

STUDENT INFORMATION HANDBOOK

Contents

Welcome	4
Entry Requirements	4
Client Enrolment	5
Training Programs	5
Accredited Programs	5
Training Delivery, Assessments and Standards	6
Assessment Procedures	6
Test & Tagging Course	6
"UEENEEE101A"	6
"UEENEEP026A"	7
Plug Replacement Course	Error! Bookmark not defined.
Advanced course in Test & Tag and 3 Phase Electrical Equipment	Error! Bookmark not defined.
Recognition of Prior Learning (RPL)	8
Making the most of the training program	10
Privacy	10
Legislation	10
Getting Help	11
Training Pathways	11
Rules and regulations while completing a program	11
Equal Opportunity	11
Ethnic Council.	11
Special Requirements	11
Occupational Health & Safety	12
Evacuation	12
Participant Results	12
Complaints and Appeals	12
1. Purpose	13
2. Scope	13
3. Procedure	13
3.1 Complaints and Appeals	13
3.2 Complaints Process	13
4. Appeals	14
4.1 Appeals Process	14
5. Administration	14
Copyright	16
Security	17

Fees and Charges	17
Conditions of Enrolment	17
Important Note	17
Cancellations	18

Welcome

Thank you for considering training with Succeed Training Pty Ltd, trading as Test Tag Courses. We are a Registered Training Organisation (RTO) governed by the Australian Skills Quality Authority (ASQA).

For simplicity we will refer to ourselves in this document as Test Tag Courses.

We have many training locations and offer a range of training services which include the following:

- Electrical Test & Tagging Courses
- Sales and Servicing of Portable Appliance Testers (PAT's) and Products
- Calibration Verification of PAT Testers
- The supply of consumables such as test tags, log books etc.

All of our trainers and assessors are experienced technicians in the electrical test & tagging industry and have years of experience. All the necessary equipment is supplied and we use the most modern and up to date equipment available. You can be rest assured that the training that you receive will meet your requirements.

The purpose of this handbook is to provide you with a quick reference about our training programs and processes.

Enrolling in a Training Program

To enrol in one of our training courses you can enroll online at www.testtagcourses.com.au or if required you can download a paper version of the enrolment form or call our office on 1300 730 699. When we receive your application you will sent an email confirming receipt of your application along with your tax invoice, the venue details and any other relevant details related to the course. Usernames and passwords, if applicable, will not be issued until course fees have been received in full. Course fees must be received at least five (5) working days prior to the commencement of the training course. If course fees are not received within five (5) working days prior to the commencement of the course your position may be given to a person on the waiting list.

Entry Requirements

We are committed to ensuring that all client selection processes are fair, equitable and consistent with workplace performance, competency level and the Training Package requirements. Therefore selection into a training program is based upon the applicant:

- meeting any pre-requisite qualifications or work experience, and
- meeting any other requirements that may be in place for a particular course
- being 18 years of age or over

We shall ensure that any applicants who do not meet entry requirements are advised of any appropriate pre entry training they may take to meet eligibility criteria. Candidates are best equipped to achieve competency in these courses if they have a good reading, writing and numeracy skills.

Client Enrolment

We are committed to the enrolment of clients when the organisation has the capacity to deliver the course for which the client is enrolling and where the client has:

- applied in the prescribed manner by completing either the online enrolment or having completed the paper version of the enrolment form.
- meets the selection requirements for the relevant course
- meets the selection criteria for the course, or have satisfied the RTO Manager of their equivalent qualification or experience to undertake the course
- supplied accurate personal and previous qualification information
- agreed to abide by the organisation's policies, procedures and code of conduct
- paid the prescribed fees

Training Programs

Training Services provided to clients follow the policies and procedures developed to meet the National Training Framework and the Standards for NVR Registered Training Organisations (SNR).

We run a range of programs that are both accredited and non-accredited. Accredited programs have been ratified by the Commonwealth Government. Our courses are for those who either wish to test their own or their employer's electrical equipment to meet the requirements of the WHS regulations and the Code of Practice "Managing Electrical Risks in the workplace", or where an individual might wish to start a business in testing equipment for others (albeit in some states additional training/qualifications are needed).

Accredited Programs

Accredited programs are usually competency based which means that training and assessment or recognition of current skills and knowledge focuses on the development and recognition of a person's ability to apply relevant knowledge and skills to perform workplace tasks to a specified standard.

