



**INTERCEPT GROUP PTY LTD**  
 Telephone: 1300 302 444  
 Email: [admin@intercepttraining.com.au](mailto:admin@intercepttraining.com.au)  
 Website [www.intercepttraining.com.au](http://www.intercepttraining.com.au)  
 RTO ID: 90719 M/L: 407237392

## ENROLMENT FORM RSA - PROVIDE RESPONSIBLE SERVICE OF ALCOHOL

UNIQUE STUDENT IDENTIFIER – please write clearly in BLOCK LETTERS									
<p><b><u>FORGOTTEN USI</u></b> – Please sign here if you have forgotten your USI and Intercept will locate it on your behalf: _____</p> <p><b><u>IF YOU DON'T HAVE OR UNSURE IF YOU HAVE A USI</u></b> – Please ask your trainer to provide you with a form to be completed, allowing Intercept to search your USI or to create one on your behalf. Please note if Intercept is creating it on your behalf we will require an acceptable form of ID.</p>									
PERSONAL DETAILS									
FIRST NAME:					SURNAME:				
No / STREET:									
SUBURB:							POST CODE:		
PHONE:					DATE OF BIRTH:     /     /				
EMAIL ADDRESS:							(✓) <input type="checkbox"/> MALE <input type="checkbox"/> FEMALE <input type="checkbox"/> OTHER		
COURSE									
<input type="checkbox"/> <b>RSA – PROVIDE RESPONSIBLE SERVICE OF ALCOHOL – SITHFAB002</b>								<b>\$140</b>	
Payments can be made through the online booking portal, purchase order, direct transfer, credit card over the phone and credit card or cash in one of our training centres.									
TRAINING LOCATION - Please tick (✓) your choice									
<input type="checkbox"/> <b>TUGGERAH</b> 1 <sup>st</sup> Floor, 86 Pacific Hwy, Tuggerah NSW 2259 TEL: 1300 302 444					<input type="checkbox"/> <b>NEWCASTLE</b> Level 1, 239 Denison St, Broadmeadow NSW 2292 TEL: 4965 3464				
TRAINING COURSE DATE: _____									
PROOF OF IDENTIFICATION – Please provide at least one form of ID (✓)									
<input type="checkbox"/> Drivers Licence			<input type="checkbox"/> Passport				<input type="checkbox"/> Photo Card		

### APPLICANT'S DECLARATION OF UNDERSTANDING

- I understand if I have any special requirements, I will need to contact the Intercept Training Office and discuss prior to my course commencing.
- I have read, understood and agree to Intercept Group Pty Ltd Terms and Conditions on the reverse of this form
- I understand and agree that by signing this document that I am liable for all Course Fees.
- I understand that I can access the Intercept Group Student Handbook via [www.intercepttraining.com](http://www.intercepttraining.com)

Signature : \_\_\_\_\_ Date : \_\_\_\_\_

## TERMS & CONDITIONS OF ENROLMENT

### Privacy

INTERCEPT GROUP PTY LTD collects and stores clients' personal details for training purposes only. We utilise this information to record your progress. Where State or Commonwealth funding supports training we are obliged to submit your personal and progress details for research, statistical analysis, program evaluation, post completion survey and internal management purposes. We DO NOT share, rent, or sell personal information you provide us. The confidentiality of the information we collect from you is protected under the NSW Privacy ACT. If we are required to disclose information about any of our clients to a third party we will acquire written consent from the client first (ie editorial; photos for advertising purposes, etc)

### Legislative and Regulatory Requirements

When undertaking work experience, the student acknowledges that they must observe the employers Work, Health & Safety (WHS) Policies and all workplace practices, as instructed by the employer, including Equal Rights, Equal Opportunity and the Anti-Discrimination Acts.

The student acknowledges that they must observe The RTO's policies and procedures, according to State and Federal Government legislative and regulatory requirements, as set out in the Student Handbook.

### Enrolment & Selection

1. The student is responsible for notifying the RTO if they have a medical condition or disability or require assistance in undertaking a learning activity or assessment.
2. A deposit must accompany enrolment to secure a placement.
3. It is the student's responsibility to note the date, time and location of the course as advertised.
4. Courses may be cancelled, every effort will be made to contact students, please ensure your contact details are correct.
5. Requests from the student to transfer or credit their course placement due to changed personal circumstances will be considered and every effort will be made to ensure a placement into an alternative course.
6. If you are unable to complete your course, due to changed personal circumstances, the RTO will make every effort to ensure you are placed into an alternative pre-scheduled course.
7. Students can only join after course commencement date if they meet all Pre-requisites. Full course fees are still payable for late enrolments.
8. The RTO reserves the right to decline admission to a course, terminate a student's enrolment or change a course or tutor at any time without notice.
9. Students participate in courses involving physical activity; field trips, practical demonstrations etc. and do so at their own risk. The RTO's students are covered by public liability insurance whilst working within the classroom.
10. Students undertaking Individual Support or Security must refer to the course information for pre-requests in regards to pre-work checks.

