

# BOOKING PAYMENT FORM



RTO# 45189 | ABN 22 616 843 620  
 PO BOX 184, Lawnton, QLD 4501  
 P 1300 699 150  
 E [info@fmstraining.com.au](mailto:info@fmstraining.com.au)  
 W [www.fmstraining.com.au](http://www.fmstraining.com.au)

If you are completing this form electronically press Tab on your keyboard to go to the next cell. The cell will automatically expand to accommodate your text. If you are writing, please write clearly in BLOCK letters.

## PARTICIPANT DETAILS (\*All highlighted fields in yellow are mandatory. We cannot accept your booking or enrolment without a correct USI. Please visit [www.usi.gov.au](http://www.usi.gov.au) to create a new or verify a forgotten USI.)

First Name*		Surname*	
Date of Birth* <small>dd/mm/yyyy</small>		Unique Student Identifier (USI)*	
<b>Contact Details</b>			
Street Address*			
Suburb*		State*	Post Code*
Home Phone		Mobile*	
Email*			
Prior Experience?*	<input type="checkbox"/> Beginner	<input type="checkbox"/> Some Experience	<input type="checkbox"/> Driving for years

## COURSE DETAILS

Course (Please tick the box to select the course.)

Course Dates	Training: ___ / ___ / ___ <input type="checkbox"/> Day <input type="checkbox"/> Night <input type="checkbox"/> Weekend	Assessment: ___ / ___ / ___	Course Location	<input type="checkbox"/> FMS Lawnton <input type="checkbox"/> FMS Sunshine Coast <input type="checkbox"/> Onsite
<input type="checkbox"/> Forklift Course (LF)	<input type="checkbox"/> Order Picker Course (LO)	<input type="checkbox"/> Working at Heights Course		
<input type="checkbox"/> Confined Spaces Course	<input type="checkbox"/> EWP Course	<input type="checkbox"/> Other:		

## Additional Assessments

<input type="checkbox"/> Assessment Resit – {\$150}
<input type="checkbox"/> Oral Theory Assessment (1-1 with assessor) {\$200 must book at time of registration}

## ORGANISATION DETAILS

Please complete if applicable for company invoicing.

Organisation Name		Contact Name	
Street Address			
Suburb		State	Post Code
Phone		Email	

## PAYMENT METHODS

Please check [www.fmstraining.com.au](http://www.fmstraining.com.au) for updated course prices or call 1300 699 150

<input type="checkbox"/> Cash	Exact amount to be paid at the office, Unit 1, 42 Paisley Dr., Lawnton prior to the course.*^		
<input type="checkbox"/> Purchase Order/Invoice	An invoice with your company's purchase order number will be sent to the email address indicated in the 'organisation details' section of this form. A booking will not be confirmed until this booking payment form has been received by our team via email, <a href="mailto:info@fmstraining.com.au">info@fmstraining.com.au</a> .^		
<input type="checkbox"/> Direct Deposit (EFT)	Please put your name or organisation's name in the description, and email us the bank transaction receipt so we can confirm your booking asap, <a href="mailto:info@fmstraining.com.au">info@fmstraining.com.au</a> .*^ Account Name: FMS Training BSB: 064 405   Account number: 1035 9514 Bank: Commonwealth Bank Reference: Please put your first initial and last name or company name		
<input type="checkbox"/> Credit Card	Cardholders Name		
	Card Number		Expiry Date
	Type of Card	<input type="checkbox"/> Visa <input type="checkbox"/> Mastercard	Verification Number <small>(last 3 digits on the back of the card)</small>
<b>Total Course Fee</b>	<b>\$</b>		

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## TERMS AND CONDITIONS

### Students must:

- Be at least 18 years of age at the time of assessment
- Provide [Unique Student Identifier \(USI\)](#), and proof of identification i.e. Driver Licence, Passport or Birth Certificate
- Be able to understand, read and write in English (WH&S Requirement)
- Have an intermediate level of language, literacy and numeracy (to be able to complete the assessments)
- Be able to complete a written test (without assistance of a translator)
- Be able to complete a practical driving test
- Have read and understood our Cancellation, Reschedule Policy and Terms and Conditions
- Have read and understood the pre-course materials (emailed upon confirmation of enrolment)

### Latecomer/s

If a participant is late for the course, they will have to catch up in their own time, either at home or during a break in the class. If participant/s didn't study, and failed their test, they may choose to resit the assessment. Please see *Resitting Assessment* section.

