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Cancellation and Refund POLICY

This policy is designed to inform students undertaking training at First Aid Certification and Training. This policy outlines the rights of the students and the duties of the Staff at First Aid Certification and Training.

Allan Bartlett
FACT Policy 3.0

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TRANSFERRING COURSE DATES:

Should you wish to transfer your training commitment prior to the training date, you will be permitted to transfer to the same course within the following 2 months from original course date. All Transfers must be requested in writing and then confirmed by our administration staff at info@factadelaide.com **3 OR MORE BUSINESS DAYS PRIOR TO COURSE START DATE AND START TIME**. Phone transfers will not be excepted.

- a. More than 3 business days' notice of transfer will incur a \$22 admin fee.
- b. Less than 3 business days' notice transfers not permitted.

If the original course has been previously transferred or rescheduled no refunds or further transfers will be offered. One transfer per person per course.

TRANSFERRING COURSES WITH A DOCTOR'S CERTIFICATE:

Students may reschedule if they are able to supply a doctor's certificate only (pharmacy letters are not permitted) via email on the day of training by 4pm. All transfers must be made in writing to info@factadelaide.com **NO REFUNDS** only transfers.

REQUESTING TRANSFERS:

Text messages or voice messages will not be accepted. A transfer form is required to be completed before the transfer can be completed. Failure to supply the transfer request form with a fee of \$10 prior to 3 working days before the course a transfer will not be granted.

NOMINATING ANOTHER PERSON TO TAKE YOUR PLACE ON A COURSE:

If, after booking a course you are unable to attend, you are welcome to nominate someone else to attend in your place at no additional cost (conditions apply see below). All Transfers must be requested in writing and then confirmed by our administration staff at info@factadelaide.com 3 or more business days prior to the course start date and start time.

- a. More than 3 business days' notice of transfer to someone else will incur a \$10 per person admin fee will apply.
- b. Less than 3 business days' notice of transfer to someone else will incur a \$22 admin fee.

If the original course has been previously transferred or rescheduled no refunds or further transfers will be offered. One Transfer per person per course.

REFUNDS:

All cancellations/refunds must be requested in writing by completing a refund form version 2 (available on the FACT website) and then confirmed by our administration staff at info@factadelaide.com 3 or more business days prior to course start date and start time.

Effective date for transfers or cancellations is the date and time of receipt by our office administration staff within First Aid Certification and Training business hours NOT the time you sent it. Please appreciate that although our staff work long hours, they do not operate 24 hours a day, 7 days a week.

Weekend, after hours and public holiday emails and phone calls will not be answered outside normal trading hours which are as follows: 09.00AM-05.30PM Monday to Friday.

REFUND NOT PERMITTED:

A refund may not be granted if the student fails to comply with all relevant terms and conditions. The student has the right to appeal the decision if they can supply additional evidence. All new evidence will be considered, and a decision will be made. The student will be notified of that decision via email.

Refunds will not be granted if any student is removed from the premise for any reason no exemptions. A refund will not be granted if the student provides false information in their booking and/or enrolment process. Students that are unable to provide sufficient evidence on the day that they are permitted to take part in the training will not be entitled to a refund.

REFUND PERMITTED:

Rescheduling Fee:

A rescheduling fee of \$22 per person must be paid 3 working days prior to the start of original course date. Less than 3 working days' notice: **NO RESCHEDULING PERMITTED**

CANCELLATION FEE:

Admin fee will be deducted from the original payment made. Less than 3 working days' notice: **NO REFUND PERMITTED.**

Course Type:	Cancelation Fee:
HLTAID009 Provide cardiopulmonary resuscitation	\$25
HLTAID010 Basic Life Support	\$40
HLTAID011 Provide First Aid	\$45
HLTAID012 Provide First Aid in an Education and Care Setting	\$45
HLTAID014 Provide Advanced First Aid	\$80
HLTAID015 Provide Advanced Resuscitation	\$90
UETDRMP007 - Perform Rescue from a Live Low Voltage Panel	\$50
UETDRMP007 - Perform Rescue from a Live Low Voltage Panel & CPR	\$65
CPCWHS1001 Prepare to Work Safely in the Construction Industry	\$50
TLID0020 Shift Materials Safely Using Manual Handling Methods.	\$40
BSB41419 Cert IV in Work Health and Safety	\$500
BSB51315 Diploma of Work Health and Safety	\$500
TLILIC0003 Licence to Operate a Forklift Truck	\$150

FAILURE TO TURN UP TO YOUR NOMINATED COURSE:

Failure to turn up to your nominated course on time means that there will be **NO REFUNDS.**

STUDENT ARRIVAL TIME AND REFUNDS OR RESCHEDULING:

Any students arriving more than 15 minutes after the nominated registration course start time will not be allowed to enter. This preserves everyone's right to receive the training and assessment that they have enrolled and paid for without the constant interruption of students who are late. The full course cost will apply.

Monday, Wednesday and Friday white card courses start promptly at 08.30am.

Registration Time from 8.00am-8.15am.

Saturday and public holiday courses start promptly at 07.45am.

Registration Time from 7.15am-7.30am.

Tuesday and Thursday First Aid Courses start promptly at 08.30am.

Registration Time from 8.00am-8.15am.

We require all students to arrive **at least 15mins prior to start time** to have their photo ID (Immicard, Driver's License, Proof of age or Passports) and enrolment scanned and checked. Australian citizens should also bring their Medicare card or other form of evidence of citizenship (e.g. birth certificate). Photos or scanned copies of ID will not be accepted.

Students may reschedule at NO FEE if they are able to supply a doctor's certificate (due to the current pandemic COVID-19 we will also require a COVID-19 clearance before any rescheduling can be made) this can be sent via email on the day of training by 4pm (COVID-19 Clearance take up to 28 hrs to be returned). All transfers must be made in writing to info@factadelaide.com. NO REFUNDS only transfers

Text messages or voice messages will not be accepted.

WEEKEND AND PUBLIC HOLIDAY TRAINING.

On occasion, First Aid Certification and Training run weekend and public holiday courses. The terms and conditions for these courses will be slightly different to those courses run on weekdays.

1. No transfers to a different day once booked.
2. No changes to the original booking.
3. No refunds once the booking has been completed.
4. Courses will start promptly at the nominated time (indicated in original booking email) late comers will not be allowed entry nor will they be eligible for a refund.
5. Arrive at least 15 mins prior to course commencement to avoid disappointment if late.
6. Current Photo ID (Immicard, Driver's License, Proof of age or Passport) is mandatory when completing a course. Failure to present ID will result in not taking part of training on the day. Australian citizens should also bring their Medicare card or other form of evidence of citizenship (e.g. birth certificate). NO REFUNDS will be given.