



Address: 122 Payneham Rd, Stepney SA 5069

Email: Vicky@faceagency.com.au

Phone: 08 8362 4244

Enrolment Form

PERSONAL DETAILS

Surname:		First Name:		Title:	
Address:					
State:		P/Code:			
Phone:		Date of Birth:		T-Shirt Size:	
Mobile:		Email Address:			
Gender:		Male	Female	What language do you speak at home?	
Unique Student ID:		Request Unique Student Identifier from Face Agency		Yes	No
Country and Town of Birth:		Are you of Aboriginal or Torres Strait Islander origin?		Yes	No

PARENT/GUARDIAN (if under 18 years of age)

Name:			
Address: If different			
State:		P/Code:	
Phone:		Email Address:	
Mobile:		Signature:	

COURSE AND FEE DETAILS

Course code:	SHB20116	Course name:	Certificate II in Retail Cosmetics	Fee:	
Deposit:		# of payments:		Payment Frequency	Fortnightly Monthly

STATISTICAL DETAILS

This information is used for statistical purposes only. Please state, circle or highlight.

Are you still attending secondary schooling?					Yes	No
Name of School you are attending:						
What is your highest completed school			In what year did you complete that school level?			
Since leaving school have you completed any qualifications?					Yes	No
Qualification Name:						
Current	Full-time	Part-time	Self	Employer	Unpaid family	Unemployed
Do you consider yourself to have a permanent and significant disability? (Please Circle)					Yes	No
Visual / Sight	Intellectual	Hearing	Chronic Illness	Physical	Other	Please specify other disability:

Of the following categories, which BEST describes your main reason for undertaking this course? (Please circle)

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	Requirement of my job	Extra skills for my job
To get into another course of study	Personal interest	Please specify other reasons:				

DECLARATION

I give permission for Face Agency to use photos or videos of me taken during training for marketing or training purposes					YES	NO
I understand that I need to inform MSS as soon as practically possible if any issue arises which might interfere with my ability to commence or complete a training course.					YES	NO
I have been informed of the Recognition of Prior Learning and Credit Transfer options that may apply to me.					YES	NO
I have read the policies, terms and conditions in both the Student Handbook and on this form and I agree to them					YES	NO
I declare that the information above is true and correct.						

Signature:		Date:	
Parent/Guardian to co-sign if < 18			
<i>*Office Use Only*</i>	USI Verification	YES	NO
	Date Verified:	/ /	Signature:

ENROLMENT TERMS AND CONDITIONS

1. Statements of Attainment or Certificates are only issued once the full course fee has been paid.
2. No fee will be charged for national recognition (credit transfer towards a qualification)
3. Unless an employer agreement stating otherwise exists between the student's employer and Face Agency, the student is responsible for the all fees and charges:

What does the fee include?

4. The course fee includes:
 - training delivery
 - one re-assessment opportunity per assessment activity if required.
 - all training and assessment materials
 - initial Parchment/Statement of Attainment issuance
 - a starter make up kit containing equipment and product required for the completion of all in class exercises and assessments.

What is not included in the fee?

5. Course fee does not include:
 - transport to and from training
 - meals during training
 - Restocking of Make-Up Kit equipment or materials during the duration of the course
 - Replacement make up kits where original is lost or misplaced.
 - Additional classes or Re-assessment.

What other fees and charges are there?

Additional charges may be incurred as follows:

- Additional assessments in the event the student has been found Not yet Competent after 2 unsuccessful attempts at assessment. Reassessment fee is \$165 (including GST) per hour
- Re-issuance of a parchment or statement of attainment. Reissuance fee is \$55 including GST
- A fee of \$200 will be charged for those students who do not return the hard copies of training materials at the duration of their training.

Do I have to pay in full?

6. No, the maximum deposit for any course is \$1,500 and this is payable on enrolment. This is a non-refundable administration fee.
7. Progressive, equal weekly payments are required. These payments are calculated based on the duration of the course but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the Student does not exceed \$1,500.
8. The course fee is to be paid via instalments and in full by week 12 for the 14 week course. A fee schedule will be provided.
9. Face Agency reserves the right to stop delivering training and assessment services to students with outstanding fees. Face agency will only issue statements of attainment for units of competency that a student has paid for.

What if I miss a class, need to take a break from training or can't complete my course?

10. Class absences – Students are required to notify Face Agency prior to the class of any event or any difficulties impacting the progress of their training and completion of their unit of competence, to discuss their options for completing the course on time.
11. There will be one scheduled class at the end of the course for those who missed a session to “catch-up”. Please note that you will be expected to have completed the required reading in practice before attending the catch up session as the session will be for providing clarification and guidance rather than one-on-one training.
12. Students may be required to pay for and/or attend a training or assessment session *the next time it is offered* in order to complete their course if they miss classes and cannot complete their assessment or need to resubmit assessment after their second attempt.
13. If you cannot complete your course due to illness or other extenuating circumstances, please contact the Director. The Director may provide a refund on compassionate grounds, at their discretion. They may require written evidence.

What happens if I am unsuccessful in a unit?

14. If a student is found Not yet Competent after 2 assessment opportunities, they can opt to either pay an hourly fee for reassessment as above or, if necessary, pay to undertake the training and assessment for the individual unit separately. The fee charged would be that applicable at the time of enrolment in the individual unit.

What are the refund policies?

15. Students are NOT eligible for a refund on the basis of being found Not Yet Competent or failing to undertake or complete assessment.
16. Once training has commenced in the course, no refund is available to Students who leave before finishing.
17. Students who leave before finishing are required to provide 4 weeks notice and to pay all outstanding scheduled fees that fall within that four-week period.
18. Notice must be provided in writing.
19. All refunds will be provided within 21 days.

What happens if Face Agency can't deliver the training or assessment?

20. If Face Agency cannot deliver a course, where possible, Face Agency will arrange reasonable alternative course dates and times for students. If Face Agency cannot provide an alternative course date/time, all fees paid in advance, including deposits and short course up-front payments will be fully refunded.
21. In the event that Face Agency has commenced a course but is unable to fulfil its agreements to provide training services, MSS will refund that proportion of payments made for which training services were not received by the client.

Complaints

22. Face Agency has a robust complaints and appeals procedure. Please refer to Face Agency's *Complaints and Appeals Policy and Procedure* for full details.

Complaints can be lodged either verbally or in writing (addressed to the Director).