



Terms & Conditions of Enrolment & Course Participation

PAYMENT TERMS & CONDITIONS:

- WorkSafe Connect will accept payment of no more than \$1000 from each individual student prior to the commencement of a course.
- Following course commencement, WorkSafe Connect may require payment of additional fees in advance from the student by only such that at any given time, the total amount required to be paid which is attributable to the costs yet to be incurred on behalf of the student for tuition or other services yet to be delivered to the student does not exceed \$1500.
- All Fees must be paid upon enrolment to a course, prior to the course commencement. Purchase Orders must be received within 48hrs of our receipt of an enrolment form.
- Enrolment is not confirmed or valid without payment or supply of: PayPal, Cash, Credit or Purchase Order
- If payment is via PayPal a surcharge will be incurred. This fee represents 2.4% (+ \$0.30) of the total payment amount. This fee is the service fee charged by PayPal. This fee is non-refundable.
- Purchase Orders will only be accepted from, pre-approved Companies/Business's.
- Companies/Business's seeking 'Credit Approval' will need to contact our office for the paperwork. The approval process can take up to 2 working days.
- Invoices must be paid within 30 days of the invoice date.

REFUND POLICY:

- An 85% Refund is available if cancellation notice is given to our office no later than 5 working days prior to the commencement of the course. 15% will be retained as a booking fee. The refund will be paid in the most convenient way for WorkSafe Connect.
- No refund is available where cancellation is made less than 5 working days prior to the course commencement.
- PayPal surcharge fees are non-refundable.
- Full course fees will be charged for failure to provide adequate cancellation notice.
- Business/ Group courses that are cancelled without adequate notice will incur full course charges (any out-of-pocket expense will be included). Any request to rebook will require the payment of the course fees in cash or by credit card before a time and date can be scheduled.
- In some cases management may agree to re-book an individual that failed to provide cancellation notice and as a result incurred full fee charges. However if the individual fails to attend or provide adequate cancellation notice a 2nd time they will not be rebooked a 3rd time until the full course fee is paid again.
- If an individual is rebooked they must attend the course within 1 month from the original date of enrolment. Failure to attend within the 1 month will result in the attendee having to re-enrol and pay the full course fees again.
- A substitute may be nominated to attend the original course without penalty.
- In the case WorkSafe Connect cancel a course the full fees will be refunded to the attendee. Any purchase orders will not be invoiced and will be returned to the Company/Business.
- Refunds are not available to attendees that are deemed 'Not Yet Competent' or attendees that leave before the course completion.
- A refund or transfer of funds can be arranged in the case of sickness or bereavement. WorkSafe Connect reserve the right to ask for proof in any such circumstance e.g. Medical Certificate, Death Notice. WorkSafe Connect can request this application to be made in writing before a refund or transfer is granted.
- A request for a transfer of fees to another course being held by WorkSafe Connect can be organised by contacting our office. The attendee will need to pay any difference in price if the fee is higher than the original course they enrolled into.
- Any refund terms and conditions that are specified in a quote may override the refund conditions stated above.
- Attendees that arrive more than 15 minutes late for a course will not be allowed to enter the course. They will be re-booked according to the terms stated above.
- No refund will be given once the course has been completed.

COURSE CANCELLATION:

- WorkSafe Connect reserve the right to cancel a course for various reasons, some of these are: a natural disaster, loss of power, staff sickness, staff unavailability, lack of participant numbers etc.
- WorkSafe Connect will endeavour to notify attendees of any cancellation as soon as possible to avoid any disruption to attendees.
- Attendees wishing to cancel their enrolment to a course should contact our office staff and **confirm their cancellation by speaking to one of our staff members**. Refer to the 'Refund Policy' for terms and conditions of course cancellation in reference to refunds and the notification times we require.

ASSESSMENT CONDITIONS:

- Attendees must be deemed 'competent' in any assessments (theory & practical) that are required to be undertaken for any course. Please contact our office for any clarification.
- Cheating, unauthorised collusion and plagiarism will not be tolerated.
- Literacy, Learning & Numeracy Evaluation forms are available to attendees prior to enrolment in a course to grade their ability in the above mentioned areas. Please contact our office for a LL&N Evaluation Form.
- In the case an attendee is deemed 'Not Yet Competent' they will not be awarded with a Statement of Attainment or Certificate and our assessors will discuss their options.

PRIVACY STATEMENT

- WorkSafe Connect is bound by the National Privacy Principles under the Privacy Act 1998 and subsequent Amendments. The personal information disclosed by you will be used for the purposes of identifying you and confirming your participation. If applicable, financial information disclosed by you will be used only for the purposes of affecting the transaction to which it relates, and will be kept securely until legally able to be deleted.

SECURITY & ACCESS

- WorkSafe Connect require proof of identity and completion of our formal process to release any student information.
- Our replacement processes involve the student providing photo identification, completing a replacement form and paying a replacement fee. This process is also applicable to any requests for faxes or copies of original awards.
- Replacement of some licences will require the student to deal with a third party and follow their specific procedures.
- Employers making requests for student information must provide adequate proof that the student is currently employed by them and has authorised their request for information. Employers will need to complete a form, provide adequate identification and provide written authorisation from the employee i.e. – signed declaration or signature on the forms we provide