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## Pre-Enrolment Information Guide

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## Enrolling with AWTS

It is important to us at All-Ways Training Services (AWTS) (RTO 91523) to make sure that when you are seeking enrolment with us that you have all of the information you need to make an informed decision and that you feel confident that the training is going to suit your needs.

The pre-enrolment information provided in this document is aimed at potential students of AWTS considering their options for enrolling in the following

Skillset	Unit of Competencies in Skillset
MSMSS00003 – Use high pressure water jetting equipment (Release 1)	MSMPER200 Work in accordance with an issued permit (Release 1) MSMWHS110 Follow emergency response procedures (Release 1) MSMWHS200 Work safely (Release 3) MSMWJ201 Use high pressure water jetting equipment (Release 1)
MSMSS00004 – Operate a high pressure water jetting system (Release 1)	MEM09002B Interpret technical drawing (Release 1) MSMPER200 Work in accordance with an issued permit (Release 1) MSMWHS110 Follow emergency response procedures (Release 1) MSMWHS200 Work safely (Release 3) MSMWJ301 Operate a high pressure water jetting system (Release 1)
MSMSS00005 – Operate a drain cleaning system (Release 2)	MEM09002B Interpret technical drawing (Release 1) MSMPER200 Work in accordance with an issued permit (Release 1) MSMWHS110 Follow emergency response procedures (Release 1) MSMWHS200 Work safely (Release 3) MSMWJ302 Operate a drain cleaning system (Release 1)
MSMSS00006 – Operate a vacuum loading system (Release 2)	MSMPER200 Work in accordance with an issued permit (Release 1) MSMWHS110 Follow emergency response procedures (Release 1) MSMWHS200 Work safely (Release 3) MSMWJ303 Operate a vacuum loading system (Release 1)

Also, any single Unit of Competency listed in the above Skillsets, Refreshers and Upgrades.

It is important that you take the time to read through the information provided and if at any stage you need further information or assistance, please don't hesitate to contact us at AWTS.

This guide contains information in relation to consumer protection plus other information to help guide you in your decision about whether to study with us including:

- English Language, Literacy and Numeracy requirements;
- Unique Student Identifier (USI);
- Australian Privacy Principles;
- Complaints Management;
- Appeals;
- Fees and Refunds;
- Training and Assessment;
- Enrolment.

① *Our Student Handbook contains more detailed information on all our student policies and procedures. It is given to you on enrolment or you can download a copy from our website, <http://www.all-waystraining.com.au/>.*

AWTS engages a third party, WOMA (Australia) Pty Ltd (WOMA), to deliver training. All-Ways Training Services is responsible for enrolling students, the quality of training, issuing of Statements of Attainment and the processing of complaints & appeals.

## Admission Criteria

To partake in any of the nationally accredited courses run by AWTS, the following criteria have to be met:

1. Students must be 18 years of age or older.
2. Students must meet the required level of language, literacy and numeracy skills for the course.
3. Due to Health and Safety Legislation and requirements of the job, students are required to advise AWTS of any learning or physical disabilities. Student must be able to undertake the following physical duties:
  - a. Climb on platforms;
  - b. Stand for long periods of time;
  - c. Support a pushing or pulling force;
  - d. Lift, push and pull in accordance with Safe Work Australia Guidelines.
4. Provide one form of Government or Employer issued photo identification (e.g. Driver's Licence, Passport).
5. If an Australian Citizen or Permanent Resident, copy of Medicare Card, Australian Birth Certificate or Australian passport.
6. If not an Australian Citizen or Permanent Resident, copy of passport. With student's permission, AWTS will then conduct a VEVO check to ensure they are eligible to study.
7. USI (Unique Student Identification) must be provided. If you do not have a USI, please go to <https://www.usi.gov.au> to obtain one.
8. If attending MSMSS00004 – Operate a high pressure water jetting system (Operator course), evidence of a minimum of 120 hours experience on a variety of Class B water jetting tools (e.g. gun, flexi-lance, tank cleaning head). This experience must be over a minimum of 6 months and within the last 36 months. Evidence can be in the form of a Log Book or a

Statutory Declaration, or where the course has been booked by a student's employer, an Evidence Letter on letter-headed paper from the employer.

