

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

When enrolling Online with Integral Skills Pty Ltd, 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 Skills to arrange assistance for participants if necessary.

Refund & Cancellation Policy

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

- Any refunds given will be less the admin &/or cancellation fees prescribed below.
- **Approved Account Holders** who have registered for training but have not yet paid are still required to pay admin/cancellation fees & can refer to the refund and cancellation policy stated within their copy of the signed Integral Skills Credit application (please contact our office if you require a copy).
- 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.
- Any participant who has paid for a course and withdraws by giving between 4 & 7 working days' notice, is entitled to a refund of the original payment amount less 10% to cover administration & bank fees.
- Any participant who has paid for a course and withdraws by giving more than 7 working days' notice, is entitled to a refund of the original payment amount less 5%, to cover administration & bank fees.
- If a course is cancelled by Integral Skills Pty Ltd, the participant is entitled to a full refund or credit.
- If a course is rescheduled by Integral Skills Pty Ltd, any participant who is unable to attend the re-scheduled course is entitled to a full refund.
- 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 Skills 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 Skills Pty Ltd, 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 Skills 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.