



## TERMS & CONDITIONS

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### **COURSE BOOKING & FEES**

Fees are payable in advance for each course. A client is not considered enrolled and is therefore not eligible to attend class room training, until the required fees are prepaid. A booking confirmation and tax invoice will be posted or emailed following full payment received by CQ First Aid & Safety.

Payments can be made by cash, direct deposit, credit card or purchase order.

### **COURSE EXPECTATIONS**

CQ First Aid and Safety ensures that courses are conducted by qualified and experienced trainers. Prior to enrolling into your chosen course, ensure you have a full understanding of the structure of the course including costs, duration and outcomes. All courses are delivered in line with State and National requirements utilising equipment that complies with all safety standards. Courses are delivered as a theory lesson with some practical components.

### **ACCESS AND EQUITY**

Our Access & Equity Policy ensures that student selection decisions comply with equal opportunity legislation.

### **COMPLAINTS & APPEALS**

Course participants have the right to seek redress if they believe they have been treated unfairly. CQ First Aid & Safety has a formal grievance procedure for participants as follows:

- Discuss grievance with the course trainer. Failing satisfactory resolution of the grievance, then:
- Grievances are to be put in writing and discussed with the Director within five (5) working days of the course being completed. The Director will investigate the grievance and provide a written response, generally within five (5) working days. Failing satisfactory resolution of the grievance then:
- The grievance may be submitted to the Director for resolution.

### **PRIVACY POLICY**

In compliance with the Privacy Act 1988, the information requested on your enrolment form will only be used for the process of enrolment and maintaining the student records. You may at any time request access to your personal information held by us.

### **RECOGNITION OF PRIOR LEARNING (RPL)**

Australian Qualifications Framework (AQF) Statements of Attainment issued by other RTOs will be recognised by CQ First Aid & Safety.

### **BULLYING, DISCRIMINATION & HARASSMENT**

CQ First Aid & Safety will not tolerate unlawful bullying, discrimination or harassment, either of or by participants.

CQ First Aid & Safety reserves the right to exclude participants if, in the view of the trainer, the participant's behaviour constitutes unlawful bullying, discrimination or harassment. No refund will be given to participants excluded for these reasons.

Any participant who believes they have been subjected to this behaviour should:



- If comfortable to do so, inform the person that they find their behaviour in appropriate or offensive (sometimes such behaviour is inadvertent).
- If necessary and appropriate, inform the trainer.
- If it is not appropriate to approach the trainer or the participant is not satisfied with the trainer's response, contact the Director.

## REFUND POLICY

CQ First Aid & Safety Training has the following policy regarding refunds of fees to students. CQ First Aid & Safety Training will safeguard any money paid by you in advance of your course by not using funds until the course has commenced.

- CQ First Aid & Safety Training will refund you any money paid by you in full or transfer your payment to another course in the event we need to cancel or discontinue a course.
- CQ First Aid & Safety Training will refund you any money paid by you in full if we fail to provide in full the agreed training services or a course is terminated midstream. However, a percentage of the original fees and charges may apply depending on the percentage of completed training activities
- If you withdraw from a course due to illness, (verified by a medical certificate) we will refund any course fees.
- If you fail to commence the course or withdraw for any other reason other than illness, with less than one weeks' notice you will forfeit 50% of your course cost.
- If you fail to commence the course you will forfeit all monies paid.
- Where a corporate client cancels a course less than 24 hours prior to commencement of the course, a cancellation fee will be charged.
- If unable to attend a class, please email: [admin@cqfast.net.au](mailto:admin@cqfast.net.au) or phone 4978 1112 or 0427 444 908.

## RULES AND REGULATIONS

To complete your enrolled course students must be able to fulfil the following obligations:

- Demonstrate to the Trainer and Assessor through attendance and assessment, both written and theory that academic and professional skills have been obtained to a satisfactory and competent level.
- Satisfy all academic, administrative and financial obligations to the organisation.
- Smoking is not permitted in the organisation's premises – there is a designated Smoking Area outside the training room.
- Students must promptly notify CQ First Aid & Safety of any change of name, address and contact details so that Statements of Attainment may be issued and sent to the correct email address.
- Mobile phones must be switched to silent during class.

## STUDENT DISCIPLINE PROCEDURE

CQ First Aid reserves the right to exclude disruptive participants if, in the view of the trainer, the participant's behaviour is affecting the learning, safety or property of others. No refund will be given to participants excluded for disruptive behaviour. CQ First Aid & Safety also reserves the right to exclude disruptive participants from future courses. Those wishing to appeal exclusion are required to follow the Grievance Procedure.



## ACCESS TO POLICY AND PROCEDURES

The following comprehensive Policies and Procedures can be accessed from CQ First Aid & Safety Training's website: [www.cqfast.net.au](http://www.cqfast.net.au) via the 'Learner Info' tab:

- Privacy Policy
- Complaints and Appeals Policy
- Fees and Refunds Policy