### Training Guarantee

INTERCEPT GROUP PTY LTD will guarantee to complete all training and/ or assessment once the student has commenced study in their chosen qualification or course of study, unless the student submits a formal Letter of Withdrawal notifying the RTO that they wish to withdraw. If a student voluntarily withdraws, this guarantee is valid for a maximum of six months from initial course commencement date.

### Course Fees, Payments and Refunds

1. Please refer to the course information for details on all fees, including course fees; administration fees; materials fees and any other charges.
2. A non-refundable deposit must be paid, prior to course commencement, to confirm a place into a course.
3. Certificates and Statements of Attainment are issued to students who are assessed as competent in the units completed. The cost of the certificates is included in the course fees.
4. Deposits are non-refundable (deposits are outlined in the course information) but can be transferred to another course or student.
5. Refunds may be made in the following circumstances:
  - a. Participants have overpaid.
  - b. Participants enrolled in training that has been cancelled by the RTO
  - c. Participant advises the RTO prior to course commencement that they are withdrawing from the course
  - d. If the participant withdraws from a course or program due to illness or extreme hardship as determined by the RTO

6. An administration fee will be charged to any student who withdraws from a course in excess of 3 working days prior to course commencement.
7. No refunds will be issued once the course has commenced

8. Students are responsible for the safe storage of their Certificates and Statements of Attainment. If a student requires a reissue of their Certificate or Statement of Attainment, an administration fee of \$50 will be charged.

### Course Fees paid in Advance

INTERCEPT GROUP PTY LTD requires a minimum deposit, which will not exceed \$1500 per individual student, prior to course commencement. If the full course fees are below \$1500, the full fees may be required prior to course commencement. Please refer to the attached fee schedule.

Following course commencement for Individual Support, full fees will be required to be paid by Week 5 (Prior to Work Placement)

### Complaints and grievances

INTERCEPT GROUP PTY LTD recognises that differences and grievances can arise from time to time. The quick settlement of these matters is in the best interest of all parties concerned and the following steps are implemented to ensure this happens.

1. Inform the RTO if you are dissatisfied or have any concerns about our products, services, processes or policies.
2. Inform the RTO if you think you have been treated unfairly or unjustly. The RTO will discuss the matter with you and try to resolve the problem
3. If you are not satisfied with the resolution we will refer the matter to an independent mediator.
4. If all parties cannot reach a satisfactory solution you have the right to seek representation and appeal under the relevant State or Federal Law.

### Work Health & Safety

INTERCEPT GROUP PTY LTD is committed to providing and maintaining a safe and healthy environment for the benefit of all clients, visitors and employees. The RTO monitors and maintains the appropriate Work Health and Safety levels and obligations under the Federal and State rules and regulations of the NSW Work Health and Safety Act 2011.

In consideration of all the RTO clients and students it is important that adherence to all legislative acts and regulations are observed while undertaking training. If students have any concerns or notice a condition or practice that seems unsafe, it is important it is brought to the attention of the RTO management.

### Access and Equity

INTERCEPT GROUP PTY LTD is committed to access and equity principles and processes in the delivery of its services and working environment in accordance with the Equal Opportunity Act 1984, Racial Discrimination Act 1975, NSW Anti-Discrimination Act 1977, Sex Discrimination Act 1984, Australian Human Rights Commission Act 1986 and Disability Discrimination Act 1992.

In the event of a situation that is considered by clients to be in violation of INTERCEPT GROUP PTY LTD Access & Equity Policy, students and clients are required to report the situation to management.

### Harassment, victimisation and bullying

INTERCEPT GROUP PTY LTD does not tolerate any harassment, victimisation, bullying or any such conduct that has the purpose or effect of interfering with an individual's work performance or creating an intimidating, hostile, or an offensive learning environment. This includes harassment, victimisation, bullying because of sex, race, national origin, religion, disability, sexual preference or age.

Harassment is unlawful under Commonwealth and State legislation and all harassment, bullying and victimisation are contrary to the duty of care to provide a safe environment for work and learning.

In the event of a situation that is considered by clients to be in violation of the RTO harassment, victimisation and bullying policy, report the situation to management.

### Recognition of Prior Learning (RPL) or Credit Transfer (CT)

INTERCEPT GROUP PTY LTD recognises the Australian Qualifications Framework (AQF) and Vocational Education and Training (VET) qualifications and VET statements of attainment issued by any other Registered Training Organisation.

