



# Enrolment Form

**First Response Australia Pty Ltd**

201 - 205 Bunda Street, Cairns, QLD 4870 Australia  
PO Box 81N, Cairns, QLD 4870 Australia

Phone: 61 7 4047 7700 Fax: 61 7 4041 5361

Email: [admin@FirstResponseAustralia.com.au](mailto:admin@FirstResponseAustralia.com.au)

Website: [www.FirstResponseAustralia.com.au](http://www.FirstResponseAustralia.com.au)

ABN: 79 066 469 163

Registered Training Organisation: 5919

Please complete page 1 & 2 and save to a file. Attach to email or print, fax or post.

30 January 15

Personal Details / Legal Name	
First Name:	
Family/Surname:	
Date of Birth :	
Gender:	Male      Female
Email Address:	
Phone (Home):	
Mobile:	
What is the address of your usual residence?	
Building / Property Name:	
Flat / Unit Details:	
Street or Lot No.:	
Street Name:	
Suburb, Locality or Town:	
State/Territory:	Postcode:
What is your postal address: <i>(if different from above)</i>	
Building / Property Name:	
Flat / Unit Details:	
Street or Lot No.:	
Street Name:	
Suburb, Locality or Town:	
State/Territory:	Postcode:
Disability / Impairment	
Do you consider yourself to have a disability, impairment or long term condition? Yes      No	
If 'yes' please indicate the area(s) of disability, impairment or long term condition. (you may indicate more than one area)	Hearing / Deaf      Physical Intellectual      Learning Mental Illness      Vision Acquired brain impairment Medical condition      Other
If 'other' is selected above, please specify:	
Language and Cultural Diversity	
In which country were you born?	Australia
Other - please specify:	
City / Town of Birth:	
Do you speak a language other than english at home?	
No, English only	
Yes, other - please specify:	
How well do you speak English?	
Very Well      Well      Not Well      Not At All	
Are you of Aboriginal or Torres Strait Islander origin?	
No      Yes, Aboriginal      Yes, Torres Strait Islander	
Courses may require a certain level of numeracy & literacy. Please enquire if you are unsure. Our courses are often tailored to suit clients, including cultural needs and other requirements. Please advise us if you would like assistance.	

Work / Employment Details	
Company:	
Occupation:	
Title:	
Email Address:	
Work Phone:	
Work Mobile:	
Work Fax:	
Employment Status:	Full Time      Part Time Self Employed - not employing others Employer Employed - unpaid work in a family business Unemployed - seeking full-time work Unemployed - seeking part-time work Not employed - not seeking employment
Schooling	
Highest school level completed:	Year 8 or below      Year 9 or equiv. Year 10 or equiv.      Year 11 or equiv. Year 12 or equiv.      Never attended school
In which year did you complete that school level?	
Are you still attending secondary school?	Yes      No
Previous qualifications achieved	
Have you SUCCESSFULLY completed any of the following qualifications?	
Bachelor degree or higher degree Advanced diploma or associate degree Diploma (or associate diploma) Certificate IV (or advanced certificate/technician) Certificate III (or trade certificate) Certificate II Certificate I Certificates other than the above	
Study reason	
Of the following categories, which BEST describes your main reason for undertaking this course/traineeship/apprenticeship? (Tick ONE box only)	
To get a job To develop my existing business To start my own business To try for a different career To get a better job or promotion It was a requirement of my job I wanted extra skills for my job To get into another course of study For personal interest or self-development Other reasons	
<b>Unique Student Identifier (USI)</b> <span style="float: right;">Click here to apply for USI</span>	
Mandatory for all VET training from 1st January 2015. If you do not have a USI please go to <a href="http://www.usi.gov.au">www.usi.gov.au</a> to apply. See P5 & 6 for further info. and instruction on how to apply.	
USI Number:	
USI Verified (FRA office staff to complete)	

