

## ENROLMENT FORM

### Personal Details

**Title:**  Mr.  Mrs  Ms Last Name: \_\_\_\_\_ Other Names: \_\_\_\_\_

Address: \_\_\_\_\_ Suburb: \_\_\_\_\_

State: \_\_\_\_\_ Postcode: \_\_\_\_\_

Date of Birth: \_\_\_\_\_ Country and Town of Birth: \_\_\_\_\_

**Gender:**  Male  Female  Not Specified  Other: \_\_\_\_\_

Phone (Home): \_\_\_\_\_ Mobile: \_\_\_\_\_ Email: \_\_\_\_\_

**Emergency Contact:** Full Name: \_\_\_\_\_  
Relationship: \_\_\_\_\_ Phone/Mobile: \_\_\_\_\_

I have attached a copy of my Driver's License, Passport or Identity to this form:  Yes  No

Do you have a permanent or significant disability that will require additional support?  Yes  No

If yes, please explain: \_\_\_\_\_

### Employment Details

**Employment Status** (Please tick the box that best describes your current situation):

<input type="checkbox"/> Full-time employee	<input type="checkbox"/> Part-time employee	<input type="checkbox"/> Casual Employee
<input type="checkbox"/> Employer	<input type="checkbox"/> Not employed – seeking full-time employment	<input type="checkbox"/> Not employed – not seeking employment
<input type="checkbox"/> Self-Employed	<input type="checkbox"/> Not employed – seeking part-time employment	<input type="checkbox"/> Employed - Unpaid Worker In a family
<input type="checkbox"/> Other: _____		

I am currently employed by: (Name of company) \_\_\_\_\_

Will your employer be paying for you training?  Yes  No

*(If yes, your employer will need to fill out an Employer Funded Training Form – which can be obtained from the FB Learning website or FB Learning office)*

### Course Information

Course Name: \_\_\_\_\_ Course Code: \_\_\_\_\_

Learning Method:  Online

Do you wish to apply for RPL and/or Credit Transfer for any of the units listed as part of this course?

RPL/RCC:  Yes  No Credit Transfer:  Yes  No

*(Please refer to the Student Handbook on the FB Learning website for an explanation of RPL and/or Credit Transfer)*

### Additional Information Requirements

Please tick all of the following that apply to you.

<p><b>Residency Status</b></p> <p><input type="checkbox"/> an Australian Citizen <input type="checkbox"/> a New Zealand citizen</p> <p><input type="checkbox"/> a permanent resident</p>	<p><b>What is the main language you speak at home?</b></p> <p><input type="radio"/> English</p> <p><input type="radio"/> Other (please specify) _____</p>
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## Additional Information Requirements (Contd...)

Please tick all of the following that apply to you.

### How well do you speak English?

Very well  Not well  Well  Not at all

### I have already achieved the following (if any)

Certificate I  Certificate II  Certificate III  
 Certificate IV  Diploma  Bachelor Degree or Higher Degree

### Do you have a Unique Student Identifier (USI)?

Yes  No If YES please provide it here:  
 \_\_\_\_\_  
 \_\_\_\_\_

### What is your highest completed school level?

Still attending  Year 9 (or lower)  Year 10

Year 11  Year 12 What year did you complete? \_\_\_\_\_

### Which of the following best describes your reasons for undertaking study?

To get a better job or promotion  Career  
 To get into another course  To get a job  
 It was a requirement of my job  To develop my skills  
 For personal interest / self - development  
 To get skills for community/voluntary work  
 To start my own business

**Please Note:** A USI is required by all students who participate in nationally recognized training. You will need to visit [www.usi.gov.au](http://www.usi.gov.au) and create a USI yourself. We will require you to provide us with this number before you can commence your training.

### Identification

A copy of your photographic ID MUST be provided to FB Learning. The ID provided must match the details on your USI account 24. Please select which form of photographic ID you have provided to FB Learning Training:

Drivers Licence  Passport  Certificate of Identity  Other, specify: \_\_\_\_\_

**I agree to adhere to all Terms and Conditions and to follow all processes contained in the FB Learning Student Handbook during my enrolment with FB Learning**

Student  
Signature

Date \_\_\_\_\_

## Payment Details

I require an invoice before supplying payment:  Yes  No (if no select a payment method below)

**Select one of the following as your method of payment:**

My Employer will provide payment details  I have paid by direct deposit and emailed the transaction receipt  
 I have completed my credit card details below  Payment Plan (information will be supplied)

### Credit Card Details Visa Mastercard

Name: \_\_\_\_\_

Card Number: \_\_\_\_\_ CVC: \_\_\_\_\_

Expiry Date: \_\_\_\_\_ Amount: \_\_\_\_\_

Cardholder  
Signature

Date \_\_\_\_\_

### Direct Deposit Details

**Newcastle Permanent**

BSB: 650-000 A/C #: 536549608

A/C Name: **Flexible Business Learning Pty Ltd**

Please provide the "Reference" details for the transaction below:  
 \_\_\_\_\_  
 \_\_\_\_\_

### Check Option

Payment Plan (information will be supplied)

A tax invoice will be sent to you confirming your payment.

Please forward this enrolment form, a copy of your driver's licence and/or passport as proof of ID, and a copy of the direct deposit transaction (if applicable) to the address or email above.

## TERMS AND CONDITIONS

### Payments and refunds

All payments are provided in the course outline for each course, which can be requested from FB Learning Administration: [admin@fblearning.edu.au](mailto:admin@fblearning.edu.au).

