

UNITY TRAINING ENROLMENT POLICY Terms & Conditions

Enrolment of Individual Participants

Enrolment into training programmes will be conducted in an ethical and responsible manner at all times, ensuring fairness and compliance with the Equal Opportunity Act 1984, Disability Discrimination Act 1992, Racial Discrimination Act 1975 and Sex Discrimination Act 1984 legislation. Participant enrolments are subject to availability of places on the training program, based on the maximum number of participants that can be accommodated under the particular circumstances (eg safety, capacity of training venue, type of course, learning structures within program). If a training program is fully booked, they will either be placed on a “reserve” list or offered a place on another date. Participants on the “reserve” list of a fully booked training program are given priority should a place become available. Enrolments will be considered tentative until payment has been received. Should students numbers reach maximum, and another person wishes to enrol on a course where there is a tentative enrolment, Unity Training will contact the tentative booking to confirm payment prior to allocation.

RPL and Assessment

Unity Training is committed to providing quality training and assessment in accordance with the Australian Quality Training Framework (AQTF). As such, Unity Training is required to offer all learners at enrolment the option of Recognition for prior learning (RPL). Unity Training is committed to providing the best practice, professional products and services to its clients and acknowledges it can only succeed in this with effective and efficient quality processes.

For the complete information on RPL and assessment please request our information pack.

Code of Conduct

Dress code is neat casual. Learners attending Unity Training courses who demonstrate behaviour of a disruptive, objectionable or anti-social behaviour will be asked to leave the course and all fees will be forfeited by the learner.

Code of Practice - Grievance Procedure

Unity Training Services is committed to resolving grievances with fairness, equity and efficiency. The grievance process provides for grievances to be raised with the Training Officer coordinating the course, and/or the Assistant Secretary and/or the

Secretary of Unions WA. Where a matter is unable to be resolved within Unity Training Services, the participant can be referred to an independent adjudicator.

Special Needs

If you have any physical or other impairments (eg English language difficulties, dyslexia) which may effect your ability to successfully undertake the training please advise us on enrolment. We can, with your participation assess your potential to successfully complete the training. This may also enable us to implement flexible delivery options, to optimise the ease and benefit of the your learning.

Length of the Course

Learners are expected to attend the full length of each course. If you require flexibility in attendance please contact us to discuss options as the learner may need to return to complete the course.

Refunds and Cancellation

Full refunds are offered in the event that Unity Training is unable to provide a course. Unity Training Service will not refund fees paid in advance unless training cancellation INCLUDES more than 14 days' notice in writing.

The following percentage of refund will apply to all training cancellations:

- Where 20% or less of the course has been provided to the student a 100% refund less \$200.00 admin fee will apply.
- Where less than 50% of the course has been provided to the student a 50% refund less \$200.00 admin fee will apply.
- Where 50% or more of the course has been provided to the student no refund will apply.

There is no refund for skills recognition assessments after enrolment.

Rescheduling must be done 14 days prior to each course commencement. If rescheduling is done without 14 days' notice there will be a \$200.00 administration fee. Once a course has started the full cost of the course will be charged.