

Payment & Course Terms & Conditions

PAYMENT OPTIONS

Payment can be made to InterCare Training via credit card (MasterCard or Visa only) or bank transfer. Cheques and/or cash are not acceptable.

CANCELLATIONS/REFUND POLICY

If, due to insufficient participant numbers or any unforeseen reason which is outside the control of InterCare Training, InterCare Training reserves the right to cancel or defer any course and make all reasonable effort to promptly notify you prior to the commencement of the course and you will be given the opportunity to reschedule or obtain a refund. Any other requests for a refund are to be handled in line with the InterCare Training *Refund Policy*.

TRANSFERS

Only 1 free course transfer can be made by contacting InterCare Training on 1300 10 2273. Requests made at least 5 working days prior to the commencement of the originally booked course will be free of charge. Any transfer requests less than 5 working days will incur a fee of \$50. This is subject to InterCare Training course availability.

TRAINING ABSENTEEISM

If you fail to attend a booked course or you are late, this may void your booking and all costs associated and your participation on the day will be at the trainer's discretion.

The training offered by InterCare Training in First Aid or CPR does NOT constitute a medical qualification. InterCare Training accepts no responsibility for the subsequent actions of participants. Training of this nature involves moderate physical activity, including kneeling and bending. InterCare Training does not accept any responsibility for any harm suffered by you as a result of your participation in your sessions.

If you have any special needs (including those in relation to language, literacy or numeracy), a relevant disability or condition or any other concerns, you should raise these at

the time of booking. InterCare Training reserves the right to end your involvement in a course if you fail to follow the directions, policies or procedures communicated to you by the trainer. To gain your accreditation, you must fulfil the following criteria:

1. You must attend all sessions and complete all assessments to a standard deemed to be competent by your trainer. The assessment is based on interactive involvement in all aspects of your course.

RECOGNITION OF PRIOR LEARNING

As per InterCare Training *RPL Policy & Procedure* which can be found within the Student & Employer Handbook, available on our website www.intercaretraining.com.au

ASSESSMENT APPEALS PROCESS

As per InterCare Training *Assessment Appeals Policy & Procedure* which can be found within the Student & Employer Handbook, available on our website www.intercaretraining.com.au

ADDITIONAL STATEMENTS OF ATTAINMENT/RECORDS

All successful participants will receive a statement of attainment posted within 4 weeks of course completion. Should you require an additional statement of attainment please contact InterCare Training to determine the fees and charges applicable.

CODE OF CONDUCT IN THE TRAINING ROOM

As per InterCare Training *Student Code of Conduct* which is displayed in class or/and can be found within the Student & Employer Handbook, available on our website www.intercaretraining.com.au

PRIVACY POLICY

As per InterCare Training *Privacy Policy*, and related policies, which can be found within the Student & Employer Handbook, available on our website www.intercaretraining.com.au