

**Date of Implementation**

1<sup>st</sup> September 2023

**Date Reviewed**

August 2023

**Date Due for Review**

July 2024

## **Enrolment Policy and Procedure (Clause 5.1-6.6)**

### **Purpose**

This policy details the processes involved to apply for enrolment with MiHaven Training to ensure all conditions, obligations and information is clear to all parties. Application for enrolment forms can either be accessed online, PDF version, downloaded off MiHaven Training's Website, or can be available paper based for collection from our head office.

### **Student Selection and Recruitment**

Recruitment of students will be responsible, ethical and consistent with training package requirements at all times. MiHaven Training is committed to non-discrimination in any form and at all times complies with equal opportunity and anti-discrimination legislation. There may be pre-requisites associated with certain qualifications and/or units of competency that student will need to complete before commencing a program or health and safety, language literacy and numeracy (LLN) requirements which need to be met to be successful in the application process. Certain qualifications and/or units of competency require students to undertake mandatory work placement, placement within external providers could include further requirements such as vaccinations, background and security checks and licenses, this will be explained to all students prior to enrolment applications commencing.

Appropriately qualified persons will assess the extent to which the applicant is likely to achieve the stated competency standards and outcomes of the course, based on the applicant's qualifications and proficiencies. Participation in training is subject to payment of all fees and charges prior to the commence of the program; with the exception being if the total fees are greater than \$1500.

MiHaven Training cannot accept fees in excess of \$1500 at any time in line with clause 7.3 of the Standards for Registered Training Organisations (RTOs) 2015.

### **Induction**

Prior to enrolment or the commencement of training and assessment, whichever comes first, MiHaven Training Sales Team will provide advice to the prospective student about the training product and services delivered. MiHaven Training conducts application for enrolment meetings where current and accurate information is provided, that enables the student to make informed decisions about undertaking training with MiHaven Training. This meeting could be conducted face to face and/or over the phone, with follow up emails sent which contains relevant factsheets and forms.

Once a student indicates they wish to apply for enrolment with MiHaven Training, an Application and Enrolment Information Sheet is emailed directly to them. This form is to ensure that students have all the information they require to make the right study decision. A part of our application and enrolment process, MiHaven Training Sales Team will check that students have received or have access to the below listed information and that students understand the information contained.

- Course/Qualification details
- Course Eligibility Requirements
- Course Fees and Student Incidental Charges (e.g. textbooks)
- Government Subsidies Eligibility
- Apprenticeship or Traineeship Eligibility (where relevant)
- Your Course's Learning & Assessment Strategies
- Unique Student Identifier (USI) information
- Credit Transfer services
- Recognition of Prior Learning (RPL) and Competencies services
- Privacy Policy and Procedure
- How to lodge a Complaint or Appeal
- How to give us Feedback
- Student Withdrawal and Refunds Policy and Procedure
- Student Support Services
- Student Handbook

## **Enrolment Procedure**

A completed application for enrolment form (paper or electronic) is required to advise all details necessary to enroll a student. All questions must be answered, and the student's signature must appear on the application for enrolment form. If the student is under 18 years of age, a parent or legal guardian signature is required.

The MiHaven Training Sales Team is required to check all the prospective student's responses contained in the application for enrolment form, any response pertaining to any previously completed qualifications will need to be noted when assessing enrolment and funding eligibility.

The application for enrolment form may be posted, completed on premises, online, or submitted via email, however the MiHaven Training Sales Team will conduct an application for enrolment meeting to discuss all required pre-enrolment information, again either face to face or over the phone. If a student is completing an apprenticeship or traineeship, then additional forms must be completed.

The timeframe for the above tasks will vary based on the number of students being enrolled, the location of the application for enrolment meetings (across various locations), and the collection of all required documentation and identification provided by each student. MiHaven Training Sales Team are responsible to cross check all provided documentation, identification and/or forms and are required to fill any gaps in the documentation prior to passing the completed Application for Enrolment kit to the Admissions Officer for enrolment onto the Student Management System (SMS).