9. For students attending refresher or upgrade courses, the student must possess current qualification. AWTS requires proof of previous qualifications and permission to verify them.
10. For training conducted at locations other than AWTS sites, proof of the student's induction on the agreed training site will need to be supplied.

Where a student requests AWTS to waive any admission criteria for a special circumstance, the Director (or Director's delegate) will have sole discretion as to whether AWTS are able to proceed with enrolment.

If the student leaves their employer at the time of making the booking, they are entitled to change their enrolment details at any time as long as it is put in writing to AWTS or WOMA.

## Change in Employment Conditions

If at any time between enrolment and issuing of certification, the student's employment status changes, the student may, in writing, alter their enrolment information/instruction, (e.g. where to send the certificate).

After a change in employment conditions, the student may continue with the course at their own cost, at the cost of the advertised course at the time.

If the Certificate has been mailed to the employer, the student may apply for the Certificate to be re-issued. Fees listed below.

If for some reason, beyond of the control of the student, the employer does not pay for training fees, the student can pay for the course themselves, at the advertised rate, to obtain their Certification.

## Course Scheduling

All courses (with the exception of corporate group bookings) must have a minimum of five participants in order to run. The maximum number of students per course is always ten. Courses are scheduled in advance but AWTS reserves the right to move course dates where necessary. If we need to move course dates we will advise students as early as possible and will work with them to find suitable alternative course dates.

## Entry Requirements

All of the above courses offered have no entry requirements.

## Workbook

You will be sent a Workbook once enrolled in the course. You will need to have read this prior to attending the course.

## Personal Protection Equipment (PPE) Requirements

For the safety of all students and co-workers, AWTS requires that the following minimum industrial clothing and PPE must be worn during training at any site:

As a student you must supply and wear;

- Industrial clothing in accordance with site requirements (at AWTS sites, long sleeved shirt and trousers or overalls);
- Industrial footwear with protected toe cap (either steel or composite construction);
- Protective industrial work gloves;
- Head protection (at AWTS sites, either a safety hat or sun hat);
- Eye protection (glasses or mono goggles); and
- Hearing protection (ear plugs or muffs).

NOTE: For safety reasons, students who do not supply and wear the correct PPE may not be able to complete the course.

In addition, and in accordance with the requirements of relevant Standards and Safety Guidelines, the following specific PPE will be supplied, as required, by AWTS if training is delivered at AWTS sites, or supplied by the site owner if the training is delivered at an approved AWTS client site:

- Body armour, foot and lower leg protection;
- Face shield; and
- Respiratory Protection (if deemed necessary by the Hazard Assessment).

NOTE: When training is delivered at an approved AWTS client site, minimum industrial clothing and PPE will be dictated by the relevant Site Hazard Assessment and the site requirements.

## Not Fit for Work

Students that are not fit for work (under the influence of alcohol, drugs or other illegal substances, or falling asleep in class) or do not have the correct PPE will not be allowed to take part in the training course. There will be no refund of fees if this situation is to arise.

## Disciplinary Process

All-Ways Training Services may implement student discipline processes should a student be found to be acting inappropriately, due to misconduct or assessment malpractice.

Any breaches of discipline will result in the student being given a 'verbal warning'.

Further disciplinary processes may include:

- The student being asked to justify why they should continue to participate in the learning group;
- Suspension from the training room;
- Expulsion from the training room; or
- Expulsion from the training course with no refund of fees.

## Break Times

All-Ways Training Services will provide morning tea (biscuits, tea, and coffee available) for training at our premises, however, for lunch, you will need to bring your own. If need be, you can purchase lunch from the lunch bar a few doors away.

The estimated times for morning tea and lunch are below however these might change depending on training and activities and weather.

- 15 minutes for morning and afternoon tea breaks
- 30 minutes for lunch breaks.

**Please note:** It is imperative that all students arrive promptly and are ready to commence training at the times set by the trainer. This is to ensure that the trainer has adequate time to cover all necessary content and that other students are not disadvantaged. Any student arriving late (to the start of any day of the course or returning late from any breaks) may be asked to leave the course at the trainer's discretion and in this event, the student will not be eligible for a refund.

