



Enrolment Kit

Contact Details:

Postal: P.O. Box 118, Capalaba Qld 4157
Address; 2/27 Mount Cotton Rd, Capalaba Qld 4157
Phone: (07) 3245 3452
Fax: (07) 3245 1788
Email: training@horizoninc.org
Web: www.horizontraining.org

Student Enrolment Procedure

Talk to a trainer/assessor if you need help to decide on your qualification or your units.

1. Read the Student Hand Book

- a. The Student Hand Book contains important information in regard to Horizon Specialised Training Policies and Procedures. Please read carefully as no exceptions will be granted.

2. Complete your Enrolment Form

3. Return completed Enrolment Form to Horizon Specialised Training by:

- | | |
|--|--|
| a. Fax: (07) 3245 1788 | b. Email: training@horizoninc.org |
| c. Post: Horizon Specialised Training
P.O. Box 118
CAPALABA QLD 4157 | d. Person: 2/27 Mount Cotton Rd
CAPALABA QLD 4157 |

d. Make payment of fees by:

- a. Cheque made payable to Horizon Specialised Training
- b. Cash presented to Horizon Specialised Training office at 19-21 Neumann Rd Capalaba Qld 4157
- c. Credit Card
 - i. Calling Horizon Specialised Training office on 3245 3452
 - ii. Completing payment section on Student Application Form
- d. Direct Debit
Account Name: Horizon Foundation Inc. Account Number: 363025
Bank: Westpac - Capalaba BSB: 034-080

Cancellation Policy

Horizon Specialised Training will consider each instance of training cancellation, transfer or substitution on its merits; however Horizon Specialised Training reserves the right to set specific policy guidelines to cover these.

- Registration may be cancelled up to five (5) working days prior to the workshop and receive a full refund less a 10% administration fee;
- Registrations cancelled less than five (5) working days prior to a course will be charged a cancellation fee equal to the course fees;
- Failure to notify of non-attendance will result in the full fee being charged;
- Students are not eligible for a refund if they withdraw after the course start date;
- Another participant may be substituted at any time prior to the course, should the nominated person be unable to attend;
- Where Horizon Specialised Training cancels a course it will be cancelled five (5) working days prior to commencement date. Should Horizon Specialised Training cancel a course it will offer a full refund of course fees or a transfer to the next or another course.

4. Horizon Specialised Training will then process your enrolment and send you a letter of confirmation and/or your Recognition of Prior Learning (RPL) Kit. Important: Incomplete forms may delay your enrolment, please complete all forms accurately.

Thank you for considering to train with Horizon Specialised Training. We hope you enjoy your training experience.

Email: training@horizoninc.org
 Website: www.horizoninc.org
 Ph: (07) 3245 3452
 Fax: (07) 3245 1788

Student Information Sheet

Admission Procedure and Criteria

Registration may be submitted at any time prior to the commencement date of the course. Registration forms must be completed in full before a person can be booked on a course. A confirmation letter will be sent out to the person who completed the registration form.

Whilst late registrations will always be considered, no guarantee of a place can be given.

Student Support Services

Additional tuition will be offered to students whose literacy and numeracy skills are assessed as being inadequate to commence or continue the course.

Where necessary, arrangements will be made for those students requiring literacy and numeracy support programs. Horizon Specialised Training recognises special needs that some student's may have because of their individual background and experience. They may progress at a different level, and may encounter different learning barriers than others. Horizon Specialised Training will endeavour to provide and maintain a professional learning support environment, wherein a student can progress at a pace consistent with their own expectations.

Arrangements for Recognition of Prior Learning

RPL is the recognition of current skills and knowledge obtained through previous education, work experience, training or other life experiences which may entitle a student to a unit of exemption.

People who consider they already possess the competencies developed through any module/unit will be granted recognition on substantiation of that claim. Recognition of Prior Learning (RPL) or Recognition of Current Competencies (RCC) procedures will be offered to all and carried out in a manner consistent with the National Guidelines. Students may apply for RPL by completing the application form, RPL / RCC Application Form, and after successful assessment will be granted recognition for modules or units for which application was made.