The Admissions Officer is responsible in contacting the issuing RTO to confirm validity of any qualifications and/or statement of attainments submitted by any students. The Admissions Officer will complete the Verification of Student Qualification form and scan and retain this evidence on the relevant students Student Management System profile.

When the completed application for enrolment kit is received and all identification documentation is on file and verified, the student is allocated a permanent student number, their USI is verified on the SMS and the student is enrolled into their allocated course. Students are advised of enrolment via an automated email directly sent via the SMS.

## **Information about the USI**

A student's unique student identifier (USI) is a mandatory component of Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) enrolment and competency issuance data. Students need to provide MiHaven Training with their USI (Unique Student Identifier) number upon application for enrolment or grant MiHaven Training permission to create a USI on their behalf.

Every effort is made by MiHaven Training to verify a student's USI at the point of enrolment. If a USI has not been obtained and verified, AQF certification cannot be issued and the RTO's AVETMISS data for that calendar year is unable to be submitted to the national provider collection.

Access to the Student Handbook is available to all students prior to commencement of study, this is found online, through the MiHaven Training website. The Student Handbook also advises students about certification procedures, assessment procedures, complaints and appeals procedures, facilities and equipment and student support services available.

## **Apprenticeships and Traineeships**

An apprentice or trainee is a person employed under a training contract; apprenticeships and traineeships provide a combination of employment based learning and structured training. Each party involved in an apprenticeship or traineeship has responsibilities which they must fulfil. At the commencement of an apprenticeship or traineeship, the apprentice/trainee is provided with a training plan which outlines where, when, and how the training is to take place. If an apprentice/trainee exceeds or does not meet the requirement of the proposed training dates, then the training plan must be revised and signed by all parties.

Where payment of the student contribution fee will cause extreme financial hardship or if extreme financial hardship is a consideration, apprentices or trainees are required to communicate this to MiHaven Training at time application for enrolment. The student will need to complete and submit for assessment an Exemption of Student Contribution Fees Application Form and an Income and Expenditure Statement Form. Refer to the Fees and Charges Policy & Procedure.

For full details of the responsibilities of an apprentice or trainee, the employer or the SRTTO please refer to the Apprenticeships Info website at <https://desbt.qld.gov.au/training/apprentices>

## **Vocational Work Placement / Security Checks**

Various qualifications that MiHaven Training deliver, require students to complete mandatory work placement and/or require students to apply for and obtain various security history checks and undertake security screenings. The requirements do vary from qualification to qualification, each specific qualification requirement will be explained when the MiHaven Training Sales Team undertakes the application for enrolment meeting.

Please note, prior to placement students could be required to obtain, but not limited to any or all of the following:

- Working with Children Blue Card
- Federal Police Check
- First Aid and CPR accredited training (current/ in date)
- NDIS Workers Screening Check/ Yellow Card
- Relevant vaccination records- Flu, COVID-19, Whooping Cough etc.

The application process for security clearances will form a part of the initial induction held on day 1 of each program. Students will receive assistance and be guided through this process by the Programs Manager and/or their specific trainer and assessor, MiHaven Training office staff can assist further, if any students need additional support as they progress through their program. If a student's Blue Card or NDIS Card application receives a negative notice, or their police check identifies that they have a criminal history, students may be disqualified from being eligible to undertake placement and assessment, which would affect their course outcomes.

All students are required to sign a declaration; Vocational Placement Agreement form prior to commencing any placement activities. The Vocational Placement Responsibility form outlines the student, host employer and MiHaven Trainings prior, during and post work placement responsibilities, along with a guide for daily hygiene when attending work placement. All entities are required to sign that they have read and understood all responsibilities as part of vocational placement and a copy of this form is kept on the student's records.

## **Language, Literacy and Numeracy (LLN)**

Students will be sent an online LLN Robot assessment, all though not mandatory for all students to complete, MiHaven Training request all student to complete as part of their Application for Enrolment, as this will give an insight into any additional support each individual student may require through their learning journey. Students will be assessed in order to ascertain if their Language, Literacy and Numeracy (LLN) skills are sufficient to successfully undertake the training qualification.

For any student displaying barriers to their learning journey, an individual Student Support Plan (and resources) will be developed by MiHaven Training and communicated directly with the specific qualification trainer and assessor and student.

