent Year: [ ]  Year 11 or equivalent Year: [ ]  Year 10 or equivalent Year: [ ]  Year 9 or equivalent Year: [ ]  Year 8 or equivalent Year:  |
| **PREVIOUS QUALIFICATIONS ACHIEVED:** |
| Have you successfully completed any of the following qualifications? [ ]  Yes [ ]  NoIf yes, tick the applicable box or boxes.[ ]  Bachelor degree or higher [ ]  Diploma[ ]  Certificate IV or Advanced Certificate [ ]  Certificate III or trade certificate[ ]  Certificate II |
| **DISABILITY:**  |
| Do you consider yourself to have a disability, impairment or a long term health condition?[ ]  Yes [ ]  No If yes, please indicate the areas of disability, impairment or long-term health conditions.[ ]  Hearing [ ]  Physical [ ]  Intellectual [ ]  Mental[ ]  Vision [ ]  Learning [ ]  Acquired Brain Impairment [ ]  Medical Condition [ ]  Other  |
| If Other, please specify:  |
| QCM Enrolment Form (continued next page) |
| **REASONS FOR STUDY:** |
| Of the following categories, which BEST describes your main reason for undertaking this qualification?[ ]  To get a job [ ]  To develop my existing business[ ]  To start my own business [ ]  To try for a different career[ ]  To get a better job or promotion [ ]  To get extra skills for my job[ ]  It is a job requirement [ ]  To get into another course of study[ ]  For personal interest/ self-development [ ]  Other  |
| If Other please specify: |
| **TERMS AND CONDITIONS:** |
| I confirm that I have read and accept the terms and conditions related to this enrolment as outlined in the Learner Handbook.  |
| Participant Signature: | Date: |
| (or type SIGNED BY ME and FULL NAME) |

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|  | QUEENSLAND COLLEGE OF MUSIC (40821)**PERMISSION FORMS** |
| **AUTHORITY TO RELEASE INFORMATION TO A THIRD PARTY**Completing and signing this form will allow a representative from the Queensland College of Music Pty Ltd to discuss and release aspects of your training records held by QCM to government and regulatory authorities. |
| **PERSONAL DETAILS:**  |
| Title:  | First Name:  |
| Middle Name:  | Last Name:  |
| **CONTACT ADDRESS:** |
| Street:  |
| Suburb:  | Postcode:  | State:  |
| **CONTACT DETAILS:**  |
| Telephone:  | Mobile:  |
| Email: |
| …………………………………………………………………………… (Full name)hereby authorises QCM to the release of information to government and regulatory authorities as required relating to a person’s enrolment and completion documentation with the Queensland College of Music Pty Ltd. |
| Student Name:  |
| Student Signature: | Date:  |
| (or type SIGNED BY ME and FULL NAME) |

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|  | QUEENSLAND COLLEGE OF MUSIC (40821)**PERMISSION FORMS** |
| **PERMISSION TO STORE USI FOR STUDENTS**The Australian Government requires all students participating in vocational education qualifications to have a Unique Student Identifier (USI). The Queensland College of Music is required to collect and verify a student’s USI for the purpose of reporting on training activities and to issue a qualification.  |
| **PERSONAL DETAILS:**  |
| Title:  | First Name:  |
| Middle Name:  | Last Name:  |
| **CONTACT ADDRESS:** |
| Street:  |
| Suburb:  | Postcode:  | State:  |
| [ ]  I give permission for the Queensland College of Music as a registered training organisation to store my USI in the College’s database. |
| Student Name:  |
| Student Signature: | Date:  |
| (or type SIGNED BY ME and FULL NAME) |

**COMPLAINTS & APPEALS PROCESS**

A **complaint** can be made to the RTO regarding the conduct of:

* QCM, its trainers, assessors or other staff
* students of the RTO
* any third parties providing services on behalf of the College.

An **appeal** can be made to the College to request a review of a decision, including assessment decisions. Appeals should be made to the trainer/assessor in the first instance but can also be made to Director or Training Manager of QCM.

