

----- **Important Information for Course Participants** -----

When enrolling in Training with Integral Scaffolding, all participants agree & adhere to the conditions set out below.

**Course information**

- Training begins at 8.00am, however we recommend participants arrive at least 15 minutes prior.
- Participants with Language, Literacy or Numeracy difficulties are required to inform Integral Skills upon enrolment to allow adequate time for Integral Scaffolding to arrange assistance for participants if necessary.

**Payment**

- Course fees must be paid prior to course commencement, unless an account has been successfully established with Integral Scaffolding. All participants will be contacted prior to the course regarding payment.
- Upon Booking, Integral Scaffolding requests that participants/companies provide credit card details to confirm the booking. Credit cards will not be charged without prior notification, but *will* be charged upon the participants' cancellation of their place in the course (see cancellation policy below).

**Cancellation Policy**

- Any participant who has enrolled and filled out a booking form for a course and withdraws by giving less than 4 working days' notice, will be charged 20% of the course cost, as in normal circumstances we are unable to re-fill the position. This fee also covers administration costs.
- Any participant who has enrolled and filled out a booking form for a course and withdraws by giving between 4- 7 working days' notice, will be charged 5% of the course cost, as in normal circumstances we are unable to re-fill the position. This fee also covers administration costs.
- Any participant who has enrolled and filled out a booking form for a course and withdraws by giving more than 7 working days' notice, will not be subject to any charges.

**Refund Policy**

Refunds **will** be given in accordance with the refund policy below.

- Any admin &/or cancellation fees prescribed below will be charged to the participants credit card number provided at the time of booking.
- Any participant who has paid for a course and withdraws by giving more than 4 working days' notice, is entitled to a refund of the original payment amount less 5% to cover administration & bank fees.
- Any participant who has paid for a course and withdraws by giving less than 4 working days' notice, is entitled to a refund of the original payment amount less 20%, as in normal circumstances we are unable to re-fill the position. This fee also covers administration & bank fees.
- If a course is cancelled by Integral Scaffolding, the participant is entitled to a full refund or credit.
- If a course is rescheduled by Integral Scaffolding, any participant who is unable to attend the re-scheduled course is entitled to a full refund.
- If a participant has overpaid a fee, the residual amount will be refunded
- Any request for a refund must be made to Administration.
- Any refunds may be paid by EFTPOS, Direct credit to a nominated bank account, or cheque.

Refunds **will not** be given under the following circumstances:

- Any participant who has paid for a course but has failed to fully attend the course without notifying Integral Scaffolding prior, will not be entitled to a refund.

**Privacy**

- All participant information gained for the purposes of Training/Course participation is used solely by Integral Scaffolding, the relevant RTO & WorkCover, for administration & communication purposes. Participant information will not be shared with any other company/organization without prior consent.
- Pictures of participants taken during the training &/or assessment process may be used on our website. Please inform Integral Scaffolding if you do not wish to have your photo published.

This training and assessment is conducted under a Registered Partnership Arrangement with Registered Training Organisation Hunter Plant Operator Training School. RTO ID: 90352, McFarlane Street Cessnock, Phone: 1800640580. Where applicable for HRW courses, this award is issued under a partnership arrangement with Registered Training Organisation Hunter Plant Operator Training School. WorkCover approval No. 800 180.