

Enrolment guideline

Authorised by Executive Director Workforce

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Standards for Registered Training Organisations 2015

Related policies/standards

- Standard 4 – Accurate and accessible information about an RTO, its services and performance is available to inform prospective and current learners and clients.
- Standard 5 – Each learner is properly informed and protected.

Responsible officer Manager, Learning & Development

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What is the purpose of this guideline?

This guideline is designed to assist you to make an informed decision about enrolling into a Cunningham Centre course.

What is our policy?

As a registered training organisation, the Cunningham Centre is committed to ensuring that you have the information necessary to make an informed decision prior to enrolling in an activity with us.

Who does it apply to?

Clients who are enrolling in Cunningham Centre courses, workshops and other activities.

What do I need to know?

The Cunningham Centre is an Enterprise Registered Training Organisation (ERTO) for Queensland Health offering a range of education and training activities primarily for the nursing, allied health and sterilisation services workforces. Our primary obligation is to Queensland Health employees, however we do offer some of our activities to a broader audience on a fee-for-service basis.

Workshops and other short course activities are generally offered under a **Direct Enrolment** pathway, which means you can enrol directly into the activity without having to apply. Our courses are generally offered under an **Application Only** pathway, because there are eligibility requirements that need to be met, or we need to manage demand for these courses. There is more information about enrolment pathways on page 3.

Please be aware that we are unable to grant a refund once the activity commences unless the reason for withdrawal is COVID-related.

- We can process a refund automatically if you contact your course facilitator to withdraw and request a refund **prior to** the activity commencement.
- If you are requesting a refund after commencement, you must submit your request in writing providing evidence which supports your request.

This applies to all Cunningham Centre activities (workshops and courses).

Activity Pages

The activity pages on our website are designed to provide you with the information that you will need to make an informed decision about enrolling in that particular activity. Please take the time to read all of the information regarding how much time you should commit to your study each week, as well as a summary of the learning and assessment activities.

Fees

- The fees applicable for a specific activity are detailed under **How much will it cost?** on the activity page.
- If fees apply to your activity, you will be issued an invoice. Details of how to pay by credit card or BPay will be on the invoice.

- We offer progressive payment plans on courses which cost over \$1500. Progressive payment plan information will be outlined on the activity page under **How much will it cost?** if they are available. Please note that additional administrative charges apply if you choose this option. If they are an option, you will be asked to nominate if you want to pay by progressive payment during the application process. Please decide before you apply, as changing your mind after an offer is made may mean that you may not be able to commence when you want to.
- If you are a Queensland Health employee and your workplace is paying, fees can be paid via journal transfer.
- If you would like your workplace to pay your fees, please talk to them prior to applying as you will be asked during the enrolment/application process. If you change your mind once an invoice is issued, it may mean that you can't start in the cohort you'd like to.
- Specific conditions relating to fees are outlined in the **Terms and Conditions** (see item 3).
- Please note that, because we are a not-for-profit agency, we are required to abide by a very strict refund policy to comply with accounting standards as outlined in our **Terms and conditions**.
- The **Fees and Payments** page on our website outlines additional fees that will apply (e.g. costs associated with the re-issue of an award, etc).

Other important information to read before you enrol/apply

There are documents on our website which you should read prior to enrolment.

All activities (courses, workshops, online short course activities)

- [Terms and conditions](#)
- [Privacy Statement](#)
- [Refund Guideline](#) only applicable if you are paying fees for the activity.

If you are enrolling into a course, you should also read the following documents which are available under the **Academic guidelines and forms** page.

- [Academic Progress Guideline](#)
- [Assessment Guideline](#)
- [Academic dishonesty and professional transgression guideline](#)
- [Results and Awards Guideline](#)

By enrolling in one of our activities or courses, you are agreeing to abide by the Terms and Conditions. The other documents explain

- how we expect you to engage with your study,
- how we manage any contingencies which may occur for example deferment, extensions and interruptions to study,
- associated academic and financial consequences,
- conditions for granting refunds.

Enrolment Pathways

- **Direct Enrolment**

Direct enrolment applies where you can enrol directly into the activity without having to undertake an application process. Specific conditions are outlined in the **Terms and Conditions** document (see item 2.2). You need to finalise payment prior to commencement so secure your place in the activity.

