



Enrolment Form

First Response Australia Pty Ltd

201 - 205 Bunda Street, Cairns, QLD 4870 Australia

PO Box 81, Cairns North, QLD 4870 Australia

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

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Website: www.FirstResponseAustralia.com.au

ABN: 79 066 469 163


Registered Training Organisation: 5919

Please complete page 1 - 3 and save to a file. Attach to email or print, fax or post.

25 October 17

Personal Details / Legal Name	
First Name:	
Family/Surname:	
Date of Birth:	
Gender:	Male <input type="checkbox"/> Female <input type="checkbox"/> Other <input type="checkbox"/>
Email Address 1:	
Email Address 2:	
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:	
Postal Delivery: eg. PO Box	
Suburb, Locality or Town:	
State/Territory:	Postcode:
Disability / Impairment	
Do you consider yourself to have a disability, impairment or long term condition? Yes <input type="checkbox"/> No <input type="checkbox"/>	
If 'yes' please indicate the area(s) of disability, impairment or long term condition. (you may indicate more than one area)	Hearing / Deaf Intellectual Mental Illness Acquired brain impairment Medical condition Physical Learning Vision Other
If 'other' is selected above, please specify:	
Language and Cultural Diversity	
In which country were you born?	Australia <input type="checkbox"/>
Other - please specify:	
City / Town of Birth:	
Do you speak a language other than english at home?	
<input type="checkbox"/> No, English only	
<input type="checkbox"/> Yes, other - please specify:	
Are you of Aboriginal or Torres Strait Islander origin?	
No <input type="checkbox"/> Yes, Aboriginal <input type="checkbox"/> Yes, Torres Strait Islander <input type="checkbox"/>	
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 <input type="checkbox"/> Part Time <input type="checkbox"/> Self Employed - not employing others <input type="checkbox"/> Self employed - employing others <input type="checkbox"/> Employed - unpaid work in a family business <input type="checkbox"/> Unemployed - seeking full-time work <input type="checkbox"/> Unemployed - seeking part-time work <input type="checkbox"/> Not employed - not seeking employment <input type="checkbox"/>
Schooling	
Highest school level completed:	Year 8 or below Year 10 or equiv. Year 12 or equiv. Year 9 or equiv. Year 11 or equiv. Never attended school
Are you still attending secondary or senior secondary education?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Previous qualifications achieved	
Have you SUCCESSFULLY completed any of the following qualifications?	
Bachelor degree or higher degree <input type="checkbox"/>	
Advanced diploma or associate degree <input type="checkbox"/>	
Diploma (or associate diploma) <input type="checkbox"/>	
Certificate IV (or advanced certificate/technician) <input type="checkbox"/>	
Certificate III (or trade certificate) <input type="checkbox"/>	
Certificate II <input type="checkbox"/>	
Certificate I <input type="checkbox"/>	
Other education (including certificates or overseas qualifications not listed above) <input type="checkbox"/>	
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 <input type="checkbox"/>	
To develop my existing business <input type="checkbox"/>	
To start my own business <input type="checkbox"/>	
To try for a different career <input type="checkbox"/>	
To get a better job or promotion <input type="checkbox"/>	
It was a requirement of my job <input type="checkbox"/>	
I wanted extra skills for my job <input type="checkbox"/>	
To get into another course of study <input type="checkbox"/>	
For personal interest or self-development <input type="checkbox"/>	
Other reasons <input type="checkbox"/>	
Unique Student Identifier (USI)	
From 1 January 2015, we First Reponse Australia can be prevented from issuing you with a nationally recognised VET qualification or statement of attainment when you complete your course if you do not have a USI. If you have not yet obtained a USI you can apply for it directly at http://www.usi.gov.au/create-your-usi/ on computer or mobile device. Please note that if you would like to specify your gender as 'other' you will need to contact the USI office for assistance.	
USI Number:	

Course Details		Please include known details Call 07 4047 7700 if not known		Date(s)	Price \$
Course Name and Code(s)					
		Please insert type of course, date and price you wish to enrol in (above). This information can be found in the Course Schedule on FRA Website (Courses Tab / Course Timetables)			
Optional Add on Courses					
Optional Add on Courses					
<i>See payment method below</i>				TOTAL:	
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 <input type="checkbox"/>	No <input type="checkbox"/>	
Payment Information					
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>					
<input type="checkbox"/>	Direct Deposit 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: Suncorp Name: First Response Australia Pty Ltd BSB: 484 799 Account No.: 001 430 061 Date Deposited:				
<input type="checkbox"/>	Bank / Personal Cheque and Money Orders Please make payable to: First Response Australia Pty Ltd				
<input type="checkbox"/>	Company or Employer paying for course (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				
<input type="checkbox"/>	Credit Card Note: A 1% + 10% GST surcharge applies on all credit card transactions				
	Name on Card:	Type of Card:	<input type="checkbox"/> Visa <input type="checkbox"/> Mastercard <input type="checkbox"/> AMEX		
	Card Number:	Expiry Date:			
	CV Number (on back):	Signature:			
	Credit Card Authorisation: 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 \$1,500 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.				
Payment Schedule for Students Enrolled in Courses over \$1,500					
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. An example of the approved option FRA has agreed to undertake is: Payment 1 - At time of Enrolment Payment 2 – Approx 6 weeks after pre-course has been received and pre course study commenced Payment 3 – Approx. 2 weeks after payment 2 Payment 4 - Balance payable Friday (week before the face to face component commences) 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)				
<input type="checkbox"/>	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 www.firstresponseaustralia.com.au) 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.			
<input type="checkbox"/>	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.			
<input type="checkbox"/>	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).			
<input type="checkbox"/>	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.			
<input type="checkbox"/>	<p>I declare that the information I have provided to the best of my knowledge is true and correct. I understand that my RTO, First Response Australia is required to submit data sourced from this enrolment form to the National Centre for Vocational Education Research Ltd (NCVER) as a regulatory reporting requirement. The information contained on my enrolment form may be used by my RTO or the following third parties for administrative, regulatory and/or research purposes:</p> <ul style="list-style-type: none"> • School – If I am a secondary student undertaking VET including a school-based apprenticeship or traineeship. • Employer – If I am enrolled in training paid by my employer. • Government departments and authorised agencies. • NCVER. • Organisations conducting student surveys. • Researchers. <p>You may receive an NCVER student survey which may be administered by an NCVER employee, agent or third party contractor. Please note you may opt out of the survey at the time of being contacted.</p> <p>NCVER will use, secure, disclose, and retain your data in accordance with the VET Data Protocol and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).</p>			
How did you hear about First Response Australia?	Workplace <input type="checkbox"/> Repeat Custom <input type="checkbox"/> Word of Mouth <input type="checkbox"/> Shop Front <input type="checkbox"/> FRA Vehicle <input type="checkbox"/> TV <input type="checkbox"/> Radio <input type="checkbox"/> Sales Rep. <input type="checkbox"/> FRA E-Newsletter <input type="checkbox"/> FRA Website <input type="checkbox"/> Local Search (Book) <input type="checkbox"/> Local Search (Online) <input type="checkbox"/> Sensis Yellow Pages (Book) <input type="checkbox"/> Sensis Yellow Pages (Online) <input type="checkbox"/> The Cairns Post <input type="checkbox"/> Other <input type="checkbox"/> <i>Please comment:</i>			
Name:	Student Signature:		Date:	
Parental / guardian consent is required for all students under the age of 18				
Name:	Parent / Guardian 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;
- 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