

## Unit(s) of Competency

1. Which units are you enrolling in? (This section may be left blank and the trainer will confirm the course codes on the day)

<input type="checkbox"/> 1	HLTFSE001	Follow Basic Food Safety Practices
<input type="checkbox"/> 2	SITXFSA101	Use Hygienic Practices for Food Safety
<input type="checkbox"/> 3	HLTFSE005	Apply and Monitor Food Safety Requirements
<input type="checkbox"/> 4	HLTFSE007	Oversee the day-to-day implementation of food safety in the workplace
<input type="checkbox"/> 5	SITXFSA201	Participate in Safe Food Handling Practices

## Training Venue details

2. Where is the training taking place? (This section may be left blank and the trainer will assist you on the day)

Venue ( <i>business</i> ) Name	
Street number	
Street name	
Suburb, locality or town	
State/territory	
Postcode	

## Unique Student Identifier (USI)

3. Enter your Unique Student Identifier (USI)

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## Personal details

4. Enter your full name

Family name (surname)	
Given names	

5. Sex Male  M Female  F 6. Enter your birth date Day / Month / Year \_\_\_\_ / \_\_\_\_ / \_\_\_\_

7. Telephone number: Mobile: \_\_\_\_\_ Home: \_\_\_\_\_

8. Email address: \_\_\_\_\_

9. What is the address of your usual residence?

Please provide the physical address (street number and name not post office box) where you usually reside rather than any temporary address at which you reside for training, work or other purposes. If you are from a rural area use the address from your state or territory's 'rural property addressing'.

Building/property name	
Flat/unit details	
Street or lot number (e.g. 205 or Lot 118)	
Street name	
Suburb, locality or town	
State/territory	
Postcode	

6. What is your postal address (if different from above)?

Building/property name	
Flat/unit details	
Street or lot number (e.g. 205 or Lot 118)	
Street name	
Postal delivery information (e.g. PO Box 254)	
Suburb, locality or town	
State/territory	
Postcode	

## Language and cultural diversity

7. In which country were you born?

Australia  1101 Other – please specify: \_\_\_\_\_

8. What is the name of the town where you were born?  
\_\_\_\_\_

9. Do you speak a language other than English at home? (If more than one language, indicate the one that is spoken most often)

No, English only  1201 Yes, other – please specify \_\_\_\_\_

10. How well do you speak English?

Very well  1 Well  2 Not well  3 Not at all  4

11. Are you of Aboriginal or Torres Strait Islander origin?

(For persons of both Aboriginal and Torres Strait Islander origin, mark both 'Yes' boxes)

No  Yes, Aboriginal  Yes, Torres Strait Islander

## Disability

12. Do you consider yourself to have a disability, impairment or long-term condition?

Yes  Y No  N

13. If you indicated the presence of a disability, impairment or long-term condition, please select the area(s) in the following list: (You may indicate more than one area)

Hearing/deaf  11 Physical  12 Intellectual  13

Learning  14 Mental illness  15 Acquired brain impairment  16

Vision  17 Medical condition  18 Other  19

## Schooling

14. What is your highest COMPLETED school level? (Tick ONE box only)

Year 12 or equivalent  12 Year 11 or equivalent  11 Year 10 or equivalent  10

Year 9 or equivalent  09 Year 8 or below  08 Never attended school  02

15. In which YEAR did you complete that school level? \_\_\_\_\_

16. Are you still attending secondary school?

Yes  Y No  N

## Previous qualifications achieved

17. Have you SUCCESSFULLY completed any of the following qualifications?

Yes  Y No  N

18. If YES, then tick ANY applicable boxes.

Bachelor degree or higher degree  008 Advanced diploma or associate degree  410

Diploma (or associate diploma)  420 Certificate IV (or advanced certificate/technician)  511

Certificate III (or trade certificate)  514 Certificate II  521

Certificate I  524 Certificates other than the above  990

## Employment

19. Of the following categories, which BEST describes your current employment status? (Tick ONE box only)

Full-time employee  01 Part-time employee  02

Self employed – not employing others  03 Employer  04

Employed – unpaid worker in a family business  05 Unemployed – seeking full-time work  06

Unemployed – seeking part-time work  07 Not employed – not seeking employment  08

## Study reason

20. Of the following categories, which BEST describes your main reason for undertaking this course

To get a job  01 To develop my existing business  02

To start my own business  03 To try for a different career  04

To get a better job or promotion  05 It was a requirement of my job  06

I wanted extra skills for my job  07 To get into another course of study  08

For personal interest or self-development  12 Other reasons  11

## Agreement

21. I have read the Overview of Client Services and understand the training services being provided.

Signature:.....