- **Application only**

This pathway is used for courses which have eligibility or pre-requisite requirements to gain entry, or we need to prioritise allocation of places for these programs. The activity page on our website will outline if there are pre-requisites for the course you wish to apply for. Specific conditions relating to Application Only pathway are outlined in the **Terms and Conditions** document (see item 2.3).

When submitting your application online, please be aware that you will be required to upload various pieces of documentary evidence as part of the process. It is important to gather that evidence and have it ready when you start the application process, as you are unable to save a partially completed application and resume later.

Your application will be assessed and you may be offered a place in a cohort. Your place in the cohort will not be secured until payment has been cleared.

Enrolment timeframes:

The following timeframes help us to make sure there is plenty of time to finalise payment before course commencement.

Milestone	Timeframe prior to activity commencement
Applications close	6 weeks
Offers released	5 weeks
Final date for acceptance of offer	3 weeks
Payment cut-off*	2 weeks

The Application/enrolment Process

You will find information on how to apply for, or enrol in, the activity you are interested in on the activity page on the Cunningham Centre website, under the heading **When can I do this training and how can I enrol/apply?**. This includes the links to online application/enrolment form for that activity. If, for some reason, you are unable to complete your application/enrolment online, please contact the team to discuss your options (contact details are available on the activity page).

If you are applying for a place in a course, you will be requested to upload documents (eg resume) as part of the application process. **To protect your data, you are not able to save an application and return to it later on.** To avoid frustration, please make sure you read through the information on the activity page and ensure that you have any documentation that needs to be uploaded ready when you start the application process. It is also important to note that a 10MB limit applies per file uploaded, and only the following file types can be used:

- Adobe PDF (.pdf)
- Adobe PostScript (.ps)
- Electronic Publication (.epub)
- Microsoft Word (.doc/ .docx)
- Microsoft PowerPoint (.ppt/.pps/.pptx)
- Microsoft Excel (.xls/.xlsx)
- OpenOffice Text Document (.odt, .sxd)
- OpenOffice Presentation Document (.odp, .sxi)
- OpenOffice Spreadsheet (.ods, .sxc)
- All OpenDocument formats
- Plain text (.txt)
- Rich text format (.rtf)
- Images (JPG,PNG,TIFF etc)
- Videos (AVI,MKV,MOV,MP4)
- Audio (MP3)
- Zip archives (.zip)
- Email (.eml, .msg)
- Open XML Paper Specification (.xps)

It's also important for you to be aware that you cannot commence any activity until payment has been finalised.

- If the payment is through an internal transfer through Queensland Health, you are eligible to commence the workshop or start your course on submission of a completed and signed Tier 1 payment form. However, please note that your certification will not be issued until the funds have been received by Darling Downs Health.
- If the payment is being paid by personal credit card or EFT, you will be issued an invoice and provided with payment details with your offer. You must arrange for the funds transfer or credit card payment and this payment must be cleared in our accounts in order for your fees to be deemed paid.
- The offer will be withdrawn if you do not respond by the final date of acceptance of offer, or payment has not been finalised by the payment cut-off date and we haven't been able to contact you to arrange a place in a future cohort to allow further time for payment. The invoice will be cancelled and your application will be archived. You will need to reapply if you wish to be considered for future cohorts.

If your workplace is paying for fees for multiple enrolments, we can arrange a quote to be sent for their authorisation so that they receive one invoice to cover all enrolments. Please contact the Course Facilitator to discuss this option.

Re-enrolling in a course

If you are re-enrolling into a course for whatever reason, contact the Course Facilitator to discuss your re-enrolment options. They will advise what information you need to submit in order for them to assess your prior learning and develop a training plan for you to complete the course. Enrolment fees will apply and will generally be determined on a case-by-case basis based on what activity needs to be undertaken to facilitate your re-entry and successful completion of the course.

You need to be aware that the following factors will impact on how much you need to do to complete the course on subsequent attempts:

- Assessment of prior learning relies on matching assessment components which have been previously completed. Where you have undertaken learning, but have not completed assessable components, it is unlikely to be recognised.
- Prior learning will be assessed against the current version of the course you are wishing to re-enrol into, and you will be enrolling into the current version of the course. Courses change over time for various reasons, and this may impact on what prior learning can be recognised.