The specific skills and knowledge required for a particular workplace application are set out in Units of Competency and these can be grouped together to make up a nationally recognised qualification. Nationally recognised qualifications are set out in Training Packages and these can be viewed at www.training.gov.au

Each Unit of Competency is made up of the following:

- Elements
- Performance criteria
- Required knowledge and skills
- A range of variables
- Critical aspects of evidence
- Any pre or co requisites (if applicable)

To be deemed Competent in any Unit of Competency you must be able to provide evidence of the required skills and knowledge to complete work tasks in a range of situations and environments, including simulated applications in the classroom over a period of time.

Evidence is the material proof that you have performed the specified competency or task to the required standard over a period of time. Your evidence requirements will be determined by the Unit of Competency, employability skill requirements, industry expectations, Government regulations, and your qualifications and current experience.

Examples of evidence could include one or more of the following:

- Specific assessments tasks set by your Assessor
- Observation reports
- Current licenses
- Question responses

Your evidence must also demonstrate the following:

- That you can do the job or task to the required standard
- Understand why the job should be done in a particular way
- Handle unexpected issues or problems
- Work with others 'in a team'
- Do more than one thing at a time, e.g. perform the task and be aware of the occupational health and safety requirements
- Know the workplace rules and procedures

Training Delivery, Assessments and Standards

Assessment Procedures

Every participant, on commencement of a course will be taken through an outline of the delivery and assessment process. All assessments are standardised tests and comply with Australian Standards AS3760:2010, guidelines for Competent Persons undertaking Testing and Tagging of Electrical Equipment and the Unit of Competency UEENEEP026A Conduct In-Service Safety Testing of Electrical Cord Assemblies and Cord Connected Equipment.

A summary of the assessment processes is explained below.

Test & Tagging Course

The test & tag course consists of two (2) units of competency UEENEEE101A & UEENEEP026A. The Unit of Competency "**UEENEEE101A** Apply Occupational Health and Safety regulations, codes and practices in the workplace." is a prerequisite to completing the unit "**UEENEEP026A**" Conduct In-Service Safety Testing of Electrical Cord Connected Equipment and Cord Assemblies.

THE UNIT "UEENEEE101A" SHOULD BE COMPLETED AND HAVE BEEN MARKED AT LEAST TWO (2) DAYS BEFORE ATTENDING THE TEST & TAG UNIT OF COMPETENCY (UEENEEP026A)

Dates and locations for all our courses can be found on our website www.testtagcourses.com.au

"UEENEEE101A" Apply Occupational Health and Safety regulations, codes and practices in the workplace.

This is an online unit that takes between 2 to 3 hours to complete including the assessments. The unit is also available with an alternative option where all the course and assessment material can be posted to candidate where they have no internet access or computer skills.

The delivery method includes:

- A customised workbook (Participant Guide)
- Online presentation to support content of the learning
- Questions and answers throughout the sessions

- Practical scenarios
- Phone support if required

The unit of competency is assessed in 2 phases, firstly the knowledge assessment which consists of seven sections. Secondly there are two practical scenarios where the participant is required to apply the knowledge gained to complete a risk matrix to determine the current risk and how the risk might be reduced.

Assessments include:

Theory - Knowledge testing - assessments to covers:

- Basic legal requirements covering WHS safety in the workplace
- The work environment
- Manual Handling
- Chemical in the workplace
- Working at heights
- Confined space entry
- Physical and psychological hazards
- Working safely with electricity
- Life support – CPR in the workplace

Practical assessment to cover:

- Identify the potential risk
- Using a Risk Matrix determine the overall risk
- Using the Hierarchy of Risk Control to suggest methods of reducing the risk
- Using a Risk Matrix again to determine the new risk factor after the implementing the improvements
- Confirm that the risk has been reduced or eliminated

“UEENEEP026A” Conduct In-Service Safety Testing of Electrical Cord Connected Equipment and Cord Assemblies.

The unit UEENEEP026A is conducted face to face over an eight (8) hour teaching day. There are several locations to choose from for our public courses or it can be conducted at your workplace if there are sufficient numbers. Contact our office for more information should you require an in-house course.

