

## PUBLIC COURSE BOOKING FORM

Please complete all the details below in full and return via email to [training@fwsr.com.au](mailto:training@fwsr.com.au).  
If you require any assistance completing this form, please contact us on 1300 886 208

### COURSE DETAILS

FWSR Course Code  
& Name:

Unit/s of  
Competency

Training Date:

Start Time:

Duration:

Course Location:

LAVERTON NORTH

SHEPPARTON

MILDURA

BENDIGO

### BILLING DETAILS *(Please add details of who will be responsible for invoice payment eg. Company or student details)*

Company Name:

ABN:

Contact Person:

Role:

Phone:

Email:

Postal Address:

Suburb / City:

State:

Post Code:

### ACCOUNT DETAILS

Contact Person:

Email:

All public courses **MUST be paid IN FULL** prior to the course commencement.  
Account customers must provide a purchase order **PRIOR** to the course commencement.

Payment Type:

PURCHASE ORDER

CREDIT CARD

INVOICE / EFT

Total Amount: \$

Purchase Order:

If paying by credit card, please complete the below:

MASTERCARD

VISA

Card Number:

 /  /  / 

Name on Card:

Expiry:

 / 

CCV:

### ADDITIONAL COMMENTS

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### STUDENT DETAILS

Students should acquire a Unique Student Identifier (USI) prior to commencing the training by registering at the USI website [www.usi.gov.au](http://www.usi.gov.au) and then provide it to us before the commencement of training. With the introduction and mandatory requirement of the USI, **NO** Statement of Attainment for nationally accredited training will be issued without a USI.

STUDENT FULL NAME <i>(MUST be as per identification)</i>	DATE OF BIRTH <i>(DD / MM / YYYY)</i>	USI NUMBER <i>(MUST Consist of 10 digits)</i>	STUDENT EMAIL ADDRESS <i>(Please list for student portal access)</i>
01	/ /		
02	/ /		
03	/ /		
04	/ /		
05	/ /		
06	/ /		
07	/ /		
08	/ /		
09	/ /		
10	/ /		
11	/ /		
12	/ /		

### SPECIAL REQUIREMENTS

Do any of the above students require extra support (i.e. support for literacy, disability or medical condition). If yes, please specify which students or contact our office on 1300 886 208.

## TERMS & CONDITIONS | TRAINING DIVISION

### DEFINITIONS

<b>Employer:</b>	The person/people to whom we liaise with to coordinate monies, bookings and training.
<b>Student:</b>	The Individual, Student/Learner/Participant or Employee to which we deliver the training to.
<b>Client:</b>	The person/people to whom we liaise with to coordinate monies, bookings and training that is not an employer and may be the student.
<b>Charge:</b>	Percentage of Course Fees.

- 1) All copyright in any training manuals, diagrams, plans, reports, log sheets, maintenance and certification program or other documentation (the Documents) provided to the Client by FWSR Group remains the sole property of FWSR Group and the Client will not reproduce the Documents or make them directly or indirectly available to any person without FWSR Group's written consent.
- 2) The Client warrants the accuracy, completeness and reliability of any documents or other information provided to FWSR Group or located at the Client's premises relation to the services (the Information).
- 3) The Client acknowledges that FWSR Group will rely on the Information for the provision of its Services.
- 4) FWSR Group will not be liable for any damage, injury or loss resulting from:
  - i) Any errors or omissions in the Information; or
  - ii) It's reliance on the information.