## Individual Needs

AWTS is committed at all times to ensuring that we address your individual needs as much as possible throughout your time with us. Each person's learning journey is individually catered for including a review of any skills or knowledge they have prior to commencement, any life experience, language, literacy and numeracy needs, personal welfare needs and academic study needs to name a few. We will sit down with you prior to or upon commencement to identify how we can best meet your needs. We also have a list of External Support Services available - you can request a copy and/or AWTS can refer to it if needed.

## Assessment

Assessment is where you show that you have the skills and knowledge (competencies) to complete the tasks required by industry. The assessments are made up of practical and theory assessments.

A range of assessment methods are used to help you to demonstrate competency including:

- Observation (e.g. The assessor watching you perform the skills required by the qualification);
- Written knowledge tests;
- Practical scenarios that are reflections of current industry practice and workplace conditions.

If you feel the assessment has been unfair or believe the outcome is not correct you can appeal the assessment result (see next page).

Please remember that if you don't follow all work health and safety requirements the assessor may stop your assessment and you may be required to have more training and be re-assessed at a later time.

Remember to read your Student Handbook which is given to you when you enrol. You can talk to your trainer and assessor or our admissions staff if you have any concerns. It's always better to do this before starting a course and of course, anything you discuss is dealt with in confidence.

## Self-Study

Upon enrolment, you will be sent the Course Workbook for self-study purposes. To ensure that you are ready for the course, you are encouraged to read the document prior to attending. If you have any concerns or questions regarding the self-study materials, please contact us.

## Consumer Protection

### Australian Privacy Principles

AWTS has procedures, business practices and systems in place that are aligned to the Australian Privacy Principles and the Privacy Act 1988.

AWTS ensures that the collection, use and disclosure of personal information relating to individuals who have contact with the RTO in relation to the RTO's business activities and services are carried out by lawful and fair means.

### Complaints Management

AWTS has a complaints management framework in place to ensure students and clients understand their rights and AWTS's responsibilities under Standard 6 of the Standards for Registered Training Organisations (RTO's) 2015.

AWTS has processes in place that promote the timely and fair resolution of concerns, complaints (including grievances) and appeals. As part of this framework, AWTS encourages the informal



resolution of complaints where possible and therefore supports a practice where any member of staff can receive a complaint on behalf of any stakeholder of AWTS and this informal complaint, suggestion and/or feedback will be incorporated into AWTS's continuous improvement processes. Where a complaint cannot be managed informally, the formal complaints and appeals process will be implemented.

Complaint management processes are in place and easily accessible through the AWTS Student Handbook. These processes are in place to manage and respond to any issues that an individual, (including all staff, students, clients and members of the public), may have when dealing with AWTS with regards to conduct issues of any staff member of AWTS, including Trainers and Assessors, other students, or any other staff member or representative of AWTS.

Any AWTS employee can receive (and lodge) a complaint regarding either AWTS or its third party, WOMA. The employee who receives the complaint will need to determine whether it is a matter that can be resolved informally or whether there is a conflict of interest in them managing the complaint or appeal or whether it should be referred to AWTS's CEO and resolved through a more formal process. Where a complaint is made against the Training Manager, it must be reviewed by the Chief Executive Officer, where a complaint is lodged against the Chief Executive Officer, it must be reviewed by the Training Manager.

## Appeals

AWTS has processes in place that provide an avenue for review of decisions made, including assessment decisions, by AWTS. All students have the opportunity to challenge the assessment decision made by an Assessor on a unit of competence or an assessment process. An appeal can be lodged for a period of up to two months post the assessment outcome. AWTS ensures that all assessment appeals are addressed efficiently and effectively.

## Fees

The AWTS Course Fee outlined in the Schedule of Fees is for tuition only. In the event of a group booking, group concessions might apply. Please contact the Training manager to discuss further.