RPL/CT is available for all subjects and units of competency on the RTO scope of registration. Qualifications and/or Statement's of Attainments will be verified with the issuing RTO.

## IMPORTANT INFORMATION

I have read and understand the terms and conditions of my enrolment, as stated above. I acknowledge and agree with the terms and conditions with specific reference to INTERCEPT GROUP PTY LTD's enrolment and selection, course fees, payments and refunds, course requirements, privacy, complaints and grievances, work health and safety, access and equity, harassment and bullying policies and procedures as outlined in the Student Handbook located on our website [www.intercepttraining.com.au](http://www.intercepttraining.com.au)

**SIGNATURE:** \_\_\_\_\_

**DATE:** \_\_\_\_/\_\_\_\_/\_\_\_\_

## STANDARD ENROLMENT QUESTIONS

Postal Address: \_\_\_\_\_

### Privacy Notice

Under the Data Provision Requirements 2012, Intercept Group Pty Ltd is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this enrolment form), may be used or disclosed by [insert RTO name] for statistical, administrative, regulatory and research purposes. Intercept Group Pty Ltd may disclose your personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorised agencies; and
- NCVER.

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

- populating authenticated VET transcripts;
- facilitating statistics and research relating to education, including surveys and data linkage;
- pre-populating RTO student enrolment forms;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including program administration, regulation, monitoring and evaluation.

You may receive a student survey which may be administered by a government department or NCVER employee, agent or third party contractor or other authorised agencies. Please note you may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at [www.ncver.edu.au](http://www.ncver.edu.au)).

### 1. Of the following categories, which BEST describes your current employment status? (Tick ONE box only)

- 01 Full-time employee
- 02 Part-time employee
- 03 Self-employed – not employing others
- 04 Employer
- 05 Employer – unpaid worker in a family business
- 06 Unemployed – seeking full-time work
- 07 Unemployed – seeking part-time work
- 08 Not employed – not seeking employment

### 2. In which country were you born?

- Australia
- Other – Please specify \_\_\_\_\_

### 3. In which town/city were you born?

\_\_\_\_\_

### 4. What is your Nationality?

- Australian Citizen
- Other – Please specify \_\_\_\_\_

### 5. Are you of Aboriginal or Torres Strait Islander origin?

- No
- Yes, Aboriginal
- Yes, Torres Strait Islander

### 6. Do you speak a language other than English at home?

- No, English only       Yes, other – please specify \_\_\_\_\_

### 7. How well do you speak English

- 1 Very well
- 2 Well
- 3 Not well
- 4 Not well at all

**8. Are you still attending secondary school?**

- Yes  No

**9. What is your highest COMPLETED school level? (Tick ONE box only)**

- 12 Year 12 or equivalent  
 11 Year 11 or equivalent  
 10 Year 10 or equivalent  
 09 Year 9 or equivalent  
 08 Year 8 or below  
 07 Never attended school

**10. In which year did you complete that school level?**

\_\_\_\_\_

**11. Do you consider yourself to have a disability, impairment or long-term condition?**

- Yes  No – go to question 13

**12. If yes, please indicate the areas of disability, impairment or long term condition (tick all that apply)**

- 11 Hearing/Deaf  
 12 Physical  
 13 Intellectual  
 14 Learning  
 15 Mental Illness  
 16 Acquired Brain Impairment  
 17 Vision  
 18 Medical Condition  
 19 Other

**13. Have you SUCCESSFULLY completed a qualification?**

- Yes  No – go to question 15

**14. If yes, please tick all that apply**

- 008 Bachelor Degree or Higher Degree  
 410 Advanced Diploma or Associate Degree  
 420 Diploma (or Associate Diploma)  
 511 Certificate IV (or Advanced Certificate/Technician)  
 514 Certificate III (or Trade Certificate)  
 521 Certificate II  
 524 Certificate I  
 990 Certificates other than the above

**15. Of the following categories, which BEST describes your main reason for undertaking this course/traineeship/apprenticeship? (tick ONE box only) (OFFICE ONLY – JR COURSE ENROLMENT DETAIL SCREEN)**

- |   |   |
|---|---|
| <input type="checkbox"/> To get a job                     | <input type="checkbox"/> It was a requirement for my job            |
| <input type="checkbox"/> To develop my existing business  | <input type="checkbox"/> I wanted extra skills for my job           |
| <input type="checkbox"/> To start my own business         | <input type="checkbox"/> To get into another course of study        |
| <input type="checkbox"/> To try for a different career    | <input type="checkbox"/> For personal interest or self-development  |
| <input type="checkbox"/> To get a better job or promotion | <input type="checkbox"/> To get skills for community/voluntary work |
|   | <input type="checkbox"/> Other reasons                              |