

# Certificate IV in Customer Contact BSB40307 Enrolment Form



Please print clearly

## Personal Details

Have you previously studied with GOW?		Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Family Name					
Given Names					
Date of Birth		Age		Male	<input type="checkbox"/> Female <input type="checkbox"/>
Home Address					
City		Code		Country	
Mailing Address (if different)					
City		Code		Country	
Telephone (area code )			Mobile		
Email					
Nationality					
Are you a permanent resident of Australia?		Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Certified Proof of Identity <u>attached</u> Driver's Licence <input type="checkbox"/> Passport <input type="checkbox"/> Other _____					

## Parent/Guardian Details if student is under 18

Name					
Relationship to student					
Home Address					
City		Code		Country	
Mailing Address (if different)					
City		Code		Country	
Telephone (area code )			Mobile		
Business Phone (area code )			Fax (area code )		
Email					

## Declaration

- I have read, understood and agree to be bound by the Terms and Conditions as stated in this document.
- I hereby declare that the information supplied by me is true and correct.

Signed (Student)	<input type="text"/>
Signed (Parent/Legal Guardian if under 18)	<input type="text"/>
Date	<input type="text"/>

**Office Use Only**

Certified Proof of Identity has been attached


**Program Details – Certificate IV in Customer Contact BSB40307**

Phase A	BSBWOR401A	Establish effective workplace relationships	Phase B	BSBCUS401A	Coordinate implementation of customer service strategies
	BSBMGT401A	Show leadership in the workplace		BSBCUS402A	Address customer needs
	BSBMGT405A	Provide personal leadership		BSBCUS403A	Implement customer service standards
	BSBWOR501A	Manage personal work priorities and professional development		BSBMGT403A	Implement continuous improvement
	BSBOHS407A	Monitor a safe workplace		BSBFLM309C	Support continuous improvement systems and processes
	BSBLED401A	Develop teams and individuals		BSBCCO402A	Gather, collate and record information
	FNSICORG515A	Provide mentoring and coaching in the workplace			

**Delivery Mode & Duration**

- Correspondence - up to 2 years

**Payment Details - Please enrol me in:**

Phase A only	<input type="checkbox"/>	\$950
Phase B only	<input type="checkbox"/>	\$950
Paying by Cheque: Learning material will be sent to your mailing address once the cheque is cleared		
Paying by Credit Card: Type of card	Visa <input type="checkbox"/> Mastercard <input type="checkbox"/>	
Name on card	Expiry Date	/
Card No.		
Signature of cardholder 		

**Certified Proof of Identity of the Student**

You are required to provide a **certified copy** of **proof of identity**. Please note your qualification will be withheld until acceptable proof of identity has been supplied. Acceptable forms of proof of identity include:

- A certified copy of your passport
  - A certified copy of your original birth certificate
  - A certified copy of your driver's licence
  - A certified copy of a photo identity card for police or defence force personnel
  - A certified copy of a current Document of Identity issued by the Department of Foreign Affairs and Trade
  - A certified copy of a consular photo identity card issued by the Department of Foreign Affairs and Trade
- A **certified copy**, is a copy of an original document that has been certified as a true and correct copy by a person who is authorised to witness a statutory declaration. Persons who are authorised to witness statutory declarations (under the Commonwealth Statutory Declarations Act 1959) include:

- |                                 |                         |                       |
|---------------------------------|-------------------------|-----------------------|
| • Accountant                    | • Justice of the Peace  | • Pharmacists         |
| • Clerk of a Court              | • Legal Practitioner    | • Police Officer      |
| • Commissioner for Affidavits   | • Magistrate            | • Post Office Manager |
| • Commissioner for Declarations | • Medical Practitioners | • Teacher             |
| • Dentist                       | • Nurse                 | • Veterinary Surgeon  |

**Submitting Your Enrolment Form & Proof of Identity**

Mail to:	Gow Learning International 211/25 Berry Street North Sydney NSW 2060 Australia
Fax to:	61 – 2 – 8920 8177
Email to:	enrolments@gowlearning.com