FB Learning will ensure that all information regarding the payment of fees including course fees, administration fees, material fees and any other charges or potential charges will be made available to the student prior to enrolment. This information is available at enrolment in this Policy and in the

- FB Learning Student Handbook that students can access:
- On the FB Learning website
- Via email in PDF form when requested through the Administration Officer or Training Manager
- In hardcopy at the FB Learning office.

When collecting student fees in advance FB Learning will ensure that all payments collected before training and/or assessment commences do not exceed a total of \$1500. Where the total fees for the course exceed \$1500, a payment schedule will be established, and the payment of installments will be communicated to the student at enrolment. Payments are required on the installment due dates. At no time will the payments requested from the student in advance of the service being provided exceed \$1500.

Where the full fee for the course (including administrative and materials charges) does not exceed \$1500, the full payment must be made before enrolment is confirmed. Administration Fees applied to refunds are 25% of Full Course payment and capped at \$250.

Payments can be made to FB Learning via the following methods:

- Direct debit to the details provided on the invoice
- Credit Card. Credit Card Payments are subject to a 2.2% surcharge.
- Payment Plan
- Cash Payments at FB Learning office.

Payment Plan is via a Third Party Agreement through Partial.ly. A non-refundable \$100 Administration Fee applies. Full Terms & Conditions available on [www.fblearning.edu.au](http://www.fblearning.edu.au).

A student's enrolment in a course with FB Learning will not be guaranteed until the initial fee payment is received. Certificates will not be issued until payment has been made in full.

If, due to unforeseen circumstances, and through no fault of the student, FB Learning is unable to complete the training and assessment agreed to at enrolment, FB Learning staff (in consultation with the student) will organize for an external provider to complete the student's training and assessment on the company's behalf. If alternate arrangements cannot be made to the satisfaction of the student, the student will be provided with a Statement of Attainment for all units received by FB Learning and a refund of any fees for units not yet provided.

Students enrolled in classroom based delivered programs will receive a full refund (including administration fee) in any of the following circumstances:

- The course is cancelled before it commences
- The course is rescheduled to a time and location that is unsuitable for the student before it commences

Partial refunds of course fees may be available in the following situations:

- If a student who has commenced training must withdraw for personal reasons beyond their control and can verify this in writing. For example:
  - Significant Illness (verified by a medical certificate)
- If a student's enrolment in a course has been confirmed but the course has not commenced, and they wish to withdraw from the course for personal reasons
- Refunds shall not be issued in the following circumstances:
  - The student changes their mind

**Refunds shall not be issued in the following circumstances:**

- The student has a minor illness
- The student has submitted units for marking
- The student finds the course too difficult
- The student no longer requires the course
- The student changes their mind
- The student has a minor illness

- The student has submitted units for marking
- The student finds the course too difficult
- The student no longer requires the course
- The student's employment status changes
- See a full list in our Payment & Refund Policy

All refunds are granted at the discretion of the Director. Refund amounts may vary due to the different administrative and resource costs associated with each course.

See our full Payment & Refund Policy: [www.fblearning.edu.au/policies](http://www.fblearning.edu.au/policies).

### Work Health & Safety

FB Learning is committed to providing a safe and healthy environment for all clients, employees and visitors. Drugs and alcohol will not be permitted, and students who attend class where the Learning Coach believes they may be under the influence of drugs and/or alcohol, will be asked to leave.

A course participant must accept responsibility for his/her own personal safety and ensure that he/she does not do anything that would put themselves, other participants, or the Learning Coach at risk of harm

### Privacy

Information submitted on this enrolment form may be used by FB Learning or other authorised organisations for the purposes of general student administration, communication, state and national reporting, program monitoring and evaluation. The information may be disclosed to the National Centre for Vocational Education and Research (NCVER) and/or an agency authorised to undertake surveys under RTO registration requirements. Information provided will be held securely and disposed of securely when no longer needed. You may access your personal information at any time by contact the FB Learning office. For more information please refer to the Privacy Policy and Records Management Procedure in your Student Handbook.

### Access and Equity

FB Learning is dedicated to ensuring that every student has the opportunity to successfully complete training and will endeavor to accommodate the needs of all students. We are committed to providing a quality service to all participants and, where necessary, will provide additional assistance that is reasonably within the company's power to allow students to achieve their desired learning outcomes.

### Complaints and Grievances

FB Learning treats all complaints and/or grievances seriously and will process all reported incidents within strict timeframes and with respect and confidentiality. For information on how to report a complaint or grievance see the process outlined in the FB Learning Student Handbook.

### RPL and RCC

FB Learning will recognise all qualifications and Statements of Attainment issued under the Australian Qualifications Framework and the VET Quality Framework. Direct credit will be awarded for all units that directly align with units from the course the student has enrolled in.

For more information on RPL and RCC see the information provided in the FB Learning Student Handbook.

See our full WHS Policy: [www.fblearning.edu.au/policies](http://www.fblearning.edu.au/policies).

### STUDENT DECLARATION

By signing enrolment form, the student is agreeing to adhere to all the terms and conditions outlined above and the processes contained within the Student Handbook. They are acknowledging that they have read and understand the Student Handbook and accept all relevant course fees and potential additional charges outlined in the FB Learning Fees and Charges. I understand that during my enrolment my employer may be contacted to discuss training and/or assessment progress.

Signed

\_\_\_\_\_ Date