## **Student Support**

### **Student Services, Welfare and Guidance**

MiHaven Training uses quality management practices to ensure effective student services. Operational standards ensure timely issuance of training assessments, results and qualifications, appropriate to competence achieved and issued in accordance with National Guidelines. All student results and documentation/ identification are recorded, kept confidential and securely archived. Records are kept in safe custody, with access restricted (passworded) to authorised staff only. Students can access their files using their personal SMS login details. All relevant organisational documents carry a version number, date and register. Records of updated version numbers are kept on file.

The MiHaven Training head office is locked and fob key access out of normal business hours, during business hours (8.30am-5.00pm) an administration staff member monitors all site access, and all visitors are walked through to the appropriate department.

MiHaven Training has local links to student welfare and guidance services relevant to its training products. Where necessary, students requiring literacy and/or numeracy support are provided with LLN Robot generated resources, access to our Programs Manager for additional support or if required referred to relevant qualified experts. Any fees incurred are the responsibility of the student and will be discussed prior to the engagement of external services that may cost additional funds.

MiHaven Training informs students of all fees and charges prior to enrolment, including textbook fees, co-contribution fees etc. Students are also advised of course content, outcomes and assessment procedures prior to training commencing. MiHaven Training's quality focus includes access and equity ensuring that no student is discriminated against. Our focus also allows for recognition of prior learning (RPL), fair and equitable refund policy, complaint and appeal policy and procedure. For any matter outside of our expertise or control, we will make every attempt to refer the student to the relevant agency or expert.

## Procedure for Student Support

MiHaven Training is at all times conscious of the welfare of all our students. Staff will counsel students as appropriate and/or refer them to qualified counsellors as required. Staff are required to respond to and attempt to alleviate any signs of distress or discomfort by students, and to actively render appropriate assistance. MiHaven Training Programs Manager is on hand during business hours to assist and support any student requiring additional support or guidance.

## Counselling/Personal Support

If students require counselling or personal support, students can contact one of the below suggested organisations:

### Lifeline

13 11 14

[www.lifeline.org.au](http://www.lifeline.org.au)

### Beyond Blue

1300 224 636

[www.beyondblue.org.au](http://www.beyondblue.org.au)

## Certificate 3 Guarantee & Higher-Level Skills Program

The Certificate 3 Guarantee Program and Higher-Level Skills Program are funded by the Department of Youth Justice, Employment, Small Business and Training to provide eligible individuals a government subsidy toward the training costs for a range of qualifications. MiHaven Training is a Skills Assure Supplier. Students can only access the Certificate 3 Guarantee and Higher-Level Skills subsidy once each, it is important that they consider and compare their training options and ensure they align with their chosen career pathway.

Students are required to pay a co-contribution fee for Certificate 3 Guarantee and Higher-Level Skills. The student co-contribution fee under the Certificate 3 Guarantee and Higher-Level Skills programs are listed in the schedule of fees. This fee represents the cost to the student to enroll, undertake training and be awarded the qualification, no further fees apply unless otherwise stated. Please note Textbook fees are in addition to any co-contribution or enrolment fees. The schedule of fees is accessible on the MiHaven Training website.

MiHaven Training Sales Team will check and confirm the eligibility of the student. Staff will access the Partner Portal, a search is to be conducted within 30 days prior to the student's enrolment, along with using the additional eligibility criteria below:

**Certificate 3 Guarantee (C3G):**

- a. Student cannot be *currently* enrolled in any qualification or have *completed* a Certificate III or higher.
- b. Student must be at least 15 years of age and no longer at school.
- c. Student must be an Australian or New Zealand citizen, Australian permanent resident (includes humanitarian entrant) or a temporary resident with the necessary visa and work permits on the pathway to permanent residency.
- d. Student must be a Queensland resident.

**Higher Level Skills (HLS):**

- a. Student cannot be *currently* enrolled in any qualification or have *completed* a Certificate IV or higher.
- b. Student must be at least 15 years of age and no longer at school.
- c. Student must be an Australian or New Zealand citizen, Australian permanent resident (includes humanitarian entrant) or a temporary resident with the necessary visa and work permits on the pathway to permanent residency.
- d. Student must be a Queensland resident.