The delivery method includes:

- Lecture format to a group in a classroom setting
- A customised workbook
- PowerPoint presentation to support content of the learning
- Questions and answers throughout the sessions
- Scenarios and demonstration by our qualified trainers using test and tagging equipment
- Learning through practical exercises stepping through operational procedures in the use of equipment.

Assessment methods include :

Theory - Knowledge testing - two (2) written assessments to cover:

- Underpinning knowledge
- AS/NZS:3760, AS/NZS:3012, AS/NZS:3199

Document Name: Student Information Handbook
Revision: 1.15
Revision Date: 28-05-2015
Review Date: 31-08-2016

Created By: Test Tag Courses
Approved By: RTOADM
Document Location: NovaCore CMS\SNR\Marketing

- Codes of Practice
- WH&S regulations
- General information (as stated in the elements, performance criteria and required skills and knowledge)

Practical assessment, observation of skills and oral questioning that cover:

- WHS procedures for a given work area are identified, obtained and understood.
- WHS risk control work preparation measures and procedures are followed.
- Visual and physical inspection of equipment to be tested
- Identifying the different classes of electrical equipment
- Determine the relevant tests for the item being tested
- Inspect and test portable electrical equipment using a PAT
- Complete the appropriate documentation on the results of the inspection and test

Plug Replacement Course (currently NSW Only)

Note: NSW WorkCover's guide to Testing and Tagging of Electrical equipment states "Plugs and extension sockets may be replaced by a non-electrically qualified person provided the person has been trained, assessed and found to be competent to fit plugs and sockets according to the manufacturer's instructions.

The purpose of this course is to allow those who have successfully completed an electrical testing and tagging course to acquire the knowledge and skills required to replace plugs and extension sockets to portable electrical equipment.

It is a requirement of this training course that all candidates have attended a recognised course in the inspection and testing of electrical equipment to AS/NZS3760 and have been assessed and found to be competent. The duration of the course is approximately three (3) hours including assessment. During the course the participants will be required to remove and replace several types of electrical plugs and sockets. All tools, materials and instruction manual supplied.

Advanced course in Test N Tag and 3 Phase Electrical Equipment (currently NSW only)

The purpose of this course is to allow those who have successfully completed an electrical testing and tagging course to acquire the knowledge and skills required to test 3 phase equipment in a variety of ways using different testing equipment.

Testing 3 phase equipment is more complex and therefore requires more specialised knowledge and skills. It is for that reason it is a prerequisite of this training course that all candidates have attended a **RECOGNISED** training course and been issued a **"Statement of Attainment"** from the unit of competency "UEENEE026A" Conduct In-Service testing of Electrical Cord Assemblies and Cord Connected Equipment, or the equivalent unit (UEENEEP008B).

The duration of the course is approximately 4 hours including assessment. During the course the participants will be required to test 3 phase equipment and a 3 phase extension leads

The course covers

- Basic 3 Phase Theory
- 3 Phase Circuits
- Single Phase Vs 3 Phase

Document Name: Student Information Handbook
Revision: 1.15
Revision Date: 28-05-2015
Review Date: 31-08-2016

Created By: Test Tag Courses
Approved By: RTOADM
Document Location: NovaCore CMS\SNR\Marketing

- Contactors & Relays
- Types of testing equipment
- Testing 3 Phase equipment

All tools, materials and an instruction manual will be supplied.

Recognition of Prior Learning (RPL)

You have the opportunity to apply for recognition of prior learning (RPL). This means that you can submit evidence where you have previously completed the unit of competency "UEENEEE101A Apply Occupational Health and Safety regulations, codes and practices in the workplace."

As for the unit of competency, "UEENEEP026A" Conduct In-Service Safety Testing of Electrical Cord Connected Equipment and Cord Assemblies" You have the opportunity to apply for recognition of prior learning (RPL) by an assessment only pathway and be assessed by a qualified Assessor without completing the training.

We believe that no learner should be required to undertake a competency or element of a competency in a qualification for which they are already able to demonstrate satisfactory achievement of the performance outcomes stated in the endorsed training package or nationally recognised course.

We aim to maximize the recognition of a learner's prior skills and knowledge whilst at all times maintaining the integrity and standards of the defined learning outcomes of the specific qualification or course of study.

If you think you have the necessary competencies or a qualification at the required standard you need to contact our RTO Manager on 1300 730 699 who will discuss what information you will need to provide to apply for RPL.

