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## Training Course Terms and Conditions

1. To ensure that your enrolment is confirmed, your payment or Company Purchase Order must accompany the enrolment form.
2. On acceptance of your Purchase Order and completion of training an invoice will be raised. Payment is required within terms of invoice unless a previous agreement has been made with Safety Direct Solutions Finance.
3. Course registrations may be cancelled or transferred up to 8 working days prior to course commencement. Notice of cancellation or transfer must be in writing. Provided 8 working days' notice in writing is received, you can either request a full refund of payment or be transferred to another course. Refunds will generally be processed within 30 Days.
4. For registrations cancelled or transferred 5-7 working days prior to the commencement of the course an administration fee of 25% of the total course cost will apply. Notice of cancellation or transfer must be in writing.
5. For registrations cancelled or transferred 2-4 working days prior to the commencement of the course an administration fee of 50% of the total course cost will apply. Notice of cancellation or transfer must be in writing.
6. For registrations cancelled or transferred 0-1 working days prior to the commencement of the course an administration fee of 100% of the total course cost will apply. Notice of cancellation or transfer must be in writing.
7. Failure to attend a course without prior notification will result in no refund of course fee.
8. You may substitute another participant at any time prior to the start of the course should the nominated person be unable to attend. Notification of this change should be directed to SDS Client Services as soon as possible to ensure that the replacement is registered. An additional administration fee of \$50.00 (excluding GST) may apply each time a change is requested.
9. Safety Direct Solutions reserves the right to cancel/postpone any course it deems necessary due to insufficient registrations or conditions beyond its control. All registered participants will be notified as early as practical and offered the opportunity to transfer to the next available course.
10. Safety Direct Solutions guarantees that upon the participant's commencement of the course it will complete the training and assessment services or otherwise refund the participant for the proportion of services not delivered.
11. On successful completion your training documents will be processed and within the ensuing 2-3 weeks you will be issued an electronic copy of your achieved competencies via your supplied email address. Should a paper copy be required, a processing fee of \$38.50 (including GST) will apply. Paper certificates will be issued to participants who successfully complete a full qualification. Certificates will only be issued to the participant, unless otherwise instructed, in writing, to supply a copy to their employer.
12. If a replacement request is received after the initial provision of your achieved certificate(s)/wallet cards, a \$38.50 (incl. GST) processing fee per item will be applicable.
13. Competency Assessment Results: all participants will be assessed as either Competent (C) or Not Yet Competent (NYC) as appropriate. Participants that receive a 'NYC' will be briefed in private as to where they need to concentrate in order to achieve competency, and provided with an opportunity to undergo re-assessment. This opportunity may involve repeating the course. A participant who, following this second opportunity is unable to demonstrate competency will be counselled and advised of their options. Such options may include further training for which an additional fee may be payable.
14. How you will be assessed: Safety Direct Solutions is a Registered Training Organisation (RTO) and has a responsibility to fulfil and collect evidence to enable us to deem a participant as competent. Evidence to be collected may be in the form of written, oral or practical assessment. To be deemed competent:
  - You must achieve a 100% mark on the written theory assessment

- Demonstrate competence in a practical exercise in a small group. The simulated work conditions of the practical assessment are to confirm your ability to consistently identify and correctly interpret the theory you have learnt which is required for practical application.
  - Demonstrate competence via verbal questions asked throughout delivery of the training course.
  - Demonstrate effective communication skills and the ability to work within a team
15. RTO's are required to adhere to a strict regimen that specifies how they can collect participant fees. These prescribed conditions determine the amounts and frequencies of payments. The approved option Safety Direct Solutions has agreed to undertake is:
- Stage 1** - Enrolment commencement - you pay course fee up to the amount of \$1,500
- Stage 2** - Last day of the course - you pay the balance of fees due if the individual course cost is more than \$1,500, except for the following courses:  
*Certificate IV in Health Care and Diploma of Paramedical Science.* For these courses payment is required as follows:
- Stage 1** - Enrollment/Pre-course commencement - you pay course fee of \$1,500
- Stage 2** - Face to face training commencement:  
*Diploma* - you pay course fee of \$1,500  
*Certificate IV* - you pay the course fee balance
- Stage 3** – Post course work commencement – you pay course fee balance (*Diploma only*)
- Safety Direct Solutions endorses this fee payment system as it protects the participant from the possible loss of fees and will encourage sound financial management from RTO's. (*Refer to your invoice for payment terms.*)

### **Language, Literacy and Numeracy (LLN)**

For SDS training programs, SDS can assist participants who are not confident that their language, literacy or numeracy skills match the requirements of the course. It is a requirement that you advise SDS if you have Language, Literacy or Numeracy difficulty or special requirements as soon as possible prior to the scheduled training date (so appropriate resources can be prepared).

Do you have a condition that could hinder your learning capacity?  NO  YES (please provide information to SDS)

If you would like to discuss the assistance options available to you, please contact the SDS Client Services Team.

### **Unique Student Identifier (USI)**

All participants, as of 01 January 2015, who undertake nationally accredited training delivered by a Registered Training Organisation (RTO) must have a valid Unique Student Identifier (USI). Please ensure you create your USI prior to training by clicking [HERE](#) and bring your 10 digit identifier with you to your training course. Remember to keep a secure record of your USI for future use. Certificates cannot be issued until a valid USI is provided to SDS. For more information about USIs please visit [www.usi.gov.au](http://www.usi.gov.au).