*\* MiHaven Training staff are required to always gain the students consent before searching the Partner Portal and save a copy of the results in the student's file.*

Once eligibility has been confirmed and an application for enrolment session has been booked, collate an enrolment kit with the following documents:

- ✓ 1 x Training Schedule
- ✓ 1 x Course Specific Flyer
- ✓ 1 x Certificate 3 Guarantee or Higher-Level Skills student fact sheet (whichever applies)
- ✓ 1 x Schedule of Fees
- ✓ 1 x Business Card
- ✓ 1 x Consent to discuss information form
- ✓ 1 x Student Enrolment Checklist
- ✓ 1 x Student Application for Enrolment Form
- ✓ 1 x Application for Credit Transfer Form
- ✓ 1 x Application for RPL Form
- ✓ 1 x Application and Enrolment Information Sheet
- ✓ 1 x Provider Declaration Form
- ✓ 1 x Language, Literacy & Numeracy Assessment (online is preferred but paper copy if necessary)

During the application for enrolment meeting, the following items are to be collected from the student and included in the completed enrolment kit.

**All items must be current, copies must be taken in colour ensuring a copy of the back is also included.**

- ✓ Proof of Australian or NZ Citizenship or Permanent Residency – Medicare Card (Green), Australian or NZ Birth Certificate or Australian or NZ Passport.

- ✓ Proof of Age – Drivers Licence, Proof of Age Card, Birth Certificate or Passport. School ID Card can be accepted for school-based only.
- ✓ Proof of Queensland Residency – QLD Drivers Licence, Health Care Card, Pensioner Concession Card, Utility Bill, or Letter.
- ✓ Concessional Eligibility – Health Care Card or Pensioner Concession Card.
- ✓ If applying for Credit Transfer – Original or authorized copies of any Statement(s) of Attainment and/or Certificate(s) of Completion
- ✓ If applying for RPL- Copy of resume/CV, original or authorized copies of any relevant qualifications and transcripts and a current job description

*Please note should a student provide evidence outside of the standard Driver Licence, Medicare card or concession card. Appendix 1 - Evidence of Eligibility and Appendix 2 – Eligibility Requirements: [https://desbt.qld.gov.au/data/assets/pdf\\_file/0006/12012/sas-evidence-guide.pdf](https://desbt.qld.gov.au/data/assets/pdf_file/0006/12012/sas-evidence-guide.pdf)*

*To assist in validating a prospective student's eligibility to enrol into subsidised training, please refer to Visa eligibility under VET investment programs: <https://desbt.qld.gov.au/training/providers/inclusive/visa-eligibility>*

At the conclusion of the enrolment session, the student is to be left with the following documents:

- ✓ 1 x Training Schedule
- ✓ 1 x Course Specific Flyer
- ✓ 1 x Certificate 3 Guarantee or Higher-Level Skills student fact sheet (whichever applies)
- ✓ 1 x Schedule of Fees
- ✓ 1 x Application and Enrolment Information Sheet
- ✓ 1 x Business Card

## **Vocational Education and Training in Schools**

MiHaven Training Sales Team will check and confirm the eligibility of the student. Staff will access the Partner Portal, a search is to be conducted within 30 days prior to the student's enrolment, along with using the additional eligibility criteria below:

### **Vocational Education and Training in Schools (VETiS):**

- a. Be enrolled at high school (years 10, 11 or 12)
- b. Be a resident in Queensland
- c. Be an Australian or New Zealand Citizen, or Australian permanent resident (including humanitarian entrants), or a temporary resident with the necessary visa and work permits on the pathway to permanent residency
- d. Have not already exhausted VETiS funding

*\* MiHaven Training staff are required to always gain the students consent before searching in the Partner Portal and save a copy of the results in the student's file.*

Once eligibility has been confirmed and an application for enrolment session has been booked, collate an enrolment kit with the following documents:

- ✓ 1 x Training Schedule
- ✓ 1 x Course Specific Flyer
- ✓ 1 x Vocational Education and Training in Schools student fact sheet

- ✓ 1 x Business Card
- ✓ 1 x Student Application for Enrolment Form
- ✓ 1 x Application for Credit Transfer Form
- ✓ 1 x Student Enrolment Checklist
- ✓ 1 x Consent to discuss information form
- ✓ 1 x Application and Enrolment Information Sheet
- ✓ 1 x Language, Literacy & Numeracy Assessment (online is preferred but paper copy if necessary)

During the enrolment session, the following items are to be collected from the student and included in the completed enrolment kit.