### Policy Statement

1. Any staff member can receive a complaint or appeal. Where possible, complaints are resolved immediately.
2. All complaints and appeals are heard and resolved within 60 calendar days of receipt.
3. If QCM considers that more than 60 calendar days are required to process and finalise the complaint or appeal, the complainant or appellant will be informed of the reasons for the extended timeframe in writing and will be regularly updated on the progress of the matter.
4. QCM will maintain a secure Complaints and Appeals Register, documenting all complaints and appeals received, as well as actions taken, and decisions made.
5. QCM will undertake a continuous improvement process that includes reviewing both the details in the Complaints and Appeals Register, and the complaints and appeals policy and procedures, and taking appropriate corrective action to eliminate or mitigate the likelihood of the same problems occurring again.

### Procedures

1. On receipt of a verbal complaint:
	1. Resolve the complaint if possible, documenting the complaint, its cause, actions taken, and decisions made in the secure Complaints and Appeals Register.
	2. If the complaint cannot be promptly and simply resolved, advise that an appropriate staff member will deal with the complaint, but a written record of the complaint is required.
2. To put a complaint/appeal in writing, advise the complainant/appellant that:
	1. they may use the support of a third party in progressing the complaint/appeal
	2. they can either put the complaint/appeal in writing themselves using the form provided
	3. they can be assisted to write the complaint. In this case
		1. note whether the complainant/appellant wants the support of a third party
		2. ensure the complainant signs and dates the form
		3. identify the person assisting in the writing, their role at QCM and signature.
3. On receipt of a written complaint/appeal:
	1. if the complaint/appeal is not in relation to the Director
		1. forward it to the Director
		2. enter it into the secure Complaints and Appeals Register.
	2. if the complaint is in relation to the Director
		1. forward it to the CEO
		2. enter it into a separate secure Complaints and Appeals Register, which is kept separate from the main Register.
	3. send a prompt written acknowledgement to the complainant.

*A person(s)* person(s) dissatisfied with the outcome of the complaint or appeal to the Director or CEO may initiate a ‘formal complaint or appeal’ where an independent person or body independent of and external to QCM Pty Ltd, will be appointed to hear the external complaint or appeal. The person or body will:

* have no personal or professional interest in the outcome of the complaint or appeal
* have no influence on QCM’s policy development or organisational structure
* be financially and administratively independent of QCM Pty Ltd.

All formal complaints and appeals will be heard and decided within 10 working days of the receipt of the written complaint/appeal and the decision communicated to all parties in writing within 5 working days of the decision.

The Complaints and Appeals form can be found on the QCM website. **http://www.qcm.qld.edu.au/complaints-procedure/**

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|  | QUEENSLAND COLLEGE OF MUSIC (40821)**FEE AND REFUND INFORMATION** |
| * Fees and charges are invoiced in advance. Invoices will include course fees and any administration and resource costs.
* Invoices must be paid within 7 days of issue. Late payment will attract a 2% interest charge per month.
* Pre-paid fees and charges are non-refundable once a learner has received learning materials and assessment resources for that term.

The following information can be found on the website:* the total amount of all fees including audition fee, course fees, administration fees, materials fees and any other charges
* RPL charges
* the cost for individual units of competency
* the fees and charges for additional services, including such items as issuance of a replacement certification documentation, studio fees and additional tutoring.

Fees including administration and resource costs are non-refundable. Once fees and charges are paid and the learner has received learning resources and assessment materials, fees and charges will not be refunded if the student fails to attend class or submit work for assessment.Once enrolled, learners need to be committed and complete the relevant units of competency. If a learner chooses to withdraw from the College and does not seek to return a Statement of Attainment for any completed units of competency will be issued and no refunds will be paid. The following information can be found on the website:* payment terms, including the timing and amount of fees and charges to be paid
* refund policy
* a guarantee that if the RTO is unable to provide services for which the learner has prepaid, the learner will be placed into an equivalent course with an appropriate provider or if an equivalent course cannot be found the learner will be refunded any pre-paid fees for services yet to be delivered.
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