FEES, REFUNDS & CANCELLATIONS												
Collection of Course Fees	Responsibility	Frequency										
FWSR Group may invoice all training bookings 14 business days prior to the course date. The invoice is sent through to the customer representative that organised the training or the accounts contact nominated by the customer representative on the course booking form. Payment for public course fee is required prior to the commencement of training, with the exception of account customers who provide a purchase order number. All other monies owing after the commencement of the training will be arranged to be paid with the Employer/Client upon training completion.	Training Coordinator	Upon Request from Employer / Client										
FWSR Group will not issue any Statement of Attainment or Statement of Attendance prior to the full payment of any fees and charges applicable to that training session. The company may at its discretion vary this condition.	Training Coordinator	Upon Request from Employer / Client										
Cancellations / Rescheduling / Non-Attendance of Training by Employer / Client	Responsibility	Frequency										
Upon notification of cancellation/reschedule/non-attendance from Employer/Client, FWSR Group will notify of any charge to be applied according to the following schedule:	Training Coordinator	Upon Request from Employer / Client										
<table border="1" style="width: 100%;"> <thead> <tr> <th>Cancellation Period</th> <th>Charge</th> </tr> </thead> <tbody> <tr> <td>More than 5 business days prior to course</td> <td>Nil</td> </tr> <tr> <td>Between 2-5 business days prior to course</td> <td>25%</td> </tr> <tr> <td>Under 2 business days prior to course</td> <td>100%</td> </tr> <tr> <td>All non or part attendances</td> <td>100%</td> </tr> </tbody> </table>			Cancellation Period	Charge	More than 5 business days prior to course	Nil	Between 2-5 business days prior to course	25%	Under 2 business days prior to course	100%	All non or part attendances	100%
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More than 5 business days prior to course			Nil									
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Under 2 business days prior to course	100%											
All non or part attendances	100%											
Upon request to reschedule after employer/client cancellation FWSR Group will notify of any cancellation charge to be applied before new training booking charges are applied. Should the employer/client not wish to reschedule and request a refund, the refund process will apply.	Training Coordinator	Upon Request from Employer / Client										
Cancellations / Rescheduling of Training by RTO	Responsibility	Frequency										
Upon confirmation that FWSR Group cannot meet their obligations to the Employer/Client in relation to the delivery of training, FWSR Group will communicate with the Employer/Client to arrange an alternate time to deliver the training that both parties agree to. Should the employer/client not wish to reschedule and request a refund, the refund process will apply.	Training Coordinator Training Manager	Upon Request from RTO										
Refunding of Employer / Client Fees	Responsibility	Frequency										
Upon confirmation with the Employer/Client that they would like a refund FWSR Group will arrange a refund of monies paid less all outstanding monies owed. Any variation to the cancellation charge and all refunds must be approved by the Training Manager.	Training Coordinator Training Manager	Upon Request from Employer / Client										

For access to our cooling-off period information please read our Fees, Refunds and Cancellations Procedure, located on our website.

## CONSENT & ACKNOWLEDGEMENT

- I acknowledge that I have read, understood and accept the fees associated with commencing and withdrawing from this course, as outlined in the Fees, Refunds and Cancellation Policy and Procedure.
- I have read all the terms and conditions listed above and below. I fully understand each and every item and I agree to all terms and conditions of this booking.

By submitting / returning this form, I request FWSR Group (RTO 45221) to release the course students Statement of Attainment and/or Certificate on behalf of them to myself for collection (student authorisation required prior to issuing to employer contact).

Signed:

Dated:

To return the completed Public Course Booking form to FWSR Group, please email to [training@fwsrgroup.com.au](mailto:training@fwsrgroup.com.au).

**NOTE: Your booking is not secure until this form has been completed and returned in full and the FWSR Group confirmation of your training session has been emailed to the contact person listed for this session.**

For further information, please contact us on 1300 886 208.

FireWatch Safety Results Group Pty Ltd

RTO ID: 45221 | REC: 24757 | ABN:97 162 393 035

33 Florence St, Shepparton VIC 3630

3A/142A Eleventh Street, Mildura VIC 3500

1/163 Melbourne Road, Wodonga VIC 3690

Unit 2/41-55 Leakes Rd, Laverton North VIC 3026

19-21 McDowalls Road, East Bendigo VIC 3550

Phone: 1300 886 208

Email: [training@fwsrgroup.com.au](mailto:training@fwsrgroup.com.au)

[www.fwsrgroup.com.au](http://www.fwsrgroup.com.au)