## Terms & Conditions

1. A binding agreement shall arise between you and Gow Learning International Pty Ltd (ACN 075 850 770) ("GOW"), which shall be governed by the laws of New South Wales Australia, when you accept the Terms and Conditions by making your first payment towards your nominated course.
2. By accepting these Terms and Conditions, you agree to comply with the GOW policies and procedures as published on the GOW website or in the GOW Student Handbook.
3. By accepting these Terms and Conditions you are confirming that you fulfil all entry requirements for the Course in which you are enrolling.
4. Once you have enrolled in a GOW program for the first time, you will be emailed or mailed an [Enrolment Form](#) stating your enrolment date, your nominated program and other enrolment details. You agree to return to GOW the completed and signed Enrolment Form within two (2) weeks of your Enrolment Date, attaching a [certified copy of your proof of identity](#) (e.g. certified copy of your birth certificate or driver's licence). GOW will withhold your qualification until your completed Enrolment Form with attachments has been returned to GOW. If you are under 18 years of age, GOW will accept the Enrolment Form once signed by your parent or guardian. By signing this the Enrolment Form, your parent or guardian agrees to be bound by the terms contained herein.
5. By accepting these Terms and Conditions you agree to pay the course fee (plus GST if applicable) for the course you have selected under these Terms and Conditions. Upon receipt of the course fee, GOW agrees to: a) supply to you with materials listed by GOW for your course until you complete the course or you terminate your course; b) mark your assignments; and c) answer queries about your course. Upon receipt of payment, GOW will forward to you a Tax Invoice for course fees paid. GST is not payable for any GOW program leading to a formal Australian qualification at a Certificate, Diploma or Advanced Diploma level.
6. Current course fees are found on GOW's web site. Please note that student fees in the future may change without notice. If so, you will be required to pay the new student fee for any subsequent phase enrolments. You should refer to GOW's web site for updated fees for additional phases.
7. All enrolments must be completed either through the online enrolment process on GOW's website or by printing out the current enrolment form from GOW's website. The current enrolment form will indicate the current student fees for either full course enrolment or for individuals phases of a course. Once completed the student should send the current enrolment form to GOW with payment details. GOW will not accept non-current enrolment forms.
8. The course fee does not cover postage of your assignments to GOW. Depending on your particular course, you may need to provide your own equipment in addition to the course materials at your cost.
9. Subject to receipt of all completed assignments, receipt of proof of identity and the course fee being paid in full, GOW will issue you with appropriate certification for your course.
10. All assignments sent to GOW for marking will remain with GOW and will not be returned to you. You agree to keep a copy of all assignments sent to GOW for your own records. GOW does not take responsibility for any assignments, which may be lost in the mail when sent to GOW.
11. GOW retains copyright all the content of the course materials sent to you as part of the course. You may not reproduce any part of the course materials without the prior written consent of GOW.
12. The duration of your course is outlined on GOW's website. In the event you do not complete the course within the given timeframe, your enrolment will be immediately cancelled without refund. If you wish to continue with your course after the expiry date, an Administration fee of \$250 will be charged and a maximum extension of six (6) months will be granted. Applications for Extension are made via the [Change of Details Form](#). GOW retains the right to refuse an extension in its absolute discretion.
13. If you wish to terminate your studies before the completion of your course, you must notify GOW in writing via registered post ([Change of Details Form](#)).
14. Refunds for course fees paid will only be issued if the cancellation request in the [Change of Details Form](#) is received by GOW and if one or more of the following situations occur:
  - GOW cancels the nominated course or ceases to be registered either as an RTO or in the nominated course (the student fee will be refunded for any unassessed competencies as a proportion of the total fee less an Administration Fee of \$250);
  - You send a cancellation request to GOW by registered post [within five \(5\) days](#) of your Enrolment Date (the full course fee will be refunded less an Administration Fee of \$250);
  - GOW is of the opinion that you would be unreasonably disadvantaged if you were not granted a refund, for example, if you meet with a serious misadventure and you were unable to continue your enrolment. Other appropriate circumstances, such as extended hospitalisation or illness (four weeks minimum) supported by a medical certificate or pregnancy/childbirth (other than in cases of medical complication covered by the above). In this case a refund of the fee for the second semester may be given. Circumstances not usually regarded as grounds for a refund include job change, change in work hours or moving interstate or redundancy/retranchment (the course fee will be refunded for any unassessed competencies as a proportion of the total fee less an Administration Fee of \$250).
15. It is your responsibility to inform GOW in writing of any corrections or changes to your personal details including name, address and phone numbers by completing the [Change of Details Form](#).
16. GOW's Terms and Conditions are subject to change without notice. You should always check the GOW website for the current and official version of this document.

*Please ensure you attach your certified proof of identity to this enrolment form.  
Telephone 61-2-8920 8366*