Intending applicants should note that if they have not completed formal study relevant to their RPL application, it is likely that they will be required to participate in a challenge test for the modules for which RPL is being sought. Students, who have already enrolled and have made the decision to apply for RPL, will need to arrange with the Manager to change their status accordingly. Similarly, students who have not enrolled will need to contact the Manager to ensure that their RPL status is recorded at the time of enrolment.

Horizon Specialised Training Code of Practice

Horizon Specialised Training is committed to high standards in the provision of training. This Code of Practice describes the minimum standards for all Horizon Specialised Training client services in training. Horizon Specialised Training abides by freedom of information and privacy principles.

Mutual Recognition

We acknowledge and support Mutual Recognition as one of the most important features of the Australian Quality Training Framework. To this end we will accept the credentials issued by any other registered training organisation based in any State/Territory of Australia.

Legislative Requirements

Horizon Specialised Training will comply with all Legislative requirements of the State and Federal Government, in particular Workplace health and Safety, Workplace Relations, Anti Discrimination and Equal Opportunity.

Insurances

Horizon Specialised Training maintains up to date and adequate insurance cover for premises and facilities, workers compensation, public liability and professional indemnity insurances.

Access and Equity

Horizon Specialised Training will meet the needs of individuals and the community through the integration of access and equity guidelines. Horizon Specialised Training will ensure that equity principles for all people are implemented through the fair allocation of resources and the right to equality of opportunity without discrimination. Horizon Specialised Training will increase opportunities for people to participate in the vocational education and training system, and in associated decisions, which affect their lives.

Quality Management Focus

Horizon Specialised Training has a commitment to providing a quality service with a focus on a continuous improvement. Horizon Specialised Training values feedback from participants, trainers and assessors, and industry representatives.

Support Services

Horizon Specialised Training has support services relevant to the training programs offered. These services include language, literacy and numeracy support, information that ensures fees and charges are known prior to commencement of enrolment, information materials and Participants Handbook that outlines program content and assessment procedures, and academic and vocational advice about registered programs offered by Horizon Specialised Training.

Marketing and Advertising

Horizon Specialised Training markets training products with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of information, no false or misleading comparisons are drawn with any other Training Providers. Horizon Specialised Training marketing strategies will not contravene the Training and Employment Act 2000.

Recruitment/Enrolment

Participants will be recruited responsibly and ethically at all times in compliance with equal opportunity and anti-discrimination legislation. Applicants will be assessed by appropriately qualified staff to determine whether their qualifications and skills are sufficient for program entry and likely to lead to successful achievement of target competencies.

Program Delivery

Horizon Specialised Training recognises the principles of flexible delivery. Programs are designed to maximise participants opportunities for access and participation. Delivery options may include self-directed learning, distance learning, computer assisted learning, flexible timetabling, contact sessions, individualised learning plans and workplace-based modes.

Training and Assessment Standards

Training:

Horizon Specialised Training has personnel with appropriate qualifications and experience to deliver training and facilitate assessment of all programs offered. The Training manager will manage operational compliance with AQTF principles and standards and review, evaluate and adjust systems and procedures to ensure they are valid, reliable, flexible and fair. Adequate training materials and physical resources will be utilised to ensure the performance criteria of the program can be achieved.

Assessment:

Assessment is competency based and is designed to determine whether the participant can demonstrate the unit competencies. Assessment will meet the National Assessment Principles including recognition of prior learning and credit transfer. Assessment methodologies include observation, oral questioning, case study, multiple-choice, written short answer, project, or any other method outlined in the information handbook. The Training Manager is responsible for maintaining a quality focus, including validation of all aspects of assessment. Participants, assessor, and industry feedback is obtained to plan and monitor assessment.

Issue of Certification

Qualifications (Certificates and Statement of Attainments) will be issued within 21 working days of successful completion of the program. Qualifications will meet the requirements of the AQTF and the training package or product.

Appeals and Grievances

Horizon Specialised Training seeks to prevent appeals and grievances by adhering to this Code of Conduct of Practice and to established operating policies and procedures. Staff are expected to be fair, courteous and helpful in all dealings with participants. Appeals and grievances will be treated seriously, investigated thoroughly, and dealt with according to the nature and merit of the complaint.

Participants with an appeal or grievance should contact the program facilitator or Training Manager. If the grievance or appeal is unresolved, arbitration by a third party, acceptable to all parties will be arranged. If the appeal or grievance remains unresolved, the participant will be advised of external organisations of appeal.

All records of any appeals and grievances will be kept on file. The circumstances and outcomes of any appeal or grievance will be analysed by the Manager Director.

Vocational Pathways

All training programs currently offered by Horizon Specialised Training form units of competency in the Business Services Training Package. These are contextualised to the area of training and office skills. A statement of attainment is given when assessment requirements for the unit have been successfully completed. Participants should refer to the Business Services Training Package for information on the packaging requirements and pathways for their chosen qualification.

Fees & Timetables

Refer to the attached Course Information Sheet.

Refund Policy

Participants who are enrolled in a program that is cancelled by Horizon Specialised Training are entitled to a full refund or to transfer funds to future training. If a participant is unable to commence or complete a program, a full refund (less 10% administration fee) will only be given if written notice of intent to withdrawal/cancel is received at Horizon Specialised Training five 5 working days prior to the scheduled program commencement date. Fees will be kept in a separate account with a recognised banking institution and not used for any other purpose until participants have completed the course/training relating to the balance of the fees.

Privacy

The training provider respects the student's right to privacy and confidentiality in all aspect of the client's dealing with the training provider. The only student information that the training provider will hold is limited to that which is relevant and necessary to the involvement of the student with the training provider. All student information will be stored in locked filing cabinets to which only authorised staff has access. Staff will ensure all student information is never accessible to unauthorised personnel.

Students may view their own personal records under supervision. This can be accessed via your trainer. Request a time that is both convenient to you and your trainer

Sanction

Horizon Specialised Training is committed to high standards in the provision of education and training. The following Code of Practise describes the minimum standards of the organisation's education & Training.

The Policies set out in this Code of Practice underpins the operations of Horizon Specialised Training. Horizon Specialised Training recognises that registration as a Registered Training Organisation may be withdrawn if the organisation does not honour the obligations of the Code of Practice.

Student Enrolment Form

Student Name: _____ Male Female

Mailing Address: _____
 Email Address: _____

(If applicable) Company Name: _____ ABN: _____
 Company Address: _____

Student daytime phone no (best contact): _____ Student mobile no: _____

Are you applying for RPL? Yes / No

Language: Do you speak a language other than English? Yes No Please Specify _____
 How well do you speak English? Very Well Well Not well Not at all

Do you have an injury, illness or disability Yes No Specify: _____

Do you require assistance with Language, Literacy & Numeracy Yes No
 If you consider you need any other assistance for a course please specify? _____

Cultural Background: Are you of Aboriginal and/or Torres Strait Islander origin? Yes No Specify: _____

Course in which you are enrolling: _____ **(If applicable)** Course Cost: \$ _____

(If applicable) How will you be paying?
 Purchase order attached (companies) Cheque Cash
 Credit Card:
 No: _____ / _____ / _____ Expiry Date: _____ / _____
 Name on Card: _____ Total charge: \$ _____

Account Name: Horizon Foundation Inc. **Bank:** Westpac Bank
Account Number: 363025 **BSB:** 034-080

Refund Policy:
 Full refund less 10% administration charge if notification to cancel occurs before five (5) working days prior to course start date.
 No refund of fees if notification to cancel occurs within the five (5) working days prior to course start date.

I acknowledge I have read the Code of Practice by signing this Student Application Form.

Today's date: __/__/201__ Student Signature: _____
 DOB: __/__/____

Office Use: Date & Initial	Confirmation letter sent out _____	Payment Received _____	Credit Card Auth No. _____
--------------------------------------	---------------------------------------	---------------------------	-------------------------------