

# Training Enrolment Form

Course Details						Dates	
Participant Details ( Please Print )							
Mr/Mrs/Ms/Miss		Surname		Given Names			
DOB		Gender		M <input type="checkbox"/> F <input type="checkbox"/>		How did you hear about us?	
Residential Address				Postal Address ( <input type="checkbox"/> Same as Residential )			
.....				.....			
Postcode				Postcode			
Phone (H)		Fax (H)		Mobile			
Email				Subscribe to our email update service?		Y <input type="checkbox"/> N <input type="checkbox"/>	
In Case of Emergency Contact				Phone			
Language, Literacy & Numeracy Support							
Please indicate if you may require support in the following areas							
<input type="checkbox"/> Reading		<input type="checkbox"/> Writing		<input type="checkbox"/> Numbers		<input type="checkbox"/> Communication	
I hereby declare that the information contained in this document is true and correct and to abide by the terms and conditions of Queensland Training Services Pty Ltd.							
Participant Signature				Date			
Employer (If no employer please enter "As Above")							
Employer Name				ABN			
Street Address				Postal Address ( <input type="checkbox"/> Same as Street Address )			
.....				.....			
Postcode				Postcode			
Contact Person							
Phone		Fax		Mobile			
Email				Subscribe to our email update service?		Y <input type="checkbox"/> N <input type="checkbox"/>	
Authorisation and Payment (if applicable)							
Managing / Authorising Person's Signature							
Name (Please Print)		Contact Number					
Total Amount Payable		\$					
<input type="checkbox"/> Attached find Cheque		<input type="checkbox"/> Attached find Purchase Order No					
<input type="checkbox"/> Direct Deposit BSB: 014681 Account: 4997 38126 Queensland Training Services Pty Ltd							
<input type="checkbox"/> Please charge the above amount to my credit card with the following details.				Card Type		VISA <input type="checkbox"/> MasterCard <input type="checkbox"/>	
Cardholder's Name		Card Number					
Cardholder's Address		Expiry Date					
.....		Transaction Authority Expiry Date					
Postcode		Cardholders Signature					

As a Registered Training Organisation, Queensland Training Services Pty Ltd (QTS) has agreed to operate within the Principles and Standards of the Australian Quality Training Framework. The following information summarises our commitment and detailed policies are available from our office or from our trainers and personnel.

## LEGISLATIVE REQUIREMENTS

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QTS will meet all legislative requirements of State, Federal and Local Government.

## HEALTH AND SAFETY POLICY

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QTS recognises that safety is an essential part of all its activities and aims to safeguard, so far as is reasonably practicable, the health, safety and welfare at work of all its staff, participants and visitors.

## RECOGNITION OF QUALIFICATIONS ISSUED BY OTHER RTOS

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QTS recognises AQF qualifications and statements of attainment issued by other registered training organisations throughout Australia. This is based on provision of an official transcript. The study must be equivalent to the outcomes of the courses requested. For credit transfer of units/modules completed at another organisation, please contact us.

## ACCESS AND EQUITY

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QTS and its staff shall ensure that you have an opportunity to undertake training that is not restricted on the grounds of nationality, place of birth, language, age, sex or educational background.

QTS will ensure that eligible trainee / participants have the opportunity to successfully gain skills, knowledge and experience through education and training.

## ASSESSMENT PROCEDURES

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This procedure outlines the review process in assessment procedures for client evaluation, delivery and assessment of training.

The assessment of a client's skill is to be carried out fairly, consistently and constructively.

The objective of training delivery is to provide each student with an outcome suitable to his or her chosen career path. Upon completion each student will have a wide base of transferable skills, relevant to this path and consistent with the training and assessment objectives. Students who meet the competency standards will gain nationally recognised qualifications.

QTS commits to delivering a socially responsible assessment system that is fair and equitable for all clients. Fairness includes being culturally responsible, which means the assessment system needs to be flexible.

## RECOGNITION OF PRIOR LEARNING (RPL)

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Students who consider that they already possess the competencies obtained through previous formal or informal training, work experience and or life experience in any unit of competency delivered will be granted credit on substantiation of their competence. To apply for RPL you will need to contact QTS for information on the process and the evidence required. For credit transfer of units/modules completed at another organisation, please contact us.

## LITERACY AND NUMERACY ASSISTANCE

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QTS ensures provision of literacy and numeracy support services to students who require individual and personal assistance. This will provide the basis for students to gain the necessary skills to further their chosen career.

## COMPLAINTS AND APPEAL

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QTS commits to a fair and equitable process for dealing with student complaints, grievance and/or appeals. In the event that any complaint cannot be resolved internally (either informally or formally), QTS will arrange for an external review and if this is unsuccessful advise the student of the appropriate legal body where they can seek further assistance. This procedure provides an efficient process, allowing for both informal and formal resolutions of conflict. For further assistance contact QTS.

## CLIENT SERVICES AND SUPPORT

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We have sound management practices to ensure effective client service. In particular we have client service standards to ensure timely issue of student assessment results and qualification. These will be appropriate to competence achieved in accordance with national guidelines.

Our quality focus includes Recognition of Prior Learning, a fair and equitable Refund Policy, and a Grievance and Appeal procedure. Where necessary, arrangements will be made for those clients requiring literacy and/or numeracy support programs. We will take every opportunity to ensure that this information is disseminated, understood and valued by personnel and clients. Our student induction will ensure course content and assessment procedures are explained and that vocational outcomes are outlined.

## MISCONDUCT / DISCIPLINE

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Any person who displays dysfunctional or disruptive behaviour may be asked to leave the session and/or course. Any person who is asked to leave a session or course has the right of appeal through our appeals process.

## REFUND POLICY

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- Registration may be cancelled up to five working days prior to commencement of course with students either transferring to another course or receiving a full refund.
- Registration cancelled less than five working days but before 3 days prior to commencement of a course will incur a 25% cancellation / transfer fee.
- If no cancellation notice is received, or cancellation is made with less than 3 days notice, no refund will be issued.
- Another student may be substituted at any time prior to course commencement date should the nominated person be unable to attend. Notification of such changes is imperative.
- QTS reserves the right to cancel or postpone a course to an alternative date. All registered participants affected by such changes will receive a full refund or be offered the opportunity to transfer to the next available course program.
- No refunds will be made after the commencement of the course unless the participant can provide a medical certificate or show extreme personal hardship. In this case, fees may be refunded on a pro-rata basis at the discretion of the Operations Manager.