**All items must be current, copies must be taken in colour ensuring a copy of the back is also included.**

- ✓ Proof of Australian or NZ Citizenship or Permanent Residency – Medicare Card (Green), Australian or NZ Birth Certificate or Australian or NZ Passport.
- ✓ Proof of Age – Drivers Licence, Proof of Age Card, Birth Certificate or Passport. School ID Card can be accepted.
- ✓ Proof of Queensland Residency – QLD Drivers Licence, Health Care Card, Pensioner Concession Card, Utility Bill, or Letter.
- ✓ If applying for Credit Transfer – Original or authorized copies of any Statement(s) of Attainment and/or Certificate(s) of Completion

*Please note should a student provide evidence outside of the standard Driver Licence, Medicare card or concession card. Appendix 1 - Evidence of Eligibility and Appendix 2 – Eligibility Requirements: [https://desbt.qld.gov.au/data/assets/pdf\\_file/0006/12012/sas-evidence-guide.pdf](https://desbt.qld.gov.au/data/assets/pdf_file/0006/12012/sas-evidence-guide.pdf)*

*To assist in validating a prospective student's eligibility to enrol into subsidised training, please refer to Visa eligibility under VET investment programs: <https://desbt.qld.gov.au/training/providers/inclusive/visa-eligibility>*

At the conclusion of the enrolment session, the student is to be left with the following documents:

- ✓ 1 x Training Schedule
- ✓ 1 x Course Specific Flyer
- ✓ 1 x Vocational Education and Training in Schools student fact sheet
- ✓ 1 x Application and Enrolment Information Sheet
- ✓ 1 x Business Card

## User Choice

MiHaven Training Sales Team will check and confirm the eligibility of the student. Staff will access the Partner Portal, a search is to be conducted within 30 days prior to the student's enrolment, along with using the additional eligibility criteria below:

### **School-Based (SAT), Full-Time (FT) or Part-Time (PT) apprentice or trainee:**

- a. Student must have entered into a Training Contract for a qualification that is funded by the government.
- b. Student must be registered on DELTA with a commencement date or recommencement date on or after 1 July 2010.
- c. Student must be at least 15 years of age and no longer at school. (Exception SAT)



- d. Student must be an Australian or New Zealand citizen, Australian permanent resident (includes humanitarian entrant) or a temporary resident with the necessary visa and work permits on the pathway to permanent residency.
- e. Student must be a Queensland resident.

*\* MiHaven Training staff are required to always gain the students consent before searching in the Partner Portal and save a copy of the results in the student's file.*

Once eligibility has been confirmed and an application for enrolment session has been booked, collate an enrolment kit with the following documents:

- ✓ 1 x Course Specific Flyer
- ✓ 1 x Schedule of Fees
- ✓ 1 x Business Card
- ✓ 1 x Student Enrolment Checklist
- ✓ 1 x Student Application for Enrolment Form
- ✓ 1 x Application for Credit Transfer Form – as required
- ✓ 1 x Application for RPL Form – as required
- ✓ 1 x Exemption of Student Contribution Fees - Application Form
- ✓ 1 x Income and Expenditure Statement
- ✓ 2 x Consent to discuss information form
- ✓ 1 x Application and Enrolment Information Sheet
- ✓ 1x Apprentice & Trainee Information Handbook
- ✓ 1 x Employer Handbook- Apprenticeship and Traineeship Information
- ✓ 1 x Schedule 2 - Delivery Sites
- ✓ 1 x Schedule 4 - Employer Payment Options Acknowledgement
- ✓ 1 x Employer Resource Checklist (MiHaven Training Branded)
- ✓ 1 x Employer Resources Assessment (ERA - ATF013) – Trainee (TEE), Apprentice (APP), Early Childhood, Education and Care (ECEC)
- ✓ 1 x Language, Literacy & Numeracy Assessment (online is preferred but paper copy if necessary)
- ✓ 1 x Change of supervising registered training organisation (SRTO) form (if applicable)

During the enrolment session, the following items are to be collected from the student and included in the completed enrolment kit.