Any documents that you provide to support your claim of competency must be the originals rather than copies. Your original documents will be photocopied and handed back to you. It is also expected that any evidence submitted is your own and if the work of others, formally acknowledged.

Regardless of the type of evidence that you submit, Assessors must be confident that the evidence meets the following criteria:

- Meets the requirements of the Unit of Competency(s),
- Meets any Regulatory requirements
- Is your own evidence and can be authenticated
- That you can perform the competency consistently and reliably
- Is at the standard expected in industry and set out in the Australian Qualification Framework (AQF)
- Is sufficient to make a judgment about the above

We are committed to ensuring that all judgments made by Assessors against the same competency standards are consistent. Your Assessor will examine the evidence that you present and then make a judgment on that evidence which will be either:

- C which means that you have been deemed Competent against that Unit of Competency(s)
- NYC which means you are Not Yet Competent.

Your assessor will advise you what you can do if you receive a NYC for your assessment task. If you are deemed not competent in your initial assessment, you are allowed a second attempt. However, if you are deemed not

competent in the second attempt, you will be required to re-enroll. Please talk to your assessor if you have any concerns.

Making the most of the training program

It is very important to make the most of your training opportunity. Please note it is your responsibility to do this. To optimise your own learning and successful completion, undertake to do the following:

- Attend all the sessions and complete all required reading and learning activities
- Be a willing participant
- Work with fellow clients
- Respect other people's opinions
- Ensure you have a clear understanding of the assessment requirements
- Take responsibility for the quality of evidence that you submit to the Assessor
- Keep track of your progress
- Complete and submit all assessment tasks using clear and concise language
- Be willing to contact your trainer if you do not understand the training activity or assessment task

Privacy

We take the right for privacy of our students seriously and will comply with all legislative requirements.

In order to provide training and assessment services we must collect personal information. This information is required to be reported to ASQA under the requirements of the Australian Vocational Education and Training Management Information Statistical Standards (AVETMISS).

Legislation

We are subject to a variety of legislation related to training and assessment as well as general business practices. This legislation includes:

- a. Standards for NVR Registered Training Organisations 2012
- b. Education Services for Overseas Clients (Regulation of Providers and Financial Regulation) Act 2000 (Amended 2007)
- c. Work Safety and Health Act 2011
- d. WorkCover
- e. Workplace Relations Act 1996
- f. Security and Other related Activities Act 1996
- g. Human Rights and Equal Opportunity Commission Act 1986
- h. Human Rights (Sexual Conduct) Act 1994
- i. Equal Opportunity for Women in the Workplace Act 1999
- j. Sex Discrimination Act 1994
- k. Disability Discrimination Act 1992
- l. Racial Discrimination Act 1975
- m. Privacy Act 1988
- n. Copyright Act 1968
- o. Copyright Amendment (Digital Agenda) Act 2000
- p. Industrial Relations Act 1979
- q. Archives Act 1983

Getting Help

At Test Tag Courses your Trainers and Assessors are your best support. If you are in need of some support please speak to them or call our office.

Training Pathways

There are many training opportunities available to you and if you would like to find out about these please speak to your Trainer or Assessor.

Rules and regulations while completing a program

We are committed to providing a learning environment that encourages clients of all abilities to participate and to successfully complete their training program. We ensure that all training programs are delivered in accordance with the rules and regulations set out by the relevant regulatory body. If you require any special assistance please inform our staff on enrolment. We respect the client's right to privacy and confidentiality.

Equal Opportunity

All clients and participants are entitled to, and will be given equal consideration and treated with equal respect. Our staff will in no way discriminate on the basis of race, gender, sexual preference, belief, or age.

Harassment and victimisation is offensive, intimidating, uninviting and unwelcome behaviour designed to damage, belittle, or take advantage of, another person. It includes physical assault, including sexual assault, offensive jokes and suggestions, verbal abuse, distributing or displaying offensive material (pictures, cartoons etc);

- making offensive telephone calls;
- making suggestions about sexual activity or sexual favours with threats or promises
- telling jokes or making derogatory comments about a person's age, sex, race, cultural background or disability;
- isolating, segregating, or humiliating, questioning or ignoring another's capabilities because they are of a particular gender or belong to a minority group.

We will follow up on complaints of harassment. You should first talk to the Trainer about your circumstances. There is a process to follow such complaints that is fair and meets our legal obligations. You have the right to seek advice from relevant government bodies such as the Anti-Discrimination Board or an Ethnic Council.