Course Details		Please include known details Call 07 4047 7700 if not known		Date(s)	Price \$																				
Course Name and Code(s)																									
Optional Add on Courses																									
Optional Add on Courses																									
<i>See payment method below</i>				<b>TOTAL:</b>																					
Course Location:	FRA will contact you to confirm availability & dates.																								
RPL Application	Are you applying for Recognition of Prior Learning (RPL)? If 'yes' FRA will contact you in relation to an RPL application.      Yes      No																								
How did you hear about First Response Australia?	<table border="0"> <tr> <td>Workplace</td> <td>Repeat Custom</td> <td>Word of Mouth</td> <td>Shop Front</td> </tr> <tr> <td>FRA Vehicle</td> <td>TV</td> <td>Radio</td> <td>Sales Rep.</td> </tr> <tr> <td>FRA Website</td> <td>Local Search (Book)</td> <td>Local Search (Online)</td> <td>FRA E-Newsletter</td> </tr> <tr> <td>Sensis Yellow Pages (Book)</td> <td>Sensis Yellow Pages (Online)</td> <td></td> <td></td> </tr> <tr> <td>The Cairns Post</td> <td>Other</td> <td></td> <td></td> </tr> </table>					Workplace	Repeat Custom	Word of Mouth	Shop Front	FRA Vehicle	TV	Radio	Sales Rep.	FRA Website	Local Search (Book)	Local Search (Online)	FRA E-Newsletter	Sensis Yellow Pages (Book)	Sensis Yellow Pages (Online)			The Cairns Post	Other		
Workplace	Repeat Custom	Word of Mouth	Shop Front																						
FRA Vehicle	TV	Radio	Sales Rep.																						
FRA Website	Local Search (Book)	Local Search (Online)	FRA E-Newsletter																						
Sensis Yellow Pages (Book)	Sensis Yellow Pages (Online)																								
The Cairns Post	Other																								
<b>Payment Information</b>																									
For your enrolment to be accepted and to receive materials (if applicable), please include payment. Please select your method of payment by selecting the check/tick box and include details. <i>Refer to Refund Policy Page 4</i>																									
<b>Direct Deposit</b>																									
To ensure your enrolment is finalised quickly, please ensure you put your name and type of course/invoice no. (if available) in the Reference Field. It is recommended you include a copy of the deposit receipt with this enrolment form. Bank: <b>Suncorp</b> Name: <b>First Response Australia Pty Ltd</b> BSB: <b>484 799</b> Account No.: <b>001 430 061</b>																									
Date Deposited:																									
<b>Bank / Personal Cheque and Money Orders</b>																									
Please make payable to: First Response Australia Pty Ltd																									
<b>Company or Employer paying for course</b> (Account Customers Only)																									
Please ensure a Purchase Order for the full amount is returned with your enrolment. If you would like to apply for an account, please contact our Accounts Department on Tel: (07) 4047 7700 or email: admin2@firstresponseaustralia.com.au																									
<b>Credit Card</b> Note: A 2.5% + 10% GST surcharge applies on all credit card transactions																									
Name on Card:		Type of Card:	Visa    Mastercard    AMEX																						
Card Number:		Expiry Date:																							
CV Number (on back):		Signature:																							
<b>Credit Card Authorisation:</b> I authorise First Response Australia Pty Ltd to debit the full program/course fee from my credit card. I understand that under the National Vet Regulator, an RTO may only debit \$1,000 initially and further charges as per the Payment Schedule below. I further understand that if the third instalment is not received, the student may be asked to leave the course by FRA.																									
<b>Payment Schedule for Students Enrolled in Courses over \$1,500</b>																									
Registered Training Organisations (RTO's) are required to adhere to a strict regimen that specifies how they can collect student fees. These prescribed conditions determine the amounts and frequencies of payment.																									
The approved option FRA has agreed to undertake is:																									
Payment 1 - At time of Enrolment, payment of \$1,000 to be made to FRA																									
Payment 2 - At commencement of study (receipt of pre-course material) payment of \$1,500 to be made to FRA																									
Payment 3 - First day of face-to-face training, payment of remaining balance to be made to FRA																									
An FRA staff member will be in touch with you to confirm date payments are due. First Response Australia Pty Ltd endorses this fee payment system as it protects the student from the possible loss of fees and will encourage sound financial management from RTO's.																									