### Non-attendance

If a participant or group does not attend the scheduled day of the course they will not be entitled to a refund. Purchase orders/invoices must still be paid in full in the event that a participant or group did not show up and decided to cancel the course. If a participant or group would like to reschedule, they may be asked to present a medical certificate or some other proof of exceptional circumstances. Otherwise, a fee of **\$150** (GST FREE) for their rescheduled assessment will be incurred, and full course fee will apply to reschedule any training, as we are unable to re-sell that place in the course. Rescheduling based on non-attendance is at the discretion of FMS, and subject to course availability.

### Substitute delegates

Substitute delegates are accepted without charge up to one (1) working day prior to the scheduled course date. No substitute delegates will be accepted once the course has commenced.

### 24 hour Cooling-off period

A 24 hour cooling-off period will apply to all bookings. All cancellations must be made in writing and sent via email to [info@fmstraining.com.au](mailto:info@fmstraining.com.au). No formal cancellations are handled over the phone. A refund will occur for cancellations made during this period less a transaction fee of **\$30.00** per transaction (incl. GST).

### Early or late completion of course

If the participant completes their course before the nominated timeframe they will not be entitled to any discounts or refunds. If the participant completed the Full Forklift Course after the nominated timeframe or over a longer period that was not scheduled before the enrolment they will not be subjected to any additional fees.

### Resitting Assessment

As of 11th May 2020, if a participant is found to be Not Yet Competent (NYC) in any part of the assessment (either Knowledge & Calculations or Performance) no additional charge will apply for the first reassessment. One free resit must be scheduled within 2 months of the initial assessment. *All resit requests must be made in writing and sent via email to [info@fmstraining.com.au](mailto:info@fmstraining.com.au), and initiated by the student. No assessment resit requests will be handled over the phone.* FMS will also do its best to accommodate the student for the next available time slot, but this will be subject to course availability.

However, should a student not pass their assessment on the 2nd time, charges will apply for a reassessment at the reassessment rate of **\$150.00** (GST FREE). Assessment resits due to failure will be subject to availability, and rescheduled to a time available, and at the discretion of FMS.

### Additional Support

If the trainer believes that the student may need to study more or log more hours to become a competent operator, then that student will be welcomed back for more training, at no extra charge.

### Expired Assessment Summary Form

Individuals who have failed to lodge their Assessment Summary Form (AS1) within the nominated timeframe (60 days) will be required to retake all of their assessment items under Workplace Health and Safety requirements. No additional training will be provided and a reassessment fee of **\$150** (GST FREE) per assessment (Knowledge & Calculations or Performance) will be charged. Should a trainee request training in addition to the reassessment due to the elapsed time since the previous assessment, then full course fees will apply.

### Promotional Codes

When FMS Training offers promotional codes, please don't forget to type in the code and click on 'check code' when booking online. This will ensure that the special price will reflect upon checking out. FMS Training will not give any refund if an individual booked in and forgot to activate the promo code.

### Credit

Any credit used towards an account will need to be used within 12 months, or else it is considered invalid.

## RESCHEDULE POLICY

*All reschedules must be made in writing and sent via email to [info@fmstraining.com.au](mailto:info@fmstraining.com.au). No course rescheduling requests are handled over the phone.*

### Reschedules >11 Day's Notice

One (1) reschedule will be accepted without charge where FMS Training has been notified in writing at least eleven (11) working days prior to the scheduled commencement date. All subsequent reschedules at least eleven (11) working days prior to the commencement date will attract an administration charge of **\$60.00** (incl. GST). All reschedules will be valid for six (6) months from the initial course booking.

### Reschedules 10 – 7 Day's Notice

All reschedules made within ten to seven (10 – 7) working days will incur a fee of **\$60.00** (incl. GST).