Special Requirements

Please Inform our office if you have any special requirements such as dietary, literacy, learning support or other requirements prior to attending the training course by either phoning 1300 730 699 or emailing your details to hello@testtagcourses.com.au.

Disability

We will make reasonable adjustments in order to cater for the needs of clients and participants who have a disability.

- Training venues and facilities where possible will be accessible.

Document Name: Student Information Handbook
Revision: 1.15
Revision Date: 28-05-2015
Review Date: 31-08-2016

Created By: Test Tag Courses
Approved By: RTOADM
Document Location: NovaCore CMS\SNR\Marketing

- Support persons can attend class with you at no charge provided that we are notified at least 48 hours prior to the commencement of the course.

Language and literacy adjustments

- We will ensure that our training is delivered at a reasonable pace for the various types of learners in each class.
- We will use Plain English and explain terminology with practical examples.
- Assessment will be both written and practical.
- Good literacy is necessary for the completion of the assessments.
- The courses are delivered and assessed in English.

Occupational Health & Safety

All of our trainers and assessors are aware of

- The WHS legislation as it relates to their educational environments.
- Principles and practice of effective WHS management.
- Common hazards in educational environments.

Evacuation

In the case of an emergency requiring evacuation of the building during one of our courses the trainer will notify his/her class that they will be evacuating the building and follow designated procedures. We use a number of premises and follow the procedures at each venue.

Participant Results

- The results of your assessments are provided where possible on the day of training. The results are signed off and forwarded to our office.
- Statements of Attainment issued within 10 working days of successful completion of units.
- The results are entered into our databases as a long term record. They may also be forwarded to the employer.
- These records are confidential and remain the property of Test Tag Courses
- Participants have the right to sight their records.
- To access records send your request by email to sales@testntagnsw.com.au or phone 02 4628 8986.
- Request for a replacement certificate will need to be made in writing and signed. Email requests can be made by providing sufficient ID as requested by the RTO. Replacement certificates will incur a reprint fee of \$30 plus GST.

Complaints and Appeals

If you have a complaint, grievance or wish to appeal any decision while completing your training program we have a documented process for you to access and follow. Any complaint or grievance should be first directed to your trainer or assessor. If your complaint or grievance remains unresolved, you will then need to contact the RTO Manager on 1300 730 699 to discuss the matter. You may also continue reading our Complaints and Appeals Policy below.

Complaints and Appeals Policy

1. Purpose

This policy is based on providing and maintaining training services that are fair and reasonable and afford a forum where issues or inadequacies can be resolved. This process provides opportunity for complaints and appeals to be forwarded to us in a timely and confidential manner.

2. Scope

Our Director is the Complaints Resolution Officer. The Director may delegate responsibility for the resolution of the complaint if necessary.

The object of this policy is to ensure that we act in a professional manner at all times. This policy provides clients with a clear process to register a complaint or appeal. It ensures all parties involved are kept informed of the resulting actions and outcomes.

3. Procedure

3.1 Complaints and Appeals

If a client has a complaint they are encouraged to speak immediately with the trainer to resolve the issue. If the complainant is not satisfied that the issue has been resolved they will be asked to complete a Corrective Action Form available from either the trainer or administration staff. We will then investigate the complaint and advise the complainant of the outcome.

If the complainant is not satisfied with the outcome they may write to the Director, setting out in detail the issue of concern. This may lead to occasions where an industry-training representative may be invited to act as an objective party in order to negotiate a satisfactory resolution.

3.2 Complaints Process

All complaints shall follow the below procedure:

- a) Made in writing within 5 days of the incident using the Complaints Form
- b) A submitted Complaints Form will constitute a formal complaint from the participant
- c) The Director must be informed of receipt of all complaints
- d) The Director may delegate responsibility for the resolution of the complaint
- e) In the case of a complaint, the Director will initiate a transparent, participative investigation to identify the issues
- f) **Assessment** complaints will be processed in accordance with the Appeals Procedure - Annex A
- g) Complaints where possible are to be resolved within 10 working days of the initial application
- h) In all cases the final conclusion will be assessed by the Director
- i) The Participant will be advised in writing of the outcome of their complaint
- j) If the outcome is not to the satisfaction of the Participant, they may seek an appointment with the Director
- k) If the participant is not satisfied with the decision they have the option to seek outside assistance to pursue the complaint

- l) All complaints will be handled as Staff-In-Confidence and will not affect or bias the progress of the participant in any current or future training

4. Appeals

We strive to deal with appeal issues as soon as they emerge.