**All items must be current, copies must be taken in colour ensuring a copy of the back is also included.**

- ✓ Proof of Australian or NZ Citizenship or Permanent Residency – Medicare Card (Green), Australian or NZ Birth Certificate or Australian or NZ Passport.
- ✓ Proof of Age – Drivers Licence, Proof of Age Card, Birth Certificate or Passport. School ID Card can be accepted for school-based only.
- ✓ Proof of Queensland Residency – QLD Drivers Licence, Health Care Card, Pensioner Concession Card, Utility Bill, or Letter.
- ✓ Concessional Eligibility – Health Care Card or Pensioner Concession Card.
- ✓ If applying for Credit Transfer – Original or authorized copies of any Statement(s) of Attainment and/or Certificate(s) of Completion
- ✓ If applying for RPL- Copy of resume/CV, original or authorized copies of any relevant qualifications and transcripts and a current job description
- ✓ Proof of Supervisors Qualification/s, Trade Licence and Drivers Licence and consent to discuss form filled out by their supervisor

Please note should a student provide evidence outside of the standard Driver Licence, Medicare card or concession card. Appendix 1 - Evidence of Eligibility and Appendix 2 – Eligibility Requirements: [https://desbt.qld.gov.au/data/assets/pdf\\_file/0006/12012/sas-evidence-guide.pdf](https://desbt.qld.gov.au/data/assets/pdf_file/0006/12012/sas-evidence-guide.pdf)

To assist in validating a prospective student's eligibility to enrol into subsidised training, please refer to Visa eligibility under VET investment programs: <https://desbt.qld.gov.au/training/providers/inclusive/visa-eligibility>

At the conclusion of the enrolment session, the student is to be left with the following documents:

- ✓ 1 x Course Specific Flyer
- ✓ 1 x Schedule of Fees
- ✓ 1 x Application and Enrolment Information Sheet
- ✓ 1x Apprentice & Trainee Information Handbook
- ✓ 1 x Employer Handbook- Apprenticeship and Traineeship Information
- ✓ 1 x Business Card

### **Fee for Service (FFS) – Full Qualification**

All students not accessing or not eligible to receive any form of Queensland Government funding are charged as fee for service (full fee paying) students. FFS is an amount set by MiHaven Training as the RTO for each course a student is required to pay. Please refer to the schedules of fees, downloadable from the MiHaven Training website.

Check and confirm the eligibility of the student. Students must be an Australian or New Zealand Citizen, or Australian permanent resident (including humanitarian entrants), or a temporary resident with the necessary visa and work permits on the pathway to permanent residency.

Once eligibility has been confirmed and an application for enrolment session has been booked, collate an enrolment kit with the following documents:

- ✓ 1 x Training Schedule
- ✓ 1 x Schedule of Fees
- ✓ 1 x Course Specific Flyer
- ✓ 1 x Business Card
- ✓ 1 x Student Application for Enrolment Form
- ✓ 1 x Application for Credit Transfer Form
- ✓ 1 x Application for RPL Form
- ✓ 1 x Student Enrolment Checklist
- ✓ 1 x Consent to discuss information form
- ✓ 1 x Application and Enrolment Information Sheet
- ✓ 1 x Language, Literacy & Numeracy Assessment (online is preferred but paper copy if necessary)

During the enrolment session, the following items are to be collected from the student and included in the completed enrolment kit.

**All items must be current, copies must be taken in colour ensuring a copy of the back is also included.**

- ✓ Proof of Australian or NZ Citizenship or Permanent Residency – Medicare Card (Green), Australian or NZ Birth Certificate or Australian or NZ Passport.
- ✓ Proof of Age – Drivers Licence, Proof of Age Card, Birth Certificate or Passport. School ID Card can be accepted.

- ✓ If applying for Credit Transfer – Original or authorized copies of any Statement(s) of Attainment and/or Certificate(s) of Completion
- ✓ If applying for RPL- Copy of resume/CV, original or authorized copies of any relevant qualifications and transcripts and a current job description

At the conclusion of the enrolment session, the student is to be left with the following documents:

- ✓ 1 x Schedule of Fees
- ✓ 1 x Course Specific Flyer
- ✓ 1 x Application and Enrolment Information Sheet
- ✓ 1 x Business Card
- ✓ 1 x Training Schedule

### **Fee for Service (FFS) – Short Courses/ Single units of competency**

All students completing a MiHaven Training short course are charged a fee for service (full fee paying) students. FFS is an amount set by MiHaven Training as the RTO for each short course a student is required to pay. Please refer to the schedules of fees, downloadable from the MiHaven Training website.

Check and confirm the eligibility of the student. Students must be an Australian or New Zealand Citizen, or Australian permanent resident (including humanitarian entrants), or a temporary resident with the necessary visa and work permits on the pathway to permanent residency.

Once eligibility has been confirmed and an application for enrolment session has been booked, collate an enrolment kit inside a MiHaven Training presentation folder with the following documents:

- ✓ 1 x Schedule of Fees
- ✓ 1 x Course Specific Flyer
- ✓ 1 x Application and Enrolment Information Sheet
- ✓ 1 x Business Card
- ✓ 1 x Student Application for Enrolment Form
- ✓ 1 x Student Enrolment Checklist
- ✓ 1 x Consent to discuss information form
- ✓ 1 x Language, Literacy & Numeracy Assessment (online is preferred but paper copy if necessary)

During the enrolment session, the following items are to be collected from the student and included in the completed enrolment kit.

#### **All items must be current, copies must be taken in colour ensuring a copy of the back is also included.**

- ✓ Proof of Australian or NZ Citizenship or Permanent Residency – Medicare Card (Green), Australian or NZ Birth Certificate or Australian or NZ Passport.
- ✓ Proof of Age – Drivers Licence, Proof of Age Card, Birth Certificate or Passport. School ID Card can be accepted.

*(If undertaking CPCWHS1001- Prepare to work safely in the construction industry- students are to provide 3 points of identification- see APPENDIX 1 Evidence of identity requirements or Special Arrangements Fact Sheet).*

At the conclusion of the enrolment session, the MiHaven Training presentation folder is to be left with the student, containing the following documents:

- ✓ 1 x Schedule of Fees
- ✓ 1 x Course Specific Flyer
- ✓ 1 x Application and Enrolment Information Sheet
- ✓ 1 x Business Card
- ✓ 1 x Training Schedule

## Appendix 1: Evidence of Identity Requirements

A person must produce, and an RTO must sight, three matching, original, evidence of identity (EOI) documents before undertaking GCIT or when requesting a replacement GCIT card. Original may include an electronic document if the document can be accessed and viewed in real time through a secure portal (e.g. the student logs in to myGov and produces their Medicare card). A photograph of an original document is not an original document.

The RTO must keep a copy of the EOI documents (except financial institution debit/credit card) on the student file. Where a financial institution debit/credit card is sighted as EOI, an RTO must make a record of the name of the financial institution, whether the card is a debit or credit card, and the expiry date.

The EOI documents must comprise either:

- One (1) Category A document and two (2) Category B documents, or
- Two (2) Category A documents and one (1) Category B document.

At least one Category A document must be photographic and show the person's full name. At least one Category A or B document must show the person's date of birth and signature. Category B documents must be Australian-issued documents.

The person's details on the GCIT card must match the details on the EOI documents.

Special arrangements for EOI apply for some groups (see below).

Category A documents	Status
<ul style="list-style-type: none"> <li>• Australian Birth / Bicentennial Birth Certificate (born in 1988) – full (not Extract or Commemorative Certificate)</li> <li>• Australian Citizenship Certificate / Naturalisation Certificate</li> <li>• Department of Home Affairs (DHA)               <ul style="list-style-type: none"> <li>– Certificate of Evidence of Resident Status</li> <li>– Visa Evidence Card (with PLO56 Visa)</li> </ul> </li> <li>• Queensland or Federal police officer photo identity card.</li> </ul>	Current
<ul style="list-style-type: none"> <li>• Australian passport</li> <li>• Australian Certificate of Identity, Document of Identity, Titre de Voyage, Document de Voyage</li> <li>• Foreign passport</li> <li>• Australian photo driver licence</li> <li>• Queensland Government issued photographic high risk work licence</li> <li>• Queensland Accreditation / Authorisation: driver/rider trainer; pilot/escort vehicle driver; dangerous goods driver; tow truck driver/assistant; traffic controller; passenger transport driver (bus, taxi, limousine).</li> </ul>	Current or expired less than two years
<ul style="list-style-type: none"> <li>• DHA – ImmiCard; Temporary or Resident Visa; Document for travel to Australia. <b>Note:</b> Electronic Travel Authority (ETA) is not accepted.</li> </ul>	Valid up to five years after issue
<ul style="list-style-type: none"> <li>• Queensland Card 18+ (laminated).</li> </ul>	Issued after 01/01/1992
Category B documents – must be Australian issued documents	Status
<ul style="list-style-type: none"> <li>• Australian Defence Force photo identity card (excluding civilians)</li> <li>• Australian Firearm Licence (with photo)</li> <li>• Australian Security Guard/Crowd Controller Licence (with photo)</li> <li>• Department of Veterans' Affairs/Centrelink Pensioner Concession Card (including Healthcare card)</li> <li>• Education institution student identity document (must include photo and/or signature)</li> <li>• Financial institution debit/credit card (must include signature and embossed/printed name)</li> <li>• Medicare card; Department of Human Services BasicsCard</li> <li>• Interstate government-issued or government-approved photo identity card.</li> </ul>	Current

## Special arrangements

Special arrangements for EOI apply to the following groups:

- Aboriginal and Torres Strait Islanders
- Secondary school students
- Temporary overseas workers.

### Aboriginal and Torres Strait Islanders

The identity of the person may be verified by producing at least one Category A or Category B document and written statements from two authorised referees. Authorised referees for Aboriginal and Torres Strait Islanders include:

- Chairperson, secretary or CEO of an incorporated Indigenous organisation (including land councils, community councils, housing organisations etc.)
- Community development employment project coordinator
- School principal/counsellor
- Minister of religion
- Treating health professional or manager in Aboriginal medical services
- Centrelink staff, Centrelink agent or government employee of at least five years.

The authorised referee is to verify the person's identification by providing a written statement on organisational or company letterhead. The written statement must include:

- the person's full name, current address and date of birth
- evidence that the authorised referee has witnessed the person's signature
- the period of time the authorised referee has known the person and how they have known the person (e.g. professionally or personally)
- the authorised referee's signature and date.

### Secondary school students

The identity of the student may be verified by sighting one of the following original documents:

- Australian birth certificate issued by the Registry of Births, Deaths and Marriages
- Australian citizenship certificate

- International travel documents including a current passport or a passport that has expired but has not been cancelled within the preceding two years
- Australian learners permit or drivers licence (current).

and a written statement signed by one of the following school officials:

- principal or deputy principal
- head teacher or deputy head teacher
- secretary or deputy secretary
- chief administrator or deputy chief administrator.

The statement must be written on the school letterhead and include the student's full name and date of birth, and confirming the student attends the institution.

### OR

The identity of the student may be verified by producing at least one Category A or Category B document and sighting a student ID card issued by the school containing the school crest/seal or stamp. The student ID card must have the student's photo, name and date of birth.

### Temporary overseas workers

The identity of the person may be verified by producing:

- a current passport, and
- a current work visa.

and one of the following:

- overseas drivers' licence
- overseas financial institution card
- overseas birth certificate.

### Exceptions

In addition to these special arrangements, exceptions to the EOI requirements may apply in certain circumstances (e.g. incarcerated persons). Exception requests are dealt with on a case-by-case basis, and enquiries should be directed to [GCIT@olr.qld.gov.au](mailto:GCIT@olr.qld.gov.au).