Enrolment Information (Please check/tick box on left, sign and date)					
	I would like to apply for enrolment with FRA and agree to abide by the rules and guidelines of First Response Australia Pty Ltd as outlined in 'Pre-Enrolment Information for Students' Handbook (a copy of this is available on our Website <a href="http://www.firstresponseaustralia.com.au">www.firstresponseaustralia.com.au</a> ) and I agree to maintain good and proper behaviour during my enrolment. I understand my enrolment can be suspended or cancelled should I breach the rules and guidelines, use inappropriate behaviour, or endanger myself or others.				
	I have read and understand FRA's 'Pre-Enrolment Information for Students' and / or 'Course Info / Induction Handbook' and understood the FRA Refund/Transfer policy.				
	I understand if payment is not received within (seven) 7 days of enrolling, my enrolment will be cancelled (unless prior arrangements have been made with FRA).				
	I further agree to give FRA seven (7) days notice if I do not intend to attend a course in which I enrolled and agree that should I fail to give such notice, then I am liable for the full course fees as the otherwise paying seat will now be vacant and deprived of the revenue it would provide.				
	<p><b>Unique Student Identifier (USI)</b>  <u>Only check this section if you are giving First Response Australia authorisation to apply for a USI on your behalf.</u></p> <p>I confirm I have attached a true copy of <u>one</u> of the below listed documents:</p> <ul style="list-style-type: none"> <li>Australian Driver's Licence</li> <li>Medicare Card</li> <li>Australian Passport</li> <li>Visa (with Non-Australian Passport) for international students</li> <li>Birth Certificate (Australian) please note a Birth Certificate extract is not sufficient</li> <li>Certificate of Registration by Descent</li> <li>Citizenship Certificate</li> <li>ImmiCard</li> </ul> <p>and have read and understand the below Privacy Notice and give First Response Australia authorisation to apply for a <b>USI (Unique Student Identifier)</b> on my behalf. Note: A Statement of Attainment or Certificate cannot be issued to a person without a USI after 1st January 2015. Further information on the USI and the 'Student Identifiers Registrar's Privacy Policy' can be found on <a href="http://www.usi.gov.au">www.usi.gov.au</a>. The 'Student Identifiers Registrar's Privacy Policy' contains information about how you may:</p> <ul style="list-style-type: none"> <li>• access and seek correction of the personal information held about you;</li> <li>• and complain about a breach of privacy and how such complaints will be dealt with.</li> </ul> <p><b>Privacy Notice:</b>  <i>You are advised that and agree that you understand and consent that the personal information you provide in connection with an application for a USI:</i></p> <ul style="list-style-type: none"> <li>• <i>is collected by the Student identifiers Registrar for the purposes of:</i> <ul style="list-style-type: none"> <li>○ <i>applying for, verifying and giving a USI;</i></li> <li>○ <i>resolving problems with a USI; and</i></li> <li>○ <i>creating authenticated vocational education and training (VET) transcripts;</i></li> </ul> </li> <li>• <i>may be disclosed to:</i> <ul style="list-style-type: none"> <li>○ <i>Commonwealth and State/Territory government departments and agencies and statutory bodies performing functions relating to VET for:</i> <ul style="list-style-type: none"> <li>▪ <i>the purposes of administering and auditing Vocational Education and Training (VET), VET providers and VET programs;</i></li> <li>▪ <i>education related policy and research purposes; and</i></li> <li>▪ <i>to assist in determining eligibility for training subsidies;</i></li> </ul> </li> <li>○ <i>VET Regulators to enable them to perform their VET regulatory functions;</i></li> <li>○ <i>VET Admission Bodies for the purpose of administering VET and VET programs;</i></li> <li>○ <i>current and former Registered Training Organisations to enable them to deliver VET courses to the individual, meet their reporting obligations under the VET standards and government contracts and assist in determining eligibility for training subsidies;</i></li> <li>○ <i>schools for the purposes of delivering VET courses to the individual and reporting on these courses;</i></li> <li>○ <i>the National Centre for Vocational Education Research for the purpose of creating authenticated VET transcripts, resolving problems with USIs and for the collection, preparation and auditing of national VET statistics;</i></li> <li>○ <i>researchers for education and training related research purposes;</i></li> <li>○ <i>any other person or agency that may be authorised or required by law to access the information;</i></li> <li>○ <i>any entity contractually engaged by the Student Identifiers Registrar to assist in the performance of his or her functions in the administration of the USI system; and</i></li> </ul> </li> <li>• <i>will not otherwise be disclosed without their consent unless authorised or required by or under law.</i></li> </ul>				
Name:		Signature:		Date:	
If you do not have an electronic signature, please type your name, the same as what would appear on your credit card.					

### **Refund Policy**

Please read carefully before sending payment.

First Response Australia's refund policy contains guidelines for guaranteeing the refund of fees to participants should First Response Australia cancel or discontinue a training program for any reason, or should a participant withdraw from the training program. The following is a summary of that policy:

Fees are payable before course commencement, with the exception of account customers.

- \* Cancellations and transfer of bookings will be accepted if advice is received no later than seven (7) working days prior to course commencement. A refund will then be issued by cheque less a 20% administration fee. The 20% administration fee is calculated from the standard course fee (RRP). No refund is given for transfers or cancellations received after this date.
- \* Transferred bookings will only be valid for 3 months, thereafter a new course and full fees will be required. The only exception, are persons enrolled in Certificate level courses where transfers remain valid for a period of 6 months. You may transfer up to two (2) occasions only (dependant upon receiving sufficient notice - as above). After this, the enrolment will be cancelled and fees forfeited.
- \* Clients may elect to send an alternative person at no extra charge as approved by First Response Australia.
- \* FRA may cancel or postpone courses with insufficient enrolment.
- \* Should FRA cancel any course all course fees will be refunded.