4.1 Appeals Process

All appeals shall follow the below procedure:

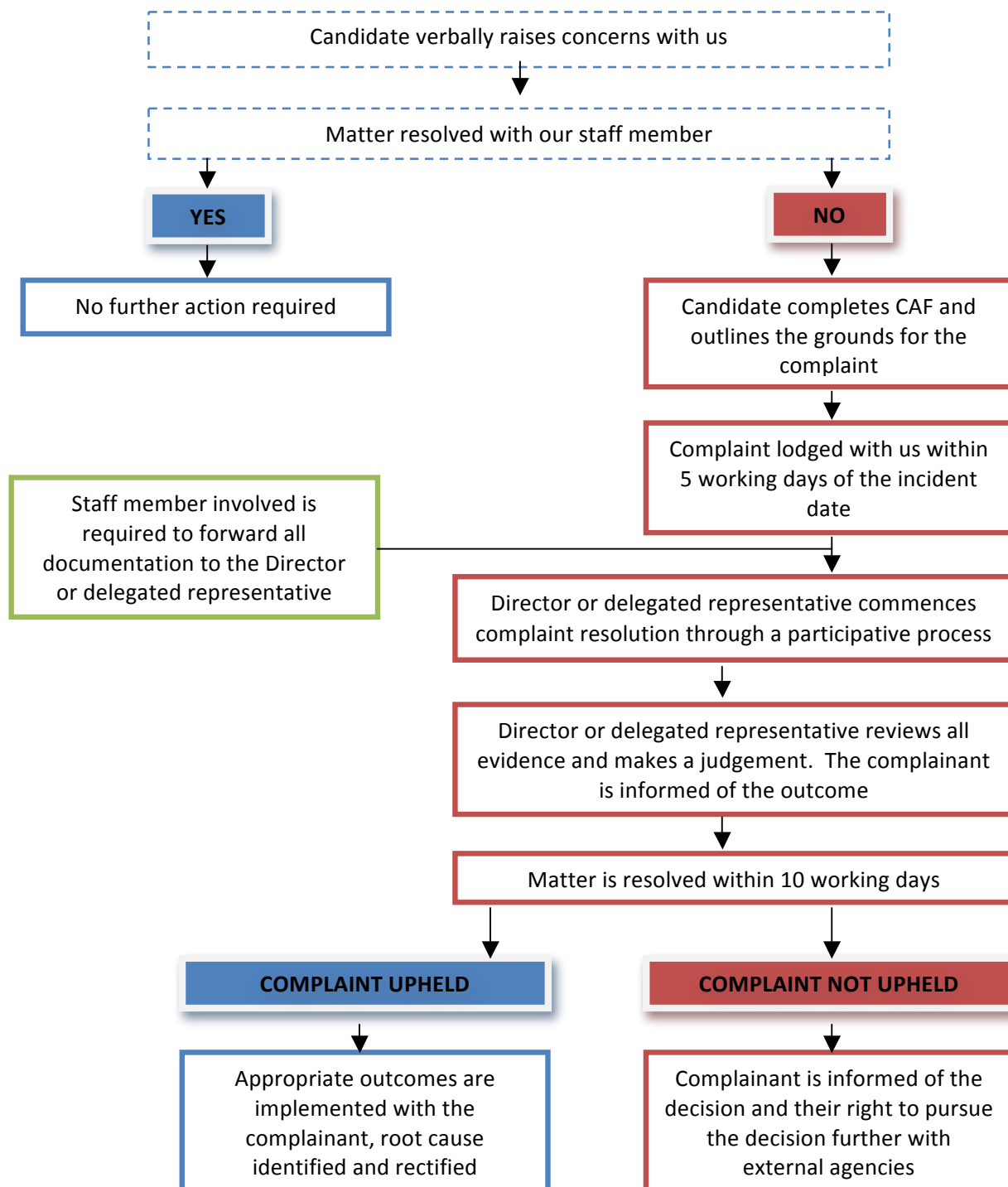
- a) Be made in writing within 5 days of notification of the assessment decision using the Appeals Form
- b) A submitted Appeals Form will constitute a formal appeal from the participant
- c) The Director shall be informed of receipt of any appeal
- d) The Director may delegate responsibility for the resolution of the appeal
- e) In the case of an appeal, the Director will initiate a transparent, participative process to deal with the issues at hand
- f) Appeals will be processed in accordance with the Appeals procedure – Annex B
- g) Appeals where possible are to be resolved within 10 working days of the initial application
- h) In all cases the final conclusion will be endorsed by the Director
- i) The participant will be advised in writing of the outcome of their appeal
- j) If the outcome is not to the satisfaction of the participant, they may seek an appointment with the Director
- k) If the participant is not satisfied with the decision they have the option to seek outside assistance to pursue the appeal
- l) All appeals will be handled as Staff-In-Confidence and will not affect or bias the progress of the participant in any current or future training

