



yes	no

SECTION B; PERSON INFORMATION

Have you previously enrolled at Lepae TVET College?

YES	NO

If yes, student number

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Address

Title

Names

Surname

ID document

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Gender

Male		Female	

Race

Race		African		white		coloured		India		others
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Highest Qualification attained

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Home language

Date of birth

Passport number if not SA citizen

Parent details

Parent name	Id no	Relationship	Contact no
work dress		Home address	
Parent comment		Parent acknowledgement of this application	

Section C: DECLARATION FOR FOREIGN STUDENT

Have you secured a study permit yet to study at lepae TVET college?

If you answered yes above, please furnish us with your permit no

Expiry Date of the study permit

Do you have any disabilities that may require any help

If yes, describe the nature of the disability:

Section D: YOUR CONTACT INFORMATION (only student's contact info.)

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Cell phone:

Tel (home):

Tel (work):

Physical address: Code:

E-mail address

Name of next kin to contact in case of emergencies:

Relationship to student:

May we send you important info by e-mail or SMS

May we share your contact details with recruiting agencies?

You will receive your statement via email

SECTION E: COURSE INFORMATION

Course enrolled for:.....

Course duration:... commence date.....

Qualification type:(tick relevant option)

Full qualification

short program.....

Skills program.....

National diploma:

Declaration of oath confirmation of having received complete information regarding the course enrolled /registered for by the learner

I(full name) of ID number:.....

I hereby declare that I have been explained to the details of the course that I have chosen to enrolled at lepae TVET college institute and full understand SAQA ID and the NQF Level of this course

SECTION F: RECORD OF LEARNER'S PREVIOUS ACADEMIC ACHIEVEMENTS		
subject's titles	grade SAQA I.D	FINAL GRADE

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Learner Entry/Admission and Induction Policy

All learners that apply for enrolment at LEPAE for learning will need to enrol so that we can provide their information to the QCTO or relevant bodies and eventually upload it onto the NLRD (National Learners Record Database). This will be for full qualifications, part qualifications or skills programmes.

Learner Entry/Admission and Induction Procedures

LEPAE will provide comprehensive information about LEPAE, its facilitators, the available education and training programmes and entry criteria to all Learners, both prior to entry and during induction.

LEPAE will guide learners before, during and after training by providing them with the support:

Before Training

Identify the needs of individual learners.

Facilitators (in partnership with learners) will gather information about Learner's strengths, difficulties, aspirations, and needs.

The institution has open days that allow possible learners to come in and enquire about the courses they want to register for.

Induction is given to learners before the commencement of the programme.

Career guidance is provided to learners.

During Training

Learners will be encouraged to form a Social Committee and partake in the various community upliftment projects.

Any learners that seem to be struggling with any of their assignments (theory or practical), may have a one to one with the Project Manager.

Support classes are provided to learners. Access to library and internet facilities as well as WIFI for research and completion of assignments.

After Training

We assist learners where possible to find work placements to complete their programme.

Unemployed learners will be advised on the various Learnerships.

Guidance will be given to Learners in making sense of the training and learning, career opportunities and personal development choices.

Learners will receive on-going support and assistance when integrating what they have learnt into their workplace.

We will assist learners where possible to find work placements to complete their programme.

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Learners will have the opportunity to clarify their requirements and relate them to the products and services offered.

Learners are provided with the full spectrum of training available, which include the module(s) involved, duration, contact learning, work-site learning, venue(s), resources, and costs.

Learners complete an Enrolment Form (Refer to Form 58 - Learner Registration/Enrolment Form).

Learners are provided with a code of conduct (Refer to Form 63 - Learner Code of Conduct Form).

Learners are provided with assessment procedures (Refer to Section 8.7.1 - Pre-Assessment Policy onwards).

Learners are provided with a Curriculum Strategy / Course Outline.

Information regarding access to learning programmes is availed to potential learners by means of the following forms:

Entry requirements.

Learning assumed to be in place.

Recognition of prior learning.

General induction to LEPAE , and induction to different parts of Learning Programmes, will be included to ensure Learners feel comfortable and confident with LEPAE , and fully understand and accept their responsibilities to LEPAE .

Learner Induction (Refer to Form 62 –Learner Induction Guide Sample Form)

Learners upon will be inducted by the necessary personnel, prior to commencing any studies. During this induction phase, learners will receive the following information to ensure that they are adequately equipped with all the relevant information that pertains to them being a part of the institution. This will include:

Introduction to LEPAE

Role players that you will be involved with

How you will receive your Occupational Qualification Certificate

Your Training Schedule

Documents required by the learner

What needs to happen back in the workplace

Disciplinary Code of Conduct, Guideline schedule for offences by employees/learners/contractors and suggested corrective action to be taken

What happens if I don't agree with the Facilitator, Assessor or Moderator?

What is the procedure to lodge my appeal?

Learners Notice of Appeal Form

What if I have a complaint against a facilitator, assessor, moderator, or another learner?

What are the procedures to follow if I have a complaint?

How you will be taught (methods and resources)

Why you will be asked to complete learner surveys and feedback forms

Declarations by Learner

Learner Entry/Admission and Induction Process Flow

Learner given the opportunity to clarify their requirements and relate them to the products and services offered.

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Learner completes an Enrolment Form (Form 58).

Learner is provided with a code of conduct.

Learner is provided with assessment procedures.

Learner is provided with a Curriculum Strategy / Course Outline.

Learner is Inducted.

1. Refund Policy

By having a clear refund policy and procedure in place, institutions can manage withdrawal requests efficiently, ensuring learners understand their rights and the steps involved in receiving refunds. This transparency helps build trust and maintains a positive relationship between learners and the institution.

1. Eligibility for Refund:

LEPAE requires those Learners who wish to have a refund to submit a signed letter requesting a refund and stating the reason(s) for the claim.

Requests are summarised in a withdrawal and refund record, which becomes part of the review process.

LEPAE will allow Learners enrolled for a course to withdraw from the course within reasonable time.

Cancellation fee: If the facilitation is cancelled the following cancellation fee will apply:

- Cancellation within one month of the agreed upon dates 25%.
- Cancellation within two weeks of the agreed upon dates 50%.
- Cancellation within one week of the agreed upon dates 100%.

2. Conditions for Refund:

- Refunds will only be processed if the learner submits a formal withdrawal request using the official withdrawal form.
- Refunds will be issued using the original payment method unless otherwise requested.
- Administrative fees may be deducted from the refund amount.

3. Special Circumstances:

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- **Medical Emergencies:** Learners who withdraw due to medical reasons must provide a medical certificate. A full or partial refund will be considered based on the timing of the withdrawal.
- **Personal Hardships:** Learners facing significant personal hardships can apply for a refund by providing supporting documentation. Each case will be reviewed individually.

4. Non-Refundable Fees:

- Application fees and registration fees are non-refundable.
- Costs for materials, uniforms, and other supplies are non-refundable once issued to the learner.

1. Submission of Withdrawal Request:

- **Step 1:** Learner completes the official withdrawal form, which is available on the institution's website or at the administration office.
- **Step 2:** Learner submits the completed form to the administration office or via the specified email address.
- **Step 3:** Learner provides any necessary supporting documentation, such as a medical certificate or proof of personal hardship.

7. Review and Approval:

- **Step 4:** The administration office reviews the withdrawal request and supporting documents.
- **Step 5:** The finance department calculates the eligible refund amount based on the refund policy.
- **Step 6:** The administration office informs the learner of the approval or denial of the refund request within 10 business days.

8. Processing the Refund:

- **Step 7:** If approved, the refund is processed by the finance department.
- **Step 8:** The refund is issued to the learner using the original payment method within 15 business days of approval. If the original payment method is not available, an alternative method will be arranged.

9. Notification:

- **Step 9:** The administration office sends a confirmation email to the learner, including details of the refund amount, method of refund, and the expected timeframe for receiving the refund.

Step 10: Learner receives the refund and final confirmation from the institution.

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