

Terms and Conditions FOR WEBINAR COURSES

- 50% of the fee paid is a **Non-refundable component**; however, it is important to note that further charges may apply for cancellation and rescheduling;
- We will contact you within 24-48 hours - You must participate in the 5/10-minute phone call for eligibility. We will only attempt 3 times (including once by text message), after that you may lose the non-refundable part of your fee; If you have not been contacted within 48 hours of this booking then please contact us on (02)82920111
- You must be over 14 to complete this course
- You will need to be able to read, write (complete answers to questions and fill simple forms) and speak Basic English – contact us immediately if you are unsure.
- You will need to have **100 points of identification** – for further information click [here](#), not having the required identification will mean you cannot proceed with your course you may lose the non-refundable part of your fee;
- Your Webinar must be within 30 days of your booking, if you need an extension (because you can't commit to a date within 30 days) then an additional fee of \$50 fee applies for each 30 days, to a maximum of 90 days;
- This is a **WEBINAR (6-8 hours PER DAY) and ONLINE COURSE** – you must have access to a device and connection that will allow you to participate. This has been detailed in your booking – please contact us as soon as possible if this has changed. Unfortunately, fees may apply for delays.
- Once you have chosen a WEBINAR date(s) – you will need to log on and participate in the Webinar (for the entire time) and meet assessment requirements (conducted during the webinar)

Rescheduling

- You may reschedule your chosen webinar by providing more than 72 hours (strictly) notice (courses start at 8:30am on your chosen date) ONCE for no additional fee;
- If you would like to reschedule with less than 72 hours' notice then an additional fee of 50% of your course fee is payable before confirming your new date(s).

Cancellation

- If you cancel your course (you no longer want to do this course) with more than 72 hours (strictly) notice you will lose the non-refundable part of your fee.
- If you cancel with less than 72 hours (strictly), you will lose all fees paid (may be better to reschedule)
- Not logging in within 15 minutes (or contacting us at this time if having difficulties) is treated as a cancellation of your course

Additional

- If you require additional day(s) for training (due to not meeting training requirements) then a fee of \$100 per training day will apply.
- If your course is longer than 1 day and you do not attend for the second day – this is treated as a cancellation and you will lose all fees paid.
- Reschedule of a day 2 (where applicable) of your course will have applicable cut off times and fees as per Day 1.
- If you cannot attend due to sickness (on any scheduled day) or an isolation order (evidence required) then you will be able to reschedule ONCE (with evidence) for an additional fee of 25% of the course fee paid.

- If your course requires Personal Protective Equipment (White Card) then you must have this ready on the day of the Webinar – not having the required PPE will mean that you will need to reschedule your course for the applicable fee.