Fees and charges may include administration charges, enrolment fees, and learning resources essential for the course. Additional fees may also apply including follow-up charges associated with late payment or non-payment, or to employ the services of a debt collection agency where required for non-payment of overdue fees, photocopying, re-issuing of receipts, change of enrolment, additional copies or re-issue of statements of attainment, replacement of training and assessment materials and late marking or assessment re-sit fees. Students and clients are advised prior to and at the time of enrolment of any additional material and/or resource charges that may apply, based on their individual program.

Our additional fees and charges are:

- Credit Transfer Assessment - No charge.
- Document Re-issue where the original document has already been provided to the student:
  - Re-issuing a certificate, qualification or statement of attainment - \$50 (incl. GST);
  - Reassessment fee (upon exhaustion of 3 regular attempts for KBT and 2 regular attempts for PACC) - \$300.00 (GST exempt);
  - Receipt Reprint \$10;
  - Other documents or replacement documents \$20/document;

- Late Payment Fees (for each late payment) for payments over 90 days late. Charged at \$40/month late after 90 days overdue;
  - Copies of academic reports (progress reports) \$50;
  - Additional copies or re-issue of record of results \$50;
  - Late marking \$50;
  - ID Cards \$50.
- Recognition of Prior Learning (RPL) per UOC is \$1,300, for Skillset of 4 UOC's, \$2,500 and for Skillset of 5 UOC's \$3,000.

AWTS will apply any statutory cooling off period which applies.

Administration Fees and Charges (Applicable to all students)

- Credit Transfer Assessment: No Charge.
- Photocopying: \$0.20 per page.
- Document Re-Issues where the original document has already been provided to the student:
- Statement of Attainment Reprint \$50; or
- Miscellaneous printing \$20.
- Late Payment Fees (for each late payment) for payments over 90 days late. Charged at \$40/month late after 90 days overdue.

## Payment of Fees

All fees must be paid prior to the course or a Purchase Order received from an approved Debtor be received, before an enrolment is accepted.

For all bookings over 2 days, a 30% non-refundable deposit is required at the time of the booking.

For both private and Debtor accounts, Certificates will **not** be issued until payment is received.

Enrolments will be considered tentative until enrolment is approved and payment has been received.

If for some reason, beyond of the control of the student, the employer does not pay for training fees, the student can pay for the course themselves, at the advertised rate, to obtain their Certification.

## Transfer of Enrolment

The following conditions apply for a transfer of enrolment:

- Transfer to another "Course date"** – Clients are able to transfer to another course date, providing they make a request in writing a minimum of one week in advance. The transfer is subject to course availability.
- Transfer to another "Course"** – Should a client wish to transfer to another course, they need to make the request in writing a minimum of one week in advance. The transfer is subject to course availability.

- c) **Transfer to another “student”** – Prior arrangement no later than one week prior to the course. An administration fee of \$50 is applicable for all transfers to another client.

## Supplementary Assessment / Reassessment

There will be assessment tasks set for each course regardless of the learning mode. Assessment activities and expectations will be explained to students and are outlined within learner/assessment resources.

### Reassessment

Students who do not meet the requirements of each assessment will be reassessed as follows:

#### Knowledge Based Test (KBT):

- i. Where a student answers less than 50% of Knowledge Based Test questions correctly, the student will be asked to leave the course and will need to apply to re-sit the course at a later date, at full cost.
- ii. Where a student answers 50% or more of the Knowledge Based Test questions correctly, they will be given another opportunity to demonstrate their knowledge on each incorrectly answered question and/or provided with additional questions to confirm their knowledge.
- iii. If further clarification is required, a competency conversation can take place after attending the course. The verbal answers (given by the student) in the conversation are to be confirmed in an email from the assessor. The email is to be sent to the student for them to reply, confirming these were the answers they gave to the questions asked. If, after this 3<sup>rd</sup> attempt, the student is still deemed as not meeting the requirements, they will need to re-sit the full course at full cost.

