



Form ADFM001
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TRAINEE ENROLMENT FORM

Krause Safety & Training Pty Ltd
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Krause Safety & Training Terms & Conditions of Enrolment & Course Participation

PAYMENT TERMS & CONDITIONS:

- All fees must be paid upon enrolment to a course, prior to the course commencement. Credit Cards will be debited upon enrolment. Purchase Orders must be received before the course commencement.
- Enrolment is not confirmed without payment or supply of: Cash, Credit, Business Cheque or Purchase Order
- Business Cheques and Purchase Orders will only be accepted from pre-approved Companies/Business's.
- Companies/Business's seeking 'Credit Approval' will need to contact our office for the paperwork. The approval process can take up to 2 working days.
- Invoices must be paid within 30 days of the invoice date.

REFUND POLICY:

- An 85% Refund is available if cancellation notice is given to our office no later than 5 full working days prior to course commencement, a 50 % refund is available if cancellation notice is given no later than 2 full working days prior to the course commencement (unless otherwise stated in a signed quote). The refund will be paid in the most convenient way for KS&T.
- No refund is available where cancellation is made less than 2 full working days prior to the course commencement.
- 'Working days' are defined as Monday – Friday. Saturday & Sunday are not recognised as 'working days'.
- Requests for refund must be made by completing and submitting our 'Refund Request Form' no later than 30 days after the course commenced.
- Full course fees may be charged for failure to provide adequate cancellation notice and any additional out of pocket expenses incurred by our company in relation to an enrolment will also be charged.
- A substitute may be nominated to attend the original course without penalty by contacting our office prior to the course commencement. This does not apply to students that have been re-booked (see below).
- In certain cases Management may agree to re-book (free of charge) an individual that failed to provide cancellation notice and as a result incurred full fee charges. It is the student/companies responsibility to ring our office and rebook in this circumstance. If the student fails to attend or adequate cancellation notice is not received a 2nd time they will not be rebooked a 3rd time until the full course fee is paid again. No substitutes can be nominated to attend in this instance.
- If a student is rebooked they must attend the course within 1 month from the original date of enrolment. Failure to attend within the month will result in the student having to re-enrol and pay the full course fees again. No transfer of funds to another course is available in this circumstance.
- In the case Krause Safety & Training cancel a course the full fees will be refunded to the attendee. Any purchase orders will not be invoiced and will be returned to the Company/Business.
- Refunds are not available to attendees that are deemed 'Not Yet Competent' or attendees that leave before the course completion.
- A refund or transfer of funds can be arranged in the case of sickness or bereavement. Krause Safety & Training reserve the right to ask for proof in any such circumstance eg. Medical Certificate, Death Notice.
- A request for a transfer of fees to a different course being held by Krause Safety & Training can be organised by contacting our office prior to the course commencement (however this does not apply in cases where a student has been re-booked). The student will need to pay any difference in price if the fee is higher than the original course they enrolled into.
- Any refund terms and conditions that are specified in a quote may override the refund conditions stated above.
- Attendees that arrive more than 15 minutes late for a course will not be allowed to enter the course. They will be re-booked according to the terms stated above.

COURSE CANCELLATION:

- Krause Safety & Training reserve the right to cancel a course for various reasons, some of these are: a natural disaster, loss of power, staff sickness, staff unavailability, lack of participant numbers etc. Krause Safety & Training will endeavour to notify attendees of any cancellation as soon as possible to avoid any disruption to attendees.
- Attendees wishing to cancel their enrolment to a course should contact our office staff and confirm their cancellation by speaking to one of our staff members during the following hours: Mon – Fri 7.30am – 5.00pm.
- Refer above to 'Refund Policy' for specific outlines of cancellation notice we require for all enrolments.

ASSESSMENT CONDITIONS:

- Attendees must be deemed 'competent' in any assessments (theory & practical) that are required to be undertaken for any course. Please contact our office for any clarification.
- Cheating, unauthorised collusion and plagiarism will not be tolerated.
- Literacy, Learning & Numeracy Evaluation Forms are available to attendees prior to enrolment in a course to grade their ability in the above mentioned areas. Please contact our office for a LL&N Evaluation Form.
- In the case an attendee is deemed 'Not Yet Competent' they will not be awarded with a Statement of Attainment or Certificate and our assessors will discuss their options.

PRIVACY STATEMENT

- Krause Safety & Training is bound by the National Privacy Principles under the Privacy Amendment (Private Sector) Act 2000. The personal information disclosed by you will be used for the purposes of identifying you and confirming your participation. If applicable, financial information disclosed by you will be used only for the purposes of affecting the transaction to which it relates, and will be kept securely until legally able to be deleted.

SECURITY & ACCESS

- Krause Safety & Training require proof of identity and completion of our formal process to release any student information.
- Our replacement processes involve the student providing photo identification, completing a replacement form and paying a replacement fee. This process is also applicable to any requests for faxes or copies of original awards.
- Replacement of some licences will require the student to deal with a third party and follow their specific procedures.
- Employers making requests for student information must provide adequate proof that the student is currently employed by them and has authorised their request for information. Our staff will instruct employers on our requirements in this circumstance.

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