

## Pre-Enrolment Assessment

Eligibility for entry into courses at the RTO requires demonstration, by prospective candidates, of their ability to understand study material and the potential ability to achieve the competencies stipulated in the training package. The RTO uses the candidate's responses to the following questions to assist with the eligibility assessment. Further information may be required by telephone interview, written or computer-based assessment or face-to-face interview.

The RTO is also obliged to assess whether the course for which candidates are applying to enter is suitable to satisfy the candidate's training needs and will assist them with their vocational objectives. Candidates should also declare any other learning needs they may have that will assist the RTO to provide the best possible training outcomes.

Please complete the following:

- I have successfully completed a qualification equivalent to Australian year 12 or a Certificate IV or higher-level OR
- I have not completed year 12 or a Certificate IV or higher-level qualification, but I am aged over 18 years and will
- Provide evidence of my age, and,
- Complete the following Language Literacy and Numeracy (LLN) test and any follow-up assessment required by the RTO

*Please sign the declaration at the end of this document. Information contained in this document must be your personal responses. You must neither solicit help nor accept assistance from another person.*

Name of Applicant:

Course Code & Name:

Question 1: How do you think this course will assist you to achieve your career goals?

Question 2: List some attributes that you would need to deliver good customer service in your industry or another industry of your choice?

Question 3: What steps would you take to deal with a customer complaint?

Question 4: What would you do if you noticed a workplace health and safety risk in your workplace?

Question 5: What are some important factors that contribute to the success of a business?

## Student Training Needs Survey

The RTO endeavours to meet the learning needs of individual learners. Particular needs might include physical requirements, learning styles, modes of delivery or volume of learning (such as; timeframes, amount of instruction, assessment attempts).

The following information will assist the RTO to provide the best learning environment that it can to satisfy your needs. Please feel welcome to discuss any issues with the School. **These questions are not part of the eligibility criteria.**

Do you have any special needs that may make it difficult for you to successfully complete this course?

- No
- Yes - Please provide details

What learning mode do you prefer? (tick all that you prefer)

- |                                     |                      |
|-------------------------------------|----------------------|
| • Practical/Hands-on Demonstrations | • Project based      |
| • Flexible or Self-Paced Delivery   | • On-line / Distance |
| • Theory / Classroom Based          | • Group Projects     |

What suggestions can you make to ensure your learning is effective? - such as; timetabling/schedules, evening/weekend classes, computer-based assessments, Recognition or Prior Learning (RPL)

Are there any aspects of a learning environment that makes you uncomfortable? such as; group work, presentations, practical demonstrations, tests/exams



**Computer Skills Checklist** *(please tick)*      *These questions are not part of the eligibility criteria.*

<b>My skill level at these Computer Operations is:</b>	<b>Competent</b>	<b>Need support</b>	<b>No Experience</b>
Start up and shut down a computer and related equipment			
Use a USB memory stick, CD memory disc			
Switch WiFi on and off			
<b>File and Folder Management</b>			
Create, delete, copy and rename files and folders			
Save documents in folders and open files from folders			
Word Processing (such as MS Word)			
Enter, edit text and use the following: clipboard, cut, copy, paste delete, insert			
Change font style, size, colour and change margins, line/paragraph spacing, use tabs			
Create and edit headers and Footers			
Insert page numbers, file name, date time, pictures, bullet & numbered lists			
Insert and edit tables			
Use clip art, shapes, text boxes			
<b>Internet</b>			
Enter and understand web addresses			
Search for and access resources and information through a search browser			
Download, store and print information from the Internet			
Reference material sourced from the Internet			
Understand the use of copyright material form electronic sources			
<b>Email</b>			
Create, write and send an email			
Use functions in emails; (copy, past, font size & style)			
Attach files, open attachments, store and print attachments			

Sort emails into folders

**Language Literacy and Numeracy (LLN) Evaluation**

The following exercises will assist trainers to identify any additional support you might require in the areas of Language, Literacy and Numeracy (LLN). The School may require you to undertake additional assessment if they feel that these exercises do not provide sufficient information to make a valuable assessment of your LLN competencies.