### **Further Information**

As part of our ongoing commitment of provide advice and support services we provide to all our clients the following:

- Client selection, enrolment and induction/orientation procedures;
- Course information including content and vocational outcomes;
- Fees and charges, including refund policy and exemptions (where applicable);
- Provision for language, literacy and numeracy assessment (as appropriate);
- Client support, including any external support the RTO has arranged for clients;
- Flexible learning and assessment procedures;
- Welfare and guidance services;
- Appeals, complaints and grievance procedures;
- Client role and responsibilities;
- Staff responsibilities for access and equity;
- Recognition of Prior Learning (RPL) arrangements;
- Credit transfer.

Further details of any of the above services may be obtained by:

- Visiting our website at [www.FirstResponseAustralia.com.au](http://www.FirstResponseAustralia.com.au);
- Reading our 'Pre Enrolment Information for Students' Handbook which can be viewed on our website;
- Reading our detailed flyers and newsletters; or
- Contacting our staff by either:
  - Telephone: (07) 4047 7700
  - Fax: (07) 4041 5361
  - Email: [admin@firstresponseaustralia.com.au](mailto:admin@firstresponseaustralia.com.au)



## Student Information for the Unique Student Identifier

### *USI...bringing your skills together*

From 1 January 2015 if you are undertaking nationally recognised training delivered by a registered training organisation you will need to have a Unique Student Identifier (USI). This includes studying at TAFE or with a private training organisation, completing an apprenticeship or skill set, certificate or diploma course.

A USI gives you access to your online USI account which is made up of ten numbers and letters. It will look something like this: 3AW88YH9U5.

A USI account will contain all your nationally recognised training records and results from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016.

When applying for a job or enrolling in further study, you will often need to provide your training records and results. One of the main benefits of the USI is that you will have easy access to your training records and results throughout your life.

You can access your USI account online from a computer, tablet or smart phone anywhere and anytime.

### **Do you need a USI?**

You will need a USI when you enrol or re-enrol in training from 1 January 2015 if you are a:

- student enrolling in nationally recognised training for the first time, for example if you are studying at TAFE or with a private training organisation, completing an apprenticeship or skill set, certificate or diploma course;
- school student completing nationally recognised training; or
- student continuing with nationally recognised training.

You are a continuing student if you are a student who has already started your course in a previous year (and not yet completed it) and will continue studying after 1 January 2015.

Once you create your USI you will need to give your USI to each training organisation you study with so your training outcomes can be linked and you will be able to:

- view and update your details in your USI account;
- give your training organisation permission to view and/or update your USI account;
- give your training organisation view access to your transcript;
- control access to your transcript; and
- view online and download your training records and results in the form of a transcript which will help you with job applications and enrolment in further training.

If you are an international, overseas or an offshore student please visit [usi.gov.au](http://usi.gov.au) for more information.



## How to get a USI

It is free and easy for you to create your own USI online.

While you may create your own USI, training organisations are also able to create a USI for you. Training organisations should do this as part of the enrolment process when you begin studying. Where this service is provided, training organisations will let you know.

### **Steps to create your USI**

The following steps show how you can create a USI:

**Step 1** Have at least one and preferably two forms of ID ready from the list below:

- Driver's Licence
- Medicare Card
- Australian Passport
- Visa (with Non-Australian Passport) for international students
- Birth Certificate (Australian)
- Certificate Of Registration By Descent
- Citizenship Certificate
- Immi Card

IMPORTANT: To make sure we keep all of your training records together, the USI will be linked to your name as it appears on the form of ID you used to create the USI. The personal details entered when you create a USI must match exactly with those on your form of ID.

For more information please visit: [usi.gov.au](http://usi.gov.au)

Or contact us at Email: [usi@industry.gov.au](mailto:usi@industry.gov.au)

Phone: Skilling Australia Information line – **13 38 73**

To view this document online please visit: [usi.gov.au](http://usi.gov.au)

If you do not have proof of ID from the list above, you can contact your training organisation about the other forms of ID they can accept to help you get a USI.

**Step 2** Have your personal contact details ready (e.g. email address, or mobile number, or address).

**Step 3** Visit the USI website at: [usi.gov.au](http://usi.gov.au).

**Step 4** Select the 'Create a USI' link and follow the steps.

**Step 5** Agree to the Terms and Conditions.

**Step 6** Follow the instructions to create a USI – it should only take a few minutes. Upon completion, the USI will be displayed on the screen. It will also be sent to your preferred method of contact.

**Step 7** You should then write down the USI and keep it somewhere handy and safe.