#### Practical Assessment and Competency Conversation (PACC):

- i. If the student does anything to compromise the safety of other students, the trainer or any other person, they may be asked to leave the course immediately and be issued with NYC assessment.
- ii. If a student has not completed all tasks and questions to a satisfactory standard, they are to be offered the opportunity for reassessment. This opportunity may be immediate if the workplace environment and/or time permits.
- iii. Reassessment of PACC items will require the student to either complete the entire practical assessment again or only complete a specific task and/or question. This will depend on their overall level of performance and the number of observable behaviors against which they were assessed as not having performed satisfactorily. To be deemed Satisfactory, the student must re-demonstrate the task/s to a satisfactory standard.
- iv. If a student requires reassessment of practical tasks at a later date, the assessor must discuss the requirements with the student and set a date for the reassessment. If after this 2<sup>nd</sup> attempt, the student is still deemed as not meeting the requirements, they will need to re-sit the full course at full cost.

If a student does not complete their course within a 3-month period, they will need to re-sit the full course at full cost.

All reassessment must be conducted in accordance with AWTS' Assessment Policy and Procedures.

Resource/material fees are outlined prior to enrolment and are only refundable if the student cancels the enrolment prior to commencement of training and where the student has not taken possession of the items.

## RPL and Credit Transfer Assessments

If you believe that you qualify for Recognition of Prior Learning (RPL) or Credit Transfer (CT) please contact our office for the relevant forms to be sent for you to complete.

Credit transfer can only be obtained on current units and not any superseded units. Current units are listed on training.gov.au under the qualification you are wishing to gain.

## External Appeal Fees

Where the student elects to appeal a decision by AWTS using AWTS's external appeals body, RTO Doctor, and charges are incurred, the student is required to pay 50% of the cost.

Where the external appeal findings are in favour of the student, AWTS will refund the student any fees paid to the external appeals body.

Where AWTS cancels the course prior to course commencement, all monies paid to the provider by the participant or employer will be refunded within 8 working days. This applies to all fees paid up front.

Credit transfer: No Charge

## Refunds

In the event that the student provides written notice of cancellation from a course, refunds for enrolments in individual classroom-based courses will be calculated in accordance with the following sliding scale.

Reason for Refund	Notification requirements	Refund
Client withdraws	In writing, eight (8) calendar days or more prior to the course commencement	100% of the course fee (paid by the client)
Client withdraws	In writing, within seven (7) calendar days prior to the course commencement.	75% of the full course fee (regardless of how much the Client has already paid)
Client withdraws	In writing, less than 24 hours prior to course commencement.	Nil Refund
Client withdrawn from the course by <b>All-Ways Training Services</b>	After course commencement, due to inappropriate behaviour	Nil Refund

Reason for Refund	Notification requirements	Refund
Course cancelled by <b>All-Ways Training Services</b>		100% of the course fee (paid by the client)

- A fee equal to 25 % of the full fee is charged where cancellations occur within seven (7) days before commencement of an enrolled course or assessment.
- Fees are refunded in full where the client submits in writing reason for withdrawal, eight (8) days or more prior to commencement of an enrolled course or assessment.
- Refund is to be made within 8 days of the notification.

In the unlikely event that AWTS is unable to deliver the course in full, the applicant will be offered a refund of all unspent pre-paid course fees to date. The refund will be paid within 8 days of the day on which the course ceased to be provided by AWTS. AWTS is committed to deliver quality training and assessment and will work with students who require individual assistance to successfully complete the course that they have sought enrolment in.

Our refund policy, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's Consumer Protection Laws. All Students and clients have the right to take action under Australia's Consumer Protection Laws.

### Commencement dates

Commencement date for a classroom based learning mode is the first day of the course.

## Student Handbook

AWTS's Student Handbook will provide you with more detailed information on the procedures that are in place to support these consumer protection policies. You will be given a copy when you enrol or you can download a copy from our website, <http://www.all-waystraining.com.au/>.

## Unique Student Identifier (USI)

Legally, a Registered Training Organisation (RTO) can only issue a Vocational Education and Training (VET) qualification or a VET statement of attainment to someone with a Unique Student Identifier (USI), unless that person has been granted an exemption.

AWTS has policies in place to ensure that student USI's are not collected, used or disclosed to anyone other than the student or for the purpose other than those set out in legislative guidelines.

If you wish to apply for an exemption from having a USI, you must complete the Commonwealth Statutory Declaration form, stating:

- you have a genuine personal objection
- you understand the consequences or potential consequences of not being assigned a USI.