Question 1. Please answer the following:

<p>7+3-2+4 =          10 of 80=          How many boxes in a stack that is 4 wide and 5 high?          List the next 5 numbers in the sequence 5, 10, 15, 20, 25,          _____, _____, _____, _____, _____,</p>	<p>89+3=          25 of 100=          What is half of \$80.00=          Double 20=</p>
<p>Circle the correct work in each sentence:          That is (their / there / they're) car in the driveway.          John is not (aloud / allowed / loud) to go to the park.          Smoking is (band / banned / brand) in the workplace.</p>	<p>May I go (to / too)?          Jan (nose / knows) that he is wrong.          (There / Their / They're) going to be late          Peter has a (saw / sores / soar) leg.</p>

There are 18 errors in this paragraph. Please circle the errors.

Won day a large bare found a bury tree growing in the would. With its large pause, it pulled a bow of the tree write down too the ground. It eight all the fruit then went to the creak four a drink. Just then it herd a raw of a large bore searching for food. It was the same pig the bear had scene only for days ago looking threw the waist left by careless campers.

Read the following paragraph and then answer the questions.

George and Ann have 5 children - 3 sons and 2 daughters. George and Ann are taking their children on holiday to Queensland for 2 weeks. While in Queensland, the boys want to go to the theme parks and the girls want to go to the beach. They are going on holidays in April because it is off-peak season and the accommodation is cheaper. Accommodation is \$100 per night and they are staying 12 nights.

How many sons do George and Ann have?  
 What do the girls want to do while on holidays?  
 Why are they taking their holiday in April?  
 How much will accommodation cost for the whole holiday?

These are simple multiple-choice questions. The questions are not about what YQIJ. actually do but are designed to see if you understand meanings and grammar. Circle the one you think is the best answer.

How often do you play tennis?  
 a. On Tuesdays

- b. For two hours
- c. Almost every day
- d. With John

What kind of books do you like to read?

- a. Yes, I do
- b. I like spy books
- c. Books are good
- d. I do not like reading

Where do you usually eat lunch?

- a. Sandwich
- b. With Jane
- c. At 12:00
- d. In the cafeteria

What kind of work do you do?

- a. I work every day
- b. I'm a restaurant worker
- c. I worked for two hours
- d. I want to become a doctor

How long did you study last night?

- a. With Bob
- b. In my room
- c. English
- d. For three hours

How many hours do you watch TV?

- a. About two hours
- b. In my living room
- c. I watch the news
- d. On Tuesday





**RTO Declaration**

The RTO or its representative collects information on this form for the purpose of assessing prospective client eligibility for entering the prospective client's desired course and accessing any funding that may be available.

The RTO information requested is for the purpose of enrolment and is collected by fair and lawful means, the RTO is committed to ensuring the confidentiality and security of the information provided. This policy is issued in accordance with the Privacy Act (1988).

**Prospective Client Declaration**

I understand that the RTO may refuse, vary, reverse or terminate my enrolment on the basis of untrue, misleading or incomplete information. I declare that all information provided in this application is complete and correct. I understand that failure to provide correct information or documentation in relation to this application may result in cancellation of my enrolment.

Note: All applicants must be over 18 years. If the applicant is under 18 years but will turn 18 prior to the course start date, please discuss arrangements with the RTO.

Signature of Applicant:

Date:

**Office Use Only:**

Does the prospective learner require assistance with (if Yes, provide details below)?

- |                          |   |     |   |    |
|--------------------------|---|-----|---|----|
| Numeracy skills?         | • | Yes | • | No |
| Literacy skills?         | • | Yes | • | No |
| Language Skills?         | • | Yes | • | No |
| Physical needs           | • | Yes | • | No |
| Specific learning needs? | • | Yes | • | No |
| Other needs?             | • | Yes | • | No |

Details

The RTO Representative:

Name:

Signature:

Date: