

INFRONT STAFFING TERMS AND CONDITIONS:

Additional Information may be found at www.infrontstaffing.com

ENROLMENT & SELECTION

1. We need to be advised if you have a medical condition or disability and need assistance in attending a class.
2. Full course fees are required to be paid to book your place in a course. As placements are limited it is regretted class placements cannot be saved without this payment. Full payment secures your enrolment and course placement.
3. It is your responsibility to note the date, time and location of the course booked.
4. Courses with insufficient enrolments may be cancelled at which time Infront Staffing will provide a full refund. Every effort will be made to contact students so please ensure we have your home and/or work telephone numbers and email address.
5. Requests from you to transfer your course placement before course commencement due to changed personal circumstances will be considered and will be subject to our refund policy. Please visit our website for more information.
6. During your course should changed personal circumstances arise and you are unable to complete the course, every effort will be made to ensure a place can be made in an alternative course as per our refund policy. In considering a transfer or refund request Infront may ask for documented evidence to support your claim.
7. Infront Staffing 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 tutor at any time without notice to course participants if required to.
8. Students participating in courses involving physical activity, practical demonstrations etc. do so at their own risk.

COURSE FEES, PAYMENTS AND REFUNDS

1. All fees are payable prior to commencement of training.
2. Certificates and Statements of Attainment are only issued to students who are assessed as competent. The cost for all certificates is included in the course fee. Certificate re-issue fees apply.
3. Only full payment is accepted to guarantee a course booking.
4. Organisations under an invoice agreement with Infront Staffing are bound by our refund policy and the stated terms of payment.
5. Full refunds will be offered in the following circumstances:

Participants enrolled in training that has been cancelled.
6. Full refund minus a \$30.00 administration fee may be offered in the following circumstances:

Participant advises Infront Staffing that they are withdrawing from the course with a minimum of three (3) working days notice.
7. If in the opinion of Infront Staffing, the participant is disadvantaged due to unreasonable circumstances. ie a participant meets with serious misadventure and is unable to commence or continue their course.
8. In considering a transfer or refund request Infront may ask for documented evidence to support your claim.
9. Note that participants failing to attend due to illness must provide a medical certificate verifying illness on the date of the course. Infront will offer a transfer at no cost in this instance.

NOTE- Please refer to www.infrontstaffing.com or contact us on (02) 8252 7565 for more information on fees, payments and our Refund Policy.

COURSE REQUIREMENTS

1. Course resources are supplied. You will be notified of any additional resources required.
2. Please bring a pen to each session.

PRIVACY

1. Infront Staffing collects and stores your personal details. During training we record your progress. We use this information to measure performance and also to let you know of 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 and program evaluation. Post completion surveys are also used for internal management purposes to ensure training and assessment strategies are regularly validated.

2. WE DO NOT share, rent, or sell personal information that you provide us. The confidentiality of the information we collect from you is protected under the NSW Privacy Act.

COMPLAINTS & GRIEVANCES.

Infront Staffing 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 required to ensure this happens:

1. Advise us if you are dissatisfied or have any concerns about our products, services, processes or policies.
2. Advise us if you think you have been treated unfairly or unjustly.
3. We will discuss the matter with you and try to resolve the problem.
4. If you are not satisfied with the resolution we will refer the matter to an independent mediator.
5. 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.

OCCUPATIONAL HEALTH & SAFETY

Infront Staffing is committed to providing and maintaining a safe and healthy environment for the benefit of all clients, visitors and employees.

Infront Staffing monitors and maintains the appropriate Occupational Health and Safety levels and obligations under Federal and State rules and regulations.

In consideration of all Infront Staffing clients 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 Director of Infront Staffing Pty Ltd.

ACCESS AND EQUITY

Infront Staffing is committed to access and equity principles and processes in the delivery of its services and working environment in accordance with the Sex Discrimination Act 1984, Human Rights and Equal Opportunity Act 1986, Racial Discrimination Act 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 the Infront Staffing Access & Equity policy, students and clients are required to report the situation to the Director of the company.

HARASSMENT, VICTIMISATION AND BULLYING

Infront Staffing 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, nor does our company stand for creating an intimidating, hostile, or 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 Infront Staffing harassment, victimisation and bullying policy report the situation to the Director of Infront Staffing.

LITERACY AND NUMERACY

To successfully complete your training you must be able to count, check and accurately record, read, interpret, estimate, measure and calculate in English. Infront Staffing may refer you to language, literacy and numeracy training in areas identified as necessary to ensure you meet the standards of your training.

DISRUPTIVE STUDENTS

Please note that in the interest of all class participants, any student who is found to be continuously disruptive during a course will be asked to leave the training area and to organise another date to complete the course. If the candidate in this situation does not wish to book another date they will forfeit their fees for the course.

LOST CERTIFICATES

Reissuing certificates will be subject to the course undertaken. Where certificates are issued by Infront Staffing a \$30.00 fee will be required to be paid per replaced certificate.