



## TRAINING FEES AND REFUND GUIDELINES

### GUIDELINES

ERGOSH currently provide training and assessment in two types of situation. One is for individual students who may attend one of our scheduled training courses and the other is for organizations that may engage ERGOSH to conduct an in house training course.

Our scheduled training currently covers WorkSafe approved courses and the following terms and conditions will apply where persons register to attend these courses:

- To ensure that an enrolment is confirmed your payment or purchase order must accompany the enrolment form and be settled before attendance.
- Registration may be cancelled up to 10 working days prior to the program, with participants either transferring to another program or receiving a full refund.
- Registration cancelled less than 10 days, but before 5 days, prior to the start of the program may incur a \$50 administration fee per registration.
- Fees for registration cancelled less than 5 days prior to the start of the program and non-attendance will not be entitled to a refund.
- You may substitute another participant at any time prior to the start of the program should the nominated person be unable to attend. Notification of this change to the ERGOSH Training Coordinator would be appreciated.
- ERGOSH reserves the right to cancel or postpone a program to an alternative date. All registered participants affected by such a cancellation will receive a full refund or be offered the opportunity to transfer to the next available program.

Our in-house courses may include a combination of WorkSafe approved training and Nationally Recognised Training conducted under our status as a Registered Training Organisation. For in – house training the following terms and conditions will apply:

- Generally a proposal will be prepared for the client organisation detailing the training service to be provided and the fee that will be charged for the service.

- The client organisation will complete an Acceptance of Proposal form and forward the form to ERGOSH prior to the commencement of the training program.
- When the training project commences ERGOSH will raise an invoice for the client organisation requiring that the fee is to be paid within 30 days. There is an expectation that all training fees will be paid within 30 days or by the completion of the training program provided by ERGOSH.
- Where ERGOSH fails to provide a service and fees have previously been paid the fees collected will be refunded immediately.