### Reschedules <6 Day's Notice

Once within six (6) working days of the scheduled course commencement date, or in the case of an individual assessment, the assessment date, should a participant or group wish to reschedule a full training course or individual assessment item, this will be treated as a Non-attendance and a fee equal to the full course or assessment fee will apply. This is due to Workplace Health and Safety requirements regarding the scheduling of High Risk Licence assessments.

### Reschedules Less Than 3 Working Days Notice

Once within three (3) working days of the scheduled course commencement date, or in the case of an individual assessment, the assessment date, should a participant or group wish to reschedule a full training course or individual assessment item, this will be treated as a Non-attendance and a fee equal to the full course or assessment fee will apply. Please see the 'Non-attendance' section. This is due to Workplace Health and Safety requirements regarding the scheduling of High Risk Licence assessments, and we cannot re-sell this place in the course.

### Reschedules/Cancellations on the Day

For whatever reason forfeits the right to a free resit of the assessment should they not pass first time. If you have booked in to a class, we cannot rebook that seat at the last minute.

**There are no refunds offered on any cancellation of any rescheduled course, at any period of time.**

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## CANCELLATION POLICY

FMS Training is committed to providing students with a cancellation and reschedule policy that is fair and equitable. Consequently, the following areas are addressed:

All cancellations must be made in writing and sent via email to [info@fmstraining.com.au](mailto:info@fmstraining.com.au). **No formal cancellations are handled over the phone.**

### Cancellations >11 Day's Notice

A refund will occur if the participant or group cancels their course at least eleven (11) working days prior to the scheduled course date. If the participant paid online, a transaction fee of **\$30.00** (incl. GST) will be withheld to cover the transfer costs.

### Cancellations <10 Day's Notice

Participant/s or groups will not be entitled to a cancellation/refund if the withdrawal from the course is within ten (10) working days of the scheduled course date. This is due to Workplace Health and Safety requirements regarding the scheduling of High Risk Licence assessments. (Please see 'Substitute Delegates' below, as another option to cancellation).

### Cancellations during Course

Refunds will not apply to participant/s or groups whose course has commenced or finished. Purchase orders/invoices must still be paid in full in the event that participant/s or group did not show up and decided to cancel the course.

### Cancellations due to illness

In the case of a participant who cancels their course due to illness, FMS Training Services may, at its discretion, allow a refund of the fees. The following conditions apply:

- The participant must produce satisfactory evidence of the circumstances of his/her withdrawal, such as a medical certificate or statutory declaration (JP certified).
- A cancellation fee of 25% of full course fees will apply;
- Cancellation must take place prior to the commencement of the course

### Cancellations due to Emergency/illness of a Trainer

In the case that an emergency or a trainer is ill, participants will be rescheduled to another date which suits, or request to cancel their booking and request money back.

**\*Please note, we cannot assure a booking until payment has been made (purchase orders/invoices excepted).**

**^Last minute payments/booking forms received will not guarantee a place in the course. Please contact us via phone or Email for updated course availabilities.**

## PARTICIPANT'S DECLARATION

**This section must be completed. If left blank, booking will not be accepted.**

**Please tick each box to indicate that you have read and accepted the following terms and conditions.**

Participant/s can provide Unique Student Identifier (USI)

Participant/s can provide proof of identification

Participant/s are 18 years old or over

Participant/s can read and write English

Participant/s is aware of the pre-course materials that need to be read prior to the course and are accessed through the confirmation email

Participant/s is physically able to operate a forklift

Participant/s can perform basic maths equations

Once payment has been made in full, the Participant will be emailed with a confirmation of enrolment email. This email contains course information and compulsory pre-course reading material that the Participant must read and understand prior to starting the course.

By signing below you are indicating that you read, understood, and accept our Terms and Conditions, and the Cancellation and Reschedule Policies.

Participant's Name

Date

Participant's Signature

### Office Use Only

Application Status

Pending

Approved

Date Approved

Payment received

Yes

No

Date Sent COE

Total fees for Invoice

\$

Invoice number

Administration Comments:

Initial:

Document Name | FMS Booking Payment Form V11\_0121\_JC

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Version #

11.0

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