

**Important Information – Please read and ensure you understand the following**

**PRIOR TO ENROLMENT**

First Choice Training is required to provide all students prior to enrolment information on the following:

**TRAINING**

Auswright Training Pty Ltd T/A First Choice Training is a Registered Training Organisation operating under the Australian Quality Training Framework (RTO No. 31707). All course information is available at our website [www.firstchoicetraining.com.au](http://www.firstchoicetraining.com.au) or you can contact administration on 1300 800 390.

**ASSESSMENT**

Assessments for qualifications are competency based, meaning you are assessed against the unit requirements. You have 3 attempts to demonstrate competency, otherwise you will need to re-enrol in the unit and pay additional fees. If you successfully complete all units within a course you will be awarded a Qualification. If you successfully complete 1 or more units within a course you will be awarded a Statement of Attainment.

**SUPPORT SERVICES**

First Choice Training will take every possible action to ensure we support you throughout your training and assessment process. If at any point throughout your course you require any assistance or support please discuss these needs with First Choice Training staff and we will do our best to help.

**LANGUAGE LITERACY AND NUMERACY (LLN)**

To meet language, literacy and numeracy requirements you must be able to read, write and interpret workplace documents. If you require LLN assistance you may contact Queensland Council for Adult Literacy.

**YOUR RIGHTS**

As part of your training and assessment, you have various rights. First Choice Training would like to ensure your time spent with us is both beneficial and enjoyable. If at any point you feel unfairly treated please notify administration immediately either face to face, via phone or in writing. Appeals on any decision made by First Choice Training may be lodged to the Director and must be done so in writing.

**PRIVACY POLICY**

In compliance with the Privacy Act 1988, the information requested on this enrolment form will only be used for the process of enrolment and maintaining the student records. All information will be kept confidential and access to this information is only available to you, the Principal and the trainer. If you want to view your files at any time, lodge the request with administration.

**RULES AND REGULATIONS**

1. To complete your enrolled course students must be able to demonstrate to the Trainer and Assessor through attendance and assessment, that academic and professional skills have been obtained to a satisfactory and competent level.
2. No food is to be taken into classrooms, and smoking is not permitted in the organisation's premises.
3. Students must promptly notify First Choice Training of any change of name, address and contact details.
4. Mobile phones must be switched on silent during class.
5. First Choice Training may terminate a student's enrolment at the Director's discretion for:
  - Non or late payment of fees
  - Failure to uphold or maintain any of First Choice Training's Policies and Procedures
  - Serious misconduct or breach of legislation

**REFUND POLICY**

When a course is cancelled by First Choice Training, full course fees will be refunded within 28 days of scheduled course commencement.

**Qualification courses (accredited):** If you withdraw from a course due to illness or misadventure up to 7 days before a course commences, a refund will be issued. Such refunds incur a \$200.00 cancellation fee and will be processed within 28 days of cancellation. Refunds are not given if you withdraw within 7 days of course commencement.

**Short courses (accredited and non-accredited):** If you withdraw from a course due to illness or misadventure up to 2 days before a course commences, a refund will be issued. Such refunds incur a \$20.00 cancellation fee and will be processed within 28 days of cancellation. Refunds are not given if you withdraw within 2 days of course commencement.

**Distance and online courses:** no refunds are given once you enrol and have made a payment.

**DEFERRAL**

If you wish to apply for a deferral you must do so in writing to the Director. A deferral of any course will only be considered under exceptional circumstances.