**The actual and potential consequences of not being assigned a USI include:**

- I will not be able to obtain a VET transcript which details information about any VET courses, modules or units of competency undertaken by me after 1 January 2015
- if I were to obtain a USI in the future, the VET courses, modules or units of competency undertaken by me prior to the creation of a USI will not be included in my VET transcript
- it may affect my eligibility to financial assistance for future VET courses.

You must include all the information required in the Statutory Declaration, which you must sign before an authorised witness. A list of authorised witnesses is included in the Statutory Declaration form. Send your completed Statutory Declaration to:

Student Identifiers Registrar  
C/- Department of Education, Skills and Employment  
GPO Box 9880  
Adelaide SA 5001

Or email the completed form to: [BusinessStrategy@usi.gov.au](mailto:BusinessStrategy@usi.gov.au)

 More detailed information on the USI can be found on the USI website <https://www.usi.gov.au/>

## Language, Literacy and Numeracy

To be able to partake in a course, a student must have an acceptable understanding of written and spoken English and have adequate numeracy skills.

AWTS has processes built into enrolment and training delivery strategies to identify potential learning support needs and gives opportunities for potential students and enrolled students to self-identify where potential difficulties might exist.

Where a student self-identifies a language, literacy or numeracy support need, AWTS may use an online language, literacy and numeracy system (called LLN Robot) to further assess student needs. AWTS will work with students to determine any learning needs before training commences so that we can offer appropriate support during training and assessment. You can discuss any language, literacy and numeracy concerns with our training staff in confidence.

## Documentation Required for Enrolment

Thank you for taking the time to read through this pre-enrolment information. Now that you have a general understanding of the course and AWTS, there is some documentation that needs to be prepared for your first meeting with AWTS's Representative to kick off the enrolment/induction process.

The following checklist indicates all of the information you should have prepared to complete your enrolment, with copies of the required forms for completion following.

Register for a USI / have your USI number available, this will need to be recorded on your Enrolment form (if you are unsure, we may be able to assist you)	<input type="checkbox"/>
One form of Photo Identification, for example– <ul style="list-style-type: none"> <li>• Driver's License</li> <li>• Passport</li> </ul>	<input type="checkbox"/>
Medicare Card/ Australian Passport/Australian Birth Certificate if you have one	<input type="checkbox"/>
Copy of your passport if not an Australian Citizen	<input type="checkbox"/>
Any qualifications, certificates, statements of attainment if seeking a credit transfer	<input type="checkbox"/>
RPL Application (if relevant)	<input type="checkbox"/>
Credit Transfer Application (If relevant)	<input type="checkbox"/>
Complete the pre-enrolment survey on the next page.	<input type="checkbox"/>
Complete the LLN assessment on the LLN Robot	<input type="checkbox"/>
Log Book, Statutory Declaration or Evidence Letter from employer if enrolling into Operator Course (MSMSS00004)	<input type="checkbox"/>

We hope that this information will help you. If we can be of any further assistance or you have any further questions, please do not hesitate to contact us.

This survey is anonymous. Please tick the column that applies:

Before I enrolled...	Strongly Agree	Agree	Disagree	Strongly Disagree
I was given time to decide whether to enrol (sign up)				
The information I received about my course was accurate				

Please Tick Yes or No	Yes	No
Were you promised or guaranteed you would get a job if you completed the course?	<input type="checkbox"/>	<input type="checkbox"/>
Were you offered any incentives to enrol like a free phone, iPad, tablet or anything else?	<input type="checkbox"/>	<input type="checkbox"/>
Did you feel rushed or pressured to enrol (sign up) by the training representative?	<input type="checkbox"/>	<input type="checkbox"/>
Was there another organisation (different to your training provider) involved in marketing, recruiting or signing you up in this course?	<input type="checkbox"/>	<input type="checkbox"/>
I knew the name of my training provider before I enrolled (signed up)?	<input type="checkbox"/>	<input type="checkbox"/>
Was any question you had or anything you didn't understand about the course fully answered or explained to you?	<input type="checkbox"/>	<input type="checkbox"/>
Do you have any other comments you would like to make?		