

Mai-Wel Training Services

TERMS AND CONDITIONS



Enrolment & Selection

- Classes are open to all adults 16 years and over.
- We need to be advised if you have a medical condition or disability and need assistance in attending a class.
- A fee must accompany your enrolment. As class placements are limited it is regretted class placements cannot be saved without your deposit payment. Your deposit secures your enrolment and course placement.
- It is your responsibility to note the date, time and location of the course as advertised.
- Courses with low enrolments may be cancelled and refunds will only be given when Mai-Wel Training Services cancels a course. Every effort will be made to contact students so please ensure we have your home and/or work telephone numbers.
- Requests from you to transfer or credit, your course placement before course commencement due to changed personal circumstances, will be considered and every effort will be made to ensure a placement in an alternate course.
- During your course, should changed personal circumstances arise and you are unable to complete the course, every effort will be made to ensure a placement can be made in alternate pre-scheduled workshops.
- Students can only join after the course start date if they meet all prerequisites. Late enrolments must meet the full course fee.
- Mai-Wel Training Services reserves the right to decline admission to a course; terminate a student's enrolment in a class at any time; or change a course or trainer at any time without notice to course Students.
- Students participate in courses involving physical activity, field trips, practical demonstrations etc. do so at their own risk. Mai-Wel Training Services does have adequate public liability insurance for classroom activities.

Course Fees, Payments and Refunds

- Minimum deposit accepted is one third of the course fee and must be paid by closing dates for application.
- Certificates and Statements of Attainment are issued to students who are assessed as competent. The cost for all certificates is included in the course fee.
- Deposits are non-refundable, but can be transferred to any course or held in credit.
- Refunds can be made in the following circumstances:
 - Students have overpaid the administration charge
 - Students enrolled in Training that has been cancelled
 - Student advises Mai-Wel Training Services prior to class commencement that they are withdrawing from Training
 - In the opinion of Mai-Wel Training Services, the participant would be unreasonably disadvantaged if not granted a refund. Eg a participant meets with a serious misadventure and is unable to continue their enrolment.

Refunds will not be issued for:

- Change in work hours
- Inconvenience of travel to course site
- Moving out of the area
- Job change
- Students who leave before finishing course / unit
- Ill health unless a medical certificate is provided

Complaints and Grievances

Mai-Wel Training Services recognises that differences and grievances can arise from time to time. The quick settlement of these matters is in the best interest of all parties concerned and the following steps are implemented to ensure this happens.

- Tell us if you are dissatisfied or have any concerns about our products, services, processes or policies.
- Tell us if you think you have been treated unfairly or unjustly.
- We will discuss the matter with you and try to resolve the problem.
- If you are not satisfied with the resolution we will refer the matter to an independent mediator.
- If a satisfactory solution cannot be reached by all parties you have the right to seek representation and appeal under the relevant State or Federal Law.

Recognition of Prior Learning - RPL

If you already have the knowledge and skills covered in some or all of the course units, you may not have to study them to complete the course. RPL is the acknowledgement of existing competencies regardless of how those competencies were obtained. A person may apply for RPL to gain a whole or part of a qualification. RPL is intended to allow Students to focus on developing new skills and knowledge, rather than re-learning or re-doing what they already know or have already done and can do.

Identified competencies may have been achieved in a number of ways:

- Work experience – including both work that is paid or unpaid ie working in a voluntary capacity with a community organisation or assisting to run a family business.
- Education – including programs or courses taken at school, TAFE, adult education centers or training programs at work. Mai-Wel Training Services accepts the credentials issued by any other Registered Training Organisations from within Australia.
- Life experience – this includes being a voluntary worker, competencies gained from hobbies, interests or involvement in social groups / clubs.

Privacy

- Mai-Wel Training Services collects and stores your personal details. During training we record your progress. We use this information to measure both your and our performance and also to let you know about our future products and services. Where State or Commonwealth funding supports training we are obliged to submit your personal and progress details for research, statistical analysis, program evaluation, post completion survey and internal management purposes.
- We DO NOT share, rent, or sell personal information you provide us. The confidentiality of the information we collect from you is protected under the NSW Privacy ACT.

Legislative and Regulatory Requirements

You acknowledge that you must observe all OHS procedures as stipulated by Mai-Wel Training Services.

Occupational Health & Safety

Mai-Wel Training Services is committed to providing and maintaining a safe and healthy environment for the benefit of all clients, visitors and employees.. Mai-Wel Training Services monitors and maintains the appropriate Occupational Health and Safety levels and obligations under the Federal and State rules and regulations of the NSW Occupational Health and Safety Act including the State and relevant local government health and hygiene regulations/legislation, Skin Penetration and Infection Control Acts. In consideration of all Mai-Wel Training Services clients, staff and students it is important that adherence to all legislative acts and regulations are observed while undertaking training. If students have any concerns or notice a condition or practice that seems unsafe, it is important it is brought to the attention of the Training Manager.

Access and Equity

Mai-Wel Training Services is committed to access and equity principles and processes in the delivery of its services and working environment in accordance with Sex Discrimination act 1984, Human Rights and Equal Opportunity Act 1986, Racial Discrimination Act 5 1975, NSW Anti-Discrimination Act and Disability Discrimination Act 1992. In the event of a situation that is considered by clients to be in violation of Mai-Wel Training Services Access & Equity Policy, students and clients are required to report the situation to the Training Manager.

Harassment, victimisation and bullying

Mai-Wel Training Services does not tolerate any harassment, victimisation, bullying or any such conduct that has the purpose or effect of interfering with an individual's work performance or creating an intimidating, hostile, or an offensive learning environment. This includes harassment, victimisation, bullying because of sex, race, national origin, religion, disability, sexuality or age. Harassment is unlawful under Commonwealth and State legislation and all harassment, bullying and victimisation are contrary to the duty of care to provide a safe environment for work and learning. In the event of a situation that is considered by clients to be in violation of Mai-Wel Training Services Harassment, Victimisation and Bullying Policy report the situation to the Training Manager.