# Overview of Client Services

Access and equity is about making sure that everyone can access the training, information and support they need to successfully participate in courses offered at Goulburn Valley Food Safety Services. Goulburn Valley Food Safety Services is aware that it is harder for some groups of people to take part in training than others. Some people may not have the skills they need to complete training, they may need extra support to stay in training, they may need training tailored to fit their needs, or the training may need to be taught in a certain way for them to be successful.

## 1. Course Information

Course information including content and vocational outcomes can be viewed by calling our office on **(03) 5821 7474** & asking for course information to be sent to you.

## 2. Trainee Selection, Enrolment and Induction/Orientation

To be accepted into a course, you must complete and enrolment form, fulfil the prerequisites (if applicable) and pay the relevant fees. Once the enrolment fee has been accepted you officially have a place in the course. Your induction/orientation will occur during the first session of training.

## 3. Fees, Charges and Refund Policies

Goulburn Valley Food Safety Services reserves the right to cancel/postpone a course in the event of unforeseen circumstances or insufficient numbers. Every effort will be made to ensure that participants of cancelled / postponed courses receive placement in the next available course. Where a course is cancelled / postponed by Goulburn Valley Food Safety Services and the participant elects not to receive placement in the next available course, or an alternative course, a full refund will be made. Written cancellation must be received **up to** two working days prior to the commencement of the course. Written advice should be directed to the Training Manager. The trainee will be refunded the course fee less an administration fee of \$40. It is regretted that **NO REFUND** can be made for cancellations received **within two working** days of commencement or after the commencement of the course. No refunds will be given for partial cancellation of enrolments. A transfer of course registration can be made **up to** two working days prior to commencement of the course. Advice must be in writing and directed to the Training Manager.

## 4. Recognition of Prior Learning

RPL is the recognition given to the knowledge and skills a trainee has acquired through work experience, education, training, and life experiences. RPL assessed by Goulburn Valley Food Safety Services may be used to satisfy, or partially satisfy, course admission criteria, and/or may be used to gain exemptions as part of some programs. An applicant for RPL must submit detailed supporting documentation. For more information please contact our office on **(03) 5821 7474**. Goulburn Valley Food Safety Services recognises and accepts Statements of Attainment and qualifications issued by any other RTO.

## 5. Language, Literacy and Numeracy (LLN)

Access to training must be equal for all trainees and Goulburn Valley Food Safety Services will not discriminate based upon LLN. Where LLN levels are low, Goulburn Valley Food Safety Services will provide information on where a trainee can obtain assistance.

## 6. Client Support, Welfare and Guidance Services

Goulburn Valley Food Safety Services will help trainees access support, welfare or guidance services when an issue arises that is outside the expertise of Goulburn Valley Food Safety Services staff. Any referral made in this instance will be in accordance with our privacy policy that aims to protect the interests of all parties including the trainee.

## 7. Flexible Learning and Assessment

Goulburn Valley Food Safety Services recognises that some trainees may have individual needs that affect the process of learning and assessment. When a student has requested an alternative method of learning and/or assessment, the Training Manager will consider the request and advise the trainee in writing of the outcome. Any variation to the usual delivery or assessment strategy will be incorporated into the trainee's file.

## 8. Appeals and Complaints

It is encouraged to initially raise the complaint directly with the person concerned. This is appropriate in matters where the trainee feels comfortable making a direct approach, or where the complaint does not relate to allegations of unlawful behaviour (e.g. assault, illegal discrimination or harassment). If you have discussed the issue with directly with the person involved and are still not satisfied with the outcome, you must write to the Training Manager and outline the reason for the appeal, complaint or grievance.

## 9. Discipline

Trainees are expected to dress and act in an appropriate manner whilst attending Goulburn Valley Food Safety Services training sessions. This means respecting and being courteous towards other people and not using offensive language or making derogatory comments towards or in the presence of others. Incidents of serious misconduct will result in exclusion from training and will be dealt with in accordance with relevant State or Commonwealth law. Serious misconduct means theft, assault, being under the influence of alcohol or drugs, or causing risk of injury or risk of a dangerous event happening.

**Goulburn Valley Food Safety Services is committed to providing Quality, Approachable & Professional Service at all times**

**For more information contact us on (03) 5821 7474**

Document	Date Issued	Page	Authorised By:	Review Date:	02.03.14	27.02.15	05.03.15	18.01.16	11.04.16	17.01.17	
Enrolment	Feb 2006	2 of 2	BC	Signature:	BC	BC	BC	BC	BC	BC	
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