5. Administration

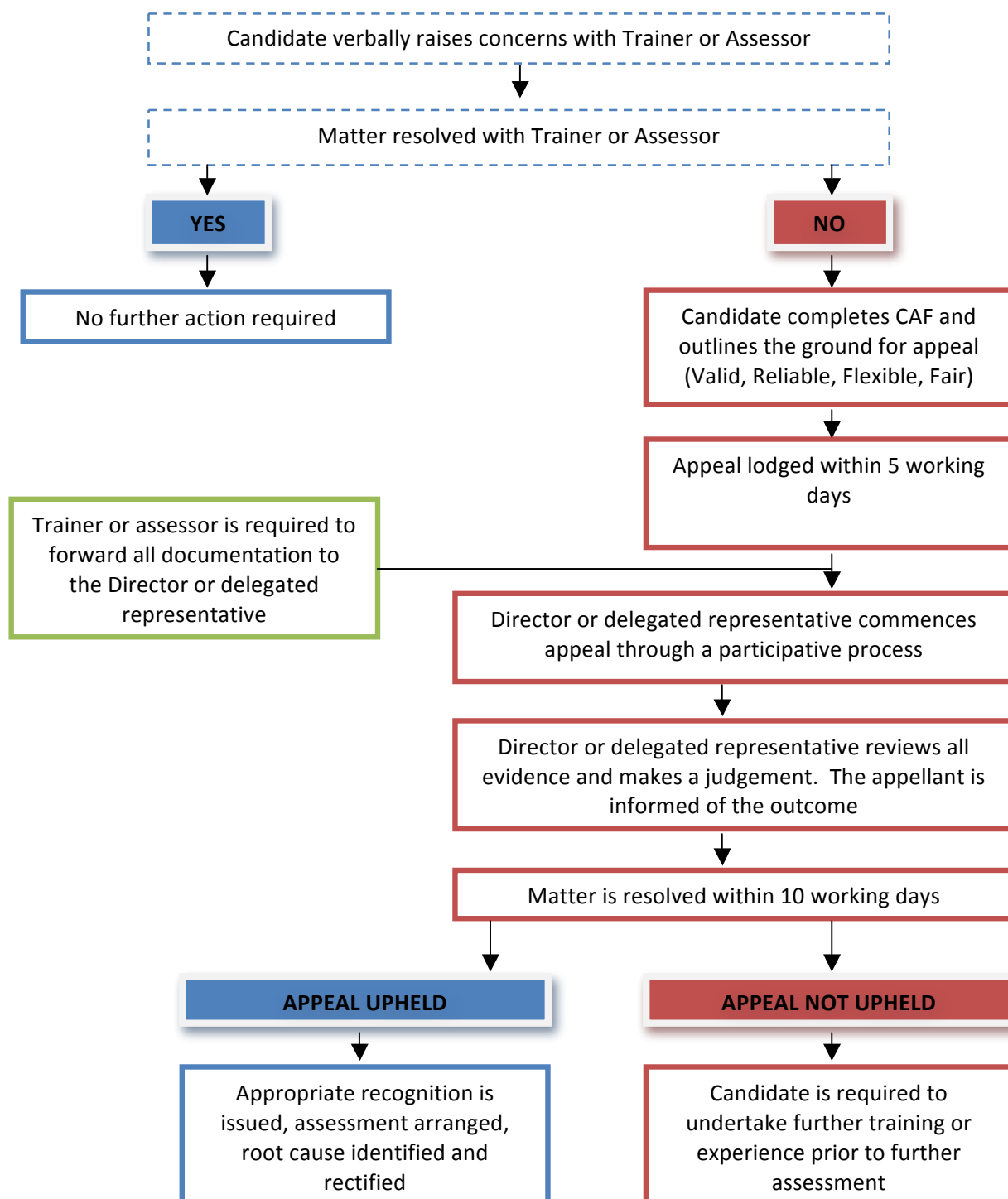
All complaints and appeals will be discussed at Management Review Meetings for continuous improvement of the processes.

All Complaints and Appeals are to be held on file.

ANNEX A: Complaints Process



ANNEX B: Appeals Process



Copyright

We adhere to the Copyright Act. All course materials and software are licensed or written and owned by Test Tag Courses. We hold a copyright agreement under part VB of the copyright act (1968) with Copyright Agency Limited (CAL)

Security

Personal property - Participants are responsible for their own personal belongings. We will not accept any responsibility for stolen or damaged personal property.

Fees and Charges

We aim to keep our fees and charges to a minimum.
Our current course fee structure is as follows:

The two (2) units of competency UEENEEE101A & UEENEEP026A	\$464 GST Exempt
The standalone unit UEENEEE101A	\$150 GST Exempt
Replacement Statement of Attainment or Certificate.....	\$33 GST Inclusive

Conditions of Enrolment

These conditions of enrolment apply to all of our courses. A binding agreement shall arise between you us, which shall be governed by the various state laws, when you accept the Conditions of Enrolment by signing the enrolment form where it reads "I have read and agree to the Conditions of Enrolment"

By accepting the Conditions of Enrolment, you agree to comply with the information in Test Tag Courses Student Handbook which is published on the Web site: www.testtagcourses.com.au.

You are also confirming that you or your employees fulfil all entry requirements for the course in which you are enrolling.

Important Note

The unit UEENEEE101A is a **prerequisite** for the 1 day course "**UEENEEP026A** Conduct In-Service Safety Testing of Electrical Cord Connected Equipment and Cord Assemblies" and also our conditions of enrolment and as such it must be completed prior to your attendance on the day.

THIS UNIT SHOULD BE FULLY COMPLETED AND HAVE BEEN MARKED BY OUR OFFICE BEFORE ATTENDING THE TEST & TAG UNIT OF COMPETENCY (UEENEEP026A)

By accepting these Conditions of Enrolment, you agree to pay the course fee for the course you have selected under this Enrolment Form. Upon receipt of the Course Fee, (5 working days before the course) we agree to supply to you the required username and password to complete the online component of the course. We reserve the right to withhold the username and password in the event that you fail to pay the course fee as and when it becomes payable.

We note that, depending on your particular Course, you may need to provide your own equipment in addition to the Course Materials at your cost. Subject to successful completion of all assignments and the Course Fee being paid in full, we will issue you with appropriate certification for your course.

Notification of Booking along with a Tax Invoice will be sent on receipt of your application.

Payment must be received in full 5 business days (Monday to Friday) prior to the commencement of the course to secure your position. If payment is not received within 5 business days of your course date your enrolment maybe withdrawn and given to a person on the waiting list for that course.

Late bookings may be taken if circumstances allow — (please phone us on 1300 730 699 to make arrangements).

Cancellations

Cancellations will be refunded less a 10% administration fee if received in writing **more than 5 business days** prior to the commencement of the course date. **For cancellations notified in writing between 3 to 5 business days before the event**, course fees will be refunded less a 30% administration fee. **For cancellations notified less than 3 business days before the event, no refund will be given.**

Change of person attending the course will be allowed, (please phone us for details) however this may be subject to a 15% administration fee.

Change of course date received in writing more than 5 business days before the original course date will attract a 10% admin fee.

Course date changes received in writing less than 5 business days before the original course date will attract a 30% admin fee.

PLEASE NOTE NON ATTENDANCE ON THE DAY - NO REFUND

We reserve the right to withdraw your registration if payment is not received in accordance with our payment terms. Venue details will be included in your confirmation advice and can be found on our website. Whilst there is every intention to run the course as advertised, we reserve the right to make changes to the course content. We also reserve the right to cancel a course due to insufficient numbers or circumstances beyond our control. Should this occur, refunds will be made in full or